

## These are the experiences of some we have helped

*"I felt so lost and lonely being far from home as well as dealing with the sad death of my ex-partner and father of my son. If you were not there, I have no idea how I would have handled it all"*

*"The volunteer was so helpful in explaining the procedures and looking after us throughout and afterwards. We couldn't have got through it without her"*

*"I felt calmer and more empowered, so I felt that I understood what was going on and it made the whole Inquest an extremely satisfactory and cathartic experience"*

**Our Volunteers** meet anxious and distressed people every day from many different backgrounds, circumstances and lifestyles and understand the importance of supporting everyone attending with a non-judgemental attitude.

Please contact us or check our website to see in which Coroners' Courts our volunteers support people.

We can also signpost people to other appropriate organisations that may be able to help in the long term.

*Here for you*



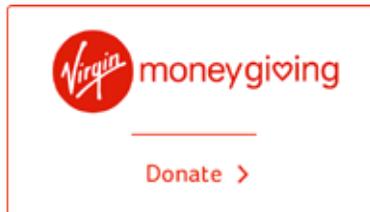
The Coroners' Courts  
Support Service

*Here for you*

Helpline: 0300 111 2141  
helpline@ccss.org.uk

We are a charity that relies on donations to help deliver our service and train more volunteers.

If you would like to make a contribution then please donate via: [www.virginmoneygiving.com](http://www.virginmoneygiving.com) then search for Coroner



Please visit our website for more information  
[www.coronerscourtsupportservice.org.uk](http://www.coronerscourtsupportservice.org.uk)

Find us on 

 @OrgCCSS

Helpline leaflet 00-05-19



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Support Service

*Here for you*

## Support and Guidance for Bereaved People attending Inquests

Helpline: 0300 111 2141





## Who We Are

**The Coroners' Courts Support Service (CCSS)** is an independent charity founded in 2003. Trained volunteers offer free, confidential, emotional support and practical help to bereaved families, witnesses and others attending an Inquest at some of the Coroners' Courts in England. We can signpost people to other appropriate organisations and prior to the Inquest we can give you support and information via our Telephone Helpline.

## Your Experience

Any death can have a devastating impact on the bereaved, but when that death is sudden, unexplained or of an unknown cause it can only add to the negative impact on families. Strangers such as the Police, Coroner's Office or the Pathologist may have to become involved in the death. This can feel like an unwanted intrusion for the family at what should be a very private time. It is not unusual to feel confused and as if you are losing control. Bereavement is a universal experience, yet it will be unique to each of us and it is natural to feel intense grief after someone dies. Usually people are resilient and manage to cope with difficult experiences but, when someone close to us dies, we can't imagine living without them in our lives and the loss can be a physical pain. Family and friends can often feel helpless when seeing a loved one in so much distress.

## Impact of Bereavement

Bereavement and trauma can affect people in different ways and it is not unusual to feel shock, denial, anger, sadness and despair at any time.

You may lose confidence, feel powerless and that the future holds no hope. You may feel isolated and anxious and your physical and mental health may suffer. All these are common reactions. Some people find that attending the Inquest can make them feel like the death was only yesterday and their grief is overwhelming.

There is no 'normal' response to the death of a loved one and nor is there a timeline as to when you might 'recover'.

Sometimes it is just about acceptance of what has happened and getting through one day at a time when all seems too much to bear. You may also have to take on additional responsibilities that are new to you.

## Please Contact our Helpline for Support

**Helpline: 0300 111 2141**

**Email: [helpline@ccss.org.uk](mailto:helpline@ccss.org.uk)**

**or visit our website**

**[www.coronerscourtsupportservice.org.uk](http://www.coronerscourtsupportservice.org.uk)**

**Our Helpline team will offer emotional support and practical information about the Inquest process.**

**Please call us Monday to Friday between 09.00 – 19.00 and Saturday between 09.00 – 14.00.**

**The contact details are 0300 111 2141 or email us at [helpline@ccss.org.uk](mailto:helpline@ccss.org.uk)**



## The Inquest

An Inquest can be a traumatic experience for anyone involved. We understand that a Coroner's Court can be a bewildering place to attend. As a bereaved family member or a witness, it is an event of which you may have little or no understanding or control. The difficult circumstances that surround a death requiring an Inquest already complicate the grieving process and can often delay it. You may also feel you have been waiting and hoping for something to change once the Inquest is over.

Our aim is to help, guide and support everyone attending an Inquest. The CCSS's trained volunteers will support people through the often complicated and confusing process and explain the Inquest procedure to you, helping you have a much better understanding of your role within this often unfamiliar environment.