

Guideline for Adults, Children & Young People's Bereavement Support across Disciplines

Date Approved by Network Governance	September 2012
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Date for Review	September 2015
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1. Scope of the Guideline

- 1.1 This guideline has been produced to support the delivery of bereavement services for patients, relatives and carers within Pan Birmingham Cancer Network.
- 1.2 It is written with cancer in mind; however organisations are encouraged to adopt it for other conditions.
- 1.3 It services as a directory of services and training available in PBCN and the wider area.

2. Guideline Background

- 2.1 Grief can occur from diagnosis due to the loss of the expected life, and, if left unsupported may impact on coping with death and bereavement. Consideration should be given to bereavement needs prior to and including end of life care, with assessment and care planning¹¹.
- 2.2 This guideline has been produced with reference to NICE Guidance on Cancer Services, Improving Supportive and Palliative Care for Adults with Cancer (2004), which states that: 'Provider organisations should nominate a lead person to oversee the development and implementation of services that specifically focus on the needs of families and carers during the patient's life and in bereavement, and which reflect cultural sensitivities; key recommendation 18.'
- 2.3 The Improving Supportive and Palliative Care [IOP] for Adults with Cancer identifies a three-component model of bereavement support to be developed and implemented in each Cancer Network to ensure that people's individual needs are addressed through variety in service provision. Cancer Networks should take account of the standards for bereavement care developed by the National Bereavement Consortium². The components should be flexible and accessible when needed around the time of bereavement.
- 2.5 NICE Guidance on Improving Outcomes in Children and Young Adults with Cancer (2005) which recommends that:
 - a. Cancer Networks should ensure that all families who have experienced the death of a child or young person have access to specialist bereavement support which includes needs of siblings. A collaborative approach between acute, hospice & voluntary organisations should be used. A keyworker with experience in bereavement support and advance communication skills training must be identified for all families.

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- b. Support should be coordinated from the Principal Treatment Centre and tailored to individual family needs.
- c. Each Treatment Centre should provide or coordinate ongoing support to bereaved families for an appropriate period after death, whether the death occurs in hospital or at home. This should include the provision of clear information about the experience of bereavement and how to access other support.
- d. Support and supervision should be available for all staff involved in the death of a child or young person.

Guideline Statements

3 All Patients

- 3.1 Assessment of families and carers needs should be completed by the patient's key-worker/health and social care professionals involved in the delivery of care in the terminal phase of illness, and used to determine the level of support needed.
- 3.2 Assessments should include needs for practical, financial, social, emotional and spiritual support and consider existing resilience and strength as well as vulnerabilities and risks.
- 3.3 A record that an assessment of family and carers' needs has been undertaken should be documented for audit purposes, in Liverpool Care Pathway/Supportive Care pathway, Gold Standards Framework documentation and in bereavement officer's notes.

4 Service provision

- 4.1 Support and supervision should be available for all staff involved in the death of a child or young person.
- 4.2 Provider organisations should be equipped to offer Component 1 and have strategies in place to access Components 2 and 3.
- 4.3 **Component 1:** Grief is normal after bereavement and most people manage without professional intervention. Many people, however, lack understanding of grief after immediate bereavement. All bereaved people should be offered information about the experience of bereavement and how to access other forms of support. Family and friends will provide much of this support, with information being supplied by health and

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social care professionals providing day-to-day care to families.

- 4.3.1 Systems should be in place in each organisation to ensure a minimum of the following is made available to relatives or carers at, or before the time of death:
- i. The DWP 1027 booklet 'What to do after a death' or an equivalent.
 - ii. Locally specific information on how and where to register a death. The content should be culturally appropriate to the individual family.
 - iii. Information on when the coroner may get involved should be made available to relatives and carers where applicable.

4.3.2 Advance care planning for all patients being cared for within the community (including nursing and residential homes) should ensure provision of the DWP 1027 leaflet (where appropriate), prior to death. Practices registered with Gold Standards Framework (GSF) may choose to include this as part of the 'Just in case box'

4.3.3 Each organisation should ensure that their local information is available via a variety of formats. Where appropriate and possible this information will be communicated to local, regional and national help lines including the PBCN website.

4.4 **Component 2:** Some people may require a more formal opportunity to review and reflect on their loss experience, but this does not necessarily have to involve professionals. Volunteer bereavement support workers/befrienders, self-help groups, faith groups and community groups will provide much of the support at this level.

4.4.1 Support described as 'component 2' should be accessible to relatives and carers.

4.4.2 The local provision of this level of support should be known to staff coming into contact with bereaved relatives and carers.

4.4.3 Systems for identifying relatives or carers who may benefit from this level of support should be in place both before and around the time of a death. Locally the providers of component 2 bereavement support should have their own criteria for assessment, dependant on the nature and structure of the service and matching the nature of the intervention offered to meet the clients need.

4.4.4 In cancer patients, the Holistic Needs Assessment takes place when 'dying is

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diagnosed', using tools such as the Patient Concerns Checklist; Liverpool Care Pathway; Supportive Care Pathway or for children & young people, or the Common Assessment Framework. These assessment tools should be used to identify those who may benefit from component 2 support.

4.4.5 Relatives and carers should have information made available to them in order that they can both recognise their need for, and directly access component 2 support.

4.4.6 The providers [Bereavement services/Mental Health Teams] of component 2 support should be trained to recognise when interventions incorporated into component 3 are required, and systems should be in place to refer onwards as appropriate.

4.5 **Component 3:** A minority of people will require specialist interventions. This will involve mental health services, psychological support services, specialist counselling/psychotherapy services, specialist palliative care services and general bereavement services, and will include provision for meeting the specialist needs of bereaved children and young people (being developed as part of the National Service Framework on children and not covered here).

4.5.1 Support described as 'component 3' should be accessible to relatives and carers.

4.5.2 Local provision of this level of support should be known to staff coming into contact with bereaved relatives and carers.

4.5.3 Systems for identifying relatives or carers who may benefit from this level of support should be in place, which includes how and where to refer to. Locally the providers of component 3 bereavement support should have their own criteria for assessment, dependant on the nature and structure of the service and matching the nature of the intervention offered to meet the clients need
Component 3 bereavement support includes children's bereavement services.

4.6 Providers of components 2 and 3 are listed in Appendices 1-6.

4.7 Services should have clear procedures to ensure that service users' feedback and complaints are listened to and dealt with effectively.

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5 Staff training

- 5.1 Bereavement support is everyone's responsibility in both healthcare provider organisations and bereavement support services, who need to ensure that all staff, including volunteers, have access to training on bereavement support according to their professional group and role. Details of bereavement training available across the network can be found in appendix 7.
- 5.2 As a minimum, all administration and clinical staff that come into contact with the bereaved have training that includes the following:
- Practical information on what (the relatives need) to do when a person dies. Knowledge that underpins the delivery of ethnically and culturally sensitive support.
 - "Basic training in understanding and meeting the needs of carers and families is required for all health care professionals involved in the delivery of supportive and palliative care"[as defined in the IOG].
 - Communication skills to level 1 psychology, as defined in the IOG, see below:
- 5.3 Assessment at level 1 psychology
"All health and social care professionals should be able to recognise psychological distress and should be sufficiently competent to avoid causing psychological harm to patients and carers. They should know when they have reached the boundary of their competence and should refer the patient to a more specialist service."

Key:

Level	Group
1	All health & social care professionals
2	Health & social care professionals with additional expertise
3	Trained & accredited professionals
4	Mental Health specialists

5.4 Intervention at level 1 psychology. Staff should be able to:

- Communicate honestly and compassionately with those affected by cancer and other end of life illnesses.
- Treat patients and carers with kindness, dignity and respect.
- Establish and maintain supportive relationships.
- Inform patients and carers about the wide range of emotional and support services available to them.

Monitoring of the Guideline

Implementation of the guidance will be considered as a topic for audit by the Supportive and Palliative Care Network Site Specific Group in 2012.

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Authors

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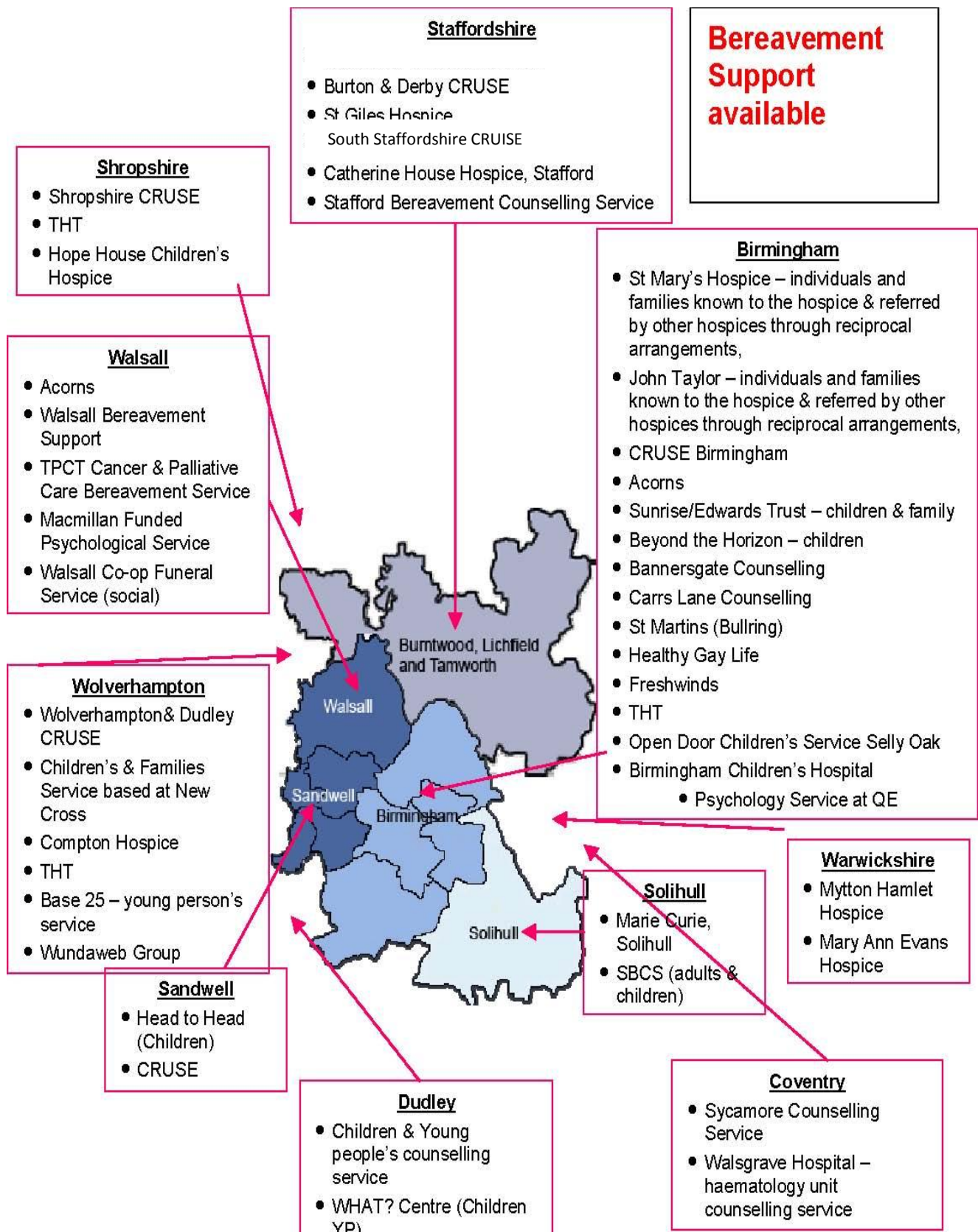
- 1 National Manual of Cancer Services (2004) DOH, London.
- 2 National Bereavement standards (2001). Bereavement Care Standards UK Project. *Standards for Bereavement Care in the UK*. October 2001. Accessible at: <http://www.cruisebereavementcare.org.uk/.../UKStandardsBereavementCare>
- 3 Improving Supportive and Palliative Care for Adults with Cancer (2004) NICE, London.
- 4 Improving Outcomes in Children & Young People with Cancer (2005) DOH, London.
- 5 End of Life Care Strategy – *Promoting high quality care for all adults at the end of life* (2008) DOH, London.
- 6 *When a Patient Dies – Advice on developing bereavement services in the NHS* (2005) DOH, London.
- 7 LCP: Ellershaw, J., Wilkinson, S. *Care of the Dying. A pathway to excellence*. Oxford: Oxford University Press (2003). Pathway can be accessed at: <http://www.mcpcil.org.uk>
- 8 Supportive Care Pathway (2008). Can be accessed at: <http://www.swbh.nhs.uk>
- 9 Bereavement Needs Risk Assessment [2008], Relf, M., Machin, L., Archer, N., *Guidance for Bereavement Needs Assessment in Palliative Care*. 2008 Help the Hospices.
- 10 Machin, L. (2010) A study into Implementing the “Guidance for bereavement needs assessment in palliative care” London: Help the Hospices
- 11 Relf et al, 2008; Machin, 2010 guidance on bereavement assessment.

Appendices

- 1 Overview of bereavement support services with PBCN. P.8
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Appendix 1: Providers of Bereavement Support Services within PBCN.



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Appendix 2 [page 1 of 2]

Appendix 2: Local Community Based Bereavement Services.

CRUSE Birmingham

3rd Floor, King Edward Building, 205 Corporation Street,
Birmingham, B4 6SE

Tel: 0121 544 4510 Email: info@crusebirmingham.org

Website: www.crusebirmingham.org

CRUSE Birmingham provides one to one counselling, bereavement support, therapeutic support groups and advice on practical matters. Services are provided at the bereavement centre or at home. The service offers advice, information and training. **Components 1,2,3 Services available to all ages, including children**

CRUSE Lichfield and Cannock Tel: 01543 433479

CRUSE Lichfield provides one to one bereavement support, information and advice on practical matters. Services are usually provided at the clients home. The service offers advice, information and training. **Components 1,2**

CRUSE Sandwell

The Bereavement Centre, Popes Lane, Oldbury, Warley, B69 4PJ

Tel: 0121 544 4510

Email: cruse.sandwell@cwcom.net

CRUSE Sandwell provides one to one counselling bereavement support therapeutic support groups and advice on practical matters. Services are provided at the bereavement centre or at home. **Components 1 2 3**

Solihull Bereavement Counselling Service

Ullswater House, Solihull Hospital, Lode Lane, Solihull, B91 2JL

Tel: 0121 424 5103

Solihull bereavement counselling service offers support and counselling both individually and in a group setting to adults and children following the death of a loved one. Information, guidance and support regarding other sources of support is also available. Services are available for those living in Solihull and East Birmingham. **Components 1,2,3**

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Walsall Bereavement Support Service

Market House, 13 Lower Hall Lane, Walsall, West Midlands, WS1 1RL

Tel: 01922 724841

Email: admin@wbss.fslife.co.uk

Website: www.wbss.org.uk

Walsall Bereavement Support service offers bereavement support and counselling both individually and in a group setting to adults and children to people living within the Walsall Borough. Information, guidance and support regarding other sources of support is also available. The service is also able to provide training in loss and bereavement.

Components 1,2,3

Walsall Healthcare NHS Trust

Bereavement Support Service for Cancer & Palliative Care

Walsall Palliative Care Centre, Walsall, WS3 1SJ

Tel: 01922 602570

Email: john.hayes@walsallhealthcare.nhs.uk

Walsall Healthcare NHS Trust Bereavement Service works with adults, children and young people who have, or are about to be affected, by the death of a relative or close friend who has a diagnosis of cancer or other palliative condition. Components 1,2 & 3

Bridges

SGS House, Penthouse Suite, Johns Lane, Tividale, Oldbury B69 3HX

Tel: 0121 612 2939

Email: murrayhall@murrayhall.demon.co.uk

Bridges provides support for cancer patients and their carers. Information guidance and support regarding other sources of bereavement support is available. **Components 1**

WINGS – Widows in Group Support

Neptune Health Park, Sedgley Road West Tipton, West Midlands DY4 09S

Tel: 0121 530 2215

Email: alison.higgins@sandwellmind.org.uk

Meeting on the first Thursday of every month for women bereaved of their partners who want to meet and share with others in similar situations **Component 2**

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Appendix 3: Hospice Based Bereavement Services.

St Giles

Fisherwick Road, Whittington, Lichfield, Staffs, WS14 9LH.

Tel: 01543 434536

Email: bereavement@st-giles-hospice.org.uk

Website: www.st-giles-hospice.org.uk

St Giles Hospice offers support and counselling both individually and in a group setting, to adults and children following the death of a loved one from a life threatening illness. Information, guidance and support regarding other sources of support is also available. **Referrals from outside of the hospice are accepted with an SLA. Components 1, 2, 3**

St Mary's Hospice

176 Raddlebarn Road, Selly Park, Birmingham, B29 7DA

Tel: 0121 472 1191

Email: info@bsmh.org.uk

Website: www.bsmh.org.uk

St Mary's Hospice offers bereavement support and counselling both individually and in a group setting to adults and children following the death of a patient known to the hospice. Information, guidance and support is also available. **Components 1,2,3**

John Taylor Hospice

76 Grange Road, Erdington, Birmingham, B24 0DF

Tel: 0121 465 2000

John Taylor Hospice offers bereavement support and counselling both individually and in a group setting to adults and children prior to and following the death of a patient known to the hospice. Information, guidance and support is also available. **Components 1,2,3 Components 1, 2, 3 and 4**

Marie Curie Hospice Solihull

911-913 Warwick Rd Solihull, B91 3ER

Tel: 0121 254 7800

Marie Curie Hospice offers bereavement support and counselling both individually and in a group setting to adults and children prior to and following the death of a patient known to the hospice. Information, guidance and support is also available. **Components 1, 2, 3**

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Acorns Children Hospices

Birmingham

103 Oak Tree Lane, Selly Oak, Birmingham, B29 6HZ

Tel: 0121 240 4850

Email:

Website: www.acorns.org.uk

Walsall

Walstead Road, Walsall, West Midlands, WS5 4LZ

Tel: 01922 422500

Email:

Website: www.acorns.org.uk

Acorns Children's Hospices provide respite palliative care and community support to families with life limited children throughout the West Midlands. Bereavement support is offered to those families using Acorns services. Services include working with bereaved parents and siblings. Family support workers provide bereavement support within the community.

Components 1,2,3

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Appendix 4

Appendix 4: Local Community Based Bereavement Services Specifically For Young People.

Beyond The Horizon

Holy Cross Community Centre, Beauchamp Road, Billesley, Birmingham B13 0NS

Tel: 0121 430 7529

Email: jeanette@beyondthehorizon.org.uk

Website: www.beyondthehorizon.org.uk

Beyond the Horizon offers: -

- one to one support for children experiencing grief after a death
- workshops, group activities, drop in sessions for children, young people and families
- groups for lone parents after the death of their partner / a child
- advice and training for other professionals

Components 1,2,3

Edward's Trust – Sunrise, Birmingham

43a Calthorpe Road, Edgbaston, Birmingham, B15 1TS

Tel: 0121 454 1705

Email: admin@edwardstrust.org.uk

Website: www.edwardstrust.org.uk

Edward's Trust offers:

- Support and counselling for children of school age who are bereaved of a parent, significant carer, sibling or friend
- Support and counselling for all affected by the death of a child
- Advice and training to health care professional and teachers who have a close association with a bereaved family

Referrals are accepted from West Midlands, Staffordshire, Shropshire, Warwickshire and Worcestershire.

Components 1,2,3

Head 2 Head

Murray Hall, Neptune Health Park, Sedgley Road West, Tipton, West Midlands DY4 09S

Tel: 0121 612 1803

Email: murrayhall@murrayhall.demon.co.uk

Website:

Head 2 Head is a counselling service for young people (including for bereavement issues) aged 3-18 years old. Children and their parents are able to self refer for an appointment. **Component 3**

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Appendix 5: Local Community Based Counselling Services.

Birmingham Counselling Centre

127 Pottery Road, Bearwood, Birmingham, B68 9HE

Tel: 0121 429 1758

Email: bcc@counselling-direct.co.uk

Website: www.counselling-direct.co.uk

A generic counselling service providing a range of services, including counselling for people following bereavement. A sliding scale of charges applies.

Component 3

Carrs Lane Counselling Centre

Carrs Lane, Birmingham, B4 7SX

Tel: 0121 643 6363 (between 11am – 1pm to book appt.)

Website: www.carrslane.co.uk

A non directional generic person centred counselling service. Low cost charges generally apply.

Component 3.

St Martins Counselling Service

St Martins Centre for Health and Healing, St Martins in the Bullring, Birmingham, B5 5BB.

Tel: 0121 600 6026

Website: www.stmartinthebullring.com/counsel

A non directional generic counselling service. Donations.

Component 3.

Manna House Counselling Service

Manna House, Bamford Street, Glascote, Tamworth, Staffs, B77 2AT

Tel: 01827 302437

A church based counselling service. Confidential and free. It is open to anyone in need of help and support. Our aim is not to tell people what to do, but to work through their issues to enable them to see a way forward for themselves.

Component 3.

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Bannersgate Counselling Service

The Upper Room, St Michael's House, 198 Boldmere Road, Boldmere, Sutton Coldfield, B73 5UE

Tel: 0121 354 6544

- A free one to one counselling service – SUTTON COLDFIELD AREA

Components 3

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Appendix 6: National Services/Contacts.

CRUSE National Helpline

Day by day telephone helpline: 08701671677

Young person's helpline: 08088081677

Email support: helpline@cruse.org.uk

info@rd4u.org.uk (young person's support)

Website:

www.cruse.org.uk

www.rd4u.org.uk (specifically for young people,
includes lads only area)

CRUSE national provide information and support through a telephone helpline and website. Interactive website provided for young people and access to email support.
Component 1,2

Childhood Bereavement Network

Tel: 020 7843 6000

Website: www.ncb.org.uk

Provides access to information, guidance and support services for bereaved children and carers. **Component 1.**

Grief Encounter

Grief Encounter Project, PO Box 49701, London, N20 8XJ

Email: shelley@griefencounter.com

Website: www.griefencounter.com

The grief encounter project aims to help bereaved children and young people rebuild their lives after a family death. The project aims to improve resources available to bereaved children and their families. It is designed to be used in conjunction with the grief encounters workbook. **Component 1.**

Foundation for the Study of Infant Deaths (F.S.I.D)

Artillery House, 11-19 Artillery Row, London, SW1P 1RT

Tel: 020 7233 2090 (helpline 9am–11pm Mon-Fri; 6pm-11pm sat/sun)
020 7222 8001 (general)

Email: fsid@fsid.org.uk

Website: www.sids.org.uk

Provides information and support for parents whose babies have died as a result of Sudden infant death. National helpline and befriending network.
Components 1,2

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Unit 7, Epsom Downs Metro Centre, Waterfield, Tadworth, Surrey, KT205LR

Tel: 01737 363222

Email: cry@c-r-y.org.uk

Website: www.c-r-y.org.uk

Help and support to families where there has been a sudden cardiac death of an apparently fit and healthy young person. **Components 1,2**

Miscarriage Association

C/o Clayton Hospital, Northgate, Wakefield, West Yorkshire, WF1 3JS

Tel: 01924 200799 (helpline Monday – Friday 9am – 4pm)

Email: info@miscarriageassociation.org.uk

Website: www.miscarriageassociation.org.uk

Provides information help and support for those suffering pregnancy loss.
Components 1,2

National Bereavement Partnership

Office No 3D, 3 Bear Street, Barnstaple, North Devon, EX32 7DB

Tel: 0845 226 7227 (helpline Monday – Friday)

Email: info@natpb.org.uk

Website: www.natpb.org.uk

Helpline providing information, advice and support particularly when a post mortem is required or requested. **Components 1,2**

Winston's Wish

The Clara Burgess Centre, Bayshill Road, Cheltenham, Gloucestershire, GL50 3AW

Tel: 08452030405

Email: info@winstonswish.org.uk

Website: www.winstonswish.org.uk

Winston's wish helps support bereaved children and young people. They offer practical support and guidance to families' professionals and anyone helping to support a child affected by death. Excellent source for resources and information, the interactive website for children and young people is also very useful. **Components 1, 2.**

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The Child Bereavement Trust

Ashton House, High Street, West Wycombe, Buckinghamshire, HP14 3AG

Tel: 01494 446648

Website: www.childbereavement.org.uk

The Child Bereavement Trust provides:

- Support to grieving families through on line interactive self help discussion.
- Provision of support and training for professionals working with people who have been bereaved. A signposting service to other organisations both locally and nationally

Components 1,2

The Compassionate Friends

Tel: 08451232304

Email: info@tcf.org.uk

Website: www.tcf.org.uk

Local contacts are available throughout the area – please contact the national office to obtain details of your local contact.

The Compassionate Friends (TCF) is an organisation of bereaved parents and their families offering understanding support and encouragement to others after the death of a child or children of any age. They also offer support, advice and information to other relatives, friends and professionals who are helping the family. **Components 1,2.**

Way Foundation

PO Box 6767, Brackley, NN13 6YW

Tel: 0870 0113450

Email: info@wayfoundation.org.uk

Website: www.wayfoundation.org.uk

Local contacts are available throughout the area – please contact the national office to obtain details of your local contact.

The Way Foundation provides a support network for those widowed up to age 50. It provides information, guidance and support regarding other organisations already in operation. **Components 1,2.**

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Child Death Helpline

Tel: 0800 282986 (7.00 – 10.00pm every evening; 10.00am – 1.00pm Monday, Tuesday, Thursday, Friday; 10.00 am – 4.00pm Wednesday)

Email: contact@childdeathhelpline.org.uk

Website: www.childdeathhelpline.org.uk

The Child Death Helpline provides a listening service that offers emotional support to all those affected by the death of a child. **Component 2.**

Grandparents' Association

Moot house, The Stow, Harlow, Essex, CM 20 3AG

Tel: 01279 428040

Helpline: 0845 4349586 (Monday - Friday 10.30am-3.00pm)

Email: info@grandparents-association.org.uk

Website: www.grandparents-association.org.uk

The Grandparents' Association provides practical advice and support to grandparents affected by family deaths and estrangements. **Components 1,2**

British Association for Counselling and Psychotherapy

BACP House, 15 St John's Business Park, Lutterworth, LE17 4HB

Tel: 0870 44305252

Email: bacp@bacp.co.uk

Website: www.bacp.co.uk

Provides information about local counselling organisations and individual counsellors who are accredited members.

Lesbian and Gay Bereavement Project

Counselling Department, Lighthouse West London, 111 - 117 Lancaster Road LONDON, W11 1QT **Tel: 020 7403 5969** (Helpline: Mon, Tues, Thursday 7pm-10.30pm)

A helpline that offers a listening ear to lesbians and gay men who have been bereaved or are preparing for bereavement as well as to family and friends, colleagues and carers. **Component 1,2**

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National Bereavement Helpline

National Bereavement Partnership, Office No.6, 2 Bear Street, Barnstaple, Devon, EX32 7DB

Tel: 0845 2267227 (Monday – Friday except Bank Holidays)

Email: info@natbp.org.uk

Website: www.natpb.org.uk

The National Bereavement Helpline Partnership provides information, advice and support to both families and professionals, specialising in issues relating to the post mortem examination process. **Components 1,2**

SAMM (Support After Murder and Manslaughter)

Cranmer House, 39 Brixton Road, London, SW9 6DZ

Tel: 020 7735 3838

Email: enquiries@samm.org.uk

Website: www.samm.org.uk

SAMM provides a confidential telephone helpline where you can talk to someone who has experienced the devastating effects of murder/manslaughter. They offer understanding support and a listening ear.

Component 2

SANDS (Stillbirth and Neonatal Death Society)

28 Portland Place, London W1B 1LY

Tel: 020 7436 5881 (930am to 530pm, Monday – Friday)

Email: helpline@uk-sands.org

Website: www.uk-sands.org

Local contacts are available throughout the area – please contact the national office to obtain details of your local contact.

SANDS offer support to bereaved parents whose baby is stillborn or dies during or soon after their birth. Their support and information services are available at any time from before to long after bereavement. **Components 1,2**

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SOBS (Survivors of Bereavement by Suicide)

Flamstead Centre, Albert Street, Ilkeston, Derbyshire, DE7 5GU

Tel: 0115 944 1117

Helpline: 0870 241 3337 (9am to 9pm, Daily)

Email: sobs.support@care4free.net

Email support: sobs.support@hotmail.co.uk

Website: www.sobs.admin.care4free.net

Local groups are held on a monthly basis – contact details:

Solihull and Tamworth – **Contact Jean 01827 830679**

Walsall – **Contact Elaine 01922 724841**

SOBS exists to meet the needs and break the isolation of those bereaved by the suicide of a close relative or friend. Services provided include; telephone and email support, information, monthly local support groups and support days / events.

Components 1,2.

National Association of Widows

3rd floor, 48 Queens Road, Coventry, CV1 3EH

Tel: 0845 838 2261

Email: info@nawidows.org.uk

Website: www.nawidows.org.uk

Local branches are available in Knowle and Solihull; Lichfield; Sutton Coldfield; Yardley – please contact the national office to obtain details of your local contact.

The National Association of Widows are widows who offer individual bereavement and social support to other widows. **Component 2**

Help the aged

207-221 Pentonville Road, London, N1 9UZ.

Tel: 020 7278 1114

Email: info@helptheaged.org.uk

Website: www.helptheaged.org.uk

Help the aged produce a wide range of free advice leaflets for older people including a leaflet about bereavement available as a download from website.

Component 1.

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AGE CONCERN

There are a number of regional contacts for age concern

- *Age Concern Birmingham*

Tel: 0121 236 2197

Email: info@ageconcernbirmingham.org.uk

Website: www.ageconcernbirmingham.org.uk

- *Age Concern Perry Barr*

Tel: 0121 358 0309

Email: acperrybarr@yahoo.co.uk

- *Age Concern Weoley Castle*

Tel: 0121 477 0272

Email: ac.weoley@virgin.net

- *Age Concern South Staffordshire*

Tel: 01785 600603/5 (Office) 01785 600610 (Information)

Email: info@acsouthstaffs.org.uk

Website: www.ageconcernbirmingham.org.uk

- *Age Concern Brierley Hill & Kingswinford*

Tel: 01384 265064

Email: acbrierley@btconnect.com

- *Age Concern Dudley*

Tel: 01384 354508

Email: ageconcerndudley@btconnect.com

Website: www.ageconcernbirmingham.org.uk

- *Age Concern Sandwell*

Tel: 0121 500 1860

Email: info@ageconcernsandwell.org.uk

Website: www.ageconcernsandwell.org.uk

- *Age Concern Sedgley & District*

Tel: 01902 571238

Email: bjonesacsedgley@aol.com

- *Age Concern Solihull*

Tel: 0121 705 9128

Email: info@acsolihull.fsnet.co.uk

- *Age Concern Stourbridge*

Tel: 01384 395534

Email: information@acstourbridge.plus.com

- *Age Concern Walsall*

Tel: 01922 638825

Email: enquiry@ageconcernwalsall.org.uk

Age concern offers a variety of services from their local offices which include practical advice and information; befriending services for people over 60 who have been bereaved and support groups. **Components 1,2.**

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S:\Cancer Network\Guidelines\Guidelines and Pathways by Speciality\Supportive & Palliative Care\Current Approved Versions (Word & PDF)\Guideline for Adults Children Young People's Bereavement Support V2.doc

Roadpeace

P.O.Box 2579, London, NW10 3PW

Tel: 0845 450 0355 (helpline) 0208 838 5102 / 5103 (office)

Email: info@roadpeace.org

Website: www.roadpeace.org

National charity for the families of road traffic victims provides a helpline, advice, information and signposting to local services. **Component 1**

The Natural Death Centre

6 Blackstock Mews, Blackstock Road, London, N4 2BT

Tel: 0871 288 2098

Email: ndc@alberyfoundation.org

Website: www.naturaldeath.org.uk

The natural death centre offers advice on arranging inexpensive, family-organised and environmentally friendly funerals. **Component 1**

Probate and inheritance tax helpline

Tel: 0845 30 20 900 (9-5 Monday – Friday)

Website: www.hmrc.gov.uk
www.hmcourts-service.gov.uk

The helpline gives general advice about obtaining probate.
Component 1

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Appendix 7: Providers of Bereavement Training.

University Hospital Birmingham [UHB] further info from Ruth.Thomson@uhb.nhs.uk

Currently only available to UHB staff

Communication workshops this includes Loss Band 2,5,6,7, Supportive Care pathway Training Band 5,6,7,8 Bereavement care / last offices Training Band 2,5,6,7 Development study day includes Bereavement Care Band 2 Development study day includes Bereavement Care Band 5 Development study day includes Bereavement Care Band 6 Bereavement Care study sessions: monthly

Heart of England Foundation Trust [HEFT] further information from:

dawn.chaplin@heartofengland.nhs.uk

Currently only available to trust employees

'When a patient dies' study days for Band 7/8 (6x year) bands 5/6 and HCA's (x5 year) Breaking bad news for Band 5 (x5 year).
1-2 bereavement themed conferences a year Involved in the training for FY1 / FY2 doctors. Created the DVD for Coroner Inquest as part of training and education for staff and ward guidance for staff on end of life and bereavement issues

Sandwell & Birmingham [SWHB] further information from: Susan.Law@swbh.nhs.uk

Currently only available to trust employees

Health Care Assistants	Aspects of palliative care and bereavement study day – 1day
	Coping with bereavement and loss workshop – 1day
Nurses	Aspects of palliative care and bereavement study day – 2 days
	Organ and tissue donation – 1 day
	Coping with bereavement and loss workshop – 1 day
	End of life care pathway study day – 1 day
FY2 training programme	Dealing with death -1hr

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Walsall PCT further information from: John.Hayes@walsall.nhs.uk

Available to trust employees, free 45 hour programme for volunteers who will be working in the service as Bereavement Support Volunteers 5 hour programme for professionals within the Trust. This focuses primarily on grief awareness both personal and in a professional context. Communication skills workshop.

Birmingham Children's Hospital www.bch.nhs.org.uk Further information contact Gill Hewitt 0121 333 8890

Currently only available to

When a Child Dies Training aimed at Level 1 & 2 Introduction to issues in End of Life care Part 1 Training aimed at Level 1 & 2 Further Issues in End of Life care Part 2 Training aimed at Level 2 Introduction to Bereavement issues for Multidisciplinary Practice Training aimed at Level 1 Further Bereavement Issues for Multidisciplinary Practice Training aimed at Level 2 Religious, Spiritual & Cultural Issues in End of Life Care Training aimed at

Marie Curie Hospice Solihull: further information contact jane.murray@mariecurie.org.uk

Fee applies to all training

One day Bereavement Awareness training – 3 times a year – open to external candidates Six day Adult & Child Loss, Grief & bereavement Course [spread over 3 weeks] - open to external candidates

St Mary's Hospice-education@bsmh.org.uk

Free to NHS staff- open to non NHS staff.
Aspects of Bereavement study days

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Compton Hospice: educationadmin@compton-hospice.org.uk

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Free to NHS staff- open to non NHS staff

What Happens Next? Care after Death Talking with Bereaved People: Working with loss and grief (2 Day Course) How to support a grieving child What happens next? Care after death

John Taylor Hospice: www.johntaylorhospice.org.uk

In house bereavement training aimed at staff and volunteers Not open to external candidates at present

St Giles: education@st-giles-hospice.org.uk

Fee applies to all study events some events are free to NHS staff: Bereavement – Everyone’s Issues
When Grief Becomes Complex Children & Grief Supporting Adolescents Facing the Death of a Parent Family Support in Palliative Care Working with Children and Families Pre Bereavement Exploring Issues of Spirituality & Culture in end of Life Care

CRUSE Birmingham: www.crusebirmingham@btconnect.com

Fee applies to all study events

2 day & 8 day training course for volunteers Suicide awareness day aimed at anyone wanting to learn more about suicide and be in a better position to deal with its risks and effects.

Bereavement training day – “Looking at Loss”, aimed at anyone who deals with the bereaved.

CRUSE Sandwell www.cruse.sandwell@btconnect.com

Fee applies

Awareness in bereavement care- 8 day course aimed at anyone interested in bereavement care and loss.

Walsall Bereavement Support service admin@wbss.org.uk

Training currently training not available to external candidates

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