



Healthcare Professional Handbook

July 2018



Introduction

Welcome to The Beau Halo Trust Healthcare Professionals Handbook. This handbook provides an introduction to The Beau Halo Trust, our work and to our services. We hope you find it informative and useful in determining whether our services can be beneficial alongside your provision of care.

NB: please note that all pages can be used as 'master copies' and can be individually copied if and where necessary e.g. Grant Application Form

Please look at our website www.thebeuhalotrust.org and our publication "**The Beau Halo Trust: Our Work**" for further reading and information.

Our Handbook is structured in the following way:

- 1) The Beau Halo Trust – Opening Letter (page 2)
- 2) The Beau Halo Trust – About Our Work (pages 3 – 4)
- 3) The Beau Halo Trust – How We Can Help (pages 5 – 6)
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1) The Beau Halo Trust – Opening Letter

Dear **Healthcare Professional**,

We would like to offer our sincere condolences to yourself and to your team. To lose a child, in any capacity, is truly devastating and whilst it is important to uphold professional boundaries whilst providing care, it is only natural to be left with your own feelings of loss and grief.

It is therefore imperative that bereavement advice or support is sought through your designated Bereavement Services if you yourself are left with these feelings of loss and grief.

For further support regarding what to do when a child dies please see our section '**Useful Information for Healthcare Professionals**'.

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It goes without saying that the loss of a child is never going to be a pleasant experience, however, there is **always** a good way to handle such an event.

The Beau Halo Trust was set up after Beau Halo Henriques unexpectedly passed away after routine (albeit complex) cardiac surgery. She was just 5 years old. After Beau's death, it became apparent that there was a lack in both local and national bereavement aftercare for parents (and their families) after a loss of a child. It was then that The Beau Halo Trust was born. The Trust supports bereaved parents and their families through the provision of services, these services include; emotional, practical and financial support.

The death of a child is often associated with lasting and intense grief and it is given that life will never be the same again for the bereaved parent(s) and their families affected. However, with support, time and nurture, families can learn to adapt and cope with their loss and their grief and this is where The Beau Halo Trust hopes to help.

We hope that you find this handbook useful and an informative source of reference for not only our work but for that of other organisations that may be beneficial in providing much needed support to bereaved parents, their families, and of course, yourselves.

Yours sincerely,

Hannah Henriques

(Charity Chair)



2) The Beau Halo Trust – About Our Work

Background:

The Beau Halo Trust was set up after ‘our’ Beau unexpectedly passed away in June 2015 – she was just 5 years old.

Beau was diagnosed antenatally as having an incurable and life-limiting congenital cardiac malformation.

It was with this devastating news that our journey began.

Beau endured so much in her little life including many surgeries, medical interventions and numerous hospital stays. However, throughout all of this she remained full of life and such spirit.

In the months following Beau’s passing, the lack of both local and national child bereavement services and consequential support soon became apparent, and thus, The Beau Halo Trust was born.

Who Are We?

The Beau Halo Trust is a registered Charity (Charity No. **1171777**) that currently operates within the South and South-West of England.

The Trust supports bereaved parents (and their families) through the loss of a child.



Achievements to Date:

- ✓ Through tireless fundraising from friends, family and a (very special) local business - The Beau Halo Trust achieved charity status in **February 2017** as a CIO
- ✓ Our Trustees received vital Trustee training to ensure high quality CIO governance
- ✓ We held our very first charity fundraiser – ‘Beau beyond the looking glass’ in **June 2017**. From this ‘Alice-in-Wonderland’-inspired-ball a whopping £20,000 was raised!
- ✓ In **October 2017**, we held our very first talk at Southampton General – educating junior doctors and nurses on the importance of bereavement aftercare
- ✓ Continual fundraising efforts ensured that the Trust can support bereaved parents and their families through the provision of financial support
- ✓ Preparations with governance, training and literature were made in time for the Trust’s official launch in **September 2018**

Our Aims:

The Beau Halo Trust (TBHT) aims to provide a holistic approach to bereavement aftercare when a child or young person passes away with the provision of emotional, practical and financial support to bereaved parents.

The Trust also raises public awareness of the impact that child loss can have on parents, families and others.

...It's Activities:

TBHT hopes to provide **emotional** support through the provision of counselling, a volunteer-led rapid response system and closed support groups.

The Trust hopes to provide **practical** support through the provision of a comprehensive website with factsheets, general information and signposting to other relevant organisations in conjunction with the above described volunteer-led service and support groups.

Furthermore, the Trust hopes to provide **financial** support through the provision of a grant making service, granting applications for such expenses as funeral costs, short breaks and counselling.

And it's Ambitions:

TBHT hopes to increase its activities and provisions geographically to assist in the emotional, practical and financial support of bereaved parents in other areas of the South and South West of England.

Our Charitable Objects are as Follows;

To preserve and protect the physical and mental health of parents and families who have suffered a bereavement of a child or young person (under the age of 18 years) by;

- The provision of services, including; counselling, support and practical advice
- Raising awareness of the public in relation to the effect that a bereavement or loss can have on families and others

3) The Beau Halo Trust – How We Can Help

Healthcare Professionals

The Beau Halo Trust is committed to providing support to bereaved parents and their families and in turn, we are committed to helping those that provide care and support to bereaved parents and their families.

At request, we can support healthcare professionals through the provision of advancing education in relation to child loss and the impact a loss can have upon families. This can be achieved through talks, the provision of factsheets and through other materials (such as short videos).

Bereaved Parents and Their Families

The Beau Halo Trust can help bereaved parents and their families emotionally, practically and financially;

Emotionally

For grieving parents and their families hearing a friendly voice or seeing a familiar face who understands what they're going through can make all the difference. Grief isn't '9 till 5' – why should bereavement support be? Our volunteer-led helpline aims to provide bereaved parents with a listening-ear, support and practical advice when they need it most. We are here 24/7, 365 days of the year.

We also provide a volunteer-led rapid response team. This service ensures that bereaved parents and their families are supported through those very early and very often dark days. Once families have been matched with one of our fully-trained volunteers, we will endeavour to maintain this rapport as we believe that familiarity and continuity of care is key. Our volunteers can provide practical support such as advice and direction with funeral arrangements. They can also provide emotional support such as a listening-ear (and shoulder), ideas for memorial and support with bereavement aftercare.

Whether they are at the beginning of their journey or it has just been one of 'those' days – bereaved parents are not alone, we are here.

Practically

Organising a funeral for a loved one is one of the most difficult tasks endured, however, imagine organising a funeral for your cherished child. For every parent it is unthinkable. For bereaved parents, taking those next steps can seem impossible, here at The Beau Halo Trust we can offer support to help bereaved parents through the hardest journey.

The Beau Halo Trust can offer practical advice and support to bereaved parents and their families, including advice on; funeral arrangements, other resources and organisations, advice on coping day-to-day and thereafter, plus much more. Our comprehensive website contains useful information for friends and family, including ways to help and support them during their time of need. A library of downloadable factsheets (with many being written by bereaved parents) will be available and easily accessible to all.

Financially

To lose a child is truly devastating, it is a parent's worst nightmare. However, for some, this is the harsh reality and what's more, imagine having to worry about finances at such a difficult time. Whether it be funeral costs or a memorial, The Beau Halo Trust hopes to ease the burden of these unforeseen financial concerns.

The death of a child is often associated with lasting and intense grief and it is given that life will never be the same again for the bereaved parent(s) and their families affected. However, with support, time and nurture, families can learn to adapt and cope with their loss and their grief, and this is where The Beau Halo Trust hopes to help. Sometimes it is difficult to open up to loved ones about grief and trauma and sometimes an impartial party is the most appropriate method of counsel. The Trust can fund (through our grant making service) a series of counselling sessions, giving families the help and support needed to come to terms with their devastating loss. There are many ways that The Beau Halo Trust can financially assist bereaved parents and their families, so whether it be funding for counselling for bereavement aftercare or just something for the family to look forward to during the darkest of hours, we are here.

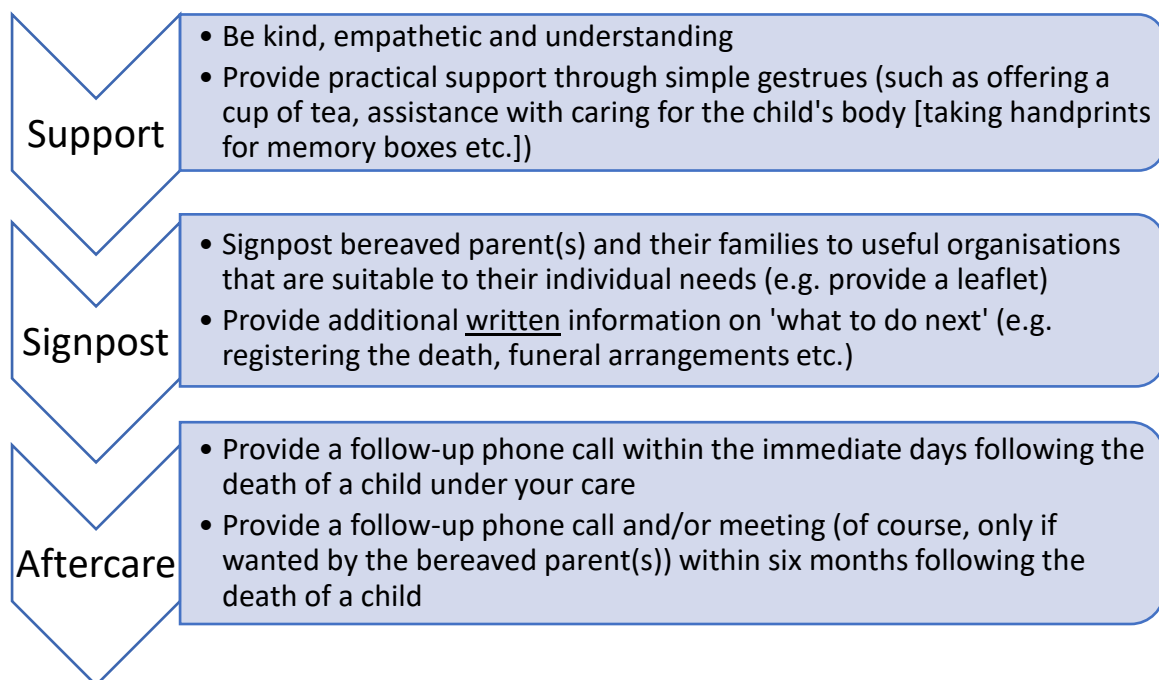
For more information on how the Trust can help, please visit our comprehensive website at www.thebeuhalotrust.org

4) Useful Information for Healthcare Professionals

Even when it has been experienced personally, understanding what bereaved parents and their families are experiencing is impossible. Grief is unique and individual, it is therefore vital that support is approached with the same concept. As a healthcare professional this will usually be out of your remit but by referring or signposting bereaved parents and their families to appropriate and relevant sources of support you can ensure that if wanted, this support can be easily accessed by those who need it the most.

Some bereaved parents (and their families) may not wish to access support immediately or may not wish to access support at all – their decision must of course, be respected, but by informing them that support and future support is available if ever required is vital in ensuring that their long-term emotional needs are met.

As a healthcare professional, you will, more than likely, be first line when supporting bereaved parents and their families. Suggested action points are listed below;



If you would like assistance with developing or improving upon your Child Bereavement Services, please do not hesitate to get in touch with us. Here at The Beau Halo Trust, we aim to raise awareness of the public (including that of healthcare professionals) in relation to the effect that a bereavement or loss can have on families and others.

5) Useful Contacts & Other Organisations

Everyone will deal with their grief in a different way and here at The Beau Halo Trust we understand that the support we provide may not be suitable to every individual's needs so below we have compiled a list of other useful contacts and organisations that may be more suitable.

Care for the Family

Their Bereaved Parent Support service provides emotional and practical support to bereaved parents of children of any age.

Telephone: 029 2081 0800

Website: www.careforthefamily.org.uk

Child Bereavement UK

Child Bereavement UK offer support to bereaved parents, siblings and their families through the provision of emotional support.

Child Bereavement UK also offer bereavement training to healthcare professionals.

Telephone: 01494 568 900

Website: www.childbereavementuk.org

Child Death Helpline

Manned by bereaved parents who provide a listening-ear, the service offers to provide emotional support to those affected by the death of a child.

Telephone: 0800 282 986

Website: www.childdeathhelpline.org.uk

Child Funeral Charity

The Child Funeral Charity helps families to arrange funerals for babies or children aged 16 and under. The charity can provide financial assistance with certain funeral costs, together with practical advice and guidance. Referrals must be made by professionals whom have knowledge of the bereaved family and their circumstances.

Telephone: 01480 276088

Email: enquiries@childfuneralcharity.org.uk

Website: www.childfuneralcharity.org.uk

CRUSE Bereavement Care

CRUSE Bereavement Care provide advice, information and support to bereaved people.

Telephone: 0844 477 9400

Website: www.cruse.org.uk

Keisha's Blessing

Keisha's Blessing was set up in memory of Keisha Ranger who lost her battle with cancer at the age of 17.

Keisha's Blessing fund short breaks for bereaved parents and their families at *Ker Keisha*, a property in Brittany's quiet French countryside.

Email: keishasblessing@gmail.com

Website: www.keishasblessing.org

Naomi House & Jacks Place

Naomi House provide end of life and bereavement support to families with children whom have life-limiting or life-threatening illnesses.

Telephone: 01962 760555

Website: www.naomihouse.org.uk

Stillbirth and Neonatal Death Society (SANDS)

The Stillbirth and Neonatal Society (SANDS) provide support for bereaved parents when their baby dies before, during or soon after birth.

Telephone: 020 7436 5881

Website: www.sands.org.uk

The Compassionate Friends

The Compassionate Friends offer emotional and practical support to bereaved parents and their families through the provision of a bereaved parent-led telephone helpline (manned 365 days a year), support groups, literature and retreats.

Telephone: 0345 123 2304

Email: info@tcf.org.uk

Website: www.tcf.org.uk

The Lullaby Trust

The Lullaby Trust support bereaved parents following the sudden or unexpected loss of a baby or toddler through Sudden Infant Death Syndrome (SIDS). The Trust provides emotional and practical support.

Telephone: 0808 802 6868

Email: support@lullabytrust.org.uk

Website: www.lullabytrust.org.uk

Together for Short Lives

Together for Short Lives supports children with life-threatening and life-limiting conditions. They also provide bereavement support through the provision of closed social media forums and a support directory.

Telephone: 0808 8088 100

Email: info@togetherforshortlives.org.uk

Website: www.togetherforshortlives.org.uk

6) The Beau Halo Trust – Contact Details



32 Southampton Hill, Titchfield, Fareham, Hampshire, PO14 4AJ



03333 211 052 / 07533 976636



www.thebeuhalotrust.org



info@thebeuhalotrust.org



www.facebook.com/thebeuhalotrust



[@Beau_Halo](https://twitter.com/Beau_Halo)

Appendix 1

Grant Application Form



The Beau Halo Trust – Application Form for Financial Assistance

Please print and complete this form and return to the address/email address given below;

Child/Baby details:

Full name of Child	
Date of birth	
Date of death	

Parent(s)/Family details:

Name	
Address	
Postcode	
Telephone	
Email	
Preferred method(s) of contact	

Referrer details:

Name	
Address	
Postcode	
Telephone	
Email	
Preferred method(s) of contact	
Profession/Designation	

How do you know the family?	
How did you know/hear about The Beau Halo Trust?	

Financial Assistance Request details:

Please describe, in as much detail as possible, *what* (and *with reasons*) you are requesting;

Please describe, in as much detail as possible, *when* the funds (requested above) will be/or are intended to be used;

Please describe, in as much detail as possible, what *benefit* you are expecting from the above request;

To help us to make a decision, please explain (in your own words) why this family/parent(s) need our help;

To the best of my knowledge the details provided in this form are accurate and I therefore submit this application to The Beau Halo Trust for financial assistance with the above request.

Name (*in block capitals*)

Signature

.....

.....

Date

.....

Please complete and return to:

The Beau Halo Trust

32 Southampton Hill

Titchfield

PO14 4AJ

Or alternatively, please complete and email to:

Info@thebeuhalotrust.org

Disclaimer: Please note that any information disclosed will only ever be used for the purposes of grant decision making, charity governance and for monitoring and improvement of charitable activities and will only ever be used in accordance to GDPR.

Our full Privacy Notice can be found at **www.thebeuhalotrust.org** or is available upon request.

Appendix 2

Grant Application Form – Guidance for Healthcare Professionals



Grant Selection Process – Guidance for Referrers

Eligibility for grants is as follows;

- Grant applicants must have had a child (under the age of 18) who has died within the immediate family (family includes those with legal guardianship and/or carers)
- To be eligible, the grant application must be made within 6 months from the date of when the child died
- The grant application will be considered by a panel of the board with any recommendations made to the trustee board for decision
- The grants will be considered in turn as they are presented by the grant applicants
- When the grant fund is used then no further applications will be considered
- Only one grant application per family may be made within a 6-month cycle
- The grant must be deemed (by the trustees) to improve the health and/or well-being and/or provide relief of stress to the grant applicant

PLEASE NOTE:

Where possible (for any amount over £500), a receipt will be needed.

If funding a service that is available from more than one supplier, the trustees may request three quotes.

For further guidance and/or information, please do not hesitate to contact The Beau Halo Trust at info@thebeuhalotrust.org

The Beau Halo Trust

Charity Registration No. 1171777

TheBeauHaloTrust.org

Info@TheBeauHaloTrust.org

Appendix 3

The Beau Halo Trust – Service Feedback Form



You can share your feedback in the form below.

Your information will only ever be kept confidential and used for your enquiry and improving our services only.

For further information on how we look after your data please refer to our Privacy Policy.

Are you?

Male Female Prefer not to say

What age range are you?

18-24 25-34 35-44 45-54 55-64 65-74 75+

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Prefer not to say

How did you hear about The Beau Halo Trust?

How did you contact us?

Telephone Mail Email Social Media Other

Are you happy with the service you received?

Very Happy Happy Satisfied Not Happy

If you would like to write any comments, please do so below

If you required information, were you happy with the information provided by us?

Very Happy Happy Satisfied Not Happy

If you would like to write any comments, please do so below

Here at The Beau Halo Trust, we expect our team to be helpful, respectful and polite, were you happy with the way our team communicated with you?

Very Happy Happy Satisfied Not Happy

If you would like to write any comments, please do so below

If you needed support in the future would you use our service again?

Definitely Yes Maybe No

If you would like to write any comments, please do so below

Would you recommend us?

Definitely Yes Maybe No

If you would like to write any comments, please do so below

Please use this space if you would like to comment on how you feel you have benefited from using our services here at The Beau Halo Trust

We always appreciate feedback, please use this space to tell us how you think we could improve our services

If you would like The Beau Halo Trust to contact you in confidence to discuss any comments you have made please print your full name and contact number below.

Name:

Contact Number:

Signature:

Date:

Thank you for taking the time to complete this questionnaire

Please return your completed form to:

Private & Confidential

Hannah Henriques – Charity Chair

The Beau Halo Trust

32 Southampton Hill

Titchfield

Hampshire

PO14 4AJ