

Frequently Asked Questions

How to access SeeSaw's grief support service



Who does SeeSaw support?

Families living in Oxfordshire with children under 18. We offer a service to help families prepare for the expected death of a parent as well as our support following the death of a family member.

Does SeeSaw support families outside Oxfordshire?

SeeSaw is only able to offer telephone advice to families living outside of Oxfordshire. SeeSaw may be able to recommend resources and advise about other services more local to the family. Details of national helplines can be found on our website.

What does support from SeeSaw mean?

Sometimes parents or carers find it helpful to talk to someone outside the family about how best to support the children following a bereavement. When we get a phone call from a parent or carer in Oxfordshire we will offer a home visit to talk through the various ways in which SeeSaw might be able to support the family. This could be one or more of the following:

- Simple provision of leaflets, resources and information to help the parent support their child
- Visit to the child's school to help teachers understand how best to help the child in the classroom
- Allocation of a support worker who will work alongside the child to help them explore the impact of the bereavement on their lives, remember the person who has died, and find ways of coping. (It is difficult to say exactly how many visits will be needed, but we usually suggest that the support worker meets with the child for 3 or 4 sessions and then decides with them and the parent about the need for further visits.)

Where are families seen?

Most visits are made by members of the SeeSaw team to the family home, unless the family choose to be seen at Bush House in Oxford.

Do you support children under five years?

We believe the best help we can offer to children under five years is by supporting and advising the parent or any carer who is normally with the child. This can be done by an initial home visit followed by telephone conversations for ongoing support and advice.

How long after a death can SeeSaw be contacted?

Children may revisit grief over several years and at different stages of development, so SeeSaw will offer support to children at any stage of their grief up to the age of 18.

Is there a waiting list?

SeeSaw strives to respond as quickly as possible and doesn't currently have a waiting list. We can often offer visits on the same or following day when a fast response is needed.

Are we able to contact SeeSaw at any time?

SeeSaw office hours are 9.00 to 5.00pm Monday to Friday. Although we may all sometimes be out on visits during these times, we respond to messages left on our answerphone as soon as there's someone in the office.

We're not necessarily able to pick up email messages so quickly, so it's generally better to phone and give us the best number to call you back on.

Can a child contact you themselves?

If a young person is 16 or over, they can contact SeeSaw direct (in all other cases, their parent or guardian has to make the initial contact). Wherever possible, we aim to include a parent, carer or guardian in the initial meeting, so would discuss this on a case by case basis, even for a young person aged 16 or over.

Is there a charge?

Our service is always free to families.