

The Brigitte Trust

Helping people live well
beyond diagnosis

Emotional,
practical &
social support



The Queen's Award
for Voluntary Service
The MBE for volunteer groups



How to make a referral

Referrals to The Brigitte Trust for both our Home Support Service and our Bereavement Support Courses can be made in the following ways:

- Email our Service Manager Sarah Pattenden at **sarah.pattenden@briggittetrust.com**
- Call Sarah Pattenden on 07469 932192
- Or visit The Brigitte Trust website, where there is a referral portal.

When making a referral, please include the below details;

Patients name:

DOB:

Tel:

Email address:

Address:

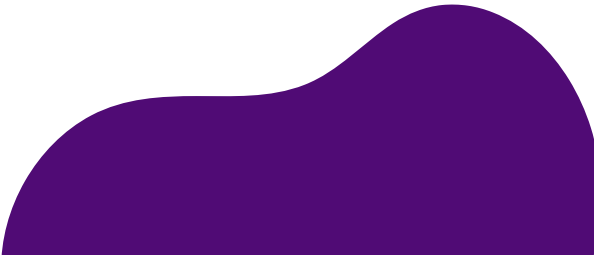
Diagnosis or Bereavement:

Brief description of situation and need:

Referrers name and contact details:

We accept referrals from health professionals, other Surrey based organisations, and we also accept self referrals.

Both the home support service and our bereavement courses are free of charge to anyone living in a Surrey borough.



Who are we?

Since 1984, The Brigitte Trust has offered a free service of emotional, practical and social support at home to people and their families living with terminal conditions. Patients are living well beyond diagnosis and our free service aims to provide the best life possible at whatever stage of illness.

Our trained and supported volunteers make home visits throughout Surrey each week, with every volunteer being carefully matched with their client after an assessment visit by our Service Manager. Volunteers are trained in listening skills and build a trusting relationship whilst listening to and supporting both client and carer.

The Trust is mindful of the changing needs of the family and our service to each client is regularly reviewed.



We are aware that supporting people with terminal conditions involves a whole community- from health and social care professionals to the many specialist groups and organisations, we work closely and maintain contact with everyone.

Who do we support?

Our volunteers support adults living with terminal conditions;

- Cancer
- Motor neurone disease (from point of diagnosis)
- Multiple Sclerosis (later stage)
- End-stage organ failure

We use our expertise to help clients live as well as possible in their own home for as long as it is practical and desirable, and we continue to support them should they need to move into other care environments such as a nursing home or hospice.

What areas do we cover?

We support anyone living within the Surrey boroughs and are looking for volunteers across Surrey and on the borders.



Our Home Support Service

A Brigitte Trust volunteer visits the same client each week, building a relationship centred on that person and their individual needs.

Emotional Support

Hearing life stories, looking at photos, sharing memories... and listening to the things that make it hard to sleep at night.



Practical Help

Shopping, transport to appointments, changing the bed, making a light lunch- making the day seem a little bit more manageable.



Social Time

Each person is an individual. We have helped plant spring bulbs, walked together with the dog, driven into the country, visited the pub, or just sat quietly over a cup of tea.



Concierge Service

We can help our clients navigate the help available to them at this difficult time, whether it be transport, bringing in other trained professionals or helping with things like emergency pendants.

Whilst the person with a terminal illness remains at the centre of our service, family carers also benefit from our inclusive support.

Please note, there is no charge for our service, though voluntary donations can help with our costs.

Services available

When we started in 1984, we focused on supporting people at home. Over the years, we've expanded our services, and now offer a variety of courses, workshops, and more.

We offer help to people at various stages in life. To find the right service for you, please refer to the page number(s) beside each item;

Home Support add-ons, pages 7 to 11

- Pets As Therapy Visits
- Wellbeing at Home
- Jigsaw Library
- Before I Say Goodbye
- Stories for Life

Neurological Support, page 12

Workshops, pages 13 to 14

- The Brigitte Trust Presents...
- Death Cafés

Bereavement Support, page 15

End-of-life planning, pages 16 to 20

- Giving in Memory
- Bespoke Coffins
- Celebrant Services
- Leaving a Gift in your Will

Training & Volunteering, pages 21 to 26

- Bereavement Support training
- Bereavement First Aider training
- Volunteering
- Other ways to get involved



Pets As Therapy Dog Visits

The Brigitte Trust can now offer a visit by a registered PAT dog, for the benefit of our clients who miss dog interaction. For many people who may have had dogs in their lives and missed their company, these visits are wonderful.

We have seen clients and their families light up with joy as they stroked and cuddled our PAT dogs- their visits can certainly boost wellbeing.

This service is only available to Brigitte Trust clients.

Visits can take place in your own home or at designated place such as a garden centre or park.



**For any clients who may be interested in these visits, please
contact Sarah Pattenden at
sarah.pattenden@brigitte-trust.com or call 07469 932192.**

Wellbeing at Home

We offer a **free wellbeing service** for our clients, bringing you a much needed pampering treat in the comfort of your own home.

Having someone visit and style your hair, give you a gentle hand massage, or a complimentary treatment such as Reiki can make such a difference to your wellbeing.

We can offer;

- Hairstyling
- Reiki
- Hand, arm, scalp and leg massage
- Gentle Yoga and breathing exercises
- Beauty
- Manicures

All offerings will be subject to the therapist availability in certain areas. Please note, this service is only available to clients supported by The Brigitte Trust.



If you would like to consider this service, please contact Sarah Pattenden;



07469 932192



sarah.pattenden@brigittestrust.com

The Brigitte Trust's Jigsaw Library

The Brigitte Trust runs a free jigsaw library for our clients.

You can borrow, complete and return one of our many jigsaws free of charge.

Your volunteer will arrange for a jigsaw to be delivered to you to enjoy in the comfort of your own home with no time constraints. If you'd like to send us a picture of the finished masterpiece, we'd be delighted to see it!

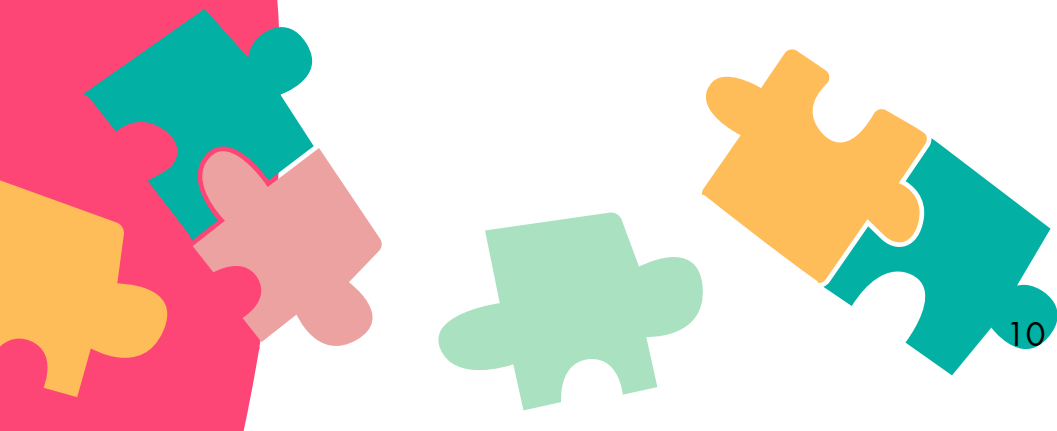
For more information or to request a jigsaw please contact Sarah Pattenden;



sarah.pattenden@brigittetrust.com



07469 932192



Before I Say Goodbye

WHAT WOULD I HAVE WANTED IN PLACE IF I
HAD DIED YESTERDAY?



Dying without a plan in place, or even discussing your wishes, can leave friends and families hugely ill-prepared. Whilst death is not an easy or comfortable subject, we will be able to discuss and guide you throughout the planning process so that you can get on with living!

We will go through a workbook provided by My Goodbyes (Previously known as Before I Go Solutions), covering things such as; wills, advanced care planning, and funerals/celebrations of life.

This service is only provided to clients being supported by The Brigitte Trust.

If you would like to book a free planning session, please contact Sarah Pattenden;

 **07469 932192**

@ sarah.pattenden@brigittetrust.com



Stories for Life



We are working alongside a fantastic charity called Stories For Life, who record messages from loved ones to be treasured and listened to by generations to come.

Do you have a loved one you'd like us to record on audio? All our recordings are confidential and free of charge.

Our charity records on audio the precious memories of those who are in their twilight years anywhere in the UK.

We create treasured oral legacies for families and friends to cherish for generations to come. We record face to face or remotely across the UK.

We offer many recording options:

Chronological- From birth to now.

Ask The Family- We connect a loved who lives anywhere in the world to ask questions they didn't know about a parent or grandparent

Highlights- Talk about the one or two major events in their lives.

Messages for Loved Ones- Leaving forward messages for children or loved ones for future special events in their life.

Our unique charity was founded by Barbara Altounyan who recorded her own father's voice when he was near the end of his life. The recordings were of such great comfort to her own family that she decided to offer the service to many others. Today, our charity is nationwide, GDPR private & confidential and is offered completely free of charge.

For more information, please contact The Brigitte Trust

Neurological Support Group



We offer a **free monthly online support group** for anyone in Surrey diagnosed with multiple sclerosis, motor neurone disease, multiple system atrophy, or progressive supranuclear palsy.

These regular meetings provide a safe place of information sharing, social interaction, and occasional speakers or activities. The format is very much driven by the wishes of the attendees, and new enquiries are warmly welcomed.

For further information or to join the Neurological Support Group, please contact Sarah Pattenden on **07469 932192** or email **sarah.pattenden@brigittetrust.com**.

The Brigitte Trust Presents...

EDUCATIONAL WORKSHOPS



The Brigitte Trust Presents... is a free series of educational workshops, discussing anything from end-of-life and medical conditions to wellbeing and calming exercises.

We run our workshops throughout the year, covering various topics. These sessions have been hosted by experts from many different sectors, such as funeral directors, solicitors, writers, NHS staff and more. Joining one of our workshops gives you an opportunity to hear from and have your questions answered by people with years of experience.

To see our upcoming workshops, please visit www.brigitte-trust.org/our-services/the-brigitte-trust-presents or email us at admin@brigitte-trust.com.

Death Cafés



Encouraging honest and thoughtful conversations about death and dying over coffee and cake.

Death is an inevitable part of life, yet most of us find it a very difficult topic to talk about. We want to normalise the conversation and help lead the discussion by providing an safe and informal space to talk about your thoughts and feelings around death and dying.

Our Death Cafés are free and open to anyone, to speak freely without judgement. There is no set agenda- just facilitated discussion following the interests of those attending.

Come along and join the conversation.

For further information or to book a place, please visit
www.brigitte-trust.org, email **admin@brigitte-trust.com**, or call
01306 881816.

Bereavement Support



We run **free structured 8-week bereavement programmes** led by a professional facilitator for anyone in Surrey struggling with grief and bereavement.

The aims of the programme are to:

- provide support with focus
- encourage mutual support
- share experiences
- learn new coping strategies
- develop some altered thought patterns

The sessions are limited to a maximum of 12 people and offered in different parts of Surrey according to need.

For more information or to book a place on one of our courses, please contact Sarah Pattenden on 07469 932192 or email sarah.pattenden@brigitte-trust.com.



Giving In Memory

Donating in memory is a wonderful way to honour a loved one while supporting us at The Brigitte Trust.

Setting up an online tribute fund allows you to remember and share treasured memories, while raising money to help us continue to provide our free services across Surrey.

If you would like to donate or to create your own tribute page, please visit **thebrigittefund.co.uk/cf/giving-in-memory**

*If you have any questions or are struggling to set up a memorial page, please email our Digital Lead Rachel at **rachel.milton@brigittefund.co.uk**.*

Bespoke Coffin Service

Have you ever thought how lovely it would be to have a bespoke coffin decorated and personalised to truly reflect the person who has died?

The Brigitte Trust can arrange to have an ECO reinforced cardboard coffin suitable for both burial and cremation delivered to you for decoration, either by yourself or with the help of friends and family to create a truly special send off at a funeral or celebration of life.



We are also able to provide artistic support if required. Please see some examples of coffins we have had the pleasure to help create.



If this is of interest to you, please contact our Service Manager Sarah Pattenden on **07469 932192** or email **sarah.pattenden@brigitte-trust.com**.

Celebrant Service

WITH MANDY EAST

At the Brigitte Trust, we believe that everyone deserves a fitting farewell and we are very pleased to have in our team a funeral celebrant who can help you plan the very best send off.

Whether you would like to make your own plans in advance or if you are looking to arrange a bespoke ceremony for a loved one, we can help you every step of the way.

Mandy looks after all of the volunteers at the Brigitte Trust, training them to the high standards we are known for and making sure they are well supported during their time with us. Alongside this, she is an independent funeral celebrant who operates across Surrey and the surrounding areas. With many years experience in listening and being beside people at a time of need, she will spend time with you to ensure all your wishes are met and talk to you about the different types of ceremony on offer. There is no one size fits all when it comes to saying goodbye to someone so she will help you find the right words to make your fitting farewell.

If interested, please contact Mandy on **07814 747585** or email **mandyeastcelebrant@gmail.com** to talk more about how an independent celebrant can help you.



MANDY EAST
Independent Funeral Celebrant

Leaving a gift in your Will

A Will is one of the most important documents you should write. It is the only way to make sure that the people you care about and the causes you support are looked after. It is how you decide what happens to your money and possessions.

Why do people leave a gift in their Will?

There are many reasons someone might leave a gift in their Will to us;

- As a way to pay tribute to a loved one
- As a dedication to a family member or friend who has been supported by one of our volunteers
- As a way of ensuring that others can receive support from us in the future

Whatever the reason, your gift will make a longstanding contribution to the valuable work of The Brigitte Trust. Your gift will go towards training and supporting new and existing volunteers, service co-ordination, and delivering vital emotional and practical support to ensure that more people can live well beyond diagnosis.

Leaving a gift in your Will may be able to reduce, or even eliminate your inheritance tax liability. This is because gifts to charities are 100% tax-free and are taken out of your estate before tax is calculated.

What happens if I don't have a Will?

If you do not have a Will or if your Will is not valid- for example, it is not correctly signed or witnessed- your estate is said to be "intestate." This means that your wishes may not be carried out. Having a professionally written, up-to-date Will is the best way to make sure your requests are met.

The different types of gift you can leave

A residuary gift

This is a share of your total estate after all other payments (such as debts, tax and administrative expenses) have been deducted. A residuary legacy is a percentage of your estate, therefore keeping its value over time.



A pecuniary gift

A pecuniary gift is a fixed amount of money that you leave in your Will. It is a good idea to review these regularly, as their face value can be lessened by inflation.



A specific gift

A specific gift is a particular item of value- such as personal possessions, property or shares.



For further information, please visit www.brigittetrust.org/leave-a-gift-in-your-will/ or email admin@brigittetrust.com. Please let us know of any intention to leave a gift to us in your Will.

Bereavement Support Training

EXPERT-LED TRAINING | BESPOKE OPTIONS AVAILABLE

Renowned for over 40 years of providing emotional, practical and social support, we now offer a range of interactive, online and classroom-based training sessions. These sessions are ideal for individuals, teams, and organisations looking to better understand and support those experiencing bereavement.



Training sessions include;

- **Theories of Bereavement-** Understand key psychological frameworks that shape our experience of loss
- **Different Types of Grief-** From anticipatory grief to complicated loss, recognise the many forms grief can take
- **Unconscious Bias in Grief-** Explore how personal and cultural biases influence how we respond to others' grief
- **History of Grief & Societal Impact-** How grief has been understood and shaped by society over time
- **How Society Impacts Grief Today-** Examine modern grief in the workplace, media, and community

- **How to Be a Good Listener-** Practical, emotional and reflective listening skills to support others with empathy
- **How Organisations Can Support Employees-** Develop policies and culture that make space for grieving staff
- **Bereavement First Aider Course (see next page)-** Grief is not a linear process; it affects people in unique and sometimes invisible ways. Yet most of us have never been taught how to support someone who is grieving. By becoming a **Bereavement First Aider**, you'll help create more compassionate homes, workplaces and communities where people feel seen, heard, and supported.

Delivery formats

- Online and classroom-based sessions
- Bespoke packages tailored to your organisation or group
- Suitable for anyone supporting people through loss

Why choose The Brigitte Trust?

We have an excellent reputation in bereavement support and training, with many years experience in end-of-life care and bereavement support. We are trusted by many organisations, the NHS, Surrey County Council and other charities across Surrey and our expert facilitators are trained in grief and communication.

Book your training, or find out more

To book a training session, please contact us at **admin@brigitte-trust.org**, or call our Volunteer & Training Manager Mandy East on **07814 747585**. You can read more about our training, including testimonials from previous clients, at **www.brigitte-trust.org**.

Bereavement First Aider Course

Our **Bereavement First Aider Course** is a powerful, practical training course designed to equip individuals with the knowledge, confidence and skills to support someone experiencing grief, whether in the workplace, a community setting, or among friends and family.

Much like a mental health first aider, a Bereavement First Aider acts as an approachable and empathetic point of contact for those who are grieving. This course helps you understand what grief really looks and feels like, and how to respond appropriately.



Course objectives;

By the end of this session, you will be able to:

- Recognise the different types and stages of grief
- Understand how grief manifests emotionally, physically and socially
- Respond to grieving individuals with empathy, not advice
- Provide a safe, non-judgmental space for people to talk
- Understand when and how to signpost to further support
- Handle conversations confidently while respecting boundaries
- Support within the context of cultural, social and workplace dynamics

This course is ideal for manager/ team leaders, health care professionals, HR professionals, community Leaders, teachers and youth workers, volunteers and charity workers, and anyone else who wants to support others through loss. No prior experience in counselling or bereavement work is needed, just a willingness to listen and learn.

Delivery formats

- Online and classroom-based sessions
- Bespoke packages tailored to your organisation or group
- Suitable for anyone supporting people through loss

Why it matters

Grief is not a linear process- it affects people in unique and sometimes invisible ways, yet most of us have never been taught how to support someone who is grieving. By becoming a **Bereavement First Aider**, you'll help create more compassionate homes, workplaces and communities where people feel seen, heard, and supported.

Book your training, or find out more

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Volunteering with us

As a Volunteer Visitor, you'll be providing emotional and practical support to people living with a terminal illness. You will meet and support people from all walks of life, each with a unique story to share.

We will provide full training and all the support you need to succeed in your role! We offer our services to people living in the Surrey area, and are looking for volunteers from any of the Surrey Boroughs or on the Surrey border.

If you want to make a meaningful difference to people's lives, learn new skills, and make new friends, we'd love to hear from you! You can get in touch with us at **volunteer@brigitte-trust.com**, or visit **www.brigitte-trust.org/become-a-volunteer**.

Please note- volunteers must have a valid UK driving license and access to a car. You must be over the age of 18 and be willing to take part in a DBS check.



Other ways to get involved

There are many different ways you can get involved at The Brigitte Trust, from volunteering to fundraising.

Fundraising

Fundraising is a great way to raise money for charity while having fun! Whether it be a marathon, a bake sale, or even a karaoke night- get your friends and family involved and enjoy yourself while helping a worthwhile cause.

We know that lots of people like to organise their own fundraising events, but we can provide you with promotional materials, sponsorship forms and posters to support your efforts. Contact us at **promotions@brigitte-trust.com** to learn more.

Corporate Partnerships

Are you interested in corporate partnerships? Do you work for someone who would like to support a charity as part of their CSR (Corporate Social Responsibility) policy? There are many ways that your business or company can support us, such as making us your Charity of the Year, hosting a fundraising event, or payroll giving.

Depending on the degree of support offered, we can provide branding, participant and donor communications, and social media shout-outs. Contact us to discuss how we can work together by emailing **promotions@brigitte-trust.com**.

For more information, please visit **www.brigitte-trust.org/support-us/**

Making a donation

We rely on donations to allow us to continue providing our free services to individuals living with a terminal illnesses in the Surrey area. Every penny makes a difference to these people and their loved ones.

What difference can my donation make?

A gift of £20...

could provide a weekly visit from one of our volunteers to a person living with a terminal illness.

A gift of £50...

could give one of our clients a much-needed pampering session in the comfort of their own home.

A gift of £100...

could fund one of our Neurological Support groups.

A gift of £200...

could provide one person with a place on our Bereavement Support groups, helping them work through their grief through coping strategies and shared experiences.

If you would like to support us through a donation, however big or small, you can do so using the below QR code or by visiting **www.brigittetrust.org/donate-today**.

Thank you for your generosity.



Important Information

Contact Information

SERVICE MANAGER- Sarah Pattenden

sarah.pattenden@brigittetrust.com

07469 932192

FUNDRAISING & PROMOTIONS MANAGER- Tanya Stafford

tanya.stafford@brigittetrust.com

07874 871261

VOLUNTEER & TRAINING MANAGER- Mandy East

mandy.east@brigittetrust.com

07814 747585

BUSINESS & DIGITAL LEAD- Rachel Milton

rachel.milton@brigittetrust.com

HEAD OF OPERATIONS- Cathy Garling

cathy.garling@brigittetrust.com

Office Information



Dorking, Surrey



admin@brigittetrust.com



01306 881816

Find us online



www.brigittetrust.org



The Brigitte Trust



@brigittetrust



The Brigitte Trust

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The Brigitte Trust, Charity No. 288923

www.brigitte-trust.org

admin@brigitte-trust.com

01306 881816



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