



Queenscourt
Bereavement
Help Point

hospice@queenscourt.org.uk

an initial
assessment
conversation

care home
staff support

grieving
'what you
might expect'

coloured
ribbon
memorial

bereavement
'talkwalk'

online
remembering
services

self help
resource links

children's
resources

bereavement
care training

signposting
to
assistance

October
bulb
planting



We, at Queenscourt, are aware of the huge impact of loss, grief and isolation currently. Our offer to the community is as a 'Bereavement Help Point', a place to ring, a signpost to available services, a link to self help resources & training.

October bulb planting & coloured ribbon memorial



This is a picture of the fence at the front of Southport District General Hospital (there is another at Ormskirk District General Hospital)

During October we are inviting you to bring a piece of colourful ribbon and a bulb, Tie the ribbon on the fence and plant a bulb in the grass below, in memory of a loved one.

Please be sure that this does not have to relate to Covid-19, or even a loss in the last year.
*It can be about any loss at any time



Initial telephone call signposting to assistance

- If you would like to talk to someone about loss you can email hospice@queenscourt with your full name, mobile telephone number & best times of day to call.
- Someone will ring you back for an initial telephone call
- Our staff will try to help signpost you to where you might best be able to find the help you need



Education for Bereavement Teams

- You are a team with systems and structures in place for supervision and support of those providing bereavement support e.g.
 - e.g. church bereavement teams
 - or
 - a team with the will and capacity to support the bereaved in your community, but are not yet doing so



- Queenscourt would be happy to set up an ECHO Network about bereavement in Covid-19 so that your team can add to your skillset in preparation for the expected increased need for grief support
- Contact education@queenscourt.org.uk to express interest
- This is not intended for individuals working alone outside of recognised structures



Help for grieving children

Winston's Wish

0808 802 0021
www.winstonswish.org

Hope Again

the youth website of
Cruse Bereavement Care
'a safe place where you can learn
from other young people, how to
cope with grief and feel less alone'
0808 808 1677
www.hopeagain.org.uk
hopeagain@cruse.org.uk

Riprap

especially developed for teenagers
with a parent with cancer
www.riprap.org.uk



The Silver Line
help for older people
0800 470 8090

Self Help Resources

At a Loss
Helping the bereaved find
support
www.ataloss.org

Age UK
coping with bereavement
0800 0678 1602
www.ageuk.org.uk

The whole of society, including all health care professionals, Your GP, District Nurses and Palliative care services , as well as Community services have a role to play in bereavement support .

Cruse Bereavement Care
0808 808 1677
www.cruse.org.uk
helpline@cruse.org.uk

Sue Ryder
online bereavement
support
www.sueryder.org

COMPASS
Counselling Services
0151 237 3993
www.compasscounselling.org.uk

**NHS Bereavement
Helpline**
0800 2600 400

Samaritans
116 123
www.samaritans.org

The Good Grief Trust
www.thegoodgrieftrust.org



LOSS

- It may be very hard to accept the loss of someone I love or who has shared my life in some way.
- I may be confused by how I feel.
- I may be overwhelmed by almost uncontrollable emotion.
- All these feelings, emotions and physical symptoms are a normal part of grief.

WHAT I MIGHT THINK

- 'if only...'
- I saw him/her
- I heard him/her
- I am losing my mind
- doing something for me is disloyal

FEELINGS

- All these feelings are normal emotions.
- No matter how prepared we are for the event of death itself, emotions still have to take their course.
- No-one can take away the sadness
- Others can only be there to walk alongside.

HOW I MIGHT FEEL

- numb, shocked & disbelieving
- a sense of loss
- isolated
- empty house
- guilty for what I did or didn't do
- angry at myself or others
- longing
- unreal

WHAT I MIGHT NOTICE

- I wander, aimless searching
- palpitations, dry mouth, 'butterflies'
- I lack concentration
- I get things out of proportion
- I'm too tired to sleep
- I'm too hungry to eat
- I burst into tears
- I cry at familiar sights & sounds
- I lose confidence in doing normal things

Grieving

What I might expect

CHANGES

Try to avoid the temptation of making big life changes before having time to think them through, often best to wait a little while.

What can I do to help myself?



TIME

- Everyone reacts to grief in their own way
- There is no right or wrong way to grieve or mourn
- There is no time limit to the length of time I might experience some of these emotions and feelings
- However long it takes is individual to me
- The hurt of memories may lessen a little over time
- Restoration of my person will take time
- I may then be able to remember without becoming quite so distressed
- I may be able to begin to laugh again, enjoy new interests or maybe old ones
- I will never forget
- Bereavement never goes away

GO EASY ON MYSELF

- I shouldn't underestimate how much emotion I might feel and how little control I may have over my emotions
- I have suffered loss and it hurts
- I need time to grieve in my own way, in my own time
- There is no right or wrong way

Grieving What I can do

LOOKING AFTER MYSELF

- I feel low and vulnerable
- I need to look after myself
- It is important
- It feels selfish & unnecessary
- I may develop minor illnesses
- This may make me worry – I need to share it

FRIENDS & NEIGHBOURS

- Who will listen to me?
- Often people do not know what to say
- They are afraid to upset me
- Others avoid me, shy away from me
- I feel even more isolated and alone
- Maybe I need to make the first move, even if I don't feel like it
- I need to help others to know what to do, what I need
- It can just help to be able to say how I feel, to someone who is not afraid to hear the sadness, the anger or the loneliness
- I need someone who doesn't think they can 'fix it'

UNANSWERED QUESTIONS

- I have niggling questions I need to voice
- Perhaps ...
- If only...
- I wish...
- I wonder...
- I need to talk to someone



Social distancing limits what we can do to physically support you at the moment but if you would like to talk to someone and it seems appropriate we may be able to organise a bereavement talkwalk with you email hospice@queenscourt.org.uk with your request and details and we will get back to you.

Bereavement TalkWalk



Online memorial events

Southport & Ormskirk NHS Trust Event

Sunday 1st November 11am

Details of how to access this event
will be posted here nearer the event

You will need a coloured ribbon and a
bulb (and something to plant it in) to
use during the event

Queenscourt Remembering Evening

Tuesday 22nd December 7pm

Invitations & access details
for this event will be posted out for all
those who have died between ... and
... and received the services of
Queenscourt

You will need a coloured ribbon
and a twig from the garden
to use during the service





Cardiff University and the University of Bristol are conducting a **survey** looking at the **grief experiences** and **support needs** of people **bereaved** during the **pandemic**.

By conducting this survey we hope to identify ways of improving the care provided at the end of life and during bereavement.

If you have lost a loved one to COVID-19 or another cause of death during the pandemic, and would like to share your experience in our survey, please **[click here](#)** or use the **QR code**.

Or contact Emily Harrop: **harrope@cardiff.ac.uk**, tel: 02920 687184 for further information or a paper copy of the survey.

Thank you!



Thank you

We at Queenscourt are conscious of the fact that, during the 2020 Covid-19 pandemic it is likely, due to the frail nature of the people you care for, that you may encounter and be involved with people who are seriously ill and who may die more often than you might usually do.

These residents may be people for whom you have cared, for a significant length of time and due to the visiting/social isolation government policies currently in place, we know that you are also taking on the role of 'family'. It is also possible, therefore, that you may be present at the time of death.

This means that staff may experience multiple bereavements which may be emotionally difficult.

We would like to offer you support at this difficult time and a Queenscourt nurse has been identified to co-ordinate a responsive support service for those who would like to talk to another nurse about your recent experiences during this pandemic.

If you would like to take advantage of this support, please email hospice@queenscourt.org.uk for the attention of the Care Home Staff Support Team including your mobile number. A member of the team will contact you by telephone following your email request.

During this call, we will listen to your experiences and help you to develop your own plan for how to move forward from this current situation. They will also signpost you to other

To all our
Care Home
Colleagues

