



Community Consultation

## Bereavement Pathways Project Bereavement Pathways in the Community Consultation Paper



The Bereavement Pathways Project is a joint venture between the Bereavement Services Association and Cruse Bereavement Care.

We are seeking information about bereavement services in the Community. This will be used to highlight areas of good practice and develop a pathway for those bereaved by a death in an acute hospital. Your cooperation in completing this form is greatly valued.

Please either return this paper copy as soon as possible to the address specified at the end or download an copy from [www.cruse.org.uk](http://www.cruse.org.uk) (Bereavement Pathways Project pages) and return it completed to [jill.sanders@cruse.org.uk](mailto:jill.sanders@cruse.org.uk)

### Project objectives

- To establish a key partnership between the NHS and the voluntary sector by linking hospital-based services, particularly those in acute trusts, with those based in the community which provide a range of services, including longer term support for bereaved people.
- To increase access to services for bereaved people - however or wherever a death occurred, and whoever died.

### Background

The Department of Health guidance document "[When a Patient Dies](#)", has contributed significantly to the development of bereavement services within the NHS by highlighting areas of good practice. The Bereavement Pathways Project has undertaken a survey of NHS bereavement services to measure the impact of this guidance on provision. Likewise, the End of Life Care Strategy has highlighted that support should be made available for bereaved carers and families and it is anticipated that the development of an effective bereavement pathway will illustrate additional good practice within the voluntary sector.

This may lead to additional recommendations to support closer and more effective working across all sectors; thereby providing both an overview of the current awareness of guidance in the NHS and community bereavement services, providing an evaluation of the impact and implementation of those guidelines across all sectors, and enabling further demonstration of good practice to be highlighted.

### Information about your organisation

Name:

Address:

Name of person completing consultation:

Number of staff:

Number of volunteers:

Average yearly budget:

Services offered:

Number of adult clients 2008/9

Number of child/young person clients 2008/9

**Question 1: Guidelines, visions, strategies**

a. Please put a tick against any of the following documents that you are aware of:

	NICE 2005 guidelines
	UK Bereavement Care Standard
	When a Patient Dies
	Gold Standards Framework
	Liverpool Care Pathway
	End of Life Care Strategy
	Next Stage Review
	Quality Markers
	Any others (please specify)

b. Which of these influence your day to day activity?

**Question 2: Good practice and innovation**

a. Please describe briefly examples of good liaison between community bereavement services and the NHS

b. Please describe ways in which you believe that liaison between NHS and Community Bereavement Services could be improved

**Question 3: Referrals**

Do you take third party referrals (i.e. not directly from the client themselves)?

Yes / No

Please describe circumstances in which you might take referral from a third party and from whom (e.g. GP, mental health, nurse, family, friends, hospital staff etc.)

**Question 4: Assessment**

- a. Do you undertake any assessment of clients? (Please circle) Yes / No  
 If 'Yes' and you have an assessment framework document, please send us a copy
- b. Within this assessment, how do you identify risks?

**Question 5: Menu of Solutions**

Which of these do you have in place, and in what order of priority would you list them to improve the experience of bereaved people as they cross from hospital bereavement services to community bereavement services?

Solutions	In place	Order of priority
1. Cross sector networking, including establishing bereavement forums		
2. Assessment of bereaved people		
3. Inter-referral between agencies		
4. The use of Bereavement Volunteers in Hospital		
5. Joint education & training		
6. Joint core literature or improved information		
7. Joint delivery of bereavement services		
8. Bereavement Co-ordinator		
9. Improved follow up from NHS services		
10. Profiling of referrals to Cruse		
11. Tracking bereaved people through the pathway		
12. Development of an electronic bereavement pathway		
13. The development of a protocol for bereavement services		

**Any further comments**

This could include contact/interaction with NHS Bereavement Services, such as:

- bereavement networks/forums;
- training and supervision;
- services and agreements
- evaluation and standards/governance;
- any other services you liaise with

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Contact for the project is: Jill Sanders at Cruse, [jill.sanders@cruse.org.uk](mailto:jill.sanders@cruse.org.uk) or call 020 8939 9534  
See also the section on the website: [www.cruse.org.uk](http://www.cruse.org.uk) and click on Bereavement Pathways link  
on the front page.