

Cruse Bereavement Care

Managing Bereavement

Adam Page



Me



- Counsellor
- Trainer
- Corporate etc.
- Train volunteers
- Supervisor
- 1-1, groups etc.

- Introduction / Cruse
- What is Grief?
- What do Grieving People Need?
- Delivering Bad News.
- Self Support.

Cruse



Cruse's Mission



To offer support, advice and information to children, young people and adults, when someone dies and to enhance society's care of bereaved people.

2016 NAFD/Cruse YouGov survey:

- Heard of Cruse but not used our services ?
- 24%
- Only heard of Cruse and used our services ?
- 4%

In your role, you have a vital opportunity to ensure those who are bereaved know where they can turn for help.



Stuck in the future?

Cruse can help

One to one



50% on advice from GP

Children and Young People



Groups

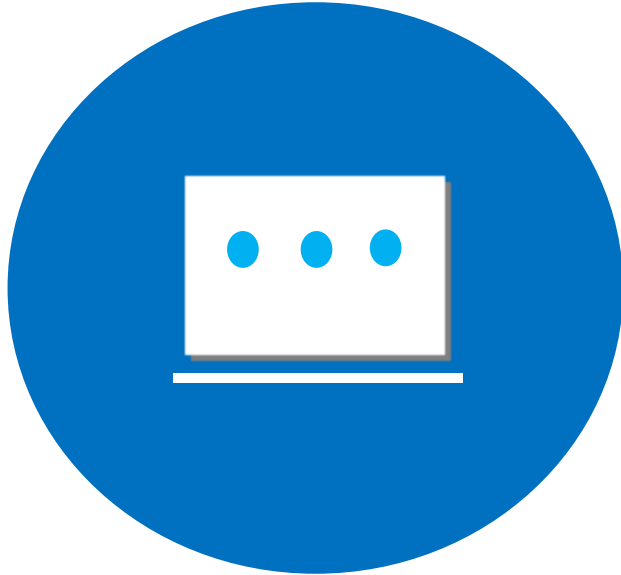


Specialist group support

Telephone support



Helpline: Freephone
0808 808 1677



Dedicated websites

www.cruse.org.uk and

www.hopeagain.org.uk:

over 2,000 people a day
accessing

Free Stuff

- Make staff aware of Cruse and other organisations. Have information available.
- We have loads of stuff online.



Stuff that costs £

We offer training, support and consultancy in managing bereavement in the workplace; helping you support colleagues working with bereavement every day

What is Grief?

What is Grief?

Grief is the process that we go through when adapting to **any** loss. Its mostly **emotional**.

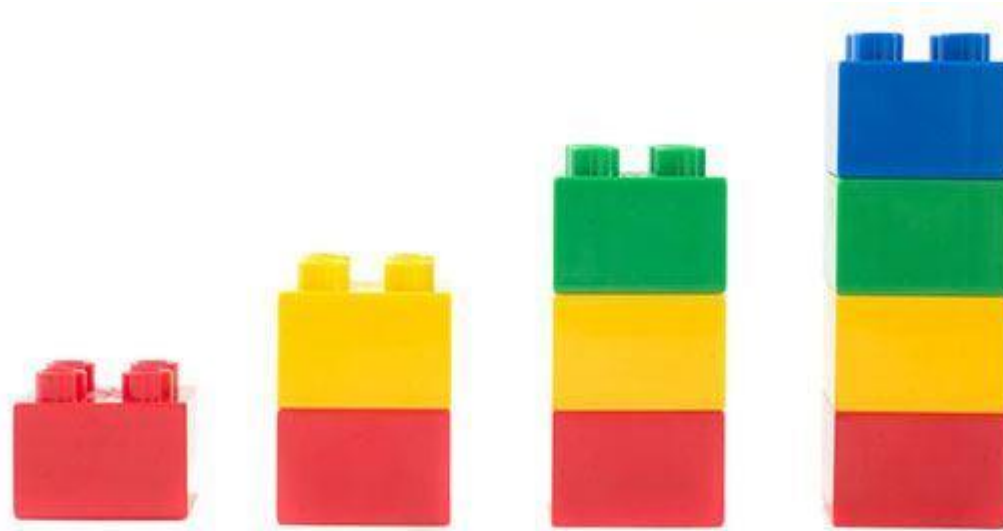
It hurts, but it helps



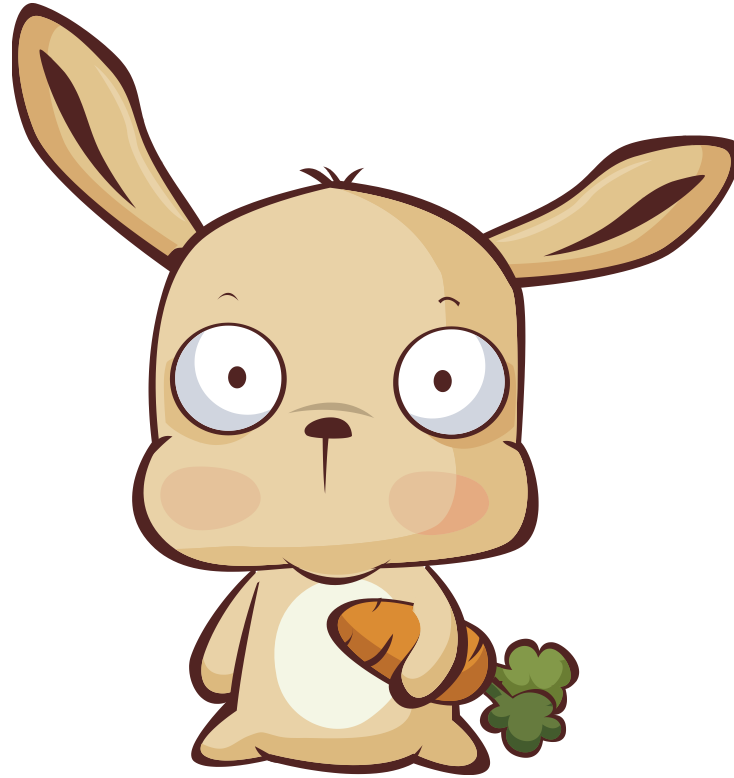
Everybody's grief is different

No theory is full proof

Grief has phases / stages



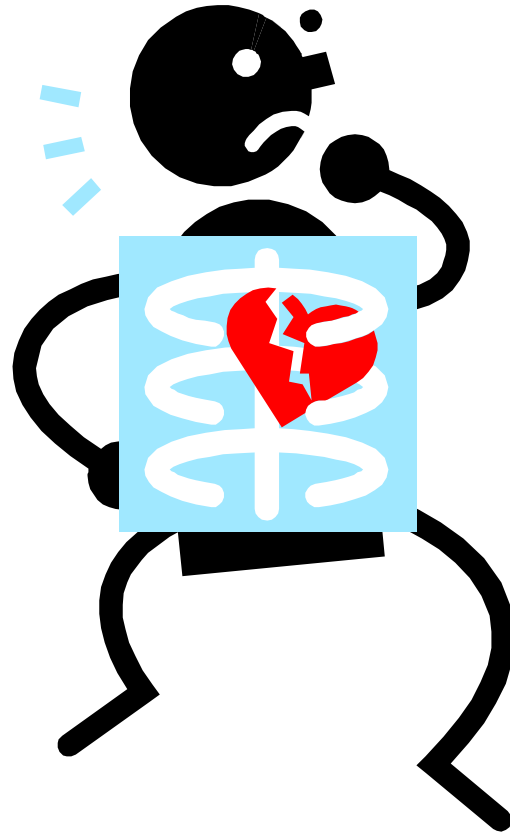
Shock



Pain



Adjustment



Healing



Dual Process Model

LOSS



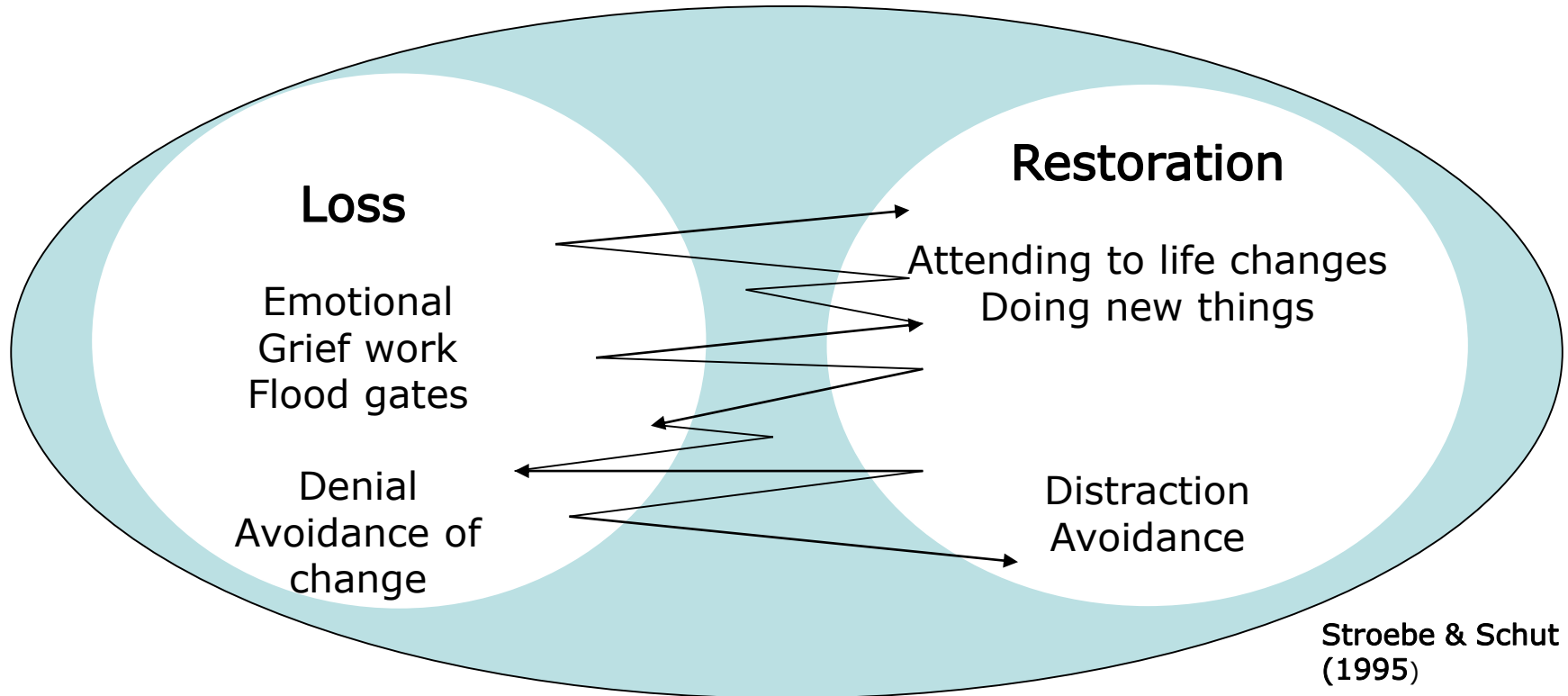
RESTORATION

Both Dimensions must be worked through but cannot be attended to simultaneously.

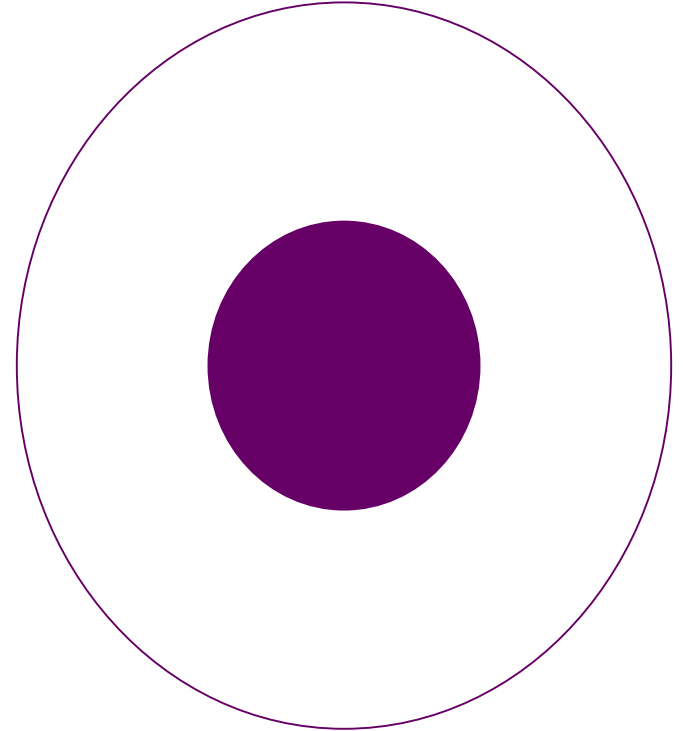
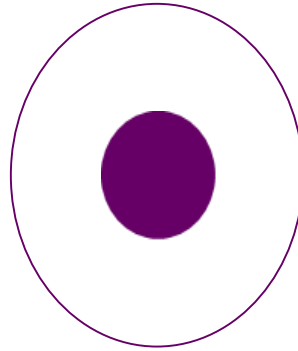
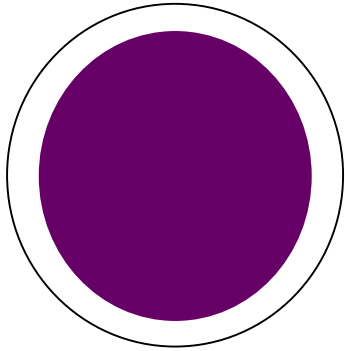
There must be oscillation between the two.

Both Dimensions must be worked through but cannot be attended to simultaneously.

There must be oscillation between the two



Growing Around Grief



Lois Tonkin (1996)

Abduction

Complicated Grief



What do people need?

The Chinese characters that make up the verb 'to listen' tell us something significant about this skill.



What Men Need

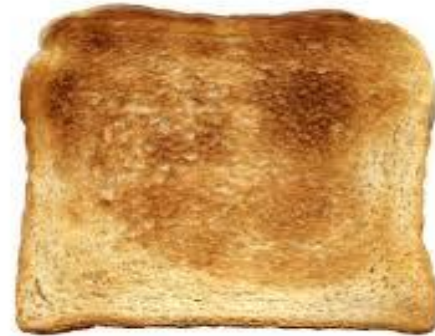
Talk and be listened to

Open Questions

Acceptance of feelings

Silences

Time



What Men don't need

Judging

Advising

Minimising



Delivering Bad News

1. Preparation

- Ensure you have the right information.
- If you can be seated.
- Tell them that you have some bad news.

2. Delivery & Communication

- (KISS) - Keep It Simple Stupid.
- Avoid all euphemisms e.g. 'passed away', They have died.
- Avoid platitudes like "I know how you feel"

3. Working with Feelings

- If unsure what to do, then safer to do nothing.
- You are a messenger and any reactions need not be taken personally.
- Accept and respect their feelings, don't judge them.

4. Exiting and Afterwards

- If possible wait for the initial surge of emotion to subside.
- Do what you can to put some support in place.
- Write down any important information, because they are in shock.

Self Support



You

Them

Contact



- National
- Helpline: 0808 808 1677
- www.cruse.org.uk
- Local
- 0121 6878010 - Clients
- 0121 6878011 - Office