

What to expect... and what we expect from you.



What is the

Visiting & Buddy Service ?

Among the biggest challenges facing those who are bereaved, particularly in later years, are loneliness and isolation.

In recognition of this, Bereavement Matters offers you a valuable and unique service called the Visiting & Buddy Service designed to help bereaved adults.

Our Visiting Service aims to provide bereaved adults *of any age* essential listening support to help you cope with the challenges of bereavement.

Our Buddy Service aims to help bereaved adults *over 55 years old* to broaden their social horizons and build new friendships by attending one of the many clubs or groups that exist in the area for their age group.



We offer:

- An initial assessment with a qualified counsellor to give you the opportunity to discuss the support you may need. There is a one-off standard charge of £35 or a reduced charge of £20 for those on limited income. No service user is turned away on the basis of inability to pay. Such circumstances can be funded by grants.
- If the Visiting Service is felt to be beneficial, a designated volunteer will contact you to arrange a series of regular sessions which can take place at your home or in our premises in central St Albans.
- If and/or when you are interested in broadening your social horizons, we can provide information about the many groups for the over 55s in the St Albans district such as:
 - ◆ hobby/special interests clubs
 - ◆ sports and other activities such as quiz and scrabble
 - ◆ spiritual groups including church and other faith groups
 - ◆ lunchtime clubs
- We will meet with you to discuss what your needs and interests are and what day/time would be best for you and accompany you on your first two visits.
- We will follow-up with you after you have attended the group/club for a few weeks.



Who We Are:

St Albans & District Bereavement Network ~ Bereavement Matters ~ services are available to people of all backgrounds regardless of race, creed or culture.

Our aim is to help anyone in the St Albans City & District to have access to bereavement support. All support will be given by qualified staff and trained volunteers.

St Albans & District Bereavement Network ~ Bereavement Matters ~ abides by the fundamental principles for Bereavement Care Services endorsed by the National Bereavement Alliance:

- Confidentiality
- Respect
- Equality and Diversity
- Quality
- Safety



Your Support Worker

- Is a trained Bereavement Matters volunteer who abides by our Code of Ethics and Practice and receives regular

St Albans & District Bereavement Network



Help us to help you BY DONATING

Our services are subsidised or free to users and we are reliant on donations, grants and awards. If you have found our services helpful and would like to make a contribution to help us to continue to be able to provide our service to others, you can donate by:



Cheque:

Please download and complete our Donation Form available on our website www.sabn.org.uk. Send to the St Albans & District Bereavement Network, PO Box 671, St Albans, Herts. AL1 3ZX.



Direct transfer to our bank:

HSBC ~ High Street ~ Harpenden

Sort Code: **40 23 11** Account No: **61405942**

A/C: St Albans City and District Bereavement Network Services.

(Please either download and complete our donation form which can be found on our website www.sabn.org.uk notifying us of your gift, or send an email to admin@sabn.org.uk to confirm that remittance has been sent - giving your full name and address, amount and date of remittance, and if gift aided, confirmation that you are a UK Tax payer).



Just Giving:

Visit www.justgiving.com and quote SABN under 'Find a Charity' on their Homepage. Single or a monthly donation schedule can be set up simply by following instructions on the website.

All donations made via Just Giving will come directly to us. If you are a UK tax payer, Just Giving will reclaim tax on our behalf. Just Giving can also be used if you would like to fundraise on our behalf. If you are a UK tax payer, your gift can be gift aided. This will increase your gift by approximately 25% (subject to current tax rates) at no cost to you.

St Albans & District Bereavement Network



Other Services

If the Visiting & Buddy Service does not seem right for you at the moment, we also offer:

- One-to-one weekly counselling
- Telephone Support
- Helpline ~ 9am-1pm Monday to Thursday (answerphone available out of hours)
- Children & Young People's Service
- Information & resources on bereavement



Queries/Concerns/Feedback

If you have any worries or concerns, please contact our Clinical Lead in confidence on:
01727 841841.



Confidentiality

Confidentiality will be respected except in circumstances where there is danger to self and/or to others.

In accordance with the Data Protection Act 1998, all information is securely held by us and treated confidentially and with respect. It will be held solely for the purpose of providing support for bereaved persons. The information will not be disclosed to external agents without the express permission of the individual concerned, other than to comply with statutory or other legal requirements. To ensure that information that we hold is accurate and up-to-date, you should inform us of any changes. Information may be used for our own promotional purposes which include our newsletter, information on our activities and fundraising. This may be done by telephone, email or post. If you do not wish your information to be used in this way, or you do not wish to be contacted by electronic means, please inform us.

Bereavement Matters

Visiting & Buddy Service



St Albans & District Bereavement Network

PO Box 671, St Albans, Herts, AL1 3ZX

Tel: 01727 841841 (Helpline)

Web: www.sabn.org.uk

email: help@sabn.org.uk (Helpline)

Registered Charity Number 1094636