



## Balloons Information Sheet

### Referral Criteria for One-to-One Grief Support

In order to ensure our Grief Support Services are in the best interests of the children, young people and young adults (C&YP) referred to us, and to assist agencies and individuals when referring a child or young person to Balloons, we have our own referral criteria. We can only accept referrals for children and young people in our geographical area which is Exeter, Mid & East Devon.

We will **always** liaise with the referrer on the telephone **before** we send out our referral forms to ensure that the referral is appropriate and to answer any questions that the referrer has.

We hope that this information sheet will assist you to assess whether or not we are the appropriate service to be providing support, but we are of course more than happy to chat anything through with the referrer if that's helpful and if they have further questions after the initial conversation.

There will always be a level of emotional response to the death of someone significant. This is completely normal. However, sometimes a C&YP may struggle with understanding or accepting their grief, and the chain of events that surrounds it.

It is always preferable for a loved one to assist C&YP, and Balloons is happy to support parents and carers via the telephone or email to do this. However, Balloons understand that this is not always possible. Sometimes C&YP require a neutral person to assist them to express what it is that they are really feeling, thinking and believing.

When this is perceived to be the case, we then require the referrer to call Balloons on 01392 826064 to discuss the presenting details in more detail, and to get up to date information on our current referral processes and paperwork.

We start working with C&YP approximately 10-12 weeks after their bereavement, to allow the early-stage natural grief process to unfold. Having said that, we can take referrals for many weeks, months or even years after the bereavement.

## **Balloons Grief Support Workers**

The Balloons Grief Support Workers are highly skilled and motivated volunteers, trained and experienced in the field of grief. They are **not** generic counsellors or psychotherapists.

### **Our one-to-one grief support**

We offer approximately **6-8 grief-focussed sessions**, using C&YP-friendly communication tools. Typically, this work takes place at school, but we are very happy to discuss the possibility of delivering grief support in the home environment or in another setting such as GP surgery or a youth club. Please note that we can only provide grief support in an environment that has a private, quiet and non-interrupted space for us to work in, and which has someone present and acting in-loco parentis.

#### ***Please note that we are unable to support C&YP...***

- Under the age of five, although we may be able to advise carers and workers on how to work with this age group.
- Who do not wish to explore their grief.
- Who are receiving another form of therapeutic support.
- When grief is not the dominant concern, but is a component of multiple issues.
- Where the trauma surrounding the bereavement is so significant that the level of support required is beyond the expertise of Balloons, such as if the child or young person has witnessed the death or discovered the body. In these circumstances, a trauma specialist service might be more appropriate (we are always happy to discuss this further).
- Who do not have anyone outside of Balloons who can be generally supportive whilst they are exploring their grief. (Teachers, extended and close family, as well as organisations such as young carers support organisations are completely acceptable as 'general support'.)
- Who are experiencing abuse and neglect, as this requires different and very specialist support.
- Who have life-threatening coping mechanisms.
- Who are suicidal.
- Who have not been told the cause of death, and therefore don't have all the information about the bereavement. In saying this we do not mean that children need to be given every little detail, but we cannot work with children where they are not aware of key information such as that the death is a result of suicide. We are always happy to talk about this further.

We hope this information assists you in assessing whether or not **Balloons** is the appropriate service for the C&YP you are requiring support for.

**If you are left in any doubt, please contact us on 01392 826064, and in any case we always need to talk to you before you make your referral**