

Frequently Asked Questions

How families can 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?

When we get a phone call from a parent or carer in Oxfordshire we can offer a home visit to talk through various ways in which SeeSaw might be able to support the family. This could include: leaflets, resources and information; a visit to the child's school to discuss how staff can best support the child; or the allocation of a support worker who will work alongside the child to help them explore the impact of the bereavement on their lives.

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. 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 as quickly, and because email is not secure for confidential information, we prefer you to phone and if necessary leave the best number for us 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?

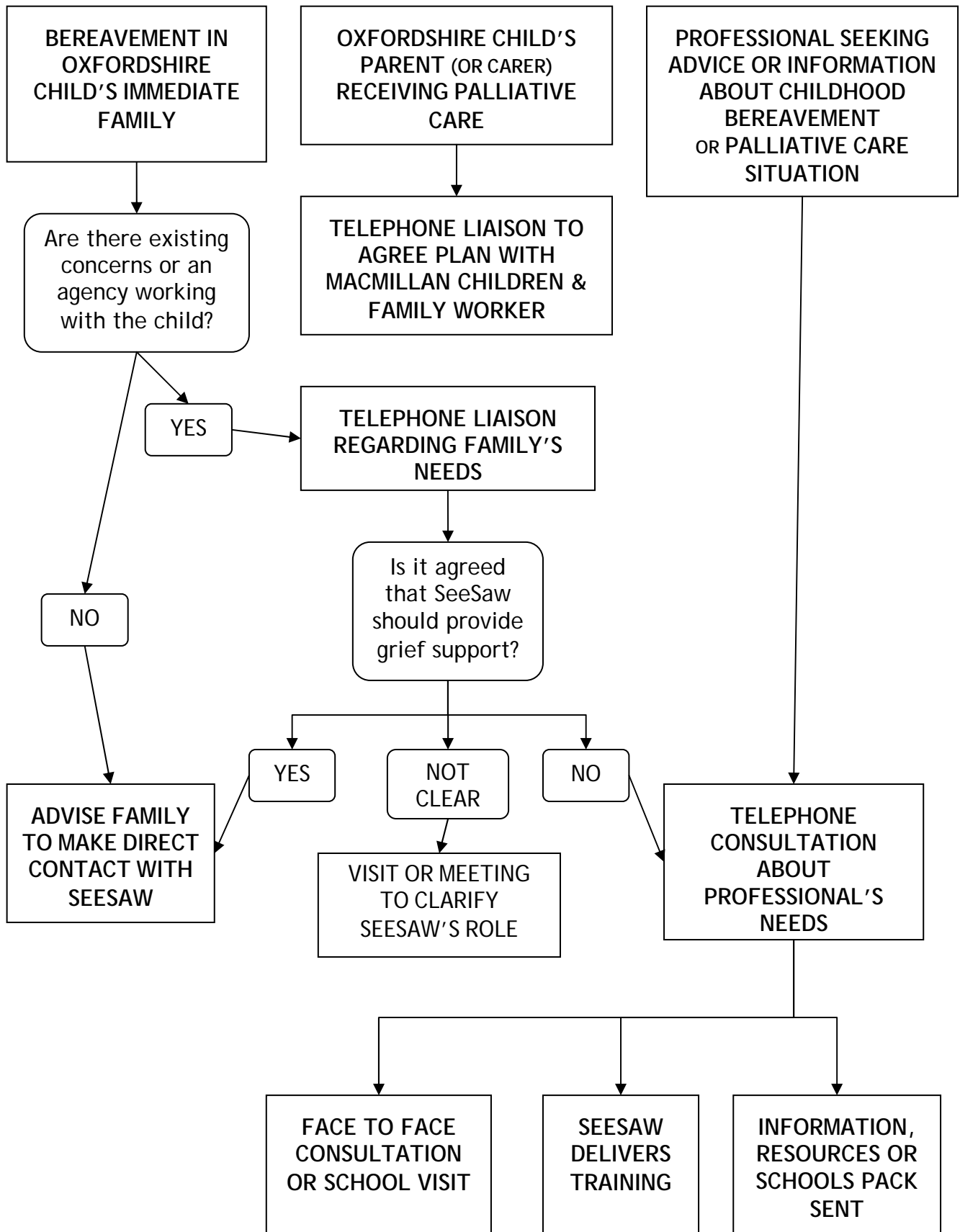
Our service is always free to families and Oxfordshire professionals. (Occasionally we may discuss whether a fee for training may be appropriate.) SeeSaw is a charity and relies on local and corporate funding.

How do I make a referral to SeeSaw?

Normally we would ask for the family to contact SeeSaw themselves, however friends, relatives and professionals can pass on our contact details to the family. It will be important for a bereaved parent to feel they are choosing to seek some help, at the time that is best for them. However, please remember that we can also offer you, as someone concerned about a grieving youngster, advice and information in your own right, at any time.

If you are a professional already working with a family on non-bereavement issues, we would ask that you contact us first (if necessary, on a no-names basis). This ensures that it is appropriate to

pass on our details, as the ways we can offer support varies according to the family's difficulties. This also applies when a parent is dying - a liaison telephone call is always helpful.



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