

## National Bereavement Framework Implementation

Organisation	Hywel Dda University Health Board	Date of Report	4/4/2024	Report Prepared By	Julie Brennan/ Louise O'Connor
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The National Framework for the Delivery of Bereavement Care in Wales, published in October 2021 sets out how in Wales we can respond to those who are facing, or have experienced, a bereavement. The framework includes core principles, minimum bereavement care standards and a range of actions to support regional and local planning.

The Welsh Government is committed to the vision of a Compassionate Wales where everyone has equitable access to high quality bereavement care and support to meet their needs effectively when they need it. As part of its work to implement the bereavement framework, the National Bereavement Steering Group are working with health boards and partners to develop a national bereavement pathway for Wales. This consists of an overarching model pathway and a number of supporting bereavement specific modules to provide information and guidance to health boards and everyone involved in bereavement support provision, to promote a consistent approach for accessing bereavement support across Wales.

A £3m Bereavement Support Grant for third sector organisations is being provided over the three-year period 2021-24 with 21 organisations receiving funding and an additional £420k (£60k each) is also being made available to health boards in 2022-23 and 2023-24 to help with bereavement co-ordination. The health board bereavement leads meet regularly in a forum to share good practice, establish common goals and to provide a mechanism for the sharing of information concerning the bereavement workstream and implementation of the bereavement framework in their local areas.

Organisations must embed the principles of the framework and the national bereavement pathway for Wales in strategic plans, spending policies and decisions to help ensure that everyone in Wales who has been bereaved knows that help is there for them.

Completed form to be returned to: [hss.performance@gov.wales](mailto:hss.performance@gov.wales)

**Executive summary of progress to date:**

Project Support was appointed to assist the Strategic Lead to undertake a scoping project and make recommendations for what is required to establish a care after death service. A Steering Group has been established to oversee the framework, under the direction of the Director of Nursing, Quality and Patient Experience. The role of the Steering Group will oversee the development of a Health Board Strategic Framework, monitor compliance and performance with the framework, development of the CAD service business case.

	Current RAG Status	Previous RAG Status
<b>Progress RAG:</b> Provide the RAG status of delivery against framework. Please provide a copy of any supporting plans and documents.		

**Route to green including asks of WG**

Long term funding is now clarified and the extension/permanent funding has been confirmed. Funding of the HB Business Case will also include the administration support required for the MES service, and expansion of a HB wide Specialist Bereavement support / Training service. A formal seamless structure for integration of Care after Death and Bereavement Services across the HB is being developed with close partnership working with Mortuary Services. An initial pilot project for Care after Death has been completed, with positive feedback. This will be submitted to the Executive Team at end of April.

**Update on the actions implemented during the current operational year to support the embedding of the National Framework for the Delivery of Bereavement Care in Wales and the National Bereavement Pathway.**

Area of Focus		Key Actions Taken During the Reporting Period	Risks to Delivery, Corrective Actions & By When	Outcome/What Was Achieved
1.	<p><b>Implementation of the National Bereavement Pathway for Wales – overarching pathway</b></p> <p>Health Boards to outline their progress against implementation plans.</p>	<p>Executive Lead for CAD and Bereavement confirmed as Exec Director of Nursing, Quality and Patient Experience.</p> <p>Head of Bereavement Services supporting strategic oversight with the Assistant Director of Patient Experience.</p> <p>Project Manager appointed.</p> <p>Job Descriptions being developed for posts.</p> <p>Steering Group Established, including Sub-Groups to take forward key aspects of work including information &amp; communication; funding; third sector partnerships; MES/CAD; Environment &amp; facilities and Training.</p>	<p>Funding of the Business Case for the CAD and revision of funding streams/ operational management arrangements to create one single service.</p>	<p>For discussion at Executive Team – end of April 2024</p> <p>The development of an integrated structure of CAD and Bereavement Services across the HB</p> <p>Completed</p> <p>Completed.</p>

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		<p>Scoping and gap analysis undertaken, priorities for funding identified &amp; SBAR paper produced for consideration by Exec. Team.</p> <p>Third Sector Partnership meetings commenced. This will be widened to include partners and stakeholders. Llais to join membership of Steering Group.</p> <p>Palliative Care Strategy agreed by Board, incorporating population needs assessment.</p> <p>Specialist bereavement service in place within HB—service evaluation feedback undertaken regularly with all families / individuals accessing the service.</p>	<p>SBAR review for new managerial structure in process.</p> <p>Low attendance – Invitations sent out.</p> <p>Discussions around management team.</p> <p>Staffing levels insufficient/substantial increase in referrals for bereavement counselling support. The creation of Bank counselling roles to combat long waiting lists.</p>	<p>Office base setup and MES training implemented.</p> <p>Completed.</p> <p>Pilot study of 95 Bereaved families completed per county. Carms: 2.01.24 Pembs: 20.02.24 Ceredigion: ongoing</p> <p>Regular meeting set up.</p> <p>Ongoing</p> <p>Ongoing</p>

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		<p>Memory box pilot training.</p> <p>Formal Grief Confidence Training workshops ongoing and evaluated.</p> <p>Specialist training for baby loss and other specialist areas.</p>	<p>Development of new seamless structure will allow for a staff review.</p> <p>Development of Specialist baby loss counselling service to create a seamless pathway with bereavement midwives/EPAU.</p> <p>Pilot currently in process including Intensive Care and specialist palliative care, preceptorship, community &amp; Paediatrics.</p> <p>Significant rise in staff self-referring for counselling/ specialist clinical supervision for both personal and professional loss.</p> <p>Not able to meet support staff and their requirements and demands in a timely manner (e.g., staff on sick leave) – funding to be agreed.</p>	<p>Meeting with heads of service. May 2024.</p> <p>Training fully evaluated and now absorbed fully within the Bereavement Support Service.</p> <p>Ongoing.</p>

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<p>2. <b>Implementation of the Immediate Support Pathway for Sudden and Unexpected Death in Children and Young People up to 25 years of age</b></p> <p>Health Boards to outline their progress against this Pathway.</p>	<p>Bereavement Lead (PRUDIC) in place.</p> <p>Contact and immediate support co-ordination arrangements in place.</p> <p>Bereaved parents groups established.</p> <p>Working in partnership with 2 wish and other 3<sup>rd</sup> sector organisations.</p> <p>Rapid response involvement being developed for 25 and under death from suicide</p>	<p>Specialised parental weekends are being established (For review for effectiveness)</p> <p>Establishment of specialist bereavement team within the Bereavement Support Service to enable immediate support alongside third sector.</p> <p>Development of relationship with new co-ordination service across Wales – Risk increase of referrals for specialist counselling.</p>	<p>Regular attendance/training at PRUDIC meetings HB wide</p> <p>Co-ordination in place in partnership with 3<sup>rd</sup> sector organization.</p> <p>Facilitated Initial and support groups fully set and running regularly. Development of Magnolia Tree Charity/ Volunteers alongside Bereavement Support Service.</p> <p>CAD regular attendance at Rapid response meetings.</p>
<p>3. <b>Health Board support offer to bereaved patients and families, including those identified through investigations following patient safety incidents of nosocomial COVID-19 (Covid response)</b></p>	<p>Executive lead agreed.</p> <p>Project structure, led by Assistant Director (Patient Experience) in place.</p> <p>New leaflets and website in development</p>	<p>Funding to expand to all counties to ensure equity of provision.</p>	<p>Ongoing</p> <p>CAD Manager attending mortality reviews.</p> <p>Adult Leaflets reviewed and printed.</p>

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	Health Boards to report progress on the establishment of their Care After Death / Bereavement service and their offer to bereaved people.	<p>Professional Bereavement Counselling Service covering Neonatal, Maternity and Bereaved parents.</p> <p>Bereaved parents group established.</p> <p>Service evaluation for specialist bereavement in place.</p> <p>Meeting with covid families for justice.</p> <p>Llais has agreed to be involved in Steering Group.</p> <p>Set up and met with all members of Covid-19 Cymru group.</p>	<p>Paediatric bereavement leaflets currently being reviewed.</p> <p>Currently being developed in line with end of life and palliative care HB wide (ongoing)</p> <p>Specialist training and counselling currently in development for seamless pathway.</p> <p>Awaiting feedback/review.</p> <p>Offered ongoing bereavement support/counselling in tandem with PALS</p>	<p>Meeting arranged April 24</p> <p>Meeting heads of service May 2024.</p> <p>Permanent funding for Specialist Palliative care Paediatric Family Counsellor.</p> <p>Ongoing.</p> <p>Ongoing</p> <p>Meetings held with bereaved families, support continues in conjunction with PALS/Complaints Team.</p> <p>Invited to new meetings.</p> <p>All issues addressed for possible resolution.</p>

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				Ongoing.
4.	<b>Provision of support to people with Protected Characteristics</b> Health Boards to report progress on improving provision to those people who may find it difficult to access bereavement support.	Inclusion & diversity training in place. Establish sub-group under Steering Group. Meeting set up with the BAME Group and link into Steering Group. CAD policy incorporates good practice guides for different religions and belief. Policy is being reviewed. CAD will formally meet to look at diversity and inclusion.	ESR – Training Inclusion in the bereavement booklet.  Invitation to 3 <sup>rd</sup> sector.  To be reviewed through pilot study.  CAD Manager	Completed.  Completed.  In progress
5.	<b>Qualitative feedback on the impact of bereavement support received</b> Health Boards to survey bereaved people to obtain their feedback on the quality of support received.	In place for specialist Bereavement.  To be expanded to all CAD services. Work with Patient Experience Team to	Feedback in the last year has highlighted the length on which bereaved people have had to wait for service.	Specialist Bereavement Support Service - questionnaire is sent to each service user for feedback. 4-5 star rating has consistently been achieved for past 5 years.



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		<p>consider use of Civica for this.</p> <p>Work with Llais to undertake local evaluation and feedback on bereavement service.</p>		

#### Evidence Checklist: National Bereavement Framework Implementation

**General:** The health board leads the development and monitoring of the implementation of the National Bereavement Framework in their area to best meet the needs of the population.

	Questions to consider when completing the reporting template
<b>Implementation of the National Bereavement Pathway for Wales – overarching pathway (Model Specification)</b>	<ul style="list-style-type: none"> <li>• Describe progress achieved against the principles contained in the overarching pathway</li> <li>• Have the needs of the population been fully assessed, and the service planned accordingly?</li> <li>• Does the health board hold forums to bring together all partner agencies involved in the planning, commissioning and delivery of bereavement services?</li> <li>• Are there processes in place for joint working within the health board and partner agencies including information sharing protocols, performance management systems including quality checks, workforce development, and protocols for accountability and responsibility?</li> <li>• How are bereavement standards contained in the National Framework monitored?</li> <li>• Are there sufficiently skilled staff to plan and deliver the services?</li> </ul>
<b>Implementation of the National Bereavement Pathway for Wales –</b>	<ul style="list-style-type: none"> <li>• Describe progress achieved in the establishment of the bereavement specific pathways in the health board.</li> </ul>

<b>bereavement specific modules</b>	<ul style="list-style-type: none"> <li>• How are response times monitored against each stage of the support pathways For Children and Young people pathway, in line with prudic process.</li> <li>• What qualitative data has been collected by health boards and partner agencies to ensure adherence to the pathway contact requirements, including specific measures to ensure immediate support, initial calls within a specified period, referral / follow up calls</li> </ul>
<b>Health Board support offer to bereaved patients and families, including those identified through investigations following patient safety incidents of nosocomial COVID-19 (Covid response)</b>	<ul style="list-style-type: none"> <li>• Does the health board have an executive lead (as well as a bereavement lead) with responsibility for the strategic direction and service planning?</li> <li>• Are the necessary commitments and agreements in place at executive levels within the health board?</li> <li>• What is the support offer for all bereaved people in the health board (including deaths which occur in the community)?</li> <li>• What progress has been made with the establishment of the Care After Death / Bereavement service in the health board and what plans are in place to monitor progress in provision?</li> </ul>
<b>Provision of support to people with Protected Characteristics</b>	<ul style="list-style-type: none"> <li>• What provision is in place by the health board for bereaved people with Protected Characteristics, (e.g., because of disability including people who are sight-impaired and/or hearing impaired, or who are in groups who have historically been underrepresented (e.g., LGBTQ+), members of Black Asian and Minority Ethnic Communities, etc.</li> <li>• Has a needs assessment of the population been undertaken/is planned?</li> <li>• What engagement has taken place by the health board to engage with these communities and groups to ensure that the bereavement support available meets their requirements?</li> <li>• Is there a plan with timeline in place for the establishment of a bereavement support service for these populations, including evidence of the policies and processes which need to be introduced/amended to embed the service in the organisation?</li> <li>• Are there plans in place to ensure that the services and information is accessible, including differing language, culture, and communication needs?</li> </ul>

<b>Qualitative feedback on the impact of support received</b>	<ul style="list-style-type: none"><li>• Ongoing feedback questionnaire send from SBBS has regular by collecting feedback both quantitate and qualitative, all issues and trends addressed 25% return (see attached) in order to ascertain patients experience and service satisfaction.</li></ul>
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### Relevant strategies, guidance and data

Bereavement Framework [National framework for the delivery of bereavement care | gov.wales](#)

National Bereavement Pathway <https://gov.wales/national-bereavement-care-pathway>