

Confidential

# One-to-One Client Application Form

**Please note:** You must live or work in the Royal Borough of Kensington & Chelsea or the London Borough of Hammersmith & Fulham to receive support.

When we receive your completed form, you will be placed on the waiting list. We always try to see new clients as soon as we can, but the waiting time can be anything from two weeks to two months.

'File Print' this form, complete and post to: **Cruse Bereavement Care, 7 Thorpe Close, London W10 5XL, United Kingdom**. Alternatively, you can 'File Save As' this form to your local computer, electronically complete it (using the latest version of **Adobe Acrobat reader**), save it and email to: **kchf@cruse.org.uk**

Please confirm you have read the information sheet of frequently asked questions (attached) before proceeding to see if this is the kind of help you are seeking

Date:

Name:  Age:

Address:  Tel no:

Occupation:  Nationality:

GPs Name:  GPs Tel no:

Can we see you during the day?  Yes  No

If 'No', what time in the evening?

**Please state if there is a day in the week when you cannot be seen/or if you can be seen on Saturdays**

Would you like to be seen at:  The Cruse Office?  In your own home?

Clients can be seen by our trained bereavement volunteer for a 50 minute session each week

Do you feel you can manage this?

Yes

No

How did you hear about Cruse?

Are you already receiving counselling?

Yes

No

We do not currently offer support by email or telephone except through our national headquarters. If you might be interested in either or both of these services in the future please tick the relevant one/s:

Email?

Telephone?

How are you managing at the moment? Are there additional difficulties you feel would be helpful for us to know?

Please tell us about your loss (indicating the cause and date of death):

We need to record your details which we will hold to enable us to deliver a service to you.

Are you happy to give your consent?

Yes

No

With your consent we will also use your details to contact you about Cruse services?

Are you happy to give your consent?

Yes

No

You have the right at any time in the future to withdraw your consent. We confirm that your information will not be sold to any third parties

## Questions about one-to-one bereavement support

**We offer a free support service to anybody living or working within the boroughs of Kensington & Chelsea or Hammersmith & Fulham affected by a loss through bereavement.**

### **What is bereavement support?**

Bereavement support is a process which involves talking about fond and/or difficult memories, concerns, worries and deep feelings alongside a trained bereavement volunteer. Generally, you will have come to Cruse because you are grieving the loss of someone. There may be other challenges to face in coming to terms with your loss including relationship, finance and/or legal difficulties and a variety of other issues that may be affecting you.

### **How can bereavement support help?**

During the sessions we hope a relationship built on trust and understanding will form between a trained volunteer and yourself. Bereavement support can provide a safe space for the opportunity and freedom to get in touch with emotions and express what is going on for you with someone unrelated to you in daily life. All communication is done in a private meeting with a non-judgemental atmosphere of acceptance, respect and confidence.

Volunteers work within the ethical framework set out by The British Association for Counselling and Psychotherapy (BACP).

### **How many sessions will I have?**

We generally offer up to six sessions after the initial meeting, although there is the opportunity for you and the bereavement volunteer to extend if appropriate.

### **What happens at the initial meeting?**

An initial meeting takes place before the bereavement work starts. This differs from the following sessions as the volunteer will discuss aspects of the bereavement support process with you and give space for any questions, queries or hesitations you may have. This is also an opportunity for you and the volunteer to see if you both feel that this is the right kind of support for you.

During the initial meeting, the volunteer may ask a few questions concerning your general health, current and/or previous support and any hopes or expectations that you may have in relation to the bereavement support with Cruse.

During the initial meeting, you and the volunteer can discuss the practicalities of the support sessions to follow.

### **When and where do we meet?**

Support sessions take place at your home or at:

#### **Cruse Bereavement Care**

7 Thorpe Close  
London W10 5XL

The sessions last 50 minutes and are usually held the same day, at the same time, each week. The volunteer and you are asked to commit to weekly sessions.

### **Cancellations**

In the occasional circumstances where changes have to be made during sessions, you and the volunteer can discuss how best to make contact. This may include agreeing whether voicemail or text message are the best way of communicating.

If one or other cannot attend a future session(s) due to holidays, hospital appointments, illness, etc. they should inform one another as soon as possible.

If you do not attend your appointments without any notice or contact, after three missed sessions, the bereavement volunteer will contact you to discuss the discontinuation of sessions. You are welcome to contact Cruse whenever you feel better able to commit to regular sessions.

### **Confidentiality**

The bereavement support sessions are entirely confidential. In keeping with good practice, our volunteers receive regular supervision during which the client remains anonymous and the volunteer may discuss aspects of the sessions. Our details will not be shared with any agency or individual outside of Cruse without your express permission, except in extreme circumstances where we are concerned for your safety or the safety of others. Even in this instance, we hope the volunteer and you will have the opportunity to discuss this during the sessions.

### **Charitable Contributions/Donations**

Although all the sessions are free, Cruse Bereavement Care is a registered charity and we very much appreciate any donations clients give to ensure we can continue our work. The volunteers will provide information on how to make a donation should you wish.