

**Staff Support**



**September 2019**

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**INTERNAL SUPPORT**

**Spiritual and Pastoral Care Team**

Aims to provide spiritual and pastoral care across Oxford Health NHS Foundation Trust, to patients, their carers and relatives and staff. The team also provides confidential listening, short term counselling and team support following serious incidents.

|  |
| --- |
| **Oxford, Swindon, Wiltshire BANES:** 01865 902760  **Buckinghamshire:** 01865 901723  **Department email:**   [spiritual.care@oxfordhealth.nhs.uk](mailto:spiritual.care@oxfordhealth.nhs.uk) |

**Mediation**

If you think that you need support handling a dispute the Trust has a number of specially trained mediators and further information is available via HR teams.

For more information on mediation email [jill.castle@oxfordhealth.nhs.uk](mailto:jill.castle@oxfordhealth.nhs.uk)

**Health & Wellbeing**

Promotes and empowers staff to take responsibility for their own health by providing evidence based tools to look after their own emotional and psychological wellbeing.

Encourages and promotes an organisational culture where staff feel a strong sense of belonging and view Oxford Health NHS FT as an enjoyable place to work. We want staff to enjoy coming to and being at work. Can be contacted at:

* [Wellbeing@oxfordhealth.nhs.uk](mailto:Wellbeing@oxfordhealth.nhs.uk)

**Staff Side**

There are various trade union organisation that represent our staff and that can offer confidential and impartial advice and support around all matters relating to your role and working here at Oxford Health

**For all staff involved on an incident, claim or complaint**

Should you be involved in a stressful or traumatic event such as a complaint made against you, involvement in an incident or an inquest it is important that you can access appropriate support from within or outside the Trust at the time you need it. To find out more about how a complaint or serious incident is investigated please contact:

* Claire Price, Head of Complaints: 0800 3287971
* Paul Butler, Patient Safety Lead: 01865 902559

**Human Resources**

The Human Resources Team can provide advice and information.

Contact one of the HR business partners via: 01865 902316

**Improving Access to Psychological Therapies**

The Improving Access to Psychological Therapies service can help through offering a range of short term talking therapy treatments. You can self-refer to the service.

Contact:

* 01865 901600 (Healthy Minds, Buckinghamshire)
* 01865 901222 (Talking Space, Oxfordshire)
* 01793 836836 (LIFT, Swindon)

**Fair Treatment at Work Facilitators**

Provide 1:1 confidential signposting and listening service to staff who have concerns about bullying or harassment in the workplace.

* [FairTreatmentatWork@oxfordhealth.nhs.uk](mailto:FairTreatmentatWork@oxfordhealth.nhs.uk) or call 07770 965 634

**Freedom to Speak up Guardian**

The Freedom to Speak Up Guardian offers independent and confidential support to staff who wish to raise concerns that could affect patient safety. You can raise a concern about risk, malpractice or wrongdoing you think is harming the service we deliver or creating a threatening or discriminatory workplace.

For more information, visit the Freedom to Speak Up pages on the intranet or call Caroline Griffiths on 07876 546075. Here are some links to further information and support:

[National Whistleblowing Helpline](http://wbhelpline.org.uk/)

[Public Concerns at Work](http://www.pcaw.co.uk/)

[National Guardian’s Office](https://www.cqc.org.uk/content/national-guardians-office)

[NHS Employers](http://www.nhsemployers.org/your-workforce/retain-and-improve/raising-concerns-at-work-and-whistleblowing/freedom-to-speak-up-guardian-hub)

**Legal Services**

If you are contacted by a Coroner’s Office and asked to provide a report to a Coroner or to attend an inquest, please contact the In-quests & Claims Manager as soon as possible. The Inquests & Claims Manager will arrange support for you and, if appropriate, access to the Trust’s Solicitors.

Contact:

* 01865 902963

**Medic Support**

This is a confidential service specifically for doctors, dentists and pharmacists training in Oxfordshire, Berkshire and Buckingham-shire, offering brief psychotherapy and cognitive behavioural therapy.

* Self-referrals can be made via email at: [med-ic.support@oxfordhealth.nhs.uk](mailto:med-ic.support@oxfordhealth.nhs.uk)

**Occupational Health**

You can self-refer or ask your Line Manager to make a referral. The OH team offers advice and support to managing your health. The service can also offer fast track access to physiotherapy and counselling, contact:

* 01865 902504

**Psychological De-briefing**

Psychological debriefing refers to the opportunity for a group of colleagues to meet together in order to explore serious workplace incidents that may have caused distress, and to do so in an organised and structured way. The Trust has a number of trained facilitators who may be contacted via:

* [staff.debrief@oxfordhealth.nhs.uk](mailto:staff.debrief@oxfordhealth.nhs.uk)

**EXTERNAL SUPPORT**

You may also wish to access support from an external service. The following agencies should be able to help or signpost you to an appropriate service. Please note this is not an exhaustive list:

**British Medical Association**

The BMA has a doctor’s support service providing access to confidential support which can be by telephone and/ or face to face. This can also include access to the BMA counselling service.

* 0300 123 1233
* email [www.bma.org.uk](http://www.bma.org.uk)

**Professional Support Unit**

The Career Development Unit covers the Thames Valley area as part of Postgraduate Medical and Dental Education. The CDU provides coaching/mentoring for doctors, or dentists who self-refer or are referred.

**Oxfordshire and Buckinghamshire Social Care Staff**

For all County Council staff a confidential counselling services is provided, which staff can self-refer to via the Occupational Health Service.

Oxfordshire & Buckinghamshire

* (PAM Assist): 0800 8824102
* 01865 785570 or email [psu.tv@hee.nhs.uk](mailto:psu.tv@hee.nhs.uk)

**Psychiatrists' Support Service**

The Psychiatrists' Support Service is a confidential support and advice service for members, trainee members and associates of the Royal College of Psychiatrists.

* 020 7245 0412 or email [pss@rcpsych.ac.uk](mailto:pss@rcpsych.ac.uk)

**Royal College of Nursing**

The professional body provides free short-term counselling and psychological support for members.

* 0345 7726100 or
* 0121 622 3911 or email www.basw.co.uk [www.rcn.org.uk](http://www.rcn.org.uk)

**The British Association of Social Workers**

The professional body provides advice and representation as well as access to the Social Workers Union, for expert legal advice.

**UNISON**

A service providing support for members and dependants, includ-ing expert legal advice.

* 0800 0857857 or email [www.unison.org.uk](http://www.unison.org.uk)

**UNITE**

A service providing support for members and dependants, including expert legal advice.

* 01753 313820 or email [www.unitetheunion.org](http://www.unitetheunion.org)

**Chartered Society of Physiotherapy**

The professional body provides support for members including expert legal advice.

National Contact:

* 020 7306 6666

**Safeguarding Children Team**

You can contact a member of the team for guidance and to re-quest individual supervision in relation to a case. Contact details for the team are available on the intranet under patient safety/safeguarding/safeguarding children.

**Safeguarding Adult Team**

You can contact a member of the team for support including ad-vice on the Mental Capacity Act. Contact details for the team are available on the intranet under patient safety/safeguarding/safeguarding adult.

**Domestic Situations**

* UK National Domestic Violence Helpline 24/7 0808 2000 247
* Samaritans 0845 7 90 90 90
* Oxfordshire Domestic Abuse Helpline 0800 731 0055
* Victim Support:

Oxford, Bucks & Berkshire 0300 1234 148

Wiltshire 01380 738888

* Wiltshire Domestic Abuse Support Services 01225 775276
* Broken Rainbow LGBT helpline 0300 999 5428
* Mankind 01823 334244
* Men’s Advice Line 0808 801 0327
* Gloustershire Domestic Abuse Support Service 0845 602 9035
* Aylesbury Women’s Aid 01296 436827
* Havering Women's Aid 01708 728759
* Milton Keynes 0344 375 4307
* Oxfordshire / West Berkshire 0800 731 0055
* Wycombe Women’s Aid 01494 461367
* Rape Crisis Support:

Oxford 0800 783 6294 / 01865 726 295

Aylesbury 01296 392465

High Wycombe 01494 462222

Somerset & Avon (females) 0808 801 0456

Somerset & Avon (males) 0808 801 0464

Wiltshire 01225 751 568

You may want to seek further support/advice from:

* A Human Resource Advisor – 01865 901020
* The Occupational Health Department & Wellbeing – 01865 902504
* Safeguarding Team - 01865 904 016

**Additional helpful information**:

<http://www.reducingtherisk.org.uk/cms/content/oxfordshire>

**Grief & Bereavement**

**General Practitioners (GP)**

Your GP may be able to help by listening, offering support, prescribing drugs for problems like sleeplessness or depression, by advising you about other sources of support or by referring you to a counsellor. Your district nurse may contact you to as how you are and may be able to give advice about sources of support.

**Ministers of Religion and Faith communities**

Can provide support and comfort, including to people not previously active in a religious community. Some faith communities in Oxfordshire offer bereavement support groups. Please make local enquiries for further information.

**Citizens Advice Oxfordshire**

* Confidential legal and financial advice
* 03444 111 444
* [www.caos.org.uk](http://www.caos.org.uk)

**Oxford Samaritans**

24-hour confidential telephone service for anyone feeling desperate or suicidal or experiencing a personal crisis such as bereavement.

* 01865 122122
* 60 Magdalen road, Oxford, OX4 1RB (drop in available 8am-10pm)
* [www.samaritans.org.uk](http://www.samaritans.org.uk)
* [jo@samaritans.org](mailto:jo@samaritans.org)

To find **registered psychotherapists** and **counsellors** in your area visit the following websites:

[www.itsgoodtotalk.org.uk](http://www.itsgoodtotalk.org.uk) (British Association of Counselling and Psychotherapy) [www.psychotherapy.org.uk](http://www.psychotherapy.org.uk) (UK Council for Psychotherapy) Costs vary

Many therapists have their own websites giving further information.

**Oxfordshire Bereavement Services**

**Age UK Oxfordshire**

Offers a range of services including befriending and a community information network that provides access to a range of groups and organisations offering practical and emotional support to older people.

* 0345 450 1276
* [www.ageuk.org.uk/oxfordshire](http://www.ageuk.org.uk/oxfordshire)

**Late spring** offers bereaved people aged 60+ the opportunity to meet with others over tea and cake. Fortnightly meeting across Oxfordshire.

* [latespring@age.uk.org.uk](mailto:latespring@age.uk.org.uk)

**Archway**

Provides a supportive, understanding and friendly environment and a range of activities for people feeling lonely and isolated. Activities include social evenings, befriending, drop-in café and group outings.

* 01865 790552
* [office@archwayfoundation.org.uk](mailto:office@archwayfoundation.org.uk)
* [www.archway.moonfruit.com](http://www.archway.moonfruit.com)

**Bereavement, Loss and Emotional Support Service (BLESS**)

BLESS provides one-to-one support for Jewish people (and people with Jewish connections) living in Oxfordshire.

* 07503650710
* [bless@ojc-online.org](mailto:bless@ojc-online.org)

**Chipping Norton Friendship Club**

Social activities for bereaved people—monthly meetings (Saturdays), lunch outings and couch trips.

* Pat Smith: 01608 678456

**Cruse, Bereavement Care** Oxfordshire branch—for bereaved adults

A national organisation with a local branch covering Oxfordshire. Provides individual and group support, counselling, social ‘friendship’ groups, a group for people bereaved by suicide (in collaboration with Survivors of Bereavement by Suicide) and runs a project working with

homeless people in hostels and supported housing in Oxford.

* Telephone helpline: 01865 245398 (10.00-13.00 weekdays)
* [www.oxfordcruse.co.uk](http://www.oxfordcruse.co.uk)
* [admin@oxfordcruse.co.uk](mailto:admin@oxfordcruse.co.uk)

**Home Start Oxfordshire**

Home-Start is a national organisation with three branches in Oxon. Offers practical, emotional and befriending support to families (with at least one child under five) experiencing difficulties managing parenting for a variety of reasons. Support is free, confidential and non-judgemental.

* Southern Oxfordshire: 01235 511152
* Oxford and Bicester 01865 779991
* Banbury and Chipping Norton: 01295 266358
* [homestartso@btconnect.com](mailto:homestartso@btconnect.com)
* [admin@homestart-Oxford.org.uk](mailto:admin@homestart-Oxford.org.uk)
* [info@home-startbanbury.org.uk](mailto:info@home-startbanbury.org.uk)
* [www.home-start.org.uk](http://www.home-start.org.uk)

**Footprints**

A monthly bereavement support group under the umbrella of Christ Church, Abingdon. Held monthly on the second Tuesday, 10.30-12.00 in the New Barn Café, Northcourt Road.

* 01865 682350
* [www.cca.uk.net](http://www.cca.uk.net)

**Helen and Douglas House** family support team

Individual and group support, as well as counselling for families of Helen or Douglas House patients.

* 01865 794749
* [www.helenanddouglas.org.uk](http://www.helenanddouglas.org.uk)

**Katherine House Hospice** bereavement service

Offers support and counselling to families and friends of Katherine House Hospice patients.

* 01295 811866
* [www.khh.org.uk](http://www.khh.org.uk)
* [Sinder.Singh@khh.org.uk](mailto:Sinder.Singh@khh.org.uk)

**Maggie’s Oxford**—for those affected by cancer

Offers bereavement support to those affected by cancer through support groups and individual counselling. National website hosts an online facilitated bereavement support group.

* 01865 751882
* [www.maggiescentre.org](http://www.maggiescentre.org)
* [oxford@maggiescentre.org](mailto:oxford@maggiescentre.org)

**Oxford University Hospitals NHS Foundation Trust Bereavement Services**

Provides a compassionate administrative and signposting service to support families cared for in the John Radcliffe, Churchill, Horton and the Nuffield Orthopaedic Hospitals in the immediate period after a patient has died. Facilitates opportunities for recently bereaved people to ask question about the care given by the Trust. Provides a rapid response service for families who have experienced a sudden child or adult death and to assist families in meeting their cultural and religious requirements for funeral arrangements or repatriation.

Also offers bereavement resources following pregnancy, neonatal loss and the options for funeral arrangements for babies at, or near, the time of birth.

* 01865 220110
* [www.ouh.nhs.uk/patient-guide/bereavement-service.aspx](http://www.ouh.nhs.uk/patient-guide/bereavement-service.aspx)

**Stillbirth and Neonatal Death Society (SANDS)** Oxfordshire

National charity for people affected by death of a baby during pregnancy or after birth. Oxfordshire Sands holds informal meetings every two months where individual stories can be shared with practical support offered. Run by volunteers who are all bereaved parents. Information and recommended reading available on website.

* National helpline: 020 7436 5881

**SeeSaw**: grief support for children and young people in Oxfordshire

SeeSaw provides direct support throughout Oxfordshire for children and families before and after the death of a parent or sibling.

* 01865 744 768
* [www.seesaw.org.uk](http://www.seesaw.org.uk)
* [info@seesaw.org.uk](mailto:info@seesaw.org.uk)

**Sobell House** Bereavement Service

Offers individual, group support and counselling to families and friends of Sobell House patients.

* 01865 744 768
* [www.sobellhouse.org.uk](http://www.sobellhouse.org.uk)
* [smsh.bereavementservice@ouh.nhs.uk](mailto:smsh.bereavementservice@ouh.nhs.uk)

**Talking Space Oxfordshire**

Talking Space is part of the NHS Improving Access to Psychological Therapies programme offering help to people (age 18+) with depression or anxiety. Access via GPs or by self-referral.

* 01865 901222
* [www.talkingspaceoplus.org.uk](http://www.talkingspaceoplus.org.uk)
* [talkingspaceplu@nhs.net](mailto:talkingspaceplu@nhs.net)

**Loss Foundation**

The Loss Foundation is a charity run by health professionals offering support groups and social events in London and Oxford for people who have lost a loved one to cancer. Offers opportunities for people to share stories; to talk, listen, eat cake, or simply be.

* 07732 070 972
* [www.thelossfoundation.org](http://www.thelossfoundation.org)

**The Way Ahead**

A social group for bereaved, single and retired people. Meets monthly in Oxford, arranges trips, meals & other social gatherings.

* 01865 559081 (Joyce)
* 01865 880634 (Diane)

**WAY Foundation** (Widowed & Young)

Helps young widowed people (up to age 50) through social events. Run by young widowed volunteers. Organises holidays, website provides information, a chat room, on-line support groups and has an active local branch in Oxfordshire.

* 0300 012 4929
* [www.widowedandyoung.org.uk](http://www.widowedandyoung.org.uk)
* [info@widowedandyoung.org.uk](mailto:info@widowedandyoung.org.uk)

**WAY UP**

WAY UP is a mutual help group created to support the needs of anyone (over the age of 50) who has lost a long term life partner. Provides a national web-based group, offers meetings and events all over the UK, including Oxfordshire.

* [www.way-up.co.uk](http://www.way-up.co.uk)
* [info@way-up.co.uk](mailto:info@way-up.co.uk)

**YoungDementia UK** (YDUK)

YDUK offers support services for younger people with dementia (under 65) and their families. Offers individual support both before and after a bereavement.

* 01865 794311
* [www.youngdementiauk.org](http://www.youngdementiauk.org)

**National Organisations**

**Bereavement Advice Centre**

Helpline and web-based information service offering support, information and advice about what to do after a death. As well as, the practical issues and procedures that people may face.

* Helpline: 0800 634 9494 (9.00-5.00 Mon-Fri)
* [www.bereavementadvice.org](http://www.bereavementadvice.org)
* [info@bereavementadvice.org](mailto:info@bereavementadvice.org)

**Child Death Helpline**

Offers a confidential telephone listening service offering emotional support to all affected by the death of a child. Helpline staffed by bereaved parents who are trained and supported by professional staff.

* 0800 282 986 or 0808 800 6019
* [www.childdeathhelpline.org.uk](http://www.childdeathhelpline.org.uk)

**Cruse Bereavement Care**

The national website provides telephone counselling, practical information about what to do after a death, links to useful organisations, online support, information about adult/children’s grief and a dedicated website for young people

* 0844 477 9400 0808 808 1677 (young people’s helpline)
* [www.cruse.org.uk](http://www.cruse.org.uk) or [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk)
* [www.hopeagain.org.uk](http://www.hopeagain.org.uk) (for young people)

**Compassionate Friends**

The Compassionate Friends are bereaved parents who offer support and friendship to parents whose child has died at any age, from any cause. Support is also available for bereaved adult siblings (Support in Bereavement for Brothers & Sisters - SIBBS) and grandparents. The Shadow of Suicide group (SOS) can put parents in touch with other parents who have lost children through suicide. Contact via national helpline which is answered by a bereaved parent who provides support and information. There is an active group in Oxfordshire and Berkshire

* Helpline: 0345 123 2304 (daily 10am – 4pm, 7pm -10pm)
* [www.tcf.org.uk](http://www.tcf.org.uk)
* [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)
* Oxford group: 0118 940 3038 or 07970 611013
* [austenrobert@hotmail.com](mailto:austenrobert@hotmail.com)

**London Friend**

A gay, lesbian, bisexual and trans charity offering counselling and support including bereavement support.

* Helpline 020 7833 1674
* [www.londonfriend.org.uk](http://www.londonfriend.org.uk)

**Lullaby Trust** (Formerly the Foundation for the Study of Infant Deaths)

Trained bereaved parents offer a befriending service by phone or email.

* 0808 802 6868 (bereavement line) 0808 802 6869 (information line)
* www.lullabytrust.org.uk
* [support@lullabytrust.org.uk](mailto:support@lullabytrust.org.uk)

**Miscarriage Association**

Offers information and support to people who have been affected by miscarriage, ectopic pregnancy or molar pregnancy.

* 01924 200 799 (Mon-Fri, 9am-4pm)
* [www.miscarriageassociation.org.uk](http://www.miscarriageassociation.org.uk)
* [info@miscarriageassociation.org.uk](mailto:info@miscarriageassociation.org.uk)

**RoadPeace**

Provides emotional and practical support to those bereaved or injured in a road crash (RTA). Helpline staffed by volunteers who themselves have been bereaved or injured in a RTA. Also offers befriending, a resilience building course and specific guides and information sheets on the legal procedures that follow a road death.

* Helpline: 0845 4500 355, 9am-5pm, Mon-Fri
* [www.roadpeace.org](http://www.roadpeace.org)
* [helpline@roadpeace.org](mailto:helpline@roadpeace.org)

**SCARD** (Support & Care After Road Death & Injury)

Provides emotional, practical support and counselling to those bereaved following a road crash.

* 0845 123 5542 (9.00-9.00 daily)
* [www.scard.org.uk](http://www.scard.org.uk)

**Service Children’s Support Network** (SCSN)

SCSN is a network of education and welfare professionals working collaboratively with the service community to facilitate support to service children and their families in recognition that they may face experiences that are different from those faced by civilian families including operational deployment, trauma and bereavement.

* 01296 625779
* [www.servicechildrensupportnetwork.co.uk](http://www.servicechildrensupportnetwork.co.uk)

**SSAFA Forces Help**

National charity helping serving ex-serving men and women, as well as their families.

* 0800 731 4880 10.30-7.30 weekdays
* [www.ssafa.org.uk](http://www.ssafa.org.uk)

**Sudden Death Association**

We understand that people bereaved by sudden death suffer terribly. Sudden is an initiative by Brake, the road safety charity, focusing on bereavement from any type of sudden death,

whether it’s through a road crash, suicide, disaster, war, accident, or undiagnosed medical reasons. Provides support literature for bereaved adults and children and supports best practice and resources among professionals who work with suddenly bereaved people.

* [www.suddendeath.org](http://www.suddendeath.org)

**Survivors of Bereavement by Suicide** (SOBS)

SOBS is a mutual support organisation that exists to break the isolation of those bereaved by the suicide of a close relative or friend. Provides emotional and practical support through a helpline, chat room and forum, group meetings and residential events.

* 0300 111 5065 (9.00-9.00 daily)
* [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk)
* [Sobs.support@hotmail.com](mailto:Sobs.support@hotmail.com)

**War Widows Association of Great Britain**

Gives advice, help and support to all war widows and their dependants.

* 0845 241 2189
* [www.warwidows.org.uk](http://www.warwidows.org.uk)

**National Organisations for Children & Young People**

**Cruse Hope Again**

Provides support and advice for bereaved young people

* 0808 808 1677
* [www.hopeagain.org.uk](http://www.hopeagain.org.uk)

**Child Bereavement UK**

Supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. Helpline provides confidential listening, help and guidance, information and signposting. Provides publications and resource materials, interactive website, on-line family forum and a searchable database of support organisations. Offers a bereavement service for Buckinghamshire, Milton Keynes and occasionally Oxfordshire.

* 0800 028 8840 (9.00-5.00 weekdays)
* [www.childbereavement.org.uk](http://www.childbereavement.org.uk)
* [enquiries@childbereavement.org.uk](mailto:enquiries@childbereavement.org.uk)

**Grief Encounter** – helping bereaved children

Information and support. An interactive website has areas for children, teenagers, adults and professionals

* 020 8446 7452 (9.00-5.00, Mon-Fri)
* [www.griefencounter.org.uk](http://www.griefencounter.org.uk)
* [contact@griefencounter.org.uk](mailto:contact@griefencounter.org.uk)

**Winston’s Wish**

Information and support for bereaved children & young people.

* 0845 203 0405
* [www.winstonswish.org.uk](http://www.winstonswish.org.uk)
* [info@winstonswish.org.uk](mailto:info@winstonswish.org.uk)

