

Reference:	FOI.2451.20
Subject:	Bereavement services
Date of Request:	4 February 2020

Requested:

1. Who runs bereavement service
2. Primary contact - Name/Email/Phone Number of the person(s) who run bereavement services?
3. Is there a bereavement booklet given to families?
4. Who deals with the Bereavement booklets?
5. Are the bereavement booklets produced in house?
6. Are the bereavement guides produced by an external agency?
7. Is there a contract with the external agency?
8. How long is the term of the contract?
9. How long is left to run on the contract?
10. What is the notice period to end the contract?
11. Does the contract offer additional benefits to the Trust such as funding?
12. Does the contract contain rights to sell advertising space in the Bereavement Guide to third parties?
13. Who signs the contract for Bereavement Guides?
14. Who is the Head of End of Life for Community Nursing?
15. What is the contact information for the Head of End of Life for Community Nursing?
16. Is there any information available for the community nursing team to give out to patients and families for end of life and bereavement?

Response:

1. Hywel Dda University Health Board's (UHB) bereavement services are operated on an individual site basis. The UHB currently has a temporary bereavement nurse in situ who provides a point of contact for general and organisation wide matters.
2. The UHB is withholding the contact details of the members of staff requested. This decision has been made as it is not within the expectations of these individuals that their personal data would be put into the public domain. This information is classed as personal data of third parties and is therefore being withheld in accordance with section 40(2) of the Freedom of Information Act 2000 by virtue of section 40(3) (a) (i) of the Act which permits a public authority to withhold personal data other than the requester's where the disclosure would breach a Data Protection Principle.

In reaching this decision, the Data Protection Act 2018/General Data Protection Regulations 2016 defines personal data as data which relates to a living individual who can be identified solely from that data or from that data and other information, which is in the possession of the data controller.

The UHB can provide the email address for patient support services, who can be contacted for advice HDHB.Patientssupportservices@wales.nhs.uk and will be able to forward any enquiries onto the relevant contact.

3. The UHB confirms, a bereavement booklet is provided to the family of any patient who dies in hospital.
4. The UHB confirms, no one person deals with the bereavement booklets. The bereavement office, mortuary staff or ward staff have access to and can provide the booklet.
5. The UHB confirms the bereavement booklets are produced by an external company.
6. The UHB confirms some guides are produced internally. However, the general guides are produced externally.
7. The UHB confirms it does not have a contract with an external agency for the production of bereavement booklets and guides.
8. Not applicable.
9. Not applicable.
10. Not applicable.
11. Not applicable.
12. Not applicable.
13. Not applicable.
14. The UHB confirms, no one person is responsible for end of life care within the community, each of the Community Heads of Nursing share responsibility for the service.
15. The UHB does not have contact details for the Head of end of life care within the community, as this is not a role held within the UHB.
16. The UHB confirms, its Community Nursing Teams do have information leaflets which are provided to patients and families for end of life bereavement, which are currently under review.