

St Giles Hospice  
Care

**It's your life,  
and that's what matters.**

# Bereavement needs how to provide adequate support

Nikki Archer

Supportive Care Director

Vice Chair Association Bereavement Service Co ordinators

National Bereavement Alliance Steering group member

[Nikki.archer@stgileshospice.com](mailto:Nikki.archer@stgileshospice.com)

[nikki@absco.org.uk](mailto:nikki@absco.org.uk)

2.Slovenski Kongres Palliative Oskrbe

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The logo for St Giles Hospice Care, featuring the name 'St Giles' in a large, white, cursive script font, with 'Hospice Care' in a smaller, white, sans-serif font to its right.

# Hospice and Palliative Care Bereavement Support

Bereavement support is an integral aspect of palliative care

World Health Organisations definitions of palliative care include reference to the provision of support of the family including bereavement support.

# Hospice/Palliative Care Bereavement Services ..... historically

- Hospice Led and focussed locally, often reflective of profession(al) of who was delivering
- Developed in response to **demand** and / or **evidence base**
  - Minimise negative health impact of bereavement
  - Assessment and target

# What do we know about bereavement services?

EAPC Bereavement Care Task Force (2015) – exploration of type, level and extent of bereavement care within palliative care settings:

- 370 responses from 25 countries
- 82% offered bereavement support
- Wide range of service provision
- 47% services recognisable co-ordination role
- 66% support was not based upon any formal policies or guidelines
- 25% described using a formal risk assessment tool

## Conclusion

Need to develop best practice and formalise the planning of bereavement care in Europe

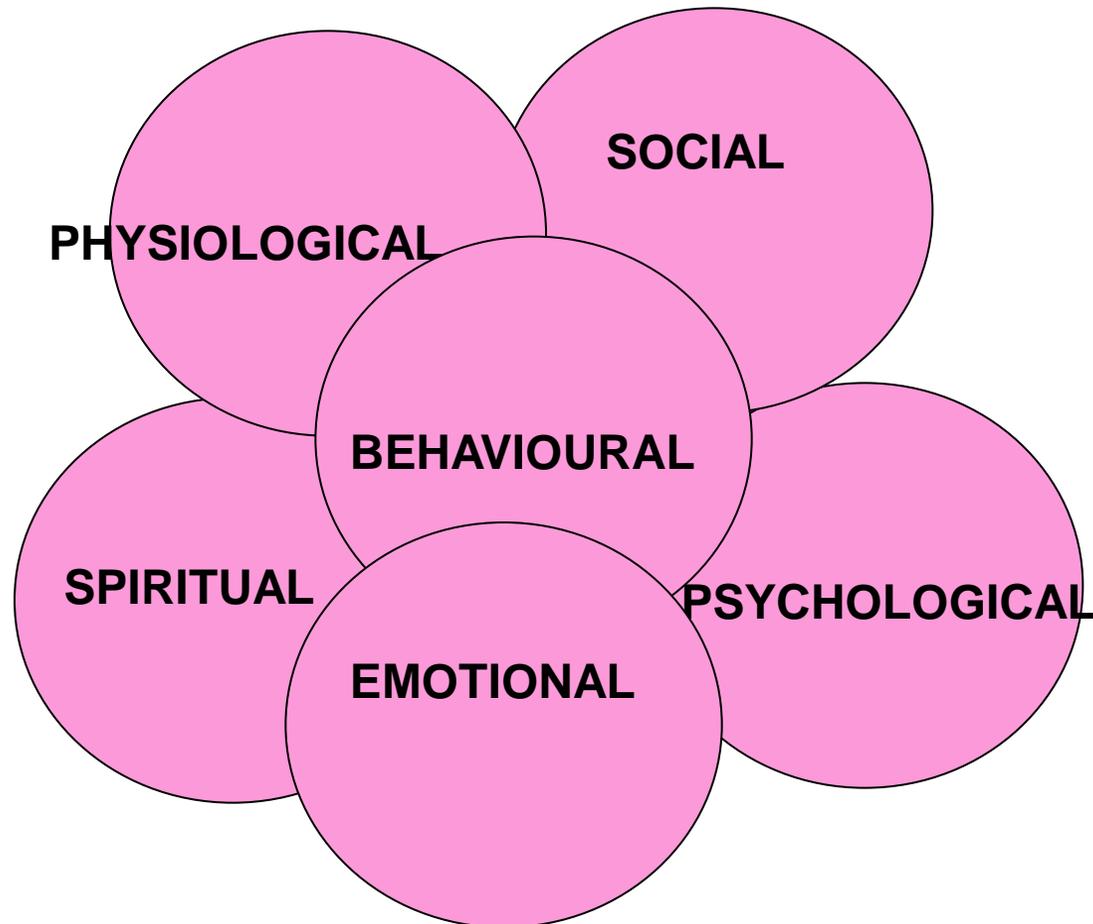
# Grief is a universal response to loss



It is however socially and culturally sanctioned (Stroebe and Schut, 1998)

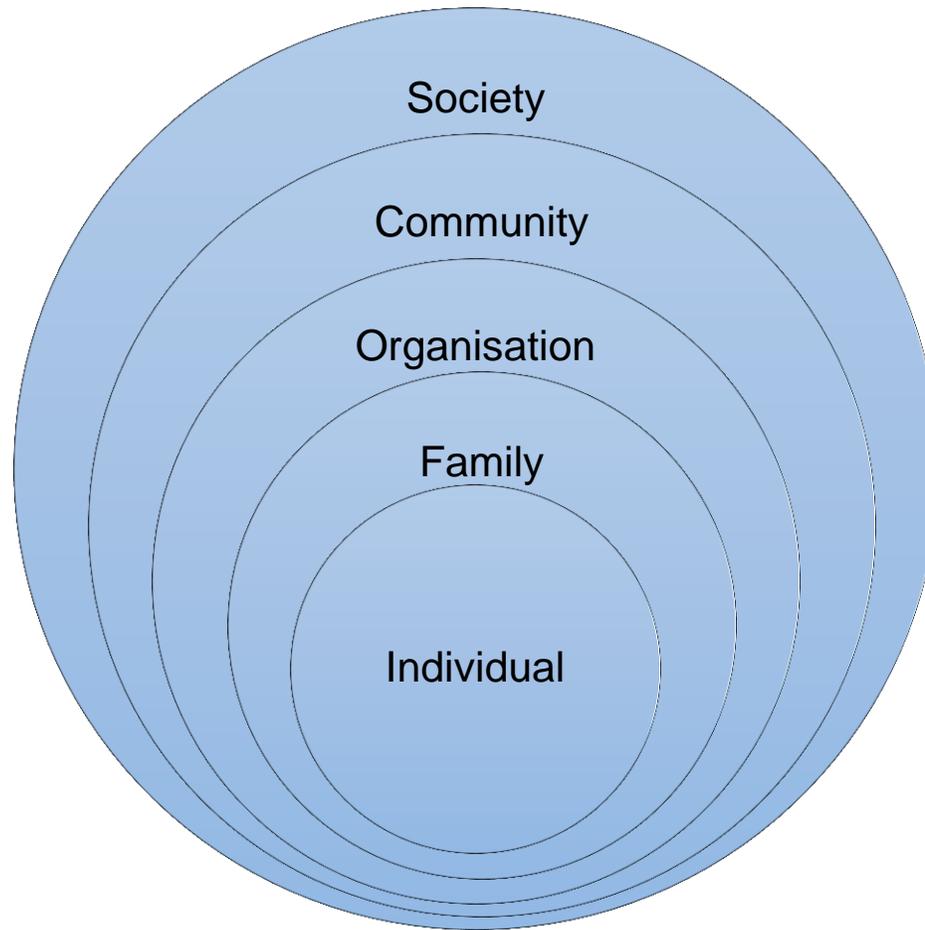
# Bereavement support isn't just about the psychological and emotional impact

How do you ensure services are meeting a variety of need?



# Remember it's not just an individual who is impacted

An intra and inter personal experience



**Are services working to influence at each level, either individually or in partnership?**

# Negative Impact: Bereavement and Health

- **Increased mortality**
- **Anxiety**
- **Depression**
- **Poor General Health, immune system affected**
- **Increased use of health services**

# What's changed?

- Our understanding of grief:
  - Grief multi-dimensional & contextual
  - Importance of cognitive processes
  - Personality & coping styles
  - Rethinking emotional control / avoidance
  - Recognising resilience / vulnerability
  - Understanding complicated grief
  - Recognition of diverse needs – one size bereavement support does not fit all
  
- 'flexible, non stigmatising support at multiple levels helps communities to respond adequately and provides more intensive help to those who need it'  
(A guide to commissioning bereavement services in England, 2017)

# Grief trajectories (Bonanno 2004)

50% Resilient

18% Depression → improvement

11% Grief → recovery

11% Chronic grief

10% Chronic depression

Conclusion: 20% need psychological help

Where and how do we focus our resources, within our local community ?

Balancing recognition of vulnerability with focus on individualised approach.

Right intervention, right time for each individual – developing a focus on building resilience, for the individual, family, organisation and community

3 Tier Bereavement Care Framework (NICE)

2004

### 1: Information and Guidance

Emotional and practical  
Explanation and reassurance  
Accessible via websites, booklets and helplines

**ALL developing compassionate community bereavement support**

### 2. Organised Bereavement Support Services

Normalise and support coping  
Meet similar others  
Supportive counselling & group work

**Many 25 – 30%; facilitating resilience**

### 3. Specialist Services

Mental health  
Psychologists & counsellors  
Complex needs

**Few 7 -12% complex needs or complicated grief**

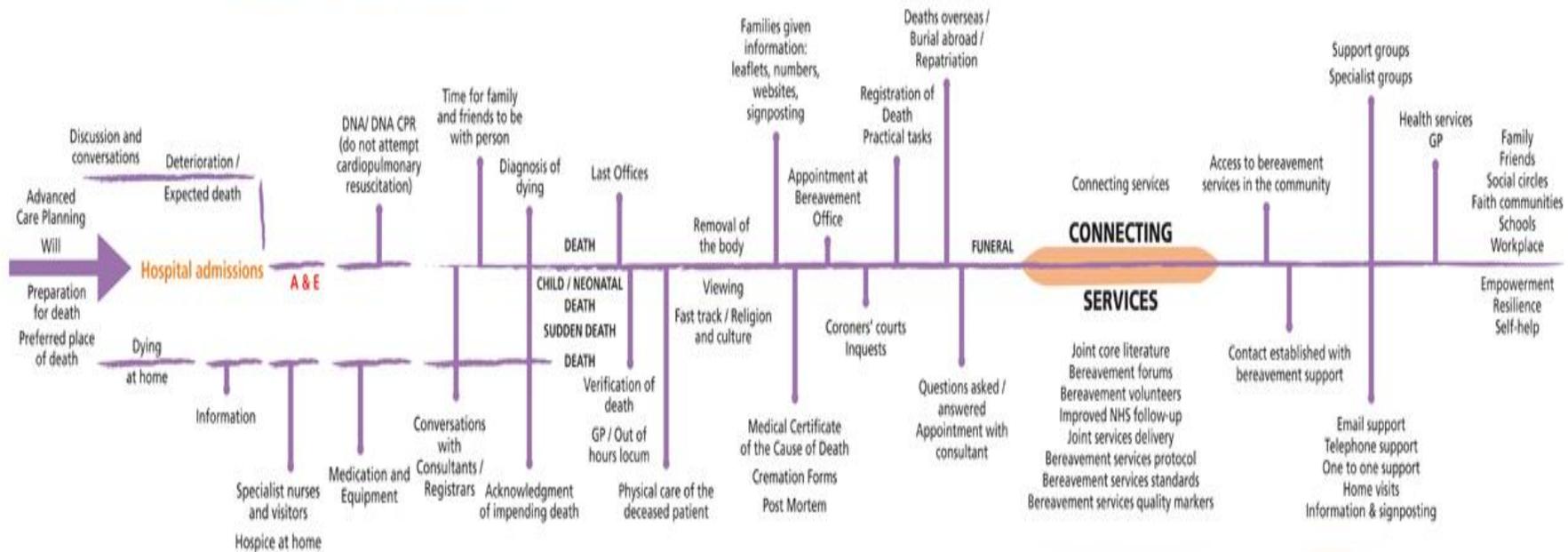
# Bereavement Care Pathway – everyone’s responsibility



National End of Life Care Programme



Gold Standards Framework End of Life Care Packages GP | Hospital ward | A&E | Outpatients | Hospice | Nursing home | Home NICE



Mental Capacity Act NHS Choices Family, friends, society Dying Matters Coalition Organ and tissue donation Early intervention | Information | Signposting | Cross-sector networks Citizens Advice Bureaux Right information, right time, right people

Communication Cultural and religious requirements Equality, Diversity Discussions, assessment and planning Co-ordinated and integrated care High quality services in all settings Support for staff

Confidentiality | Codes of conduct | Supervision | Education | Training | E-learning

# What are the challenges?

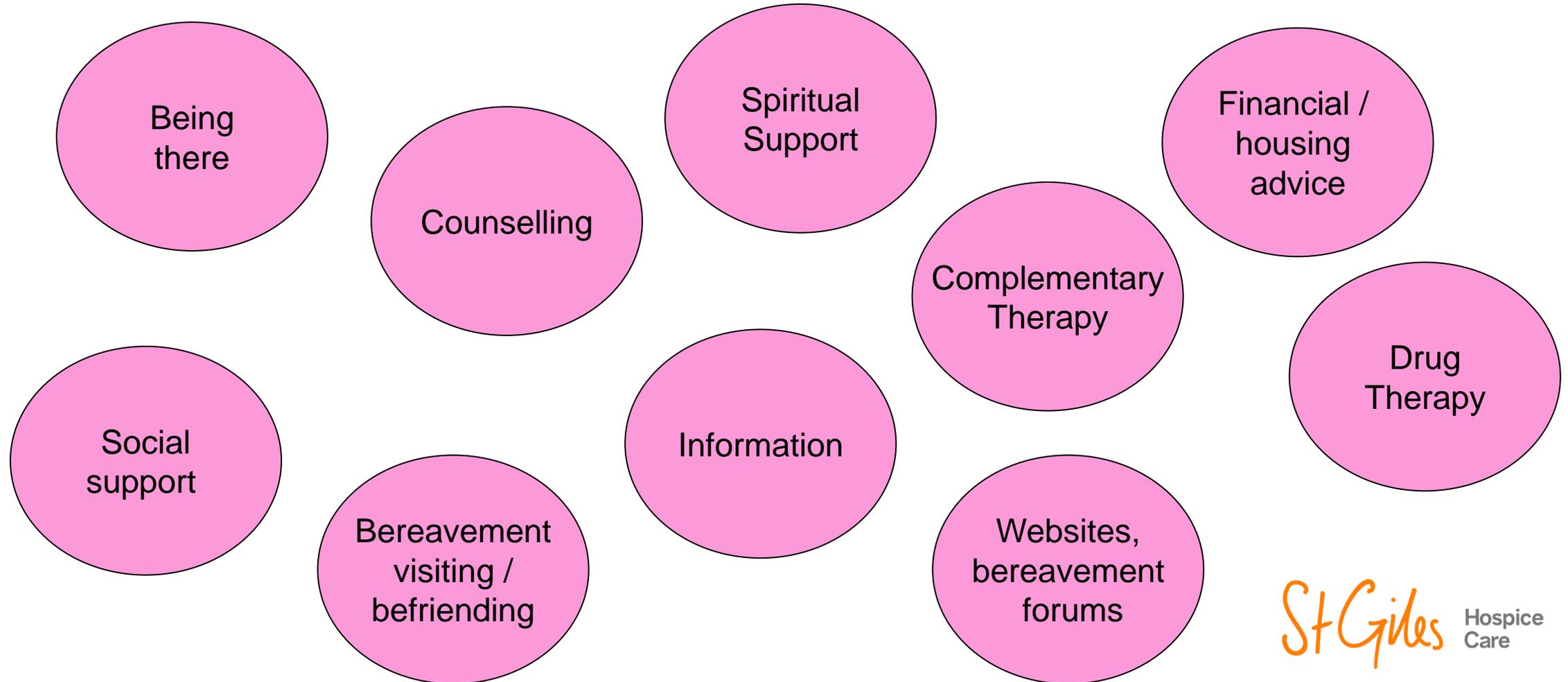
- The number of bereaved people is growing. The annual number of deaths in England is increasing and is predicted to rise by 20% over the next 20 years, alongside increases in the population and a dramatic rise in the proportion of elderly people. As the House of Lords report **Ready for Aging** highlighted, we are 'woefully underprepared' to meet the challenges of an ageing population. One of these challenges will be the growing number of bereaved people – particularly among the elderly.

- *“I live in a community where everybody recognises that we all have a role to play in supporting each other in times of crisis and loss. People are ready, willing and confident to have conversations about living and dying well and to support each other in emotional and practical ways.”*
- **Ambitions for Palliative and End of Life Care: A national framework for local action 2015-2020**
- **Where and how do we achieve this as a means of addressing the changing demographics .... Or do we simply carry on doing the same thing?**

# Summary: Contextualising Bereavement Care in 2017

- Provide accurate, accessible information
- Develop local, regional and National partnerships
- Share expertise
- Develop the community as a recourse and support network
- High standard of core work

# Matching interventions to need



# Developing quality assurance in bereavement care



- Launched 2014 – sector wide consultation
- Applicable in all settings, Cross sector endorsement
  - Different levels of compliance
- National Bereavement Alliance endorsed
  - Benchmarking of services
  
- Fundamental principles: confidentiality, respect, equality and diversity, quality and safety
- **Seven Standards**
- Planning
- Awareness and access
- Assessment
- Support and supervision
- Education and training
- Monitoring and evaluation

# The future

- Development of good practice frameworks through partnership working

## **But what about in day to day practice?**

- Increased demand – growing numbers of bereaved people
- Evolving the provision of services
  - Doing things differently
  - Research priorities
  - Partnerships

# THE BEREAVEMENT HELP POINT



St Giles  
hospice



Burton Hospitals  
NHS Foundation Trust



Heart of Tamworth  
Community Project



Winner

National NCPC Awards 2016

Bereavement Project of the Year



Heart of Tamworth  
Community Project



Supportive  
Care Centre



Widening Access through partnerships

St Giles Hospice Care

I feel proud



**SUPPORTING SCHOOLS AFFECTED  
BY BEREAVEMENT**  
**PEER MENTOR TRAINING**



This is a new way of helping bereaved young people by empowering peer mentors to help support fellow pupils.

This will involve two or three members of the St Giles Team coming in to the school and delivering a short training session to the volunteer peer mentors to help them support bereaved pupils.

We show them a short film developed by our own peer support group and then we complete a short interactive exercise to help the peer mentors understand the emotions/feelings/actions of a bereaved person and then how we can support them.

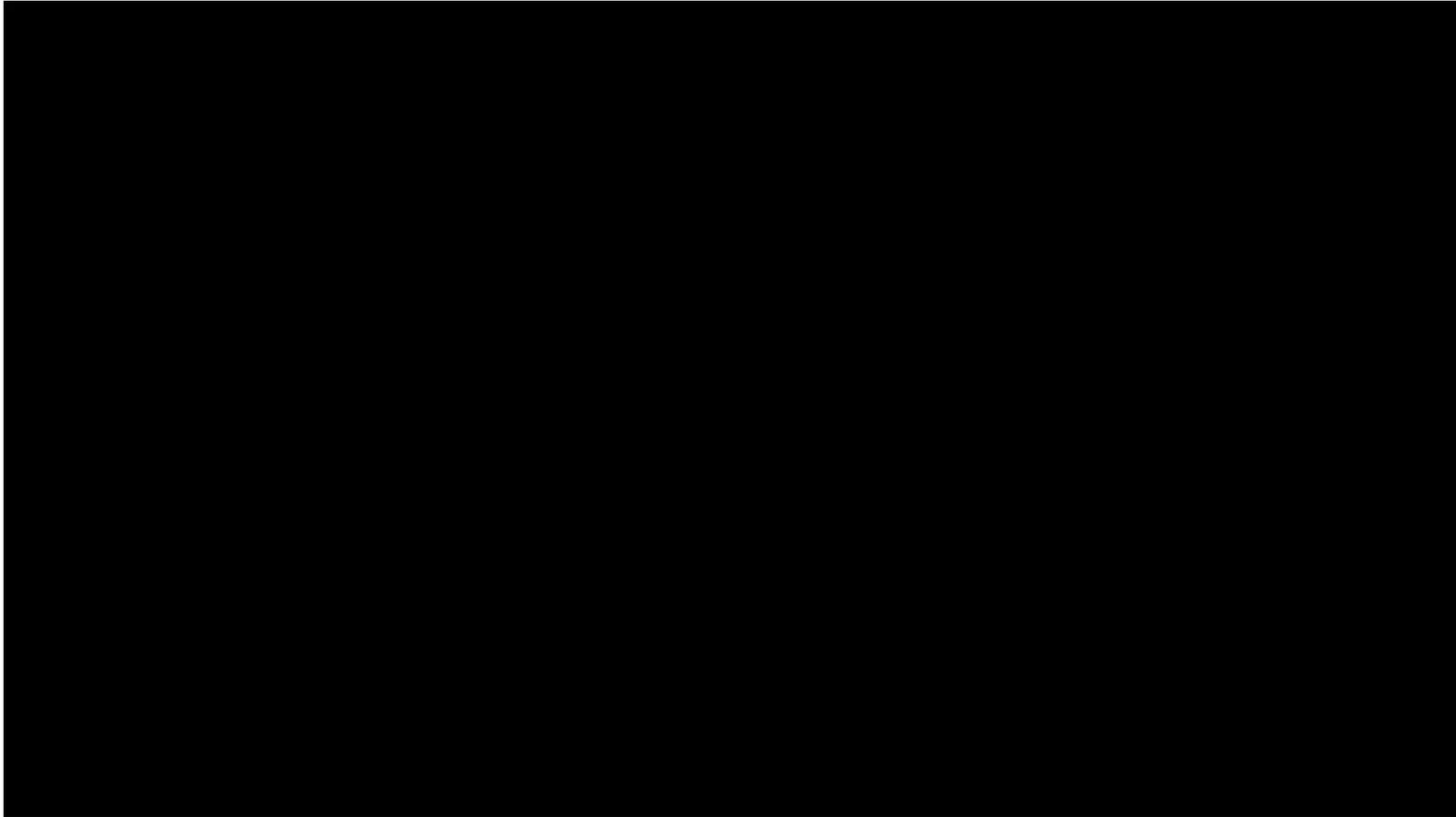
For further information please email Jodie Phillips at [Jodie.phillips@stgileshospice.com](mailto:Jodie.phillips@stgileshospice.com) or Ian Leech at [ian.leech@stgileshospice.com](mailto:ian.leech@stgileshospice.com) or telephone 01543 434536

I can really relate to the people in the film – I feel I will be able to help more now

This service really made me listen and now I want to try and help others in bereavement

Rethinking the Provision

# Phoenix film



# References

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- National Council for Palliative Care (2014) Life after death: six steps to improve support in bereavement download from [http://www.dyingmatters.org/sites/default/files/Life%20After%20Death%20FINAL\(1\).pdf](http://www.dyingmatters.org/sites/default/files/Life%20After%20Death%20FINAL(1).pdf)
- UK Bereavement Care Standards – download from [www.cruse.org.uk](http://www.cruse.org.uk)
- Hospice UK (2016) Hospice Care in the UK 2016 download from <http://www.hospiceuk.org/what-we-offer/publications>