



Hospice Based Bereavement Support Services

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ACCORD
Hospice

Charity Number SC013682

Background

It is well documented that the vast majority of bereaved people will work through their experience without professional help however for some, bereavement can be a difficult process. Recent evidence suggests that sharing experiences and feelings can help to lessen the effects on individuals but it is also known that people can struggle to access the **right** support at the **right** time following bereavement (Sue Ryder 2015).

Hospices are leaders of caring for people who are dying and offering support to their families is a fundamental part of their service. The patient and family support (PFS) team at Accord Hospice includes two skilled counsellors who also have the assistance of trained bereavement care volunteers. The team proactively offer bereavement support and try to do so in innovative ways to meet the diverging needs of bereaved families within the local community.

Services

Varying forms of bereavement support are available within the hospice, our outreach facility set within the grounds of the local district general hospital and in the local community. Offering people a choice to access different forms of support in more than one venue widens access to the **right** support for people at the **right** time.

● One to One Counselling Sessions

Clients are initially offered six sessions and can access the service via self-referral, referral from other health care professionals or through the hospice's bereavement follow up process.

● The Apples Group - Accord - a Place People Listen relate, Share

• Bereavement Group

This group meets for eight sessions giving members the opportunity to come together and share their experiences.



• Walking Group

This group meets every week on either a Wednesday or a Friday at the Outreach centre. Members enjoy a leisurely walk led by a volunteer and then enjoy a cup of tea or coffee!



■ Annual Service of Remembering

This is a service of remembering which is advertised widely within the local community and has become an established event for families and friends of people who have been cared for by Accord Hospice. It is held within Paisley Town Hall and has an average attendance of 200-300 people.



Evaluation

Each client is given a questionnaire at the end of their programme of support and are given the opportunity to return it in a confidential way. Results are independently collated and fed back to the patient and family support team on a regular basis. The response rate is approximately 50% for one to one counselling sessions and over 90% for the group support sessions.

Overall the results indicate a high level of satisfaction with the quality and choice of bereavement support being offered and the vast majority of clients report an improvement in their coping mechanisms and feelings of well-being.

Comments

“For me this service was just perfect and my support worker was a life saver just when I needed it ”

“I had a great experience and felt truly cared for by the whole team”

“The group provided me with comfort, the ability to cry and laugh with others who knew and recognised my emotion without judgement”

“I thought the service was beautiful. It was hard. We attended just 3 months after Dad died. It was very emotional but comforting too. There was a real comfort knowing that everyone in that hall had experienced a similar loss. I thought the inclusion of the staff was just lovely. When your loved one is in Accord, you build up such a bond with the staff and leaving them is like a grief all on its own. The music was beautiful, the group of girl singers were just stunning. It was a fitting memorial. Thank you. “