



South East London
Clinical Commissioning Group

South East London COVID-19 Bereavement Resources June 2020

Bereavement Support

This slide deck contains details and signposting to bereavement support.

Where resources are targeted at a specific group this is identified in the top right hand corner



All NHS staff

Public

Children

NHS Managers

This slide deck will be periodically refreshed.

Index and links to available resources

[NHS Bereavement advice and support](#) – multiple resources available for the public

[COVID-19 National NHS Bereavement Helpline](#) – bereavement helpline open to the public

[The Good Grief Trust](#) – including links to resources designed to support children

[Grief Matters - Low-cost counselling services for the bereaved \(Southwark only\)](#)

[Bereavement support for #OurNHSPeople](#) – available for all staff

[10 steps for managers in the event of a death or suicide in service](#) – advice aimed at NHS manager

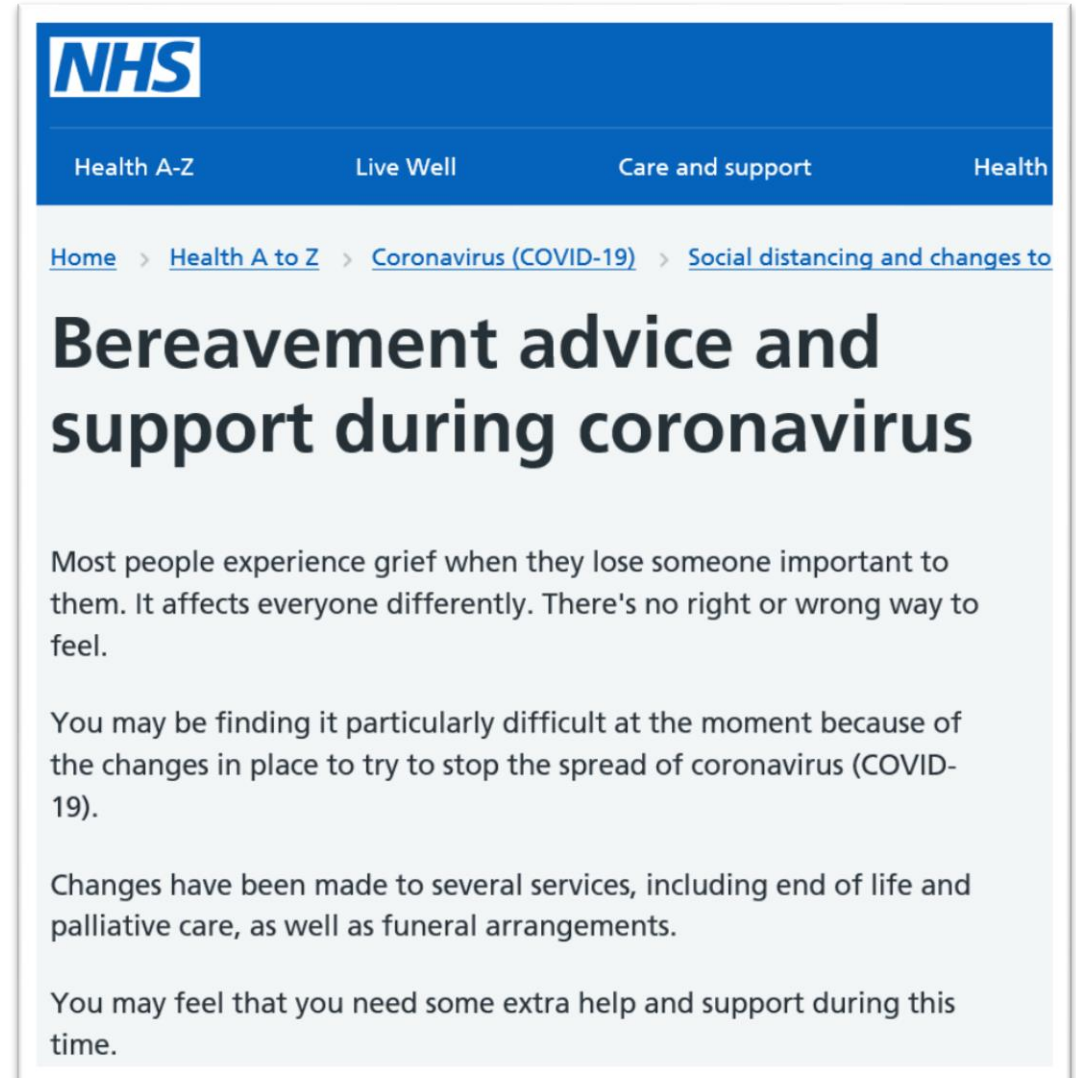
[How to cope with bereavement and grief during the coronavirus outbreak](#) – London specific advice, also has links to faith group support

NHS Bereavement advice and support

Public

Full content accessible here:

- <https://www.nhs.uk/conditions/coronavirus-covid-19/social-distancing/bereavement-advice-and-support/>



The screenshot shows the NHS website interface. At the top is the NHS logo. Below it is a navigation bar with links for 'Health A-Z', 'Live Well', 'Care and support', and 'Health'. A breadcrumb trail reads: 'Home > Health A to Z > Coronavirus (COVID-19) > Social distancing and changes to'. The main heading is 'Bereavement advice and support during coronavirus'. The text below the heading reads: 'Most people experience grief when they lose someone important to them. It affects everyone differently. There's no right or wrong way to feel. You may be finding it particularly difficult at the moment because of the changes in place to try to stop the spread of coronavirus (COVID-19). Changes have been made to several services, including end of life and palliative care, as well as funeral arrangements. You may feel that you need some extra help and support during this time.'

COVID-19 NATIONAL NHS BEREAVEMENT HELPLINE

Public

[Full content accessible here:](https://www.thegoodgrieftrust.org/need-know-info/coronavirus-berereavement-advice/)

<https://www.thegoodgrieftrust.org/need-know-info/coronavirus-berereavement-advice/>

A new Bereavement Helpline has been introduced by the NHS to support bereaved families during the Coronavirus outbreak.

The new helpline is not a counselling service but will be available to offer support, guidance and advice on dealing with grief and loss.

The helpline will be staffed by NHS Blood and Transplant registered nurses who are highly skilled and experienced in working with bereaved people.

What is the purpose of the helpline?

During the Coronavirus outbreak there has been an increase in bereaved families, as well as significant changes to palliative care and end of life services, which will affect all deaths, both Covid-19 and non Covid-19 related.

This is a bereavement helpline to offer guidance, support and advice to those dealing with loss at this difficult time.



**COVID-19
Bereavement Helpline**

**Please call 8am - 8pm
0800 2600 400**

The good grief trust

[Full content accessible here:](#)

<https://www.thegoodgrieftrust.org/need-know-info/coronavirus-bereavement-advice/>

We offer our heartfelt condolences to anyone who has suffered a bereavement through the Coronavirus, or under any circumstance during these uncertain and disturbing times. We want you to know that you're not alone and we will try our best to guide you in the right direction.

All of us at The Good Grief Trust have lost someone close, so we want to help you find the support you need as quickly as possible.

Signposting to lots of helpful resources including:

- Support for bereaved children
- Bereavement in isolation
- Funerals
- Virtual grief cafes

Children

Public

SUPPORT FOR CHILDREN DURING THE CORONAVIRUS CRISIS

Childhood Bereavement Network - [Supporting Grieving Children during the outbreak](#)

Helping Children Grieve during the Coronavirus crisis - [Irish Hospice Foundation](#)

How to say goodbye when a funeral isn't possible - [Winston's Wish](#)

Child Bereavement UK - [Guidance on talking to bereaved children](#)

Child Bereavement UK's website has guidance for families and professionals created in response to Covid-19, including short guidance films and information sheets on supporting children through difficult times, advice for when you are unable to visit someone who is ill and information for schools on supporting bereaved pupils www.childbereavementuk.org The charity's Helpline is operating as normal: 0800 02 888 40 (Monday-Friday, 9am-5pm) or email: support@childbereavementuk.org. For LiveChat visit the website.

This is a short film made by [The Belfast Trust](#) to explain the complexities of a bereavement during the crisis. This may alleviate some of the fear and confusion they may face after losing someone they love.



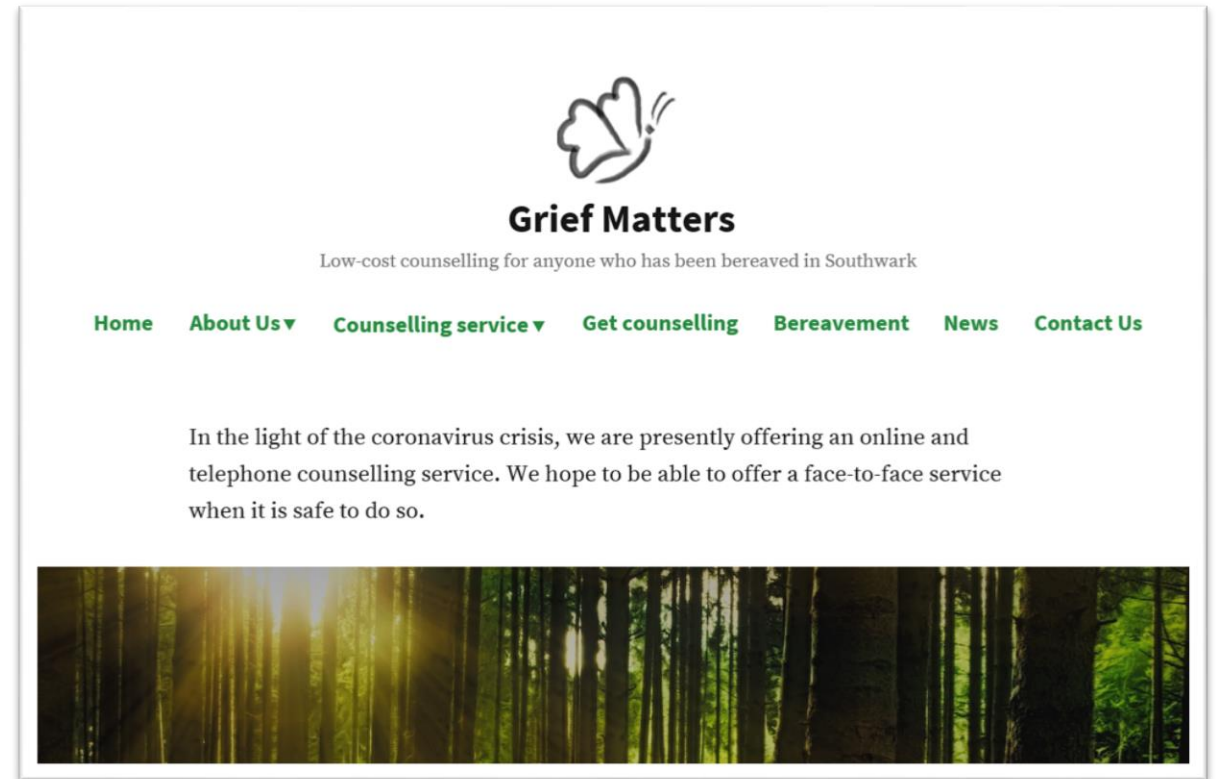
Grief Matters

Public

Low-cost counselling for anyone who has been bereaved in Southwark

Find out more here:

<https://griefmatterssouthwark.com/>



The screenshot shows the homepage of the Grief Matters website. At the top center is a logo consisting of a stylized white bird or leaf shape. Below the logo, the text "Grief Matters" is displayed in a bold, black font. Underneath this, a subtitle reads "Low-cost counselling for anyone who has been bereaved in Southwark". A horizontal navigation menu follows, with items: "Home", "About Us", "Counselling service", "Get counselling", "Bereavement", "News", and "Contact Us". Below the menu, a paragraph of text states: "In the light of the coronavirus crisis, we are presently offering an online and telephone counselling service. We hope to be able to offer a face-to-face service when it is safe to do so." At the bottom of the page, there is a wide, horizontal photograph of a sunlit forest with tall, thin trees and sunlight filtering through the canopy.

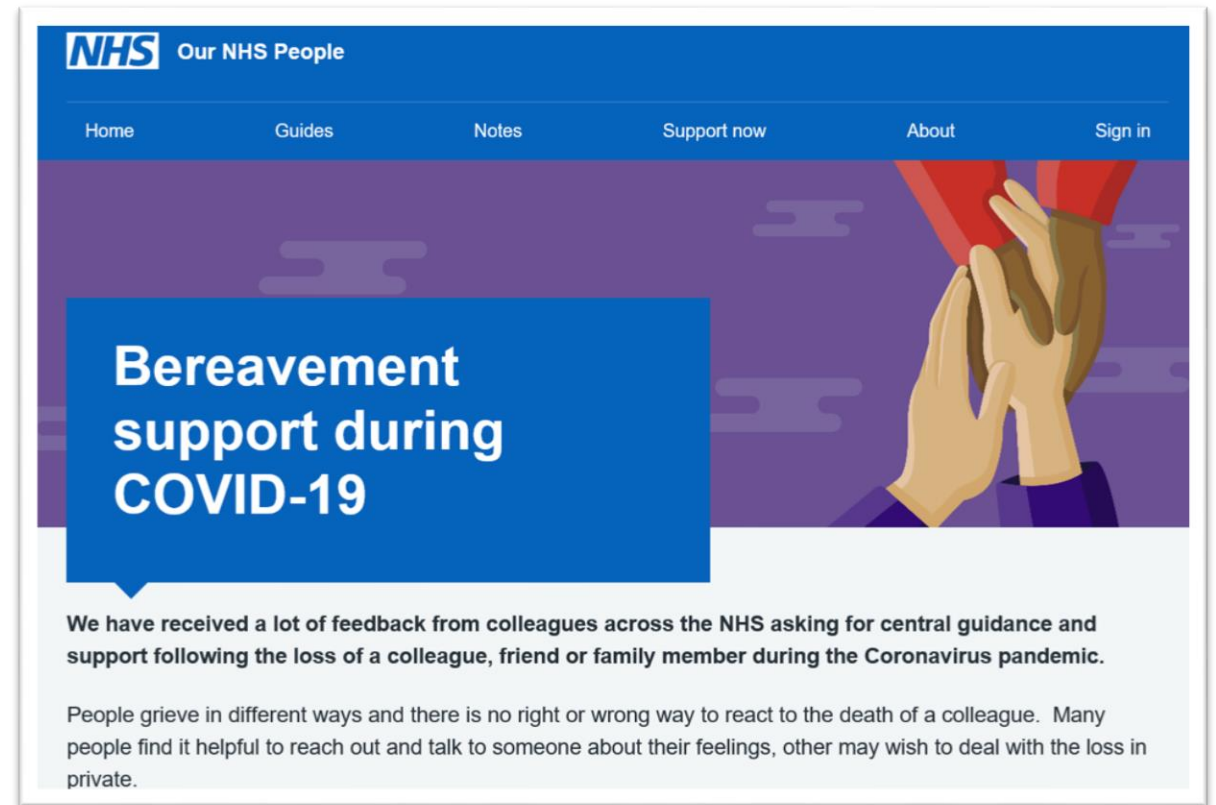
Bereavement support for #OurNHSPeople

All NHS staff

NHS England and NHS Improvement have put together a suite of bereavement resources that aim to help you access support during what will be a difficult time for our staff, given the restrictions and changes to normal grieving patterns and processes for staff who come from diverse backgrounds. In recognition of this, you can find a selection of resources that will support you during a bereavement, be that practical next steps to take as a line manager or confidential bereavement support staffed by a team of specialists.

You can access the bereavement support online or you can call the confidential bereavement support line, operated by Hospice UK, on 0300 303 4434. This is free to access from 8am – 8pm, seven days a week.

<https://people.nhs.uk/guides/bereavement-support-during-covid-19/>



The screenshot shows the NHS 'Our NHS People' website. The header includes the NHS logo and 'Our NHS People' text. A navigation bar contains links for Home, Guides, Notes, Support now, About, and Sign in. The main content area features a large blue box with the text 'Bereavement support during COVID-19' and an illustration of hands holding a red heart. Below this, a text block states: 'We have received a lot of feedback from colleagues across the NHS asking for central guidance and support following the loss of a colleague, friend or family member during the Coronavirus pandemic.' A final paragraph reads: 'People grieve in different ways and there is no right or wrong way to react to the death of a colleague. Many people find it helpful to reach out and talk to someone about their feelings, other may wish to deal with the loss in private.'

10 Steps for managers in the event of death or suicide in service

NHS Managers

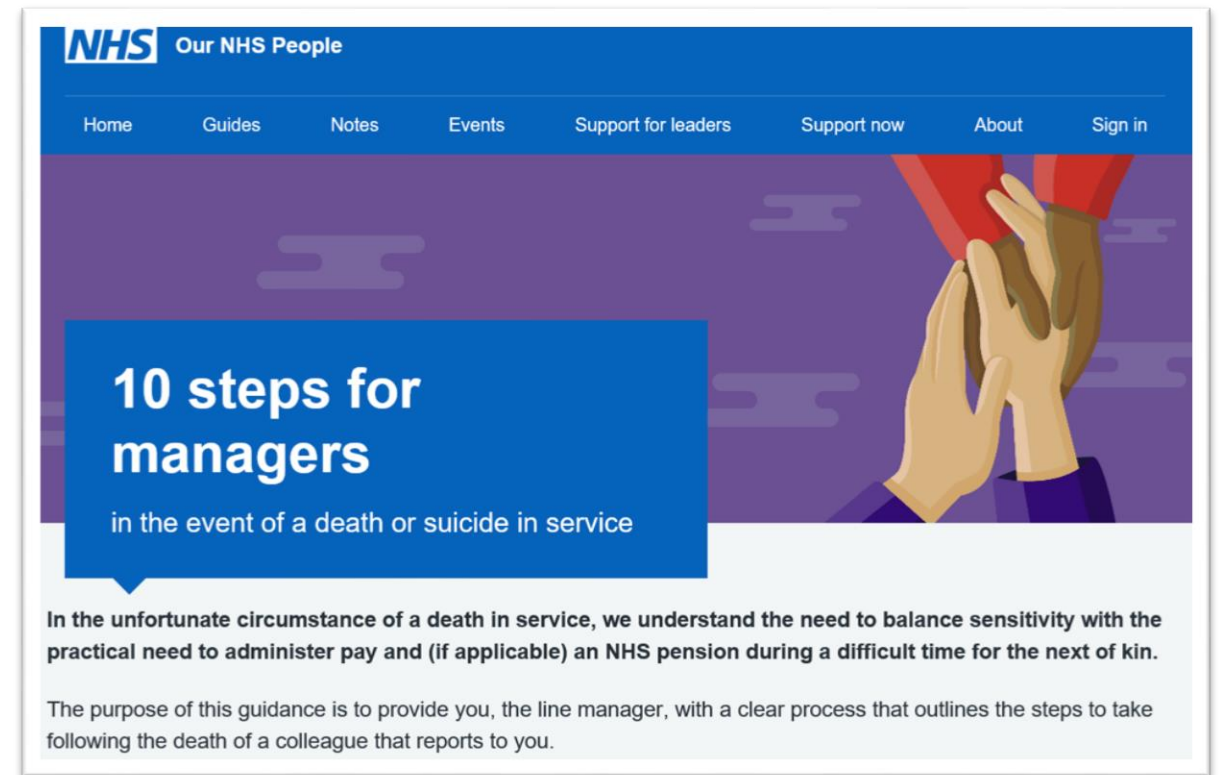
The purpose of this guidance is to provide you, the line manager, with a clear process that outlines the steps to take following the death of a colleague that reports to you.

The intention

- To minimise additional distress for the late staff member's next of kin
- A respectful and sympathetic way of ensuring practicalities are dealt with
- To ensure that all employees receive equitable and fair treatment

The full guidance can be accessed here:

<https://people.nhs.uk/uncategorized/10-steps-for-managers-in-the-event-of-a-death-or-suicide-in-service/>



The screenshot shows the NHS website interface. At the top, there is a blue header with the NHS logo and the text 'Our NHS People'. Below the header is a navigation menu with links for Home, Guides, Notes, Events, Support for leaders, Support now, About, and Sign in. The main content area features a large blue box with the title '10 steps for managers' and the subtitle 'in the event of a death or suicide in service'. To the right of this box is an illustration of two hands holding a red heart. Below the blue box, there is a white text box containing the following text: 'In the unfortunate circumstance of a death in service, we understand the need to balance sensitivity with the practical need to administer pay and (if applicable) an NHS pension during a difficult time for the next of kin. The purpose of this guidance is to provide you, the line manager, with a clear process that outlines the steps to take following the death of a colleague that reports to you.'

How to cope with bereavement and grief during the coronavirus outbreak

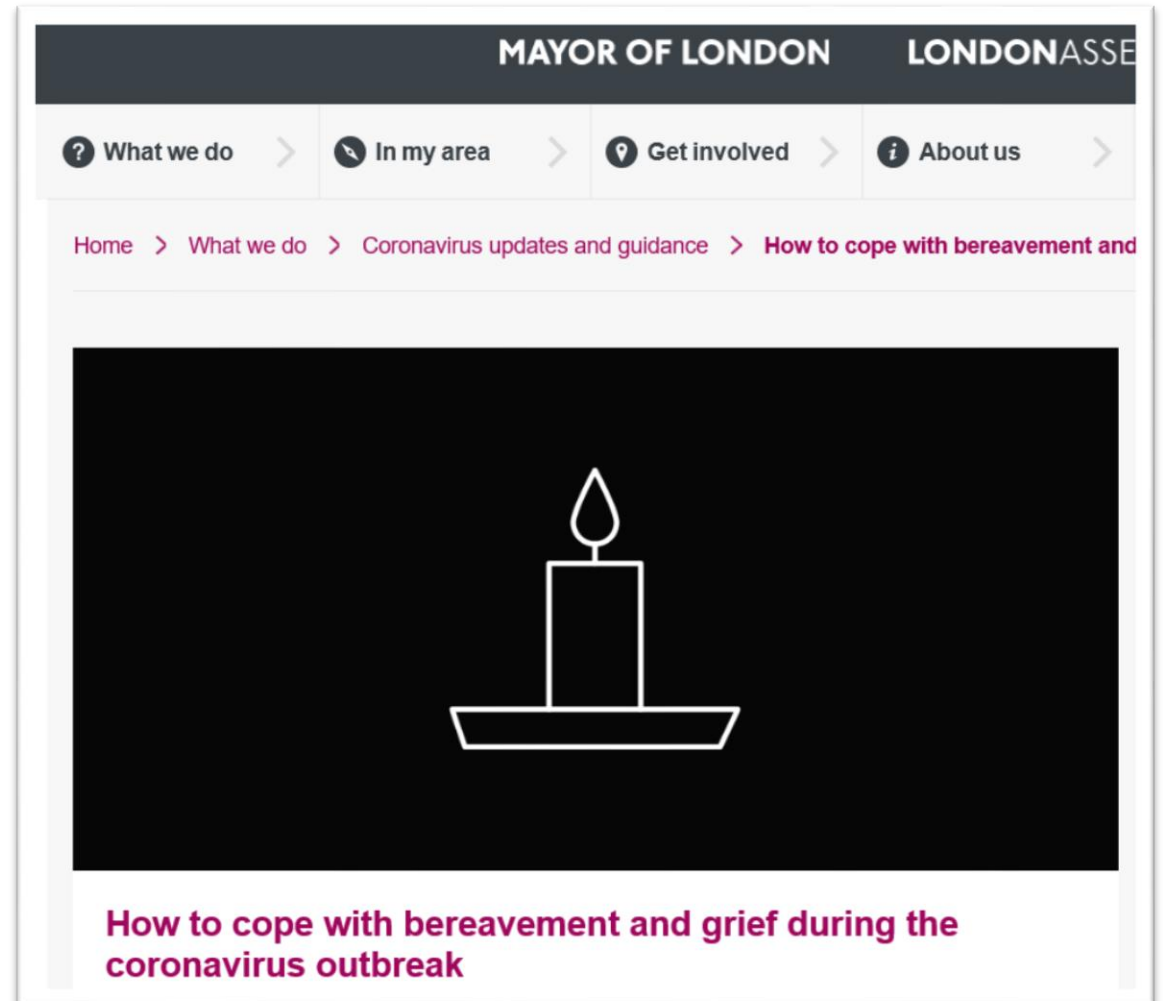
Public

Information and links to London specific information that covers the following

- Bereavement during this time
- Registering a death
- Impact on funerals
- Bereavement services and support
- Further support available

Find out more here:

<https://www.london.gov.uk/coronavirus/how-cope-bereavement-and-grief-during-coronavirus-outbreak>



The screenshot shows the Mayor of London website. The header includes 'MAYOR OF LONDON' and 'LONDONASSE'. The navigation menu contains: '? What we do', '🔍 In my area', '📍 Get involved', and 'i About us'. The breadcrumb trail is: Home > What we do > Coronavirus updates and guidance > How to cope with bereavement and grief during the coronavirus outbreak. The main content area features a black background with a white line-art illustration of a lit candle on a tray. Below the illustration, the text reads: 'How to cope with bereavement and grief during the coronavirus outbreak'.