**NHS Education for Scotland**

**Talking about Bereavement Podcast Series – Transcript of ‘Every single person has the ability to be kind and to make a difference to someone else’ Podcast**

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**Speaker**: Alison Bunce, Chief Executive, Compassionate Inverclyde (AB)

**LI:** Hello and welcome to the Talking About Bereavement podcast, which is brought to you by the Bereavement Education Programme in NHS Education for Scotland. I'm Lynne Innes, one of the educators in the team, and in these podcasts I'm going to talk about bereavement with our guests, who will be sharing and reflecting some of the work and learning they're involved in as they talk about bereavement.

**LI:** Hi, and welcome to this episode of the podcast. I'm delighted to introduce my guest today, Alison Bunce. Alison is the Chief Exec for Compassionate Inverclyde and she'll tell us a wee bit more about that in her own words in a moment or two. But Alison's also a nurse and was awarded the RCN Nurse of the Year Award in 2022, which was phenomenal recognition of the work that she has been doing over the past few years. And she also was awarded the British Empire Medal in the New Year's Honours list just this year. However, she's not received that yet, she's just waiting to receive that but it's very exciting to be recognised in this way for the work that she has done. So Alison, welcome and thank you for joining me today. I wonder if you would just tell us a wee bit more about yourself, a wee bit more about Compassionate Inverclyde, kinda how you've got to where you are today. And I realise I've just asked you three questions in a row. So just pick whichever one you want to talk, you answer.

**AB:** Hi, good morning, Lynne, thank you. So I've been a nurse for 44 years.

**LI:** Okay.

**AB:** And my background really for the biggest majority of that since 1989 has been in palliative care.

**LI:** Right.

**AB:** I first saw a, a long, long time ago, a documentary that was on television. And it was a newscaster who had went into St Christopher's Hospice. He had lung cancer. And I remember watching that as a very young person and thinking, oh, wow, I want to do something like that. I want to go the extra mile. So I was really fortunate and was one of the first nurses to be employed by Ardgowan Hospice. And at that time in the late 80s, I, you know, I was excited to think that we could and I could contribute to someone's quality of life by, you know, perhaps if somebody wanted a bath in the middle of the night or wanted a particular thing to eat, that we could do our very best to, to try and accommodate whatever was needed for that person. So yeah, my whole career then just has evolved throughout the, the last thirty, probably two years within palliative care…

**LI:** Okay.

**AB: …**and I've worked in a hospice, I've been the sister in day hospice. I was worked in acute down at Crosshouse Hospital as their palliative care nurse and also out in the community at the Prince and Princess of Wales Hospice. And then laterally, I ended up being the director of care at the hospice before I started Compassionate Inverclyde.

**LI:** Okay.

**AB:** So I was the director of care there for about nine years and then got the, the very fortunate opportunity to lead Compassionate Inverclyde. I started that post in January 2016.

**LI:** Okay.

**AB:** So it's been a wee while. It's nearly 10 years.

**LI:** Yeah, yeah.

**AB:** But it took from the very first conversation that I that I ever had with anybody about a compassionate community, it took eight years from that concept to actually, reality…

**LI:** Yeah.

**AB: …**to the January 2016. So this didn't happen overnight.

**LI:** So why do you think it took so long?

**AB:** I think it was a bit of the unknown and the work really came from Professor Alan Kellehear's work around compassionate cities.

**LI:** Right.

**AB:** And Professor Kellehear he is the kind of guru in public health approach to palliative care.

**LI:** Right.

**AB:** And he was the person who was really promoting that death and dying and bereavement was everyone's business and not just healthcare professionals. So I had really, you know, the conversations I was having with my management team at the, at that time was we have got an ageing population and people are living longer, but we don't have all of the healthcare resource to accommodate that. So how could we think in a different way, in an innovative way, how we could involve our community in perhaps getting involved in, or empowering our community to, to take part in someone's care, not ever taking over any professionals role but an add on value to. And that's really the, those conversations led to it being taken seriously. And also at that time, there was the Scottish Government's action plan, The Living and Dying Well document. And within that document, Scottish Government were saying, let's empower our community, let's get the communities involved.

**LI:** So what does Compassionate Inverclyde like consist of? Is it, is it a building or is it more of a concept or you know what, what, what does it look like Compassionate Inverclyde?

**AB:** I think it's really a social movement…

**LI:** Okay.

**AB: …**that, that we've been able to really empower our community and in various ways. And it's really based on kindness…

**LI:**  Okay.

**AB: …**the kindness of others, like ordinary people, helping ordinary people…

**LI:** Okay.

**AB:** …especially in times of need on a crisis. So we've got a whole lot of different strands to the work. We've got, we're the very first organisation in Britain to have a No One Dies Alone service…

**LI:** Right.

**AB:** …and that's our volunteers. Companions sit with someone who has no one visiting or family when they're actively dying around the last three days of life. And we, we sit until that person dies.

**LI:** Oh right.

**AB:** And we've supported about 189 people…

**LI:** Right.

**AB:** …now within that service. We do back home boxes for people getting home who live on their own.

**LI:** Yeah, yeah.

**AB:** We visit people at home, friendly visiting. We've got a singing group, a friendship hub…

**LI:** Right okay.

**AB:** …a wellbeing programme, a pet bereavement programme.

**LI:** Oh wow.

**AB:** So it's, it's various strands of a whole lot of different things…

**LI:** Yeah.

**AB:** …that is under the umbrella of Compassionate Inverclyde.

**LI:** And so how many volunteers do you have? Sounds like you must have a lot.

**AB:** Yeah, I've, I’ve probably just, just recently got over the 100.

**LI:** Oh, wow, wow. And so you're, you're the Chief Exec of the Compassionate Inverclyde, do you have other people that work in the organisation as well?

**AB:** So I've got three staff. So we all work part time.

**LI:** Right.

**AB:** Well, we get paid for part time working and we work full time.

**LI:** Yeah.

**AB:** So I've got Doris who was a volunteer of mine who now gets, who is now paid for two days and a very recently in October got a very lovely young teacher…

**LI:** Right.

**AB:** …Marie Claire. And she, she's just joined the team in October and she's been fantastic.

**LI:** Right okay, well that's amazing. So it's three people running this on basically part time hours and you've got over 100 volunteers and you're providing all this support to kind of, and what, what is your kind of feedback and, and from families when you, when you're able to do this work?

**AB:** Well, we've been recognised both locally and nationally and internationally. We've won 18 awards and we've got the, the Queen's Award for voluntary service.

**LI:** Oh wow.

**AB:** So, so we have been recognised, but personally recognised by family members that they've been so grateful for, you know, like maybe being exhausted and they've been sitting with a loved one at the end of life and the respite that they've received has helped them being able to sit for longer periods, but also within their bereavement journey because they knew someone was with their loved one when they died, they weren't alone then their bereavement journey has been helped and they've written to us just to say thank you for that.

**LI:** Right, right yeah. It sounds, sounds like a really amazing community. And how, how far you know, it's Compassionate Inverclyde but what does that encompass? What kind of geographical area does that encompass?

**AB:** It is the five towns within Inverclyde.

**LI:** Is it? Right, okay right, right.

**AB:** Yes and so we…

**LI:** So you cover all of them.

**AB:** Yes and we serve a population about 80,000.

**LI:** Okay right, okay right, right because I kind of wondered how you would. And has there been like, has there been talk about this happening elsewhere?

**AB:** Yeah we've been working with, especially with the No One Dies Alone programme. In fact, just yesterday I was over at East Dunbartonshire.

**LI:** Right.

**AB:** So they've, they're starting their No One Dies Alone service and I've been working with Dumfries and Galloway and also Highland Hospice…

**LI:** Yes, yeah.

**AB:** …have…

**LI:** Yeah.

**AB:** …have been doing it. And down south in Hastings, I've been working with them.

**LI:** Ah, right okay, yeah.

**AB:** So there are pockets of parts of it and compassionate communities are growing…

**LI:** Yeah, yeah, yeah, yeah…

**AB:** …all over the place.

**LI:** …yeah.Yeah, no, it sounds, it sounds amazing. It's given me kind of some food for thought for my own community as well. So it's, it's really amazing to hear. So Alison, you were awarded, and I know you probably are very modest and don't want to talk about this, but you were awarded RCN Nurse of the Year in 22/2022, which was amazing. I remember reading, you know, reading it at the time and, and you know, that was amazing recognition for you. What your feelings around that? How did that kind of, how did that come about?

**AB:** Well, obviously for me it was, it still feels a bit unbelievable. But what most of all for me, I think it meant that the Royal College of Nursing recognise diversity in nursing and the importance of that and that nurses do such amazing things all over the world. You know, when I was a wee girl I thought a nurse only went on a ward and…

**LI:** Yeah.

**AB:** …that was it really. But I think winning that award helped to, you know, promote the diversity that nursing has and can make a difference.

**LI:** Yeah. And it's not, we're not just nurses in traditional roles, but we can actually work out with our traditional roles to do…

**AB:** Yeah.

**LI:** …and really, and really push the boundaries of, of what nursing is…

**AB:** Yeah.

**LI:** …and still be nurses. So I, I, I think, I don't know if you know, but I'm, I'm an, obviously I'm a nurse as well, I'm a nurse 40 years, not as long as you, but 40 years. And, but I'm also a registered healthcare chaplain. But staying as a nurse was really important to me and being able to navigate the, the role of the chaplain and how nurses can become spiritual care providers and, and you know, specialist spiritual care providers. And so, but it, it, it sometimes feels like it sits a wee bit oddly because I’m kind of a nurse, but I'm not really in a nursing, traditional nursing role…

**AB:** Yeah.

**LI:**  …a bit like you, but I'm working, but I'm also a registered chaplain. But I think, I think I love that actually, I've been able to do this and been able to, to work across both and not just restrict myself to one particular area of practice. So that, that kind of pushing the boundaries and, and…

**AB:** Yeah.

**LI:** …diversity of nursing is something that really, really kind of sits with me.

**AB:** Yeah.

**LI:** So, yeah.

**AB:** And I think, sorry, Lynne, I think also that it just recognises leadership in nurses.

**LI:** Yeah, yeah, yeah.

**AB:** That nurses are leaders.

**LI:** Yeah, yeah, absolutely. Yeah, yeah, yeah. And often that's maybe not quite seen in the way that we might quite like it to be seen. So yeah, no, it was…

**AB:** Yeah.

**LI:** …it was fabulous that you got that. So congratulations. It's really good news. And now to get your…

**AB:** Thank you.

**LI:** …British Empire Medal as well, it's like amazing. So congratulations.

**AB:** Thank you.

**LI:** So I was just going to ask you to tell, talk us a wee bit through, you've already mentioned your No One Dies Alone, but I know you've, you've had other work, you've, you've talked about pet bereavement, we've talked about bereavement cafes as well and how you've been running them. But you've also talked about embedding the Charter in the, the Bereavement Charter in your work. And so I wonder if you just want to where, where you would like to start and it would be good to hear a bit more in detail about some of that, those pieces of work.

**AB:** Way back in the early days of Compassionate Inverclyde when you know, things really hadn't established in any, any depth. Bereavement cafes were one of the first things that I really tried to, to start up with a background in palliative care and end of life care and bereavement as part of that. I thought that that was something that I knew about that I could offer some support. So I started, you know, advertised that we would have a couple of bereavement cafes in different places in Inverclyde and all would be welcome, just come along, very informal cup of tea, a chat, a time that we could connect together and I think we did, there was three at the time in the very early days and that worked really well. But as time passed and I started to read more and Compassionate Inverclyde began to grow, I wondered about are we, should we be siloing. And it felt like I was choosing people who'd been bereaved and, and they were, you know, that was the only people that were coming along to the, to the cafes. But I wondered if we should be thinking wider around that, that death in, as part of life and bereavement is something that we all experience so why don't we just have friendship cafes…

**LI:** Okay.

**AB:** …that people from, it, it didn't matter what you were experiencing, whether it was bereavement or you just wanted a cuppa or you had anxiety or whatever it would be. So we moved from bereavement cafes to friendship cafes…

**LI:** Okay.

**AB:** …and that, that has worked really well. And we, we continue to have a, a weekly friendship cafe that maybe 45 to, 40 to 45 people attend each week. And that's, that's around the, the volunteers run that it's, it's very informal, but it's about real connection and it helps reduce social isolation and loneliness. And that was some of what the people that were saying that they, they found most difficult after a bereavement was that they felt lonely and they felt isolated.

**LI:** Yeah, yeah, yeah.

**AB:** People were avoiding them and, and they didn't feel part of anything anymore. So bereavement cafes were part of the early…

**LI:** Right, okay.

**AB:** …early experience. And we've now moved on to the, the friendship…

**LI:** Okay.

**AB:** …cafe.

**LI:** And are, are more people coming to the friendship cafes than were coming to the bereavement cafes? Is that…

**AB:** Yes.

**LI:** …did that seem to kind of because it's, it's much broader and…

**AB:** Yes.

**LI:** …encompasses whatever, well, I suppose whatever if people just want to come, they can, they can do that.

**AB:** I'm thinking back to those early days and there was maybe a handful of people at the bereavement cafes. I mean, it wasn't huge numbers…

**LI:** Right, okay.

**AB:** …which in a way was quite nice. But yeah, there's there, as I say, there's 40, nearly 50 sometimes come along.

**LI:** Right. That's, that's amazing. I'm just thinking it's just taking me back to when my kids were little, so we're talking about 30 years ago, I used to go to the church, I wasn't working at the time, and I used to go to the church midweek friendship coffee morning and, and a couple of my friends who were also not working and had young children, we used to go along there on a Wednesday at 10 o’clock and we would probably stay till 12. And the, the ladies that were running the coffee morning would basically entertain our children because they loved the kids going. And we would be able to sit and have a chat because they were being looked after by…

**AB:** Yeah.

**LI:** …by the, and they had lovely relationships with those ladies, you know, that were serving the coffees and, on the cakes stall and that kind of thing. And I just, I just, when you’re saying that it's thinking, golly that is something I've been involved in, but didn't quite realise what it was doing actually.

**AB:** Yeah.

**LI:** But it was doing that. It was allowing our friendship to continue because we were able to have a chat but and they were, you know, it was, it was a real community kind of caring. I don't think it happens anymore. I think that's long since gone, but it was, it, I have very fond memories of going to that actually.

**AB:** Yeah.

**LI:** And then just when you were talking about friendship cafes it made me think about that. So you also talked about you run bereavement, pet bereavement courses or you have done. And, and that's an area we've thought about quite a bit, but not really gone down the route of because our remit is health and social care staff. But obviously health and social care staff are bereaved by pet, pets dying as well. So I wonder, just talk a wee bit, if you would talk a wee bit about that.

**AB:** Yes. So we, so the name of the programme is called Tailz of Love as in…

**LI:** Okay.

**AB:** T A I L Z.

**LI:** Yeah, yeah ah right.

**AB:** Tailz of Love. So a wee, wee bit of fun there with the, the name. So the wellbeing programme that I run covers the five key ways to wellbeing. So it…

**LI:** Yeah.

**AB:** …it covered…

**LI:**  Oh right.

**AB:** …connection, kindness, education, awareness and movement, exercising.

**LI:** Yes.

**AB:** So the five key ways to wellbeing.

**LI:** Yep, yep.

**AB:** So I thought what we could do was use one of those themes each week. And within the, within the conversations of that, we would have a section of, you know, talking about the pet that the person had lost and how that, the emotions and, and the feelings. Journaling to, to really capture all of that and write letters to their pets…

**LI:** Ah right.

**AB:** …that they had lost and, and really just pour out their feelings. And then we, we thought about that the theme for that week and did that, could that be helpful within how they would, you know, use that in their daily life to help themself…

**LI:** Yeah, yeah, yeah, yeah.

**AB:** …going through so we, so each week was there was a theme of wellbeing, there was the journaling time and the sharing circle of how they had been, the incorporated capacitar…

**LI:** Oh yes, yeah.

**AB:** …the, the, some Tai Chi, some finger holds to, to help manage emotions. And we also used creativity. So there was, there was various exercises of remembrance to their pet, to their loved one, to their…

**LI:** Right.

**AB:** …you know, like the, they were able to create something that and their memory that they could take with them. Now, at, at first, the, the first one was a pilot because, you know…

**LI:** Yeah.

**AB:** …I had no clue whether it would work, whether it wouldn't. But the feedback was so incredibly powerful and so healing and beneficial to the, the group. But those, that first group still meet up because they created friendships…

**LI:** Yeah, yes.

**AB:** …and that connection that, that…

**LI:** Yeah, yeah.

**AB:** …is the thing.

**LI:** Yeah, yeah.

**AB:** And all of the relationships…

**LI:** Yeah, yeah.

**AB:** …is everything, is key.

**LI:** Yeah, yeah, no, absolutely, absolutely. Yeah. Everything is about is, is relational, isn't it? Yeah.

**AB:** Yeah.

**LI:** No that sounds amazing. I'm just thinking some folks, our listeners might not know what capacitar is I wonder if you would just give a wee brief explanation of what it is.

**AB:** Sure. So I was first introduced to capacitar when I was doing my Queen's Nurse training.

**LI:** Yes. I think we've not mentioned that you're a Queen's Nurse as well, have we?

**AB:** And it was Clare Cable who was the chief exec of the Queen's Nursing Institute. She had trained in capacitar. So capacitar really is a series of different practices…

**LI:** Yeah.

**AB:** …that help manage emotion through your body. So there is various, various things like Tai Chi, there is finger holds. So each finger represents an emotion…

**LI:** Okay.

**AB:** …and if you, if you hold a particular finger when you're feeling that emotion, it can help reduce it.

**LI:** Right.

**AB:** There is breathing, mindful breathing and things like that. And yeah, just various different practices that are very helpful to, to manage emotion.

**LI:** Yeah, yeah, yeah. I was aware of it from my, my friend is, also works at the Queen's Nursing Institute, Emma Legge. And I was aware of it from, from Emma. And that it was something that the Queen's Nurses, the Queen's Nurse Institute, you know, focus, you know, had a focus on. So…

**AB:** Yeah.

**LI:** …so just if, if folk didn't know what it was. So you're, you're kind of, I mean, one of my questions that I've not really asked, well, I think, have I, I can't remember if I've asked it or not, but what can we do to support people who are bereaved? And it sounds like you've kind of you, you've already talked a bit about what, what you're doing around how you support people who are bereaved and you've got your No One Dies at Home but, but I suppose probably brings us nicely to talking about the Bereavement Charter. And we've not actually done a podcast at all on the Bereavement Charter. So we've not really mentioned it before. So I wonder if you would just, I mean, you were talking about kind of embedding it in your work and I wonder if you want to talk a wee bit about that.

**AB:** Yes. So I first discovered the, that Scotland had a, was creating a Bereavement Charter through the Scottish Partnership for Palliative Care.

**LI:** Yep.

**AB:** And I was interested, what did that mean, and you know, what was it really. There's a group of professionals who have been working really hard to promote the importance of bereavement and actually wanting bereavement to be, become a human right…

**LI:** Yes.

**AB:** …or bereavement support to become a human right. And this Charter really was designed in order to help that process. So the Charter is a, it's really, you know, almost it's a way that an organisation can really say this is how we will treat and respect and regard people within our organisation who are bereaved. We are taken it seriously, it's our business and here in black and white is what we are saying that we will…

**LI:** Yeah.

**AB:** …do within this organisation. So I was able, I got a secondment to lead for two years within Inverclyde Cares, that a piece of work that introduced the concept of the Bereavement Charter into organisations within Inverclyde.

**LI:** Right.

**AB:** So I worked with 14 different organisations to, to help them think about the importance of bereavement support. What would that mean within their organisation? What did their own policy say about bereavement support and would it be something that they would consider thinking about changing, improving or developing if they hadn't ever had a bereavement policy. So there was the out of five key things that's outlined within the guidelines for this, the Scottish Bereavement Charter is you choose, you choose three of five things that your organisation will commit to do…

**LI:** Okay.

**AB:** …and that you can evidence that you have done. So a lot of the people that I worked with, a lot of the organisations I worked with, they looked at their policy and they, they and really brave decisions change some, you know, like traditionally it was like you got two days paid bereavement leave.

**LI:** Yes, yeah, yeah, yeah.

**AB:** And some of the organisations really took that on board and they changed it to ten.

**LI:** Right, wow.

**AB:** Which, which seemed much more compassionate.

**LI:** Yeah.

**AB:** Much more manageable for somebody who had been bereaved. So a lot of them, or the biggest majority, we did look at the policy. So that was one of the things. We also provided bereavement support training for their staff. So that was another one that was part of the five things. And one of the other one was that you come up with a Charter for your own organisation.

**LI:** Ah right okay.

**AB:** So here is what Compassionate Inverclyde will do to, to say that how we will support people in our organisation. And then you develop an A4 Charter and with your evidence, you then apply to have the, the Charter through the, the Scottish Partnership for Palliative Care.

**LI:** Yeah, yeah, yeah.

**AB:** And then if, and then they look at what you've submitted and if you've, you know, if you tick the boxes, then your organisation will receive a Charter Mark to say that for, on 2025 Compassionate Inverclyde has received the Bereavement Charter Mark and you can use that mark on your paper and all of that. So that, so 14 organisations in Inverclyde has their own Bereavement Charter.

**LI:** Wow, well done. That's amazing. That's, that, that you managed, that you've achieved that and…

**AB:** Yeah.

**LI:** …that they, they've changed their bereavement leave and that kind of thing is, is, is quite radical, isn't it?

**AB:** Yeah.

**LI:** And, and, and hopeful, actually, I think it's, it's, it's really hopeful that people are like, I suppose, you know, you've talked a lot about compassion and I was thinking actually, when you were talking there, how lovely to work for an organisation that's called, it's got compassion in its title. It's like, you know, it's lovely to, to have that. But also you've talked about kindness and, and these like these things that we kinda need, we need more of in our lives and we need more, we need, we can't, we can't have too much of it, can't have too much kindness or too much compassion. And so…

**AB:** Yeah.

**LI:** …but you're, you're, you're not paying lip service to that. You're actually living that out in, in terms of what you're trying to do. I suppose one of my final questions is how do you look after yourself? How are you compassionate to yourself in terms of doing all of this work that you're doing?

**AB:** Yeah, I think I have really embraced capacitar in my life and I try my very best to do it every single day. So…

**LI:** Okay.

**AB:** …I join an online group every day…

**LI:** Right.

**AB:** …that, that meet at 7:30 in the morning and also at 5:30 in the evening. And for me, that is part of…

**LI:** Okay.

**AB:** …those movements help my, my own wellbeing.

**LI:** Right.

**AB:** So that that's probably number one thing that I do that, and we've just in Compassionate Inverclyde developed, well through the COVID memorial money working in partnership with them, five labyrinths within Inverclyde.

**LI:** Oh right.

**AB:** And Compassionate Inverclyde has got its own labyrinth that's going to be launched on Saturday…

**LI:** Oh wow.

**AB:** …at Lunderston Bay. So walking a labyrinth is…

**LI:** Yeah.

**AB:** …also part of my wellbeing practice. Being out in nature, yeah, I would say that it's taken me my whole career to recognise how important self-care is. I never gave it any real lip service before, but now it's probably one of my key things that…

**LI:** Yeah, yeah.

**AB:** …if I can't keep myself filled up, my cup filled up…

**LI:** Yeah, yeah, yeah.

**AB:** …then I can't help other people. So I, I do, I do take that very seriously.

**LI:** That's really interesting because I would, I would echo that in terms of myself. It's kind of getting to this point in my career where I've realised that, that, you know, being self compassionate, being caring for myself and taking my own wellbeing seriously. And, and, and I was doing that thing. It was, I have joined a gym recently and I was at the gym last night and it was hard work and I was, but I was thinking, why have I not done this years ago? Why, why is it taking me to now to do this and to realise how important this is? Because I've kind of always known it. Like I did a lot of health promotion in my previous clinical roles, but still I wasn't doing it for myself and I, and I and, but I'm doing it now. So that's good.

**AB:** Good.

**LI:** But I was talking to a member of staff yesterday who was saying but I don't have time to come to, you know, reflective practice groups or, or whatever, we're just so busy. And I was actually just saying what you've said. I was actually saying about how important it is that we've, we, we focus on ourselves, not in a selfish way, but so…

**AB:** Yeah.

**LI:** …that we, we can then be fit and able and, and in a good place to look after the people that we're caring for.

**AB:** Yes.

**LI:** And it's, and don't think about it as something selfish, as something they shouldn't be doing. And as something you don't have time for.

**AB:** Yeah, I think it's vital.

**LI:** As we finish off Alison, I just wondered if there's anything else you wanted to say, anything you were hoping to say that you've not managed to say that I've not asked you about or, or is there any kind of final words that you, you any final messages that you'd kind of like people to take away?

**AB:** No, I mean, I think we've covered quite a lot. But I think my, a message for me is that no matter who you are, what role you have, you know, I think every single person has the ability to be kind and to make a difference to someone else on a daily basis.

**LI:** Yeah, yeah.

**AB:** And whether that's saying good morning and smiling or, you know, sitting beside somebody at the end of their life or whatever it is, that every single person in life has something to offer somebody else. And I think we don't. I've spoken to a lot of people and they've, they've kind of said, oh, I don't have anything to offer anybody or…

**LI:** Yeah, yeah.

**AB:** …they've got themselves into such a place that and I would like to think that we, we can stop that kind of narrative and, and give people opportunity to feel valued.

**LI:** Yes, yeah, yeah, no, absolutely. Thank you so much, thank you for joining me. And I kind of knew about Compassionate Inverclyde, but I probably didn't know the detail of it. So it was nice to kind of understand a bit more about what, what it is you're doing. And it sounds amazing work. It's certainly given me kind of food for thought. So thanks so much for joining me today.

**AB:** Thank you.

**LI:** If you'd like to listen to more episodes of this podcast, you can do so on Podbean or Spotify, just search ‘Talking About Bereavement’. Or if you'd like to find out more about the NES Bereavement Education Programme or have any questions, please get in touch or check out the Support Around Death website at www.sad.scot.nhs.uk/podcast.

The podcast was recorded in April 2025 and can be found at <https://www.sad.scot.nhs.uk/podcast/> or <https://open.spotify.com/show/11AORpjHqbsYwgg1DJUtLk?si=687dba351d1f45d4>

For more information visit [www.sad.scot.nhs.uk](http://www.sad.scot.nhs.uk) or contact supportarounddeath@nes.scot.nhs.uk

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