



# **Family Support and Bereavement Services**

**For adults, children and young people**

At The Mary Stevens Hospice, we support people living with incurable or life-limiting illnesses to live life to the fullest, however long that may be.

**Care - Compassion - Kindness**



# Welcome to The Mary Stevens Hospice

Bereavement support is an important aspect of the holistic care offered by The Mary Stevens Hospice and we are committed to offering bereavement support that is responsive to the needs of our local community.

We know that for some people, grieving starts at the time of death and for others it starts at the time of diagnosis, and it can impact people in various ways; emotionally, physically, socially and in many practical areas of life.

We offer a range of services for adults as well as children and young people.

If you would like more information about the services in this booklet, please visit our website via the QR code, call us on 01384 445423 or email us at [pafss@marystevenshospice.co.uk](mailto:pafss@marystevenshospice.co.uk)



A woman wearing a dark blue floral dress and a yellow name tag is seated in a blue armchair. Her hands are clasped in her lap. A white circular graphic is overlaid on the left side of the image, containing a quote. The background is a plain, light-colored wall.

**“Just being able to speak to people who understand my pain has been a big comfort.”**

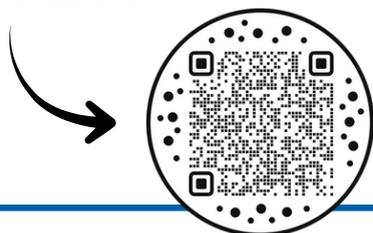


## Bereavement Hubs

Our bereavement hubs are group drop-in sessions that offer the opportunity to meet others who have experienced someone close to them dying. They are free for all, and you don't need to have a connection to the hospice to attend.

We understand there is no timescale for grief, and we offer a welcoming environment to support people, irrespective of how long they have been bereaved.

We currently hold two Bereavement Hubs per month, one in Halesowen and one in Stourbridge. Please use the QR code on this page to find an up-to-date schedule of sessions.



# Supportive listening

We recognise that grief is a deeply personal experience, and navigating the emotions that accompany loss can be challenging. To support you during this difficult time, we offer a Supportive Listening Service delivered with compassion, respect, and confidentiality.

This service provides a safe and empathetic space where individuals can explore their emotions and begin to process their loss. Our aim is to offer meaningful, person-centred support that respects everyone's unique journey through grief.



# Counselling and therapy

Our structured counselling support allows time to build trust, work through emotions, and develop coping strategies at a pace that feels right for you, helping you to adjust to life after loss, even through complex or prolonged bereavement.

# Children and Young People's Bereavement Services

Providing the tools to support children and young people on their grief journey can help them to process and express their emotions in a healthy way, now and in the future.

As well as one-to-one counselling and support sessions, we hold regular Craft and Storytime sessions that focus on understanding loss, expressing emotions through creativity, and building resilience for the future. We also run an after-school 'Forest School' group, which explores the idea that nature can offer children dealing with grief a sense of grounding and the opportunity for connection.



# Pre-bereavement

Facing the anticipated loss of a loved one can be an overwhelming and confusing time for children and young people. Our pre-bereavement support is designed to help them feel prepared and supported during this difficult time.

This includes creative memory-making sessions, where children and young people engage in activities where they can build positive, lasting memories with their special person, and one-to-one sessions in a safe space for asking questions, expressing worries and exploring feelings.





## Wind Phone

We know how strong the bond can be with the people we've lost. There still may be so much we wish we could say. And for some, even though the person has died, the relationship continues in new and meaningful ways. **Love, memories, and connection don't end with death; they evolve.**

Our Wind Phone provides a quiet and reflective space which gives users the chance to talk to those that have died and have their words carried to them on the wind.

For those that prefer not to use face-to-face support, or that don't have a grave to visit, the Wind Phone provides a place to be alone and to grieve.

### Did you know?

The concept of a Wind Phone originated in Japan, and The Mary Stevens Hospice was the first hospice in the UK to have one.

# Whispers on the Wind

Whispers on the Wind is a dedicated postbox where individuals are invited to write messages, letters, or just a few words to someone they miss. It could be something you never got the chance to say, a memory you want to share, or just a way of feeling close again.

Both our Wind Phone and Whispers on the Wind are located on the hospice grounds and are open to everyone, with no direct link to The Mary Stevens Hospice needed. They can be used 24 hours a day, seven days a week.





## How you can support The Mary Stevens Hospice

### Fundraise

There are many ways you can support The Mary Stevens Hospice through fundraising. A great way to raise funds is by organising a charity event, such as a sponsored walk, coffee morning, or quiz night.

The Mary Stevens Hospice also runs a number of its own events throughout the year, including a Summer Fayre, Santa Jog, and our very own Panto!

For a full listing of our upcoming events, please visit our website.

### Visit our shops

We have sixteen shops throughout the local area, each offering a diverse selection of high-quality items including clothing, books, collectibles, jewellery and furniture. We also have a dedicated book shop and coffee shop on the first floor of our Stourbridge high street shop.

Our shops play a vital role in fundraising, allowing you to grab a great deal while supporting your local hospice.

## Play our lottery

By playing The Mary Stevens Hospice Lottery, you help us to continue to provide specialist palliative and end of life care for people in our local community in their time of need.

You can help The Mary Stevens Hospice today by signing up to be included in our next lottery draw. Tickets for our weekly draw can be purchased from our hospice reception, online or from our retail stores and it costs just £1 to play. You must be 18 years or older to play our lottery.

The Mary Stevens Hospice Lottery Limited is licensed and regulated in Great Britain by the Gambling Commission under account number 4987.



## Leave a gift in your will

Writing a will is a very important aspect of planning for the future, ensuring that your wishes are honoured and that your property and assets benefit those you care about.

Many individuals also choose to leave a charitable gift in their will. At The Mary Stevens Hospice, such gifts are vital for us to continue providing hospice care for our community. These contributions account for approximately 20% of our charitable costs, enabling us to offer essential care to patients and their loved ones now and in the future.

If you need to create or update your will, or if you wish to leave a gift in your will, please visit our website, email Alex at: [info@marystevenshospice.co.uk](mailto:info@marystevenshospice.co.uk)  
Or call: 01384 443010

We can help guide you in the right direction.



**Care - Compassion - Kindness**

Main reception / Day Services:

01384 443010

Bereavement Services:

01384 445423

Fundraising:

01384 377778

Lottery:

01384 860011

Trading (shops):

01384 671149

The Mary Stevens Hospice, 221 Hagley Road,  
Oldswinford, DY8 2JR

@marystevenshospice



[marystevenshospice.co.uk](http://marystevenshospice.co.uk)

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