



Listening Ear is the bereavement helpline service operational across Barnsley, Doncaster, Rotherham and Sheffield offering timely support for people affected by COVID 19.

The aim of the service is to provide practical support and emotional health and wellbeing support to residents of South Yorkshire bereaved during Covid 19, and to signpost residents to 'other' support available as required. By providing this service, it will also reduce the risk for those affected by offering timely and practical information and guidance following a sudden bereavement.

The service provides:

- One to one telephone support from a qualified Worker
- Information, emotional and practical support
- Practical support dealing with healthcare agencies
- Local information with regards to the current funeral process
- Help overcoming any feelings of isolation
- Referrals and signposting to other services as required.

Listening Ear Helpline is free of charge and does not have a waiting list. To refer a person who has been affected by bereavement, please contact the team via the following channels: 0800 048 5224 / helpline@listening-ear.co.uk or <https://listening-ear.co.uk/refer/>

Further Information

Listening Ear is accredited by the British Association for Counselling and Psychotherapy (Registration number 102805) and adhere to the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy. Listening Ear has an appropriate level of Professional Liability Insurance and provision of therapeutic services will be provided by qualified and fully trained staff.

Listening Ear are providing a Freephone helpline for residents of S. Yorks who have been bereaved during the Covid 19 situation, that will be potentially presenting with heightened grief coupled with the associated trauma from a sudden death.

As a BACP accredited service, Listening Ear follows their Ethical Framework, and wouldn't consider providing bereavement counselling to an individual for at least 6 months following their bereavement. This new service aims to work with people that have been bereaved and provide meaningful support during the COVID 19 situation.

This service enables the residents of S. Yorkshire to gain access to the helpline, and provide the appropriate level of resources.

When the member of public makes initial contact, they will be asked for consent approval to satisfy GDPR requirements, which includes consent to contact their GP, and other appropriate management data such as age, ethnicity, and postcode.

During the initial phase, the service will offer 10, 30-minute appointments available per day. Once the level of demand is fully assessed, then additional resources can be added as required

The telephone support staff will also be able to undertake an initial assessment of the caller for potential referral back to the GP for additional support particularly with any risk disclosed and safeguarding required.

As part of our Safeguarding and Risk policy, Listening Ear may require GP's to share additional supporting information in relation to a patient's mental health history, such as a copy of a recent mental health assessment (where applicable). We ask that when a request of this nature is made, it be treated as a high priority in order to minimise risk and ensure that an appropriate level of support can be provided to the individual being referred. We also ask that additional information of this nature be sent securely via Egress in order to comply with our current GDPR process.