Bereavement Commitments



150,000

How it started



The Pandemic was unique in that that some employees were grieving personally through loss of loved ones whilst supporting residents and their families through the grieving process.



We recognised that

An organisational culture where death wasn't viewed as 'taboo' was an important factor in us being able to properly support our residents and employees by holding meaningful conversations with people.

The 'aftercare' provided for residents and employees affected by bereavement was equally as important as how we care people at the end of their lives.

Bereavement commitment

Bereavement Commitments Introduced

- Create an environment where employees feel able to speak about their experiences of death and bereavement and feel supported in doing so
- Create an environment where people feel able to speak about death and don't fear saying the wrong thing
- Ensure that managers have empathy for employees who ask for support and make sure that managers recognise when employees need that support

- Provide additional support to deal with bereavement related issues if needed
- Recognise the differing impacts of sudden versus expected death (for both employees and residents) and the resulting difference in bereavement
- Ensure that employees know where to go for practical as well as emotional support



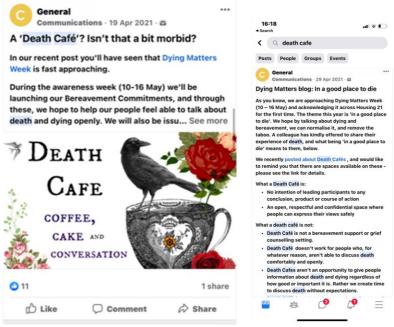
Bringing the commitment to life

Death Cafés held for National Grief Awareness Week

Operational guidance: death of a resident, death of a colleague and employees who are bereaved going beyond usual HR procedures.



Blogs from employees sharing their personal experience of bereavement.





Looking to the future

End of Life Support



30 registered care services will be accredited by Gold Standards Framework by mid 2023 with a target of 100% of services to be accredited within four years' time.



A new package of training and guidance is due for release in August this year for registered care services.

Thank you

