

# SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM

## ANNUAL REPORT 2018-2019





# SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019

## PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

## PART B: LOOKING AHEAD TO 2019–2020

### OUR VISION

To support the delivery of safe, effective and person-centred care which is provided, before, at and after death, to those who are at the end of life and to the bereaved, within a culture of support for staff health, wellbeing and resilience.

### WHAT DO WE DO?

- ◆ Develop bereavement-related educational interventions and support to health and social care staff in Scotland
- ◆ With a particular focus on medical staff, we aim to enhance professionals’ preparedness to manage care and communication around the time of death and in bereavement

### WHY DO WE DO IT?

Our work is founded upon acceptance that events leading up to and surrounding death, and patients and families experience of these, will significantly influence the nature of bereavement. Therefore, optimal handling of the preparation for, and support around all deaths (including those that are expected and unexpected) by healthcare professionals is an important part of improving bereavement care in Scotland.

This report provides a summary of some of our key achievements of 2018–19, and the impact of these achievements on the national landscape of bereavement-related education and care in Scotland, and in some instances beyond.



# SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



## PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

## PART B: LOOKING AHEAD TO 2019–2020



## PART A: 2018–19 ACHIEVEMENTS



# SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



## PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

## PART B: LOOKING AHEAD TO 2019–2020

### 1 | TOOLKIT OF RESOURCES

With input from a wide range of subject and clinical experts, throughout this year we have continued to develop a range of new bereavement-related training materials.

The majority of these are all openly accessible on our website [www.sad.scot.nhs.uk](http://www.sad.scot.nhs.uk).

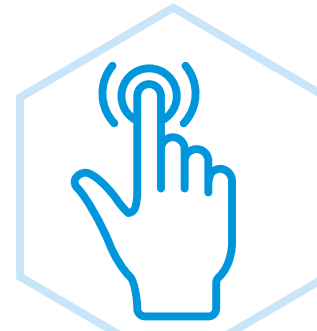
The new training materials include:



Animated Films



Online Modules



Downloadable  
Resources



## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



### PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

### PART B: LOOKING AHEAD TO 2019–2020

### ANIMATED FILMS

We have added six new films to our [suite of animations](#) which support practitioners in conversations around death, dying and bereavement. These address gaps in the availability of similar training materials. The short length and scenario-based focus of these films enhances learning and relevance within already busy clinical and educational environments.

Each film is accompanied by a downloadable leaflet of key learning points and in some cases, a guide as to how the film can be used in a group teaching scenario.



[Withdrawal of Active Treatment  
in an Intensive Care Setting](#)



[Supporting Families around the  
Resuscitation of a Baby or Child](#)



## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019

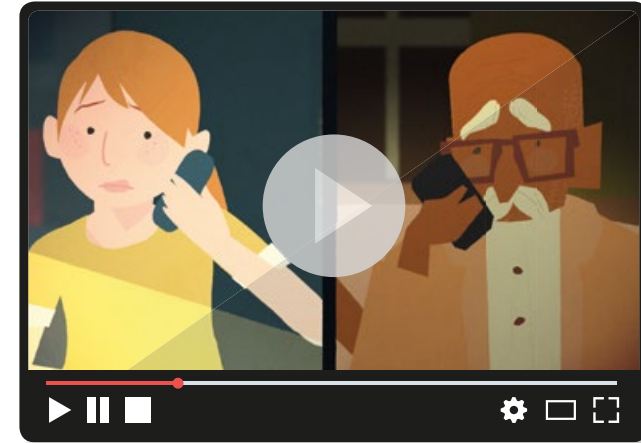


### PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS



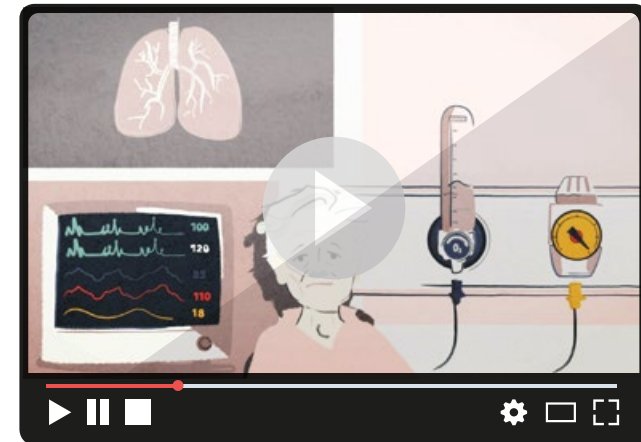
[Supporting Families around the Resuscitation of an Adult Family Member](#)



[Breaking the News of a Death by Telephone](#)



[Talking and Being with People who are Bereaved](#)



[Stories for Education: Living with Death](#)

### PART B: LOOKING AHEAD TO 2019–2020



## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019

### PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

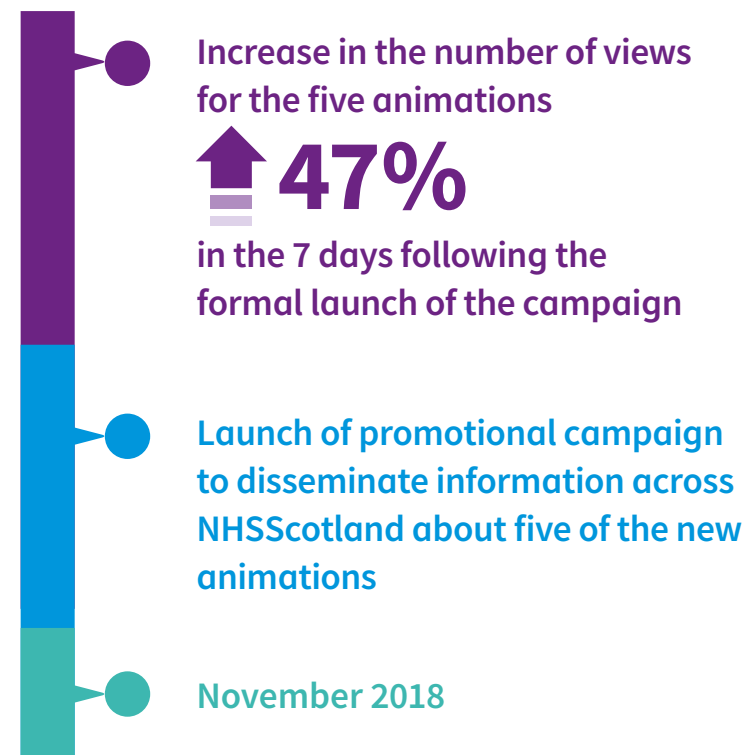
### PART B: LOOKING AHEAD TO 2019–2020



Collectively, the suite of animations as a whole have been viewed over

# 26,000 times

These can be accessed openly at:  
[www.sad.scot.nhs.uk/video-wall](http://www.sad.scot.nhs.uk/video-wall)



Over **110** professionals have acted as script reviewers in the process of creating our **13** bereavement-related animations to date.



## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



### PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

### PART B: LOOKING AHEAD TO 2019–2020

The newly launched film, [Stories for Education: Living with Death](#) has been produced to help junior doctors in particular, to consider the emotional impact of caring for people at the end of life, especially if there are treatment options which may not be appropriate. It was developed based upon feedback from doctors’ experiences. NES has also drafted a range of [sample questions](#) which can be used to prompt discussion alongside this film, in a small group teaching environment.

Well done... [@NES Bereavement](#) for this moving training material. Caring for the dying is a responsibility that junior doctors do not take lightly. It is so important we support and empower them to get it right.

On placement I always found it difficult to find the right words to say to patients when a loved one had passed away. (Not that it was my place to direct conversation anyway as I was only a student at the time). But having resources such as these makes me feel a little bit more equipped first year out after graduating [@NES Bereavement](#).

Great training resource that would be helpful to many different health and social care professionals.







# SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



## PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

## PART B: LOOKING AHEAD TO 2019–2020

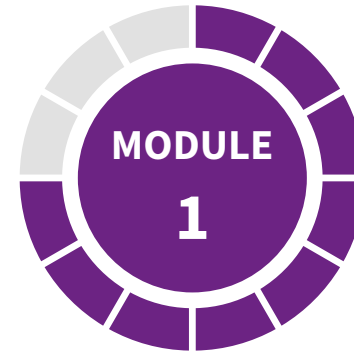
### MEDICAL CERTIFICATION OF CAUSE OF DEATH

We have continued to work in conjunction with [Healthcare Improvement Scotland’s Death Certification Review Service](#) (DCRS) on a variety of educational initiatives to support certifying and non-certifying staff this year.

The numbers of doctors completing the two e-Learning modules (recently launched by Healthcare Improvement Scotland/NES) has continued to rise across all Health Boards this year. The modules are designed to support certifying doctors to complete Medical Certificates of Cause of Death (MCCDs).

- Module 1  
Death Certification: Identifying Common Mistakes
- Module 2  
Certification of Deaths in the Community

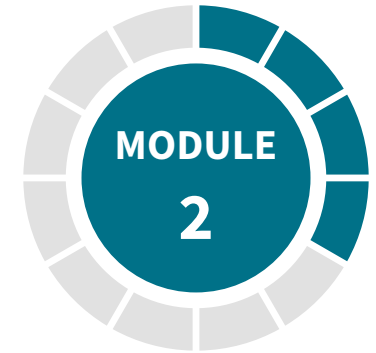
NES and the DCRS continue to work together to promote these modules and have recently developed an [e-card](#) which has been circulated to Health Boards.



Death Certification:  
Identifying Common Mistakes

# 671

individuals completed



Certification of Deaths  
in the Community

# 202

individuals completed





# SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



## PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

## PART B: LOOKING AHEAD TO 2019–2020

### LGBT+

With support from Stonewall Scotland, the Scottish Trans Alliance and LGBT Health and Wellbeing we have developed some educational materials for professionals who may interact with LGBT+ people around the time of a death and in bereavement.

This has included the production of a handout for staff and accompanying [website content](#).

Work is ongoing to establish how best to integrate these into pre-existing equality and diversity training opportunities. We are also considering further educational resource development which could incorporate the telling of patient stories, perhaps through film or animation.



Stonewall Scotland



Scottish Trans Alliance



LGBT Health & Wellbeing



# SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



## PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

## PART B: LOOKING AHEAD TO 2019–2020

### 2 | NHS BOARD STRATEGIC LEADS / BEREAVEMENT COORDINATORS

We continued to support this network across Scotland this year, providing opportunity for the sharing of best practice regarding bereavement care and education on a national basis. This included hosting three learning events, which garnered good attendance and engagement. We also continue to manage an online community of practice for the group.

In total, 16 speakers were welcomed to the learning events from a wide range of organisations including Scottish Government, Scottish Partnership for Palliative Care, Stonewall Scotland, Scottish Care, Sue Ryder and Hospice UK; each delivering informative sessions and facilitating thought-provoking discussions.

Learning event topics included:



Bereavement needs of those from the LGBT+ community



Work of the Inspector of Crematoria and Funeral Directors



Should healthcare professionals attend patients' funerals?



Major Incidents with Mass Casualties



Getting back to work following personal bereavement



## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019

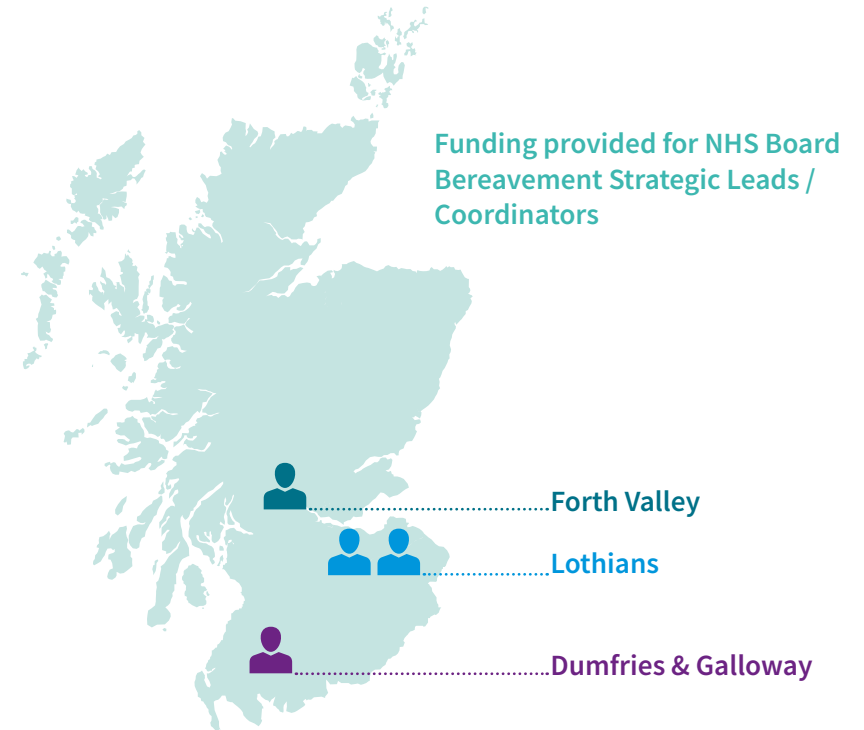


### PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

### PART B: LOOKING AHEAD TO 2019–2020

As a bereavement co-ordinator who works in a rural health board, it's crucial to remain linked in with colleagues from the rest of NHS Scotland... Colleagues at NES in the bereavement professional development work stream always provide a full and varied day which includes updates on national bereavement events, invited guests from a multi-professional world that can inform our professional practice as bereavement co-ordinators and bereavement leads within our health boards... As a peer group we are encouraged to present pieces of work or an innovative idea we may be working on within our own health board to share with the wider professional group. Knowing that there are colleagues across NHS Scotland involved in a similar role helps reduce the geographical mileage between us and the use of our online Community of Practice is another developing strand of support and information.



We launched a new initiative this year to support NHS Scotland Bereavement Leads to attend educational and development events, with a view to sharing learning with the wider group at future meetings.

We funded four NHS Board Bereavement Strategic Leads/ Coordinators to attend a number of other conferences this year; the learning from which will be shared amongst the network. These included events on supporting children who are bereaved and palliative and end of life care.



## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019

### PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

### PART B: LOOKING AHEAD TO 2019–2020

#### SHORT TERM DEVELOPMENT FUNDING AWARD FOR NHS HEALTH BOARDS

We identified a need to further support NHS Boards to create and enhance bereavement-related developments at local level this year and thus we implemented a new award scheme.

As a result, we provided four Health Boards with small grant funding to undertake a variety of projects, including:

- ◆ Development of a community bereavement breakfast club
- ◆ Establishment of a monthly reflective group for nursing staff
- ◆ Development, delivery and evaluation of a loss, grief and bereavement education and training package for front line mortuary staff
- ◆ Establishment of a hospital-based bereavement hub in a rural community

Following evaluation, the learning from each initiative will be shared with all Health Boards across Scotland, in the hope that some pieces of work may be able to be replicated elsewhere.



## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



### PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

### PART B: LOOKING AHEAD TO 2019–2020

#### USE OF NES' SUPPORTING SCOTTISH GRIEF AND BEREAVEMENT CARE BRANDING

We have seen an increase in the use of our branding across NHS Boards this year. The thistle image (originally commissioned by NES for the national NHS Scotland [When Someone has Died](#) booklet) is being utilised more widely on bereavement related written materials and signage in a variety of different ways around Scotland; each as part of initiatives to support improvements to bereavement care.





## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



### PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

### PART B: LOOKING AHEAD TO 2019–2020

## 3 | STAFF WELLBEING

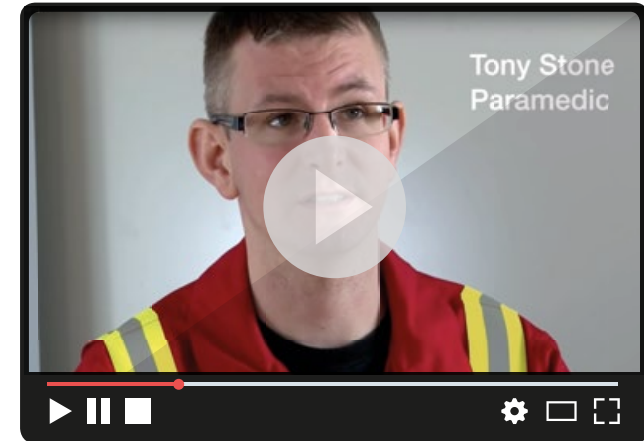
This year, we have spent time considering in more detail how caring for those who are at end of life and those who are bereaved can impact upon staff themselves.

In response, we have begun work on the production of a film which will capture the experiences of a multidisciplinary team (both clinical and non-clinical staff), who deal with death and dying on a daily basis.

We have been pleased to work with the director of two films which focus on similar themes, dealing with issues of resilience for emergency personnel who encounter death in their professional roles, within an [Air Ambulance](#) and [Mountain Rescue](#) team, throughout the preparatory work completed to date.

Liaison with Health Boards has revealed a number of acute care teams who are interested to tell their stories in this film and we look forward to the completion and launch of the video later in 2019.

We continue to consider how else we can support staff around issues of resilience and wellbeing relevant to a bereavement context.



[Resilience - One Team's Trauma](#)



[Resilience - The Avalanche](#)



# SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019

## PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

## PART B: LOOKING AHEAD TO 2019–2020

### 4 | DIGITAL

#### SUPPORT AROUND DEATH WEBSITE

This year, whilst continuing to oversee the day to day management of the website, we initiated a full review of all content alongside a redesign to ensure the information provided for professionals is both relevant and easily accessible. The [SAD website](#) enables users to:

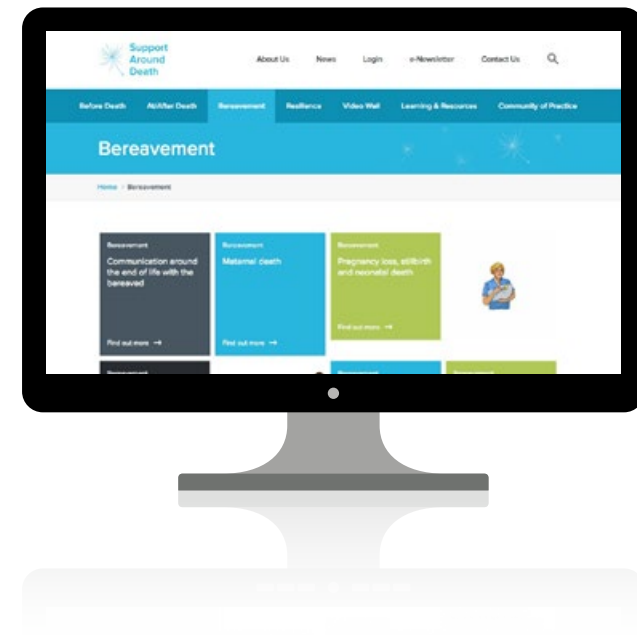
- Access information and educational resources on bereavement and care around the time of death
- Discuss and network with professional colleagues in a secure community of practice forum
- Learn and share best practice guidelines and research

We have also added new content on

- Infant Cremation
- Supporting LGBT+ people around bereavement
- Registration of Death

The [Support around Death website](#) is great – highly user-friendly, allowing in depth reading but also really quick access to the facts and links we need.

*Renal / General Medical Trainee*







# SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019

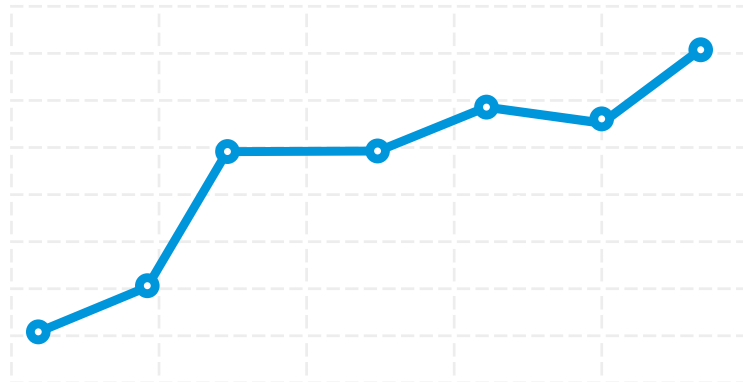


## PART A: 2018–19 ACHIEVEMENTS

- 1. TOOLKIT OF EDUCATIONAL RESOURCES
- 2. NHS BEREAVEMENT LEADS NETWORK
- 3. STAFF WELLBEING
- 4. DIGITAL
- 5. COMMUNICATIONS

## PART B: LOOKING AHEAD TO 2019–2020

Usage data demonstrates that the [SAD website](#) is an increasingly well-used resource for health and social care staff across Scotland and abroad.



Over **15,300** website users  
totalled over **41,000** page views



The website has been accessed from 100 countries

**100**



Users view an average of 2 pages per visit

**2**



Average session duration

**1.56** mins per user





## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019

### PART A: 2018–19 ACHIEVEMENTS

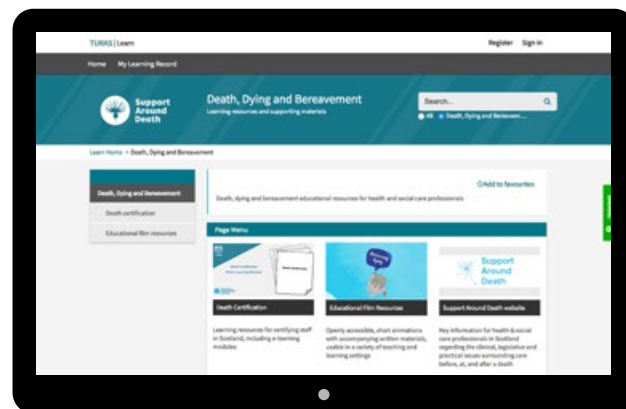
1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

### PART B: LOOKING AHEAD TO 2019–2020

### TURAS LEARN

We created a page on Turas Learn, NES' platform for learning and support resources this year, providing information related to [death, dying and bereavement](#).

We will further add to this content through 2019–2020.



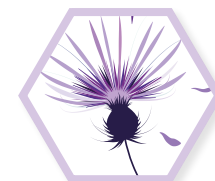
TURAS Learn topics include:



[Death Certification  
Online Learning Modules](#)



[Educational Film  
Resources](#)



[Support Around  
Death website](#)



## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



### PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

### PART B: LOOKING AHEAD TO 2019–2020

## 5 | COMMUNICATIONS

### INVOLVEMENT WITH RELATED WORK

We continue to represent NES on nationally aligned pieces of work, having team representation on e.g. the Death Certification Review Service Management Board, Palliative & End of Life Care National Implementation and Advisory Group, and the Scottish Government Stillbirth Bereavement Sub Group.





# SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019

## PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

## PART B: LOOKING AHEAD TO 2019–2020

### CONFERENCES 2018

We have shared information about our work at a variety of national and international conferences in 2018 including:

[Scottish Partnership for Palliative Care  
Good Life, Good Death, Good Grief conference](#)

[International Conference on Stillbirth,  
SIDS and Baby Survival](#)

[Association for Medical Education  
in Europe conference](#)

#### August 2018 | Poster presentation

‘An Educational Approach to Support Family Witnessed Resuscitation – Enhancing Continued Professional Development through Animation’ at the Association for Medical Education in Europe conference in Basel, Switzerland

#### June 2018 | Poster presentation

‘Preparing Health Professionals to Support Families who are Bereaved – An Innovative Approach’ at the International Conference on Stillbirth, SIDS and Baby Survival in Glasgow

#### April 2018 | Exhibition stand

Scottish Partnership for Palliative Care’s ‘Good Life, Good Death, Good Grief’ conference – Everyday Compassion: Supportive responses to dying and bereavement by schools, neighbourhoods and workplaces in Glasgow



## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



### PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

### PART B: LOOKING AHEAD TO 2019–2020

#### E-NEWSLETTER

We continue to disseminate information on bereavement-related education and training, events and publications to more than 1200 subscribers via an [e-Newsletter](#).

This year, we shared two e-Newsletters that garnered 930 reads in total.

#### SOCIAL MEDIA

Through our [@NES Bereavement](#) Twitter account (approaching 1000 followers) and the corporate NES social media accounts we have regularly shared information about our work and educational resource creation.

In December 2018 we saw a particularly strong response to a tweet from the Scotland Deanery regarding staff wellbeing which included a link to our film [Stories for Education: Living with Death](#). This garnered over 11,300 views, 130 likes and 100 retweets.



Over **1,200**  
e-Newsletter subscribers.

**930** e-Newsletter  
reads in total.



**11,300 views**

**153 likes**

**99 retweets**



# SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019



## PART A: SOME OF OUR 2018–2019 ACTIVITY / ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BOARD SUPPORT / NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

## PART B: LOOKING AHEAD TO 2019–2020



## PART B: LOOKING AHEAD TO 2019–2020



## SUPPORTING SCOTTISH GRIEF & BEREAVEMENT CARE WORKSTREAM ANNUAL REPORT 2018–2019

### PART A: 2018–19 ACHIEVEMENTS

1. TOOLKIT OF EDUCATIONAL RESOURCES
2. NHS BEREAVEMENT LEADS NETWORK
3. STAFF WELLBEING
4. DIGITAL
5. COMMUNICATIONS

### PART B: LOOKING AHEAD TO 2019–2020

We plan to continue to strive to influence the national strategic agenda on death, dying and bereavement education for health and social care professionals by:

- launching a bereavement national training framework for medical staff to support doctors in conversations with patients and families around the time of death and in bereavement, with a view to enhancing existing medical curricula
- continuing to develop educational resources to build a toolkit of materials to support the implementation of this framework, including a mobile app to support bereavement related communications
- hosting an annual conference to support the delivery of high-quality bereavement-related educational initiatives and encourage networking, shared learning and ultimately increase the profile of bereavement care in Scotland
- working with multi-sector partners (including third sector, NHS and social care) on new national bereavement care standards for Scotland
- developing the evidence base to demonstrate the need for improvements to bereavement education e.g. though building on the findings of our literature reviews and previous surveys of junior doctors and education providers
- facilitating national learning networks for sharing of best practice in bereavement care
- producing quarterly e-newsletters, managing online communities of practice and an active social media account
- continuing to expand and develop the [Support Around Death website](#), to provide an openly accessible, educational platform for health and social care professionals to access bereavement-related training materials and information



## Supporting Scottish Grief & Bereavement Care Workstream | Annual Report 2018–2019

This resource may be made available, in full or summary form, in alternative formats and community languages. Please contact us on **0131 656 3200** or email **altformats@nes.scot.nhs.uk**.



NHS Education for Scotland  
Westport 102  
West Port  
Edinburgh  
EH3 9DN  
[www.nes.scot.nhs.uk](http://www.nes.scot.nhs.uk)

© NHS Education for Scotland 2019. You can copy or reproduce the information in this document for use within NHSScotland and for non-commercial educational purposes. Use of this document for commercial purposes is permitted only with the written permission of NES.