

The review process and support for bereaved parents

This leaflet is being provided to introduce the Child Death Review Process and support available to you.



**Child Death
Review Service**

Leicester, Leicestershire & Rutland

We are very sorry that your child has died and recognise the death of a child is one of the most traumatic things any family can experience.

The Child Death Review Process

Across England, whenever a child or young person sadly dies, a multiagency review takes place, to explore and understand what happened, and what factors might have contributed. This helps us learn as much as we can to prevent future deaths, and to improve services caring for children, young people and their families, both during their lives, and after a child or young person has died.

How does the review happen?

Your involvement in the review

In your contacts with your key worker, you can ask questions, share concerns, or provide feedback into the review process. The meetings that happen as part of the review are for professionals only, but your key worker will attend to represent your views and questions. If you would also like to have feedback from the review, your key worker will support with this.

Gathering information

Information about each child and how they died is collected through meetings and reports. This information comes from professionals working in hospitals, local health services (GPs and health visitors), schools, police, children's services, or other agencies whose staff knew your child. For some children, additional investigations or reviews may take place (including post-mortem examinations), and all this information is gathered together.

The review meeting

Once all the investigations are completed and all the information is gathered, a review meeting is held for each child. Professionals come together to review the story of what happened, and any factors that may have contributed. Any learning is noted, and sometimes additional actions may be needed. You will be offered feedback from this meeting if you would find this helpful.

The Child Death Overview Panel (CDOP)

After the review meeting, every child's story is reviewed anonymously by the area Child Death Overview Panel. The panel may find more learning, actions, and recommendations to make. These will be passed on to the people responsible for managing the relevant service or agency.

The National Child Mortality Database (NCMD)

All information is shared with the NCMD, to help with preventing future deaths, gathering learning, and improving care for children, young people and bereaved families, at a national level.

Throughout the process, all meetings are confidential, and all information is stored securely. If you have any questions about information-sharing, please speak with your key worker

Support for you and your family

During this process you will be allocated a key worker who can be your point of contact throughout the review, and who can signpost you to sources of support.

Should you want to share information, feedback or ask any questions about your child's care journey, you can do so by contacting your key worker who will respond or convey them to the appropriate agencies.

The role of your key worker is to:

- be a reliable and readily accessible point of contact for you
- help co-ordinate meetings between you and other professionals
- communicate information about the review process and any investigations that may be necessary.
- be your voice and advocate at meetings between professionals, ensuring that any questions you have are addressed and feedback to you afterwards.
- signpost you to relevant bereavement support/other support as required.

Please do not hesitate to contact them with any questions you may have.

Your key worker/s:

Telephone:

Email:

Cloud number - telephone answering service. Messages are checked during working hours Monday to Friday. Telephone: 0116 215 3215

Please note the Child Death Review Service does not work on bank holidays or weekends. If support is required during non-working hours, please refer to the information provided in this leaflet and contact the CDR Service on the next working day.

Further support that you may find helpful - websites and other resources:

Child Bereavement UK

Tel: 0800 028 8840

Website: www.childbereavementuk.org/

Child Bereavement UK helps families to rebuild their lives when a child grieves or when a child dies. They support children and young people (up to the age of 25) when someone important to them has died or is not expected to live, and parents and the wider family when a baby or child of any age dies or is dying. Also offers free, confidential bereavement support for individuals, couples, children, young people, and families, by telephone, video or instant messenger, wherever you live in the UK.

The Laura Centre

Tel: 0116 2544341

Address: 4-6 Tower Street, Leicester

Website: www.thelauracentre.org.uk/

Provides support for parents and children on an individual basis as well as offering group work. They offer a range of alternative therapies.

Bodie Hodges Foundation

Tel: 0116 2436367 ext. 302

Website: <https://bodiehodgesfoundation.co.uk/>

Bodie Hodges support families of a bereaved child across Leicester, Leicestershire, and Rutland. They provide 1:1 bereavement counselling during the first two years alongside bereavement peer support groups.

The Lullaby trust

Tel: 0808 802 6868

Website: <https://www.lullabytrust.org.uk/bereavement-support/>

Offers confidential bereavement support to anyone affected by the sudden and unexpected death of a baby or young child.

The Compassionate Friends

Tel: 0345 123 2304 - Helpline open every day of the year 10am-4pm and 7pm-10pm.

Email: helpline@tcf.org.uk

Website: The Compassionate Friends <https://www.tcf.org.uk/>

The Compassionate Friends support bereaved parents and their families.

A child of mine

Tel: 01785 283434

Email: hello@achildofmine.org.uk

Website: <https://achildofmine.org.uk>

A child of mine is there after the most unimaginable loss, after a baby or child has died, to support families with emotional support, practical information and guidance.

Child Death Helpline

Tel: 0800 282 986

Website: <https://www.childdeathhelpline.org.uk/>

A confidential helpline open every day of the year run by bereaved parents who know how it feels to lose a child. The dedicated helpline offers support to anyone affected by the death of a child of any age, under any circumstances, however recent or long ago.

Cruse

Tel: 0808 808 1677

Website: <https://www.cruse.org.uk/>

Offer personalised emotional support, from trained bereavement volunteers to anyone affected by grief. They can help make sense of how you're feeling.

Shama Women's Centre

Tel: 0116 251 4747 - Monday – Friday 10am to 3pm

Email: info@shamawomenscentre.co.uk

Website: <https://shamawomenscentre.co.uk/>

Have a range of volunteers that speak multiple languages and can signpost to other services in the local area.

The Tomorrow Project

Tel: 0115 880 0280

Email: bereavement@tomorrowproject.org.uk

Website: <https://harmless.org.uk/our-services/people-bereaved-by-suicide/>

Offer one-to-one emotional and practical support, in-person or online, to anyone bereaved by suicide.

Jamila's Legacy

Tel: 07821 849 336

Email: info@jamilaslegacy.co.uk

Website: www.jamilaslegacy.co.uk

Offer a range of support to individuals on the phone, online and in person including support with self-care, mental wellbeing, and an active listening service.

If you, a family member, or someone you know is struggling with mental health difficulties, and needs support:

- Talk to someone you trust as soon as you can, this could be a family member, or your key worker.
- **Seek support from your GP.**
You can ask your key worker to help liaise with your GP for an appointment.

Neighbourhood mental health cafés

- For anyone 18+ struggling with mental health needs, trained and supportive staff are there to listen and provide practical support. You can drop in or book an appointment.
- **Website for more information:** <https://www.leicspart.nhs.uk/service/neighbourhood-mh-cafes/>

Mental health support for children and young people

- A wide range of resources are available, including self-referral for support, and online support through Tellmi.
- **Website for more information:** <https://www.leicspart.nhs.uk/mental-health/resources/conditions/young-people/>

Mental health central access point

- Available anytime of the day or night, with no referral criteria, available for anyone of any age needing mental health support for themselves or others.
- You can call this service on NHS 111, select option 2. This telephone number is totally free and confidential.

The Samaritans

Tel: 0116 270 0007

National helpline: 08457 909090

Website: <https://www.samaritans.org/>

- 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.

In an emergency/if you need urgent help

- Call **999**
- Attend your nearest emergency department.

Would you like to help improve our service?

Our team strive to deliver an empathetic, caring and supportive service. Family feedback has a crucial role in ensuring our service continually improves and evolves.

We are keen to receive feedback on any suggestions or improvements we can make to enhance our service and better support you.

We know that the best time to ask families for feedback differs from family to family, therefore please do not feel you have to provide feedback at this time.

Any feedback provided will be anonymised.

You can provide anonymous feedback at any time that you feel able.

Please scan QR Code to leave feedback at the following link: <https://forms.office.com/e/5GtaBBAmQN>



Thank you for taking the time to complete this questionnaire. Your feedback is very important and will help shape services for other families.

**Leicester, Leicestershire and Rutland
Child Death Review Service**

Tel: 0116 215 3215

(Cloud number - telephone answering service). Messages are checked during working hours Monday to Friday.

Child Death Review Nurses

Sue Stephenson (works Mon, Tues, and Wed)

Mobile: 07826 858458

Email: sue.stephenson8@nhs.net (secure)

Jo Lane (works Thurs and Fri)

Mobile: 07917 078386

Email: josephine.lane1@nhs.net (secure)

Crissy Young (works Mon to Fri)

Mobile: 07586 695839

Email: cristina.young2@nhs.net (secure)

Senior Child Death Review Administrator

Melvinna West (works Mon - Fri, has alternate Mondays off)

Mobile: 0778 5350914

Email: melvinna.west@nhs.net (secure)

If you need help to understand this leaflet or would like it in a different language or format such as large print, Braille or audio, please ask a member of staff.