

The charities Winston's Wish and Cruse both offer support and advice to people who have experienced a bereavement, with Winston's Wish being specifically aimed at supporting young people. They have both recently added specific resources to help support parents and carers through the current COVID-19 situation and also have many general resources to support parents and young people. Cruse has also created a general website "Hope again": [www.hopeagain.org.uk](http://www.hopeagain.org.uk) which has been designed by young people themselves and contains information, videos and message boards for other young people.

Parents may find the following guidelines from Winston's Wish reassuring:

- Remember that 'Super parents' don't exist. Just do what you can, when you can.
- Be gentle on yourself. There is more than one way to support your children. Choose the things that you feel most comfortable with.
- Accept that some things just can't be 'made better' in a short space of time.
- Talk to children using words they understand and ask questions to check they have understood you.
- Give information a bit at a time if your children are younger. Pieces of the 'jigsaw puzzle' can be put together over time to make the complete picture.
- Show children how you are feeling: it helps them to know that it's OK to show their feelings too.
- Encourage children to ask questions and keep answering them – even if it's for the 100th time.
- Answer questions honestly and simply; and be willing to say 'I don't know'.
- Try to find ways in which children can be involved.
- Keep talking about the person who has died.
- Trust yourself and your instincts – you haven't forgotten how to parent your child.
- Look after yourself too.

### To contact Cruse:

- Their National Freephone Helpline remains open – call 0808 808 1677. Opening hours are Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, when they're open until 8pm.
- There is a lot of information about helping children and young people on [www.cruse.org.uk](http://www.cruse.org.uk) and [www.cruse.org.uk/coronavirus](http://www.cruse.org.uk/coronavirus)
- They also have a website for young people [www.hopeagain.org.uk](http://www.hopeagain.org.uk).
- Some of their Local Services can offer support to children and young people. [Find the details of your Local Service.](#)

## To contact Winston's Wish

- Their Freephone National Helpline is currently continuing to operate as normal. If you need advice on supporting a bereaved child or young person you can call them on [08088 020 021](tel:08088020021) (9.00am – 5.00pm, Monday – Friday), email them on [ask@winstonswish.org](mailto:ask@winstonswish.org) or use their [online chat](#).
- [Winston's Wish Crisis Messenger](#) is available 24/7 for urgent support in a crisis. Text WW to 85258.
- [www.winstonswish.org.uk](http://www.winstonswish.org.uk)