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**2019 Information for referrers**

As of January 2019 our referral criteria will be as follows;

**Level 1 support – where the relationship to the deceased was a parent/carer or sibling**

* Initial contact over telephone with parent/carer
* Advice & guidance over phone
* Regular welfare calls whilst engaged actively in support
* Resources by post & on website
* Signposting
* Family visit / appointment in office, school or Family Hub
* Attendance at Family Group
* **If appropriate** – upon further assessment
* Memory Day
* Teens Support Group
* One to One support with a Volunteer Support Worker for approximately 6-8 sessions

**Level 2 support – where the relationship to the deceased was a grandparent or other relation with daily contact or in a regular caring role to the child / Late stage miscarriage**

* Initial contact over telephone with parent/carer
* Advice & guidance over phone – parent/carer to call us as needed
* Resources by post & on website
* Signposting
* Attendance at Family Group
* Then if appropriate – further assessment for
* Family visit / one -off appointment in office, school or Family Hub regarding attendance at a Memory Day only
* Teens Support Group- Further assessment **only** **after Memory Day attendance**

**Level 3 support – where the child’s relationship to the deceased was a Grandparent or relation not seen regularly/child not known the deceased/early stage miscarriage**

* One contact call to parent/carer upon referral & letter sent then family to contact us directly
* Advice & guidance over phone – parent/carer to call us as needed
* Resources by post & on website
* Signposting

**PAWS Project Referrals – Referrals received through EHH/CAMHS**

* PAWS Project
* If further support is required after completion of PAWS Project this will be assessed and offered as per other referral Levels above.

**Pre Bereavement Support – where there is a terminal diagnosis**

One contact call to parent/carer upon referral & letter sent then family to contact us directly

* Advice & guidance over phone – parent/carer to call us as needed
* Resources by post & on website
* Signposting

**2019 Information for referrers**

**In any case;**

* **Parent/carer must consent to and support the referral**
* **Child/Young Person must be under 18 years**

In the early stages of grief, we are unlikely to offer any therapeutic intervention with a child, our support will be focused on helping the parent/carer/school to support the child’s needs.

When someone dies it is very common for adults to assume a child or young person needs counselling or some professional intervention.

We understand how difficult it is to allow children to experience emotions without wanting to make it better for them in some way and when someone dies it can be extremely difficult to watch a child experience the natural feelings that come with grief.

In the early days following a death a child/young person really needs to know that those in their everyday support network such as their Teachers, Teaching Assistants and Pastoral Workers know about what has happened and acknowledge it for them.

This doesn’t need to be anything therapeutic, it is about letting them know that someone is there for them, if and when they may need it.

It may be helpful to have a conversation with the child/young person about how things in school can be made to feel more manageable, how they can take time out (appropriately!) if they need it and let them know who to go to. Discuss with them what their friends know and what they want them to know, help them find the words to tell others what has happened if they want to. Encourage them to communicate with family members about questions they may have at the moment and things they may appear confused about – help them to do this where you can. You don’t have to have all the answers! You can encourage and help them to find their own answers from those around them.

**Level 1 support – Further Information**

- Where we meet a child/young person for the first time we prefer to do so together with parents/carers, either in the family home or at our centre. Please call us to discuss alternatives prior to sending referral

- Where another agency is involved in supporting the child/family (eg. CAMHS/Social Care etc) we would require consent to obtain any reports/assessments prior to attendance at our groups and as part of our assessment process for one to one support work.

- It is unlikely that we will provide one to one support to a child under the age of 8 years.

Memory Day – A one off opportunity for the family to come along and begin to make a memory box. They make a story book and a memory jar, have the opportunity to meet other children/young people their age, talk to a Doctor about why someone may have died, light a candle of remembrance and write messages on our Memory Tree.

Family Group – A monthly drop in session for parents/carers and children of all ages. Tea, cake, chat and activities provided! We are currently running groups in Redruth & Liskeard.

Teens Support Group – A monthly group for young people from year 7 up to age 17 years. Peer support, fun, food and some reflective activities and regular access to trained Penhaligon’s Friends volunteers. We are currently running groups in Newquay, Redruth, Penzance and St Austell.

One to One Support Work – Individual sessions between a child/young person and one of our trained, DBS checked Support Work Volunteers. These sessions may take place within school, our centre, or an alternative agreed setting for an agreed number of sessions.

**Level 2 support – Further Information**

We understand that many adults don’t always feel confident when talking to a child about such a sensitive subject but we believe that children and young people are best supported with their everyday emotions and worries by those around them. We are always happy to provide advice and guidance to parents/carers and professionals and to help you support the child with their bereavement needs. We may be able to offer additional staff training for your setting/agency.

Family Group – A monthly drop in session for parents/carers and children of all ages. Tea, cake, chat and activities provided! We are currently running groups in Redruth & Liskeard.

Memory Day – A one off opportunity for the family to come along and begin to make a memory box. They make a story book and a memory jar, have the opportunity to meet other children/young people their age, talk to a Doctor about why someone may have died, light a candle of remembrance and write messages on our Memory Tree.

Teens Support Group – Further assessment may be carried out, **after the family/Young Person has attended a Memory** Day to look at the suitability of the Young Person accessing our monthly group for young people from year 7 up to age 17 years. Peer support, fun, food and some reflective activities and regular access to trained Penhaligon’s Friends volunteers. We are currently running groups in Newquay, Redruth, Penzance and St Austell.

**Level 3 support – Further Information**

Support is limited to telephone advice to parents/carers/professionals around their child’s needs, signposting and provision of literature where relevant.

We would not work with a child directly.

Grief is a natural process and following news of a death, or a child becoming more aware of death developmentally, you would naturally expect some increased levels of anxiety and emotions. It can be difficult for some adults to talk to children comfortable about death and emotions. We are always happy to provide advice and guidance to professionals and help you support the child with their bereavement needs. We may be able to offer additional staff training for your setting/agency.

**PAWS Project**

All referrals come through Early Help Hub/CAMHS should they fit specific criteria for this time limited project

**Pre Bereavement Support**

Support is limited to telephone advice to parents/carers/professionals around their child’s needs, how to break bad news to children and signposting on to other relevant support.

We would not work with a child directly.

If it is not clear what support will be suitable for the family/child you are looking to refer to us then please call us to discuss further on 01209 210624/215889.