

Winchester Bereavement Support

wbs.org.uk



Registered Charity No. 1055869



Information for clients

Your Visitor is

Contact (should you need to cancel a visit)

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Information for you

Our service is available to any adult finding the death of somebody significant in their life hard to bear.

It does not matter if the bereavement is recent or some while ago. Talking to someone who understands may help you.

WBS offer support on an individual one to one basis. Our Bereavement Visitors are trained to listen and are supervised by professionally qualified counsellors.

Times of and intervals between visits will be arranged between you and your visitor, to suit both of you. At the end of each visit the next one will be agreed.

If you need to cancel a visit, please telephone the number on the front of the leaflet, giving as much notice as possible. The number should only be used in these circumstances as it is only checked periodically.

Bereavement Visitors will always respect your privacy and everything discussed is strictly confidential. This may only be questioned when either your safety or that of someone else may be at risk.

There is no discrimination of any kind, acceptance of a client is based solely on whether we think we can help.

WBS operates a complaints procedure. If you are not satisfied with the service you receive, you should write to the Chair chair@wbs.org.uk or to the Chair, care of the Secretary: secretary@wbs.org.uk Your communication will be acknowledged within seven days.

WBS is committed to ensuring that everyone feels respected and safe and we practise in a way that protects our clients and volunteers. If you have any concerns about your safety, please contact our Safeguarding Officer via info@wbs.org.uk. This email is checked daily. Or alternatively you can contact Hampshire Adult Social Services, 0300 555 1386.