

BEREAVEMENT AND LOSS



SAFEGUARDING TEAM



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FREEPHONE 0800 061 4222
MONDAY-THURSDAY 08.30-16.30
FRIDAY 08.30 - 16.00



ANONYMOUS REPORTING
WHISPER 07860 021 323
START YOUR MESSAGE WITH WQE1

THE WQE SAFEGUARDING TEAM ARE AVAILABLE BY THE FREEPHONE NUMBER AND VIA EMAIL - PLEASE CONTACT US IF YOU NEED ADVICE OR ASSISTANCE

COPING WITH LOSS

Cruse is the leading national charity for those who have been bereaved, and offer a range of services. Young Minds is the UK's leading charity fighting for children and young people's mental health, and their website is full of resources and support guides for young people who are experiencing mental health challenges, but also guidance for those supporting them during their recovery.

Cruse Bereavement Support

Cruse Bereavement Care is the leading national charity for bereaved people.

Cruse offers face-to-face, group, telephone, email and website support. We have a Free phone national helpline and local services throughout England, Wales and Northern Ireland. Our website Hope Again provides support for young people. Our services are provided by trained volunteers and are confidential and free.

For help and support and for details of your local Cruse service:
www.cruse.org.uk

National helpline 0808 808 1677

(Mondays and Fridays 0930-1700,
Tuesdays, Wednesdays and
Thursdays 0930-2000)

Email - helpline@cruse.org.uk

For children and young people
www.hopeagain.org.uk

This information was supplied by
Cruse Bereavement Care on 7
December 2022.

Cruse

CLICK ON THE CRUSE ICON ABOVE TO
ACCESS THEIR WEBSITE, OR VISIT
WWW.CRUSE.ORG.UK

YOUNG MINDS
fighting for young people's mental health



People tend to believe that grief shrinks over time



What really happens is that we grow around our grief

**'WHEN YOU LOSE SOMEONE
CLOSE TO YOU, IT'S
NATURAL TO FEEL SAD,
DEPRESSED, WORRIED OR
ANGRY. EVERYONE
REACTS IN THEIR OWN WAY.
IF YOU'RE FINDING IT HARD
TO COPE WITH
BEREAVEMENT, WE CAN
HELP YOU FIND SUPPORT.'**
- YOUNG MINDS



SCAN HERE TO
READ MORE ABOUT
LOSS AND GRIEF ON
THE YOUNG MINDS
WEBSITE

AGE UK Leicestershire & Rutland

Phone: 0116 299 2233

National helpline: 0800 009966

Website: www.ageuk.org.uk

THIS PAGE LISTS A RANGE OF BOTH LOCAL AND NATIONAL SUPPORT SERVICES WHO CAN HELP YOU AND YOUR FAMILY WHEN COPING WITH THE LOSS OF A LOVED ONE.

AL-ANON FAMILY GROUPS UK

help and support for families and friends of those who have died of alcohol related illness.

Phone: 020 7403 0888

Website: www.al-anonuk.org.uk

COPING WITH CANCER

counselling, befriending services, disease specific support groups and complimentary therapies to anyone affected by cancer within Leicester, Leicestershire and Rutland. They also run a solicitor's surgery if you are struggling with any legal issues or would like some advice. You may refer yourself, a friend or ask your GP to make a referral.

Phone: 0116 223 0055

Website: www.c-w-c.org.uk

THE COUNSELLING DIRECTORY helps people to find a private counsellor.

Website: www.counselling-directory.org.uk

THE LAURA CENTRE

counselling for parents and carers of children who have died, and counselling to children who have lost a parent. Their website also gives information relating to needs which may be specific to bereaved children and teenagers.

Phone: 0116 254 4341

Website: www.thelauracentre.org.uk

LEICESTER COUNSELLING CENTRE

a charity aiming to provide affordable, high quality counselling to those living in Leicestershire & Rutland.

Phone: 0116 255 8801

Website: www.leicestercounsellingcentre.co.uk

THE SAMARITANS are available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

Phone: 0116 270 0007

National helpline: 08457 909090

Website: www.samaritans.org.uk

THE SHAMA WOMEN'S CENTRE

free bereavement counselling support to women with emphasis on minority ethnic communities. They have multi-lingual staff.

Phone: 0116 262 5876 (to book a confidential counselling session)

Phone: 0116 251 4747 (for general enquiries)

SURVIVORS OF BEREAVEMENT BY SUICIDE

a self-help group that offers support to families and friends of those who have committed suicide.

National helpline: 0300 111 5065

Website: www.uk-sobs.org.uk

stem4's mental health apps



A free app to help teenagers resist or manage the urge to self-harm
www.calmharm.co.uk • @calmharmapp



A free app to help children and young people manage the symptoms of anxiety
www.clearfear.co.uk • @clearfearapp



A free app to help teenagers manage low mood and depression
www.movemood.co.uk • @appmovemood



A free app to help families and friends provide mental health support
www.combinedminds.co.uk • @combmindsapp



A free app to help young people manage negative body image, poor self-worth, and related early-stage eating difficulties or disorders
www.worthwarrior.co.uk • @worthwarriorapp

stem4's award-winning apps are available to download from the App Store and Google Play.



Please note that these apps are an aid in treatment but do not replace it.

stem4
supporting teenage mental health

www.stem4.org.uk • @stem4org

Developed by stem4 - Registered Charity No. 1144506

Student Assistance Programme

A 24 hour helpline from Health Assured to support you through any of life's issues or problems.

Free 24 Hour Confidential Helpline:

0800 028 3766



Stress & anxiety



Counselling



Family issues



Bereavement



Financial wellbeing



Childcare support



Relationship advice



Legal information



Medical information



Tenancy & housing concerns



Alcohol & drug issues



Student issues

Download 'My Healthy Advantage' now

Unique code:



To find out more visit:
healthassuredap.com

health  assured

Username: Password:

PR-SAP-0020-S

THE STUDENT ASSISTANCE APP IS AVAILABLE FOR ALL STUDENTS TO ASSESS 24 HOURS A DAY AND 7 DAYS A WEEK - USE THE QR CODE AND LOG IN INFORMATION ON THE POSTER ABOVE TO ACCESS THE SERVICE

LOOKING AFTER YOUR MENTAL HEALTH

HEALTH FOR TEENS



SCAN HERE TO VISIT
THE WEBSITE

Health for Teens introduces a new and different way for young people aged 11-19 to learn about their health. This website is a previous winner of the Association for Healthcare Communications and Marketing (AHCM) 'Best Website' award.



Mental Health Advice During the Cost-Of-Living Crisis

Two of our bloggers share their experiences of the cost-of-living crisis, the impact on their mental health,

Young Minds has created resources linked to the impact the cost of living crisis is having on our mental health.



SCAN HERE TO ACCESS
THE FULL RESOURCE

Patient/Carer Support Groups

Central Access Point (CAP) on 0808 800 3302:

Families can call the Central Access Point (CAP) on 0808 800 3302, 24 hours a day, seven days a week and speak to a qualified call-handler if they require advice around urgent mental health concerns for children and young people. Please note however that the CAP line is not an emergency service. Where there is an immediate, serious and life-threatening emergency, call 999 or attend A and E.

The following pages include log in information for our student assistance app, who you can contact at any time - 24 hours a day, 7 days a week including during the holidays.

You can send an email or call the freephone number and speak to someone about anything concerning you - feelings of stress or anxiety, financial worries, relationship concerns or worries about your education.

REMEMBER

The Health Assured app is not an emergency service. If there is a risk to life, please call 999

Want to access your Student Assistance Programme but English isn't your first language?

Support is available in over 200 languages.



Simply call the helpline and let the counsellor know that English isn't your first language & we'll do the rest.

You can access counselling, legal, and financial support by calling:

0800 028 3766

Download My Healthy Advantage today



App code: MHA 196 373
Username: WELLBEING
Password: VINEPATHWORK



STAYING SAFE LTHY

WHO TO CONTACT IN AN EMERGENCY



Although we have included a range of local and national support options in this booklet, there may be times when an emergency response is required.

Here are the recommended responses to situations linked to medical or mental health emergencies, and when it is best advisable to call 999.



	Grazed knee. Sore throat. Cough. Stock your medicine cabinet.	Self-care
	Unwell? Unsure? GP surgery closed? Need help?	NHS 111
	Diarrhoea. Runny nose. Painful cough. Headache.	Pharmacy
	Vomiting. Ear pain. Stomach ache. Back ache.	GP surgery
	Choking. Chest pain. Blacking out. Blood loss.	A&E or 999 Emergencies only

Mental Health

Where to find the right support in Leicester, Leicestershire & Rutland for you or someone you care about

Non-Urgent I need support for my mental health	Contact your GP Practice from 8am-6.30pm, Monday to Friday. Call 0330 094 5595 for VitaMinds (talking therapy service).
Urgent I need help with my mental health now	*Call the Mental Health Central Access Point Freephone 0808 800 3302 24 hours a day, seven days a week. Call NHS 111 for physical, medical and mental health issues. Visit a Crisis Café. Full list of venues on our website: www.leicspart.nhs.uk/contact/urgent-help
Emergency I have a physical health emergency	Call 999 if there is a physical threat to life.