

# Cruse Bereavement Care

## Managing Bereavement

Val Poole



- Voluntary sector – as volunteer or staff since 1976
- Bereavement Volunteer
- Trainer
- Corporate etc.
- Train volunteers
- 1-1, groups, phone

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

# Cruse

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.**

A black signpost with several white directional signs pointing in different directions. At the top of the post is a white circular ring. The background is a bright blue sky with scattered white clouds.

Stuck in the future?

Cruse can help

# One to one



50% on advice from GP



# Children and Young People





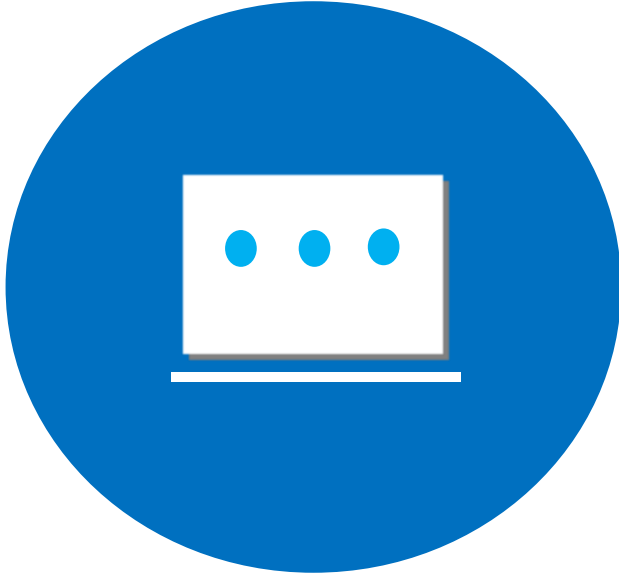
## Peer group support

# Telephone support



Helpline: Freephone  
0808 808 1677

# Email and online support



Dedicated websites

[www.cruse.org.uk](http://www.cruse.org.uk) and

[www.hopeagain.org.uk](http://www.hopeagain.org.uk):

over 2,000 people a day  
accessing

- 30,742 clients received one to one support
- 69,857 people received advice and information
- 5,379 children and young people received support
- 488,549 people accessed the Cruse website
- 584.816 volunteer hours provided by Cruse

# Free Stuff

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

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. It's mostly **emotional**.

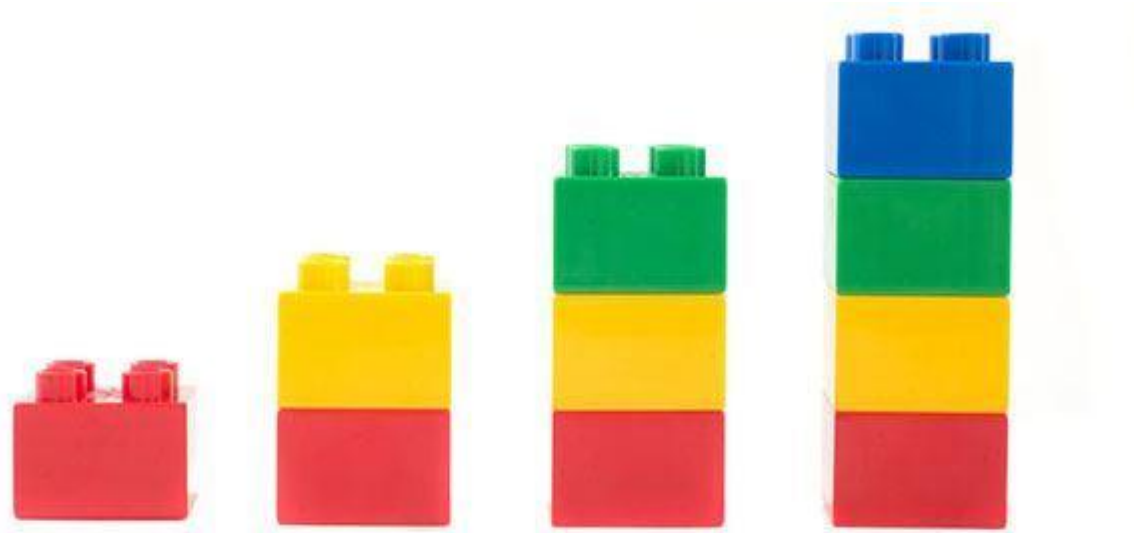
It hurts, but it helps



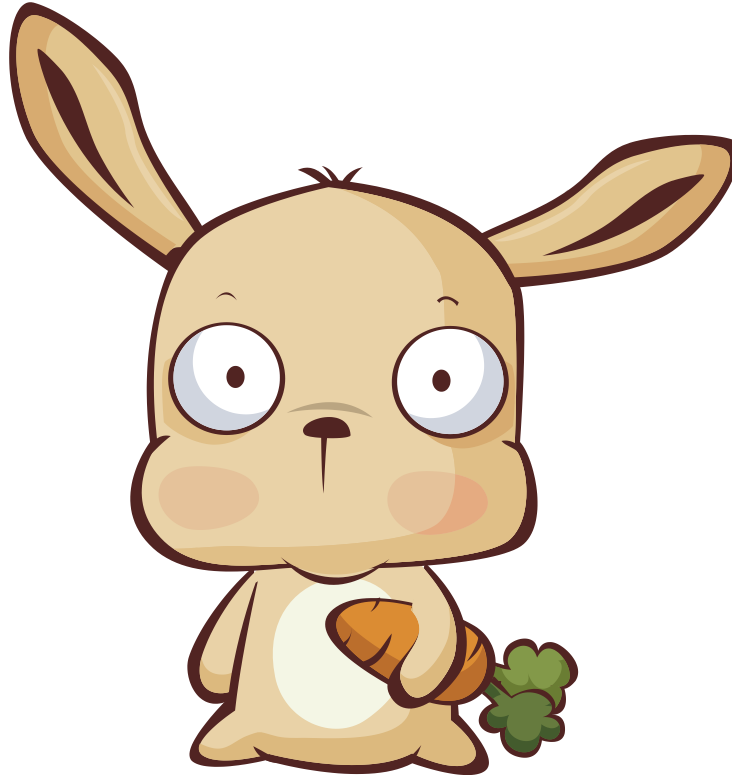
Everybody's grief is different

No theory is foolproof

# Grief has phases / stages



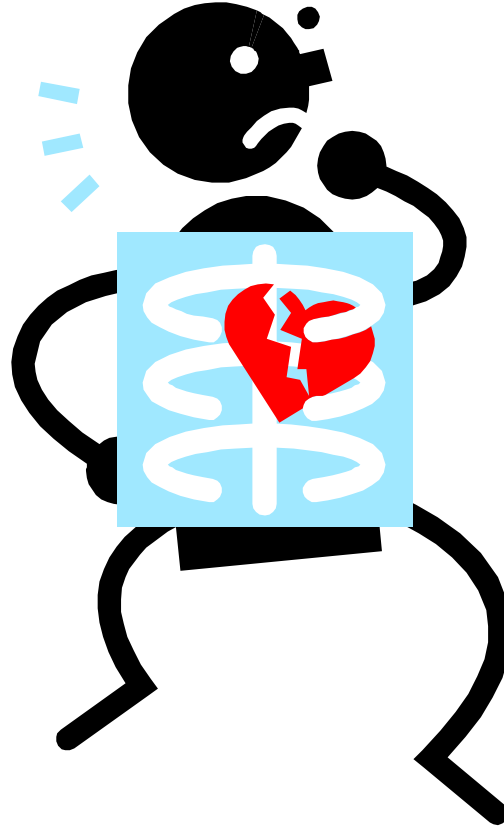
# Shock



# Pain



# Adjustment



# Healing



# Dual Process Model

**LOSS**



**RESTORATION**

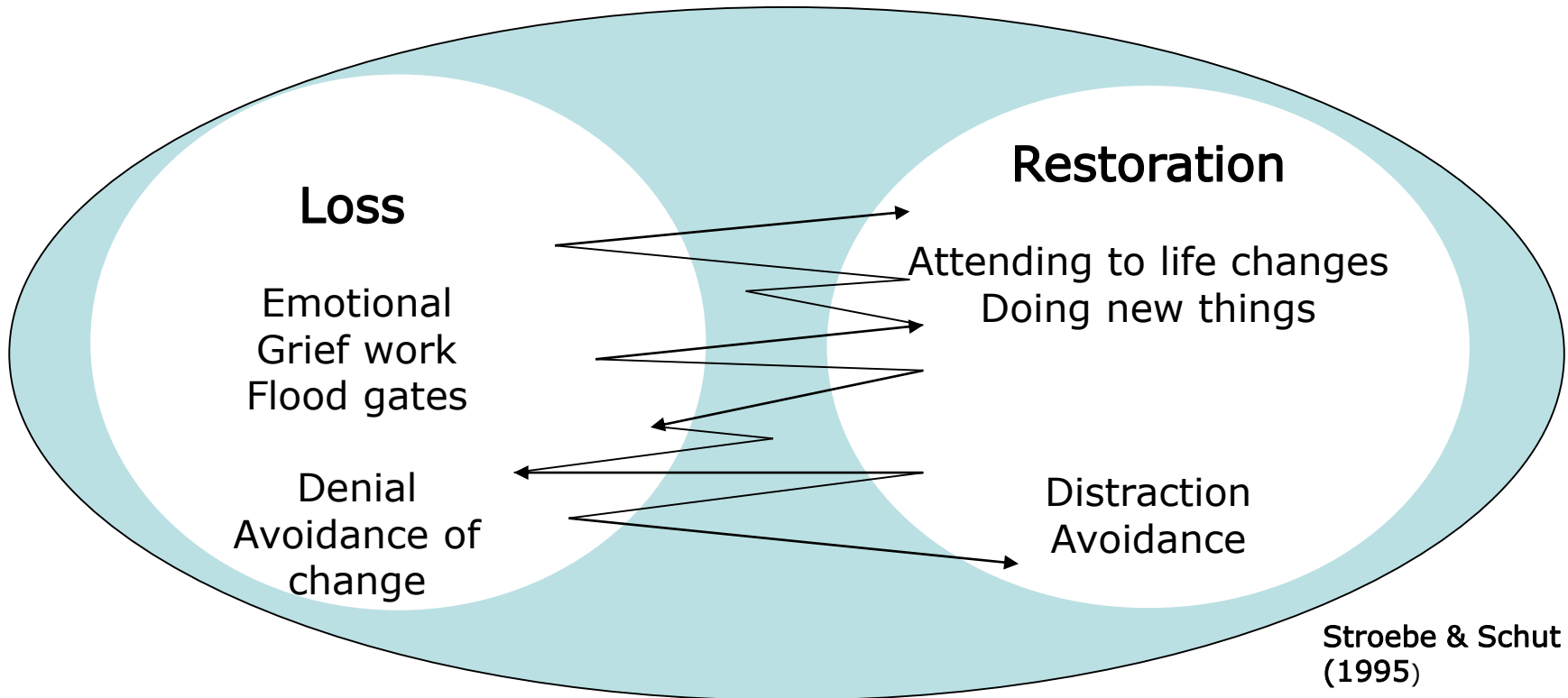
Both Dimensions must be worked through but cannot be attended to simultaneously.

There must be oscillation between the two.



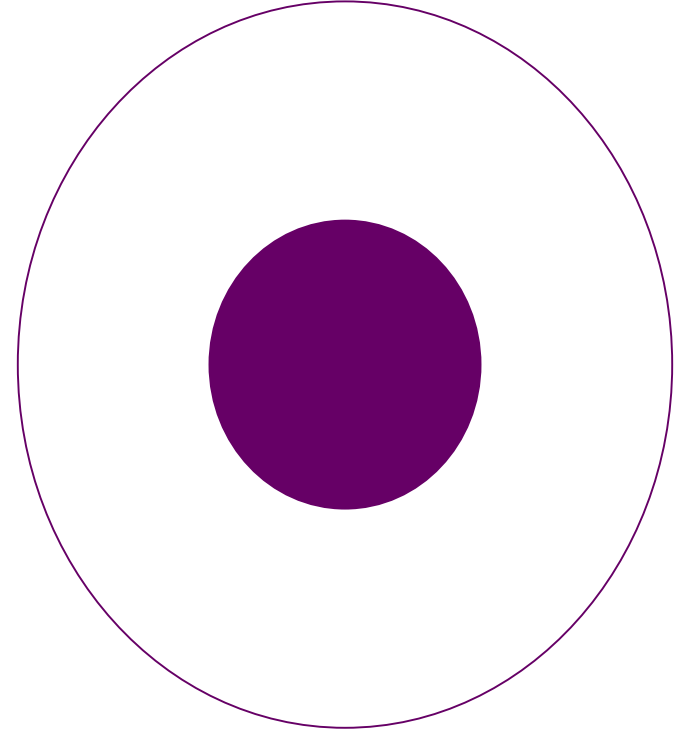
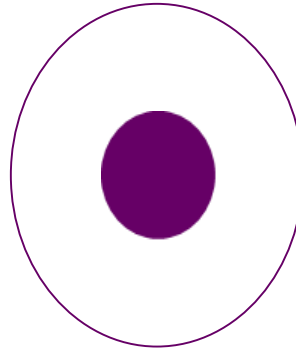
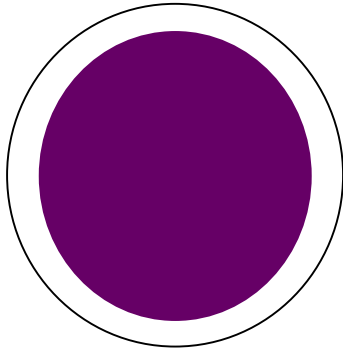
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Stroebe & Schut  
(1995)

# Growing Around Grief



Lois Tonkin (1996)

# 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

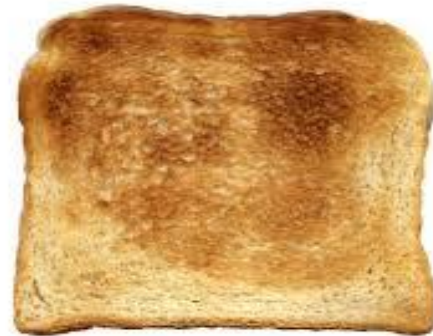
Talk and be listened to

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 eg '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](http://www.cruse.org.uk)
- Local areas - Check website – if there is no local Cruse service, you will be signposted to another similar service

# Thank You

