



14a Magdalen Road
Oxford OX4 1RW

t: 01865 794749

e: istephenson@helenanddouglas.org.uk

Dear parents,

Family and bereavement support agreement.

Family / bereavement support worker name:

Contact details: cafss@helenanddouglas.org.uk 01865794749

Duration of support

We provide short- and long-term support. The planned duration of our work will be discussed at the initial session and reviewed every 6 meetings. Please let us know if you wish the support to be discontinued. Additionally, please let us know how we should greet you if we meet you outside of the support session.

Type of support

Our usual support is provided in an hour session, either face to face in your home, in a neutral location or at Helen & Douglas House, on the phone or via zoom. Our support is individualised and involves us being there to listen and to provide emotional and practical support.

In addition, you will be offered group bereavement support. These groups usually run September to September. In the first year of bereavement, you will be offered the monthly “forget me not” bereavement group from December to July. In the second year you will be offered the bi-monthly “Butterflies” bereavement group which runs November to September.

There is also a yearly remembrance service to which you will be invited.

Assessment tools

We use a range of assessment tools to help us work in partnership with you in bereavement. We currently use an assessment tool called the CORE-10 to measure psychological distress. We usually undertake the ten questions in this assessment tool as a basis for our discussion with you on the second and every sixth session with you. It assists both yourself as the client and us as the support worker with a shared understanding of how you are, and whether the support is effective.

www.helenanddouglas.org.uk

We are taking part in a 6-month national pilot of a “grief map” tool to help us help you regarding your support, and to ensure that bereaved parents experience of grief is represented in all the national adult work on grief. We will talk to you about the pilot when we meet with you.

Holidays

We will inform you when your family / bereavement support worker has annual leave. If in the time they are off, you require support please use the above contact details and another member of the team will call you.

Working with GPs and other service providers

If the level of mental health support required is more that we can offer, we will work with you and your GP to refer you to appropriate service.

Supervision

Our work continues to be supervised to ensure it is safe, ethical, and effective. Aspects of our work may be discussed but no full name will be used, and identifiable details removed. Supervisors are registered professionals and bound by the same rules of confidentiality as us.

Record keeping. Record keeping is covered in detail: [Service User Privacy Notice - Helen & Douglas House \(helenanddouglas.org.uk\)](https://www.helenanddouglas.org.uk) In essence we record brief notes of our meeting on an electronic patient record shared with the Oxford University Hospital. It is essential that you agree with our privacy notice for support to be provided to you.

Cancelling / rescheduling appointments

Please let us know with as much notice as possible if you require to change a previously booked appointment.

Confidentiality

We provide a confidential service. The exceptions are:

- a) If in good faith we feel we can assist in the prevention and detection of a serious crime, this includes safeguarding children or vulnerable adults, crimes regarding substantial financial gains and losses and acts of terrorism.
- b) We assess that you have become a danger to yourself or other people. We will attempt to discuss this with you first, but it may not be possible.

Keep safe policy

In certain cases where you may have declared a clear and definite intention to end your own life, or we have reason to believe this is true, we may after careful discussion agree to put a “keep safe policy” where you will agree to take certain measures such as get in touch with your mental health crisis team, go to your nearest emergency department or talk to the Samaritans as a way of safeguarding and ensuring your own safety.

Safeguarding

Helen & Douglas House are committed to safeguarding and all our policies and procedures are regularly reviewed. All staff and volunteers are checked by the disclosure and barring service. We all undergo mandatory training, and we work in partnership with all local statutory agencies to ensure all are safe from harm and families are well supported.

We commit to treating you and your family with empathy and compassion. We do not shy away from challenging situations and difficult decisions. We expect our staff to be treated with kindness and respect too.

Compliment, concerns and suggestions

We welcome feedback about our service. Please see Helen & Douglas House guidance [Compliments, Complaints and Suggestions Leaflet - April 2023 \(helenanddouglas.org.uk\)](https://www.helenanddouglas.org.uk)