



Good Grief: supporting people through bereavement

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In 2019 the Wellbeing Service based in General Practice noted many people were experiencing a complicated response to grief that was affecting their health and wellbeing. As a result research⁽¹⁾ was undertaken that identified the need to improve support and address inequalities. Communities informed the development of the approach that included, training of frontline staff, community events, accessible information and development of local resources.

Previous work, challenges, and approaches: Bereavement is multifaceted and complex, but it does not always need a grief expert. We wanted to build the confidence of communities and staff to be able to have 'Good conversation' that would support those experiencing normal grief.

AIM: to improve the experience of bereavement and reduce isolation for people living in Midlothian. Key messages: Being more open about death is a good thing, we can all help each other, death is happening all around us it can be upsetting, and people take time to grieve, there is financial, social and emotional support available both locally and nationally.

A short life working group was established to represent adults, death by suicide, drug related deaths, staff wellbeing, children and parents.

Related publications: 1. Madeleine Sendek, MPH. 2019. Exploring a Health Promotion Approach to Bereavement



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This poster is part of the
SPPC poster
exhibition
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Techniques and Methods

- Consulted community groups, front line staff and individuals about what support they currently knew about and what would be helpful. New resources tested.
- Visited funeral directors to find out what support was provided and then sent them the new resources.
- Developed easy read version of 'How to register a death in Midlothian' for registrars to use and the new resource list is now included in the information pack.
- Midlothian Council website modified to include information on feelings following bereavement, dos and don'ts, funeral poverty and links to resources: <https://www.midlothian.gov.uk/bereavement>
- To Absent Friends week; 8 community remembrance events that included memorial trees, community conversation and key resources. Social media campaign, twitter, face book, newspaper and staff email. Resulting in our logo
- Good Grief Bite Size training developed with people who have lived experience, Cruse and NHS Lothian. 26 participants and further workshops planned
- Developed a one-page info gram for staff with key information (see next slide)
- Developed slides that can be used in General Practices

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Tips to support someone:

- Acknowledge their grief
- Take time to listen - attentively
- Suggest a quiet place to sit together
- Use the name of the person who has died
- Share resources - leaflet and contacts
- Remember everyone is different



Funeral support payment

Financial support for people on certain benefits/tax credits who need support to meet the cost of a funeral.

Freephone 0800182 2222
or [mygov.scot/funeral-support-payment](https://www.gov.uk/mygov/scot/funeral-support-payment)



Registering a death

To register a death you must make an appointment by calling 0131 271 3281

You will need the deceased's:

- medical certificate cause of death (MCCD)
- marriage/civil partnership certificate
- NHS medical card (if available)

The registrar will complete Tell Us Once after the registration.



Return Equipment

Check the equipment for a label that will tell you to return it to either:

Joint Equipment Store (ATEC):
0131 529 6300
or
British Red Cross:
0131 654 0340



Sources of support

www.midlothian.gov.uk/bereavement





Results and Conclusions

- The majority of those consulted were keen to talk about bereavement support and ways to improve it
- The Bite Size 1-hour workshops give staff the knowledge, confidence and skills they need
- People like the idea of having top tips for a good grief conversation recognising that they do not always need to refer to a specialist service
- It is important to develop and locate resources that follow health literacy and easy read guidelines
- The new funeral benefits can help reduce financial stress and address inequalities
- Communities have developed ways to support each other