

YOU CAN DONATE AND FUND A LIFE-CHANGING CONVERSATION.

Lauren is one of our amazing on-demand bereavement support workers at Winston's Wish. Follow Lauren's day and experience what it's like to be part of our bereavement support team.



Lauren

"My role on the help and support line is an essential one as I offer children and young people who need support a safe space to talk about their own grief. We have children as young as 5 call us and the conversations I have daily provide much needed support so those who reach out will not be alone with how they're feeling."

8-10AM



It's 8am and Lauren logs on to start her shift. She sees several emails have come in overnight.

The first email is from a young person whose mum died when he was five years old, he is now 21 and wants help to process his loss.



=====



"It's taken its toll on me for the whole of my life, and I **constantly** find myself **wondering** what my life could have been if she was still here."

WW

=====



Lauren spends time writing her reply, it is important to validate his feelings and help him understand that **often** young people contact us for support, several years after their important person has died.



Lauren finishes replying to emails when the first call of the day comes in. It is from a foster carer who's caring for a 3-year-old boy whose mummy died recently, and he has been asking for her.

Lauren shares some remembrance and memory activities, as well as links to all the other activities on our website. As the child is only 3, they want to ensure he has **ways to remember his mummy** as he grows up.

10AM-12PM

The next call is from an 11-year-old boy who tells Lauren that his sister has died, and **he just wants to talk to someone.**

Lauren offers a listening ear, he talks lots about his friends upsetting him as they don't understand, and how he is having trouble concentrating in school, he doesn't want to go in tomorrow. Lauren shares how he could let his friends know how he's feeling and strategies to try at school to help.



Lauren then checks on our live chat and within a few moments, a regular user, a 9-year-old girl, has come through to chat to us, her daddy has recently died and she is reaching out to us every few days for support.

Today in particular, she wants to talk about the **special memories she shared with daddy**, and how upset she keeps getting at school.

Lauren is there to be a listening ear and to reassure her that all **her big feelings are completely normal and offers advice** on what she could try when her emotions are feeling really big.



12PM

Hearing so much pain and grief from each caller can be tough emotionally, **it is important for Lauren to take a break** and find ways to debrief with the rest of the team to help reset and feel balanced again to pick up the next call.

TAKE A BREAK



1-3PM

The calls and emails continue to come in, **Lauren speaks to 13 people today.**

There really is no typical day in the life of the Winston's Wish Help and Support Line, each day brings its own unique mix of calls and messages from young people, families, or professionals.

OF THE 13 CONVERSATIONS LAUREN HAD TODAY:

- 5** related to death by suicide
- 4** discussed death from illness
- 3** were regarding preparing children for a bereavement through terminal illness
- 1** where the cause of death was unknown

Our on-demand services are open weekdays (excl. bank holidays) **8am-8pm**

HELPLINE: 08088 020 021 WINSTONSWISH.ORG

It is the last hour and Lauren answers a call to a father of three children aged three, four and six. Their mum has been given a few days to live and is in palliative care in the hospital. Dad is due to take the children in to see her and called to ask for advice if this should be the last time that they visit her

"whilst she still looks like their beautiful mum."

He is worried about how she is going to look as she becomes more unwell and that this will be too traumatic for the children to see her looking so

poorly, but he doesn't want to take away from them the opportunity to **spend as much time with their mum as possible.**

Lauren talks with Dad to explore the options and helps him think about what other alternatives might be available to help address some of his worries and how he could use his family to support him to make this decision. She also tells Dad that she will send a Winston's Wish guide called '**As Big as it Gets**' which goes through how to talk with children about what is happening, what will happen, and includes practical guidance and ideas for activities and helpful resources. He is grateful for the support.



4PM

It is the end of the day for Lauren, but our help and support line, live chat and email will be open until 8pm to continue supporting those who need us.

Lauren can't help but think of each of these children growing up without someone they love but feels privileged to give them the space they need to talk and be listened to.

YOU CAN MAKE THESE LIFE-CHANGING CONVERSATIONS POSSIBLE.

Visit winstonswish.org/one-conversation or scan the QR code today and make sure people like Lauren are there to **support** grieving children now, and in the future.

