



**CARDIFF AND THE VALE OF  
GLAMORGAN  
CHILDREN AND YOUNG  
PEOPLE'S  
DIRECTORY OF  
BEREAVEMENT SERVICES**

**APRIL 2015**

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## **Barnardos' Child & Family Bereavement Service Cardiff**

**Address:** 44–46 Marlborough Road, Roath, Cardiff, CF24 2DR

**Telephone Number:** 02920 497531

**Geographical Areas Covered:** Cardiff

**Contact 1:** Dr James Feeney , Clinical Psychologist. Email: [james.feeney@barnardos.org.uk](mailto:james.feeney@barnardos.org.uk)

**Contact 2:** Sara Payne, Operational Manager. Email: [sara.payne@barnardos.org.uk](mailto:sara.payne@barnardos.org.uk)

**No. of Counsellors, Support Workers and Volunteers:** 2 x Full Time Project Workers / 1 Part-time Project Worker / 1 Full Time Clinical Psychologist / 1 Full Time Play Therapist

**Bereavement Services provided:** One to one and family intervention (from bereavement support to more structured grief counselling, play therapy, and psychological interventions). Awareness raising workshops. Telephone Advice Line (02920 497531) - for professionals and parents (operates on Tuesdays between 9.15am and 12.15pm)

**Criteria to access services:** Families must live in the Cardiff area and there must be a child under the age of 18 in the family. Child or young person must have experienced a bereavement which is having an impact on the family's ability to function. Both the child and young person must consent to referral. Child or young person must have a supportive adult during the intervention.

**Community, School or Hospice Based:** Home visits, community locations, schools and at the Barnardos Projects in Roath and Grangetown

**Age Range:** Families must have a child aged 18 or under

**Bereavement Services Offered to CYP:** Bereavement support, Mentoring, One to one support, for children or parents (psychoeducational, bereavement support, grief counselling, play therapy, structured psychological support (e.g. CBT, ACT), Family interventions, Group interventions for children, young people and parents. Awareness raising workshops delivered to CYP in schools and local youth groups.

**Bereavement Training of Staff/Volunteers:** Staff have attended specific training courses and are experienced at providing support for complex social and emotional needs for children and young people (previously worked in schools based counselling project, parenting projects). Staff complete ongoing CPD on related topics such as child development. Clinical Psychologist has experience of working in hospices, paediatric oncology services and will be delivering ongoing training to the other staff members. Operational Manager is a registered psychiatric nurse and qualified counsellor.

**Referrals accepted:** Health professionals, support workers and self-referrals accepted

**Referral Process:** Professionals can ring and ask for an enquiry form, which will be emailed to them, and they can then email this back to [bereavementservicecardiff@barnardos.org.uk](mailto:bereavementservicecardiff@barnardos.org.uk) and if accepted, a letter will be sent to the family, or both professionals and families can call on the Tuesday morning advice line, and either complete an enquiry form over the phone, or ask for one to be emailed.

**Cost of Service:** Free service

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## **Cardiff Educational Psychology Service**

**Address:** Mynachdy Centre, Cefn Road, Mynachdy, Cardiff, CF14 3HS

**Telephone Number:** 02920 629800

**Geographical Areas Covered:** Cardiff

**Contact 1:** Joanna Pike, Educational Psychologist Email: [joannapike@cardiff.gov.uk](mailto:joannapike@cardiff.gov.uk)

**Contact 2:** Claire Leahy - Educational Psychologist Email: [claireleahy@cardiff.gov.uk](mailto:claireleahy@cardiff.gov.uk)

**No. of Counsellors, Support Workers and Volunteers:** 5 x Educational Psychologists in special interest group

**Bereavement Services provided:** Training for school staff in relation to supporting pupils who have experienced a bereavement. Supporting staff with critical incidents in schools. Consultations with young people who are bereaved to explore support and appropriate strategies for the young person

**Criteria to access services:** Any school that has been involved in a Critical Incident. Any school which chooses to use its EP time for twilight training for teachers on critical incident or bereavement

**Community, School or Hospice Based:** Schools, educational establishments

**Age Range:** 0-19 years old

**Bereavement Services Offered to CYP:** Consultations

**Bereavement Training of Staff/Volunteers:** All Educational Psychologists in the special interest group have received Training from David Trickey CBT/PCP. Some members have had training on working therapeutically with young people. Various courses on grief and loss/bereavement.

**Referrals accepted:** Schools

**Referral Process:** Contact the Educational Psychology Service

**Cost of Service:** Free at the point of delivery

## **Cruse Bereavement Care, Cardiff and the Vale of Glamorgan**

**Address:** 43 Charles Street, Cardiff, CF10 2GB

**Telephone Number:** 02920 226300

**Geographical Areas Covered:** Cardiff and the Vale of Glamorgan

**Contact 1:** Laura Gregory, Children and Young Peoples Officer Email: [laura@crusecymru.org.uk](mailto:laura@crusecymru.org.uk)

**Contact 2:** Janet Salter, Chair of Management Committee Email: [cardiff@cruse.org.uk](mailto:cardiff@cruse.org.uk)

**No. of Counsellors, Support Workers and Volunteers:** 12 x Children and Young People's Bereavement Support Volunteers

**Bereavement Services provided:** One-to-one, group and telephone bereavement support for adults, children and young people.

**Criteria to access services:** Child or young person must of experienced a human bereavement. Young person under 16 years old must have consent forms signed by their parent or guardian

**Community, School or Hospice Based:** Community locations, home visits and schools

**Age Range:** 0-25 years old

**Bereavement Services Offered to CYP:** One-to-one bereavement support and Group bereavement support

**Bereavement Training of Staff/Volunteers:** CYP Bereavement Support volunteers undertake 9 day Awareness in Bereavement Care Training Course (ACBC). CYP Bereavement Support Volunteers providing group support undertake an additional 6 day Group Support Training Course. CYP Officer managing the service is a qualified counsellor and supervisor and has completed all the Cruse training courses including the ACBC training course.

**Referrals accepted:** Parent or guardian, health professionals, support workers and self-referrals accepted

**Referral Process:** Contact the Referral Telephone Line on 02920 226166

**Cost of Service:** Free service however donations welcome

## **Ethnic Minority and Traveller Achievement Service**

**Address:** Greenway Primary School, Llanstephan Road, Rumney, Cardiff, CF3 3JG

**Telephone Number:** 02920 794898

**Geographical Areas Covered:** Cardiff

**Contact 1:** Kay Evans, Teacher Email: [KayEvans@cardiff.gov.uk](mailto:KayEvans@cardiff.gov.uk)

**Contact 2:** Liz Fairclough, Teacher Email: [Lizfairclough@cardiff.gov.uk](mailto:Lizfairclough@cardiff.gov.uk)

**No. of Counsellors, Support Workers and Volunteers:** 2 x Teachers

**Bereavement Services provided:** One to One and Family Support

**Criteria to access services:** Gypsy Traveller Families

**Community, School or Hospice Based:** Home visits , Schools

**Age Range:** School age and 16 + and Families

**Bereavement Services Offered to CYP:** Group and Individual Bereavement Support

**Bereavement Training of Staff/Volunteers:** Bereavement Training

**Referrals accepted:** No information provided

**Referral Process:** Contact telephone service on the number above

**Cost of Service:** Free service



## **George Thomas Hospice Care**

**Address:** Whitchurch Hospital Grounds, Park Road, Whitchurch, Cardiff, CF14 7BQ

**Telephone Number:** 02920 524150

**Geographical Areas Covered:** Cardiff

**Contact 1:** Sarah Bull, Head of Bereavement and Counselling Email: [sarah.bull@gthc.org.uk](mailto:sarah.bull@gthc.org.uk)

**Contact 2:**

**No. of Counsellors, Support Workers and Volunteers:** 1 x Counsellor (4 days a week) 6 x Telephone Support Volunteers

**Bereavement Services provided:** Bereavement Group Support and face-to-face

**Criteria to access services:** Pre-bereavement and post bereavement

**Community, School or Hospice Based:** Community locations and hospice based

**Age Range:** Any Age

**Bereavement Services Offered to CYP:** Counselling and Telephone Support

**Bereavement Training of Staff/Volunteers:** Post-graduate Diploma in Counselling

**Referrals accepted:** George Thomas Hospice Staff

**Referral Process:** No information provided

**Cost of Service:** No information provided

## **Ihsaan Social Support Association Wales (ISSA)**

**Address:** 62 Whitchurch Road, Cathays, Cardiff, CF14 3LX

**Telephone Number:** 02920 345 294

**Geographical Areas Covered:** Cardiff, Newport, Swansea, Bridgend, Barry and Penarth. Telephone support also available outside of these areas.

**Contact 1:** Sadia Sadiq, Manager Email: [sadia.sadiq@issa-wales.org](mailto:sadia.sadiq@issa-wales.org)

**Contact 2:**

**No. of Counsellors, Support Workers and Volunteers:** 4 counsellors - 2 x male & 2 x Female, 2 project Co-ordinators, 7 project staff, 2 admin, 1 monitoring officer & 36 volunteers

**Bereavement Services provided:** One to one bereavement counselling. Practical support for families at the time of bereavement.

**Criteria to access services:** No information provided

**Community, School or Hospice Based:** No information provided

**Age Range:** 11 years +

**Bereavement Services Offered to CYP:** One to one bereavement counselling. Practical support for families at the time of bereavement.

**Bereavement Training of Staff/Volunteers:** No information provided.

**Referrals accepted:** Individuals and Families can self-refer or be referred through an agency.

**Referral Process:** Referrals can be taken over the phone or a form can be completed. An initial assessment is completed and client allocated to a counsellor or support worker.

**Cost of Service:** Services are currently free however donations can be made

## **Kids Cancer Charity**

**Address:** 62 Walter Road, Swansea, SA1 4PT

**Telephone Number:** 01792 480500

**Geographical Areas Covered:** South and West Wales

**Contact 1:** Judith May, Head of Family Services Email: [judith.may@kidscancercharity.org](mailto:judith.may@kidscancercharity.org)

**Contact 2:** Anne White, Play Therapist Email: [anne.white@kidscancercharity.org](mailto:anne.white@kidscancercharity.org)

**No. of Counsellors, Support Workers and Volunteers:** 1 x Counsellor / 1 x Playtherapist

**Bereavement Services provided:** Counselling and Play Therapy

**Criteria to access services:** Only cancer related (mainly bereaved siblings through cancer)

**Community, School or Hospice Based:** Community locations

**Age Range:** 2-18 years old

**Bereavement Services Offered to CYP:** Counselling

**Bereavement Training of Staff/Volunteers:** No information provided

**Referrals accepted:** Health professionals, social workers, psychologists

**Referral Process:** Contact telephone number above

**Cost of Service:** No information provided





## **Marie Curie Hospice**

**Address:** Bridgeman Road, Penarth, CF64 3YR

**Telephone Number:** 02920 426000

**Geographical Areas Covered:** Parts of Cardiff and the whole of the Vale of Glamorgan

**Contact 1:** Jill Templeman, Head of Therapies & Social Work & Family Support

Email: [jill.templeman@mariecurie.org.uk](mailto:jill.templeman@mariecurie.org.uk)

**Contact 2:** Nicola Phillipson, Senior Social Worker Email: [Nicola.Phillipson@mariecurie.org.uk](mailto:Nicola.Phillipson@mariecurie.org.uk)

**No. of Counsellors, Support Workers and Volunteers:** Social Workers 3 x Full Time & 2 x Part Time

**Bereavement Services provided:** Pre & Post Bereavement Support, Individual and Group

**Criteria to access services:** Must be known to Marie Curie Services

**Community, School or Hospice Based:** Primarily Hospice Based

**Age Range:** Usually 4-18 years old for 1:1 support. Age 0-4 would give advice/support to parent.

**Bereavement Services Offered to CYP:** 1:1 Individual Support or Sibling Groups both pre and post bereavement.

**Bereavement Training of Staff/Volunteers:** Fully Qualified Counsellor, other staff have counselling qualifications and have attended various training around child bereavement.

**Referrals accepted:** Self Referrals, Family Referrals, Professional Referrals i.e. School. GP Health Visitor.

**Referral Process:** Ring Penarth Hospice 029 2042600 and ask to speak to a member of Social Work & Family Support.

**Cost of Service:** Free service



## **Ty Hafan Family Hospice**

**Address:** Hayes Road, Sully, Cardiff, CF64 5XX

**Telephone Number:** 02920 532200

**Geographical Areas Covered:** South, East and West Wales

**Contact 1:** Tracy Jones, Lead Practitioner Community Palliative Care Services Email:

[tracy.jones@tyhafan.org](mailto:tracy.jones@tyhafan.org)

**Contact 2:** Cath Thompson, Head of Care Email: [cath.thompson@tyhafan.org](mailto:cath.thompson@tyhafan.org)

**No. of Counsellors, Support Workers and Volunteers:** 4 x Family Support Practitioners / 2 x Family Support Workers / 1 x Sibling Support Co-ordinators

**Bereavement Services provided:** Pre and Post Bereavement Support. Individual and Group Support

**Criteria to access services:** Only able to offer services to families accepted by Ty Hafan Services - Families with a child with life limiting/life threatening condition that are expected to die before the age of 18

**Community, School or Hospice Based:** Home visits, Community locations, Schools, Hospice, Hospitals

**Age Range:** No upper age limit but support tends to focus on 0-16 support

**Bereavement Services Offered to CYP:** Group and Individual Bereavement Support

**Bereavement Training of Staff/Volunteers:** Most staff have basic/advanced counselling qualifications

**Referrals accepted:** Self referrals, Family referrals, Professional referrals

**Referral Process:** Contact service on telephone number above

**Cost of Service:** Free service

## **2 Talk 2 School-based Counselling - Action for Children**

**Address:** John Reynolds Centre, Shaw Close, Llanrumney, Cardiff CF3 5NX

**Telephone Number:** 02920 487356

**Geographical Areas Covered:** Cardiff

**Contact 1:** Sue Proudlove, Practice Manager Email: [sue.proudlove@actionforchildren.org.uk](mailto:sue.proudlove@actionforchildren.org.uk)

**Contact 2:**

**No. of Counsellors, Support Workers and Volunteers:** 13 x school-based counsellors, 1 play therapist, volunteer counsellors

**Bereavement Services provided:** One-to-one Counselling and Play Therapy in high schools and special schools; counselling out of school for non-attenders etc on request. Counselling for young people not in Employment, Education or Training based at Careers Wales.

**Criteria to access services:** No information provided

**Community, School or Hospice Based:** Schools, office base, Careers Wales, youth centres

**Age Range:** Young people aged 11+

**Bereavement Services Offered to CYP:** One-to-one Counselling and Play Therapy in high schools and special schools; counselling out of school for non-attenders etc. on request. Counselling for young people not in Employment, Education or Training based at Careers Wales.

**Bereavement Training of Staff/Volunteers:** All school-based staff are qualified counsellors, BACP accredited or working towards accreditation; volunteers are qualified or in training on supervised placements.

**Referrals accepted:** Self-referrals, referrals by parents, school staff and other agencies.

**Referral Process:** Contact telephone service on the number above

**Cost of Service:** Free Service