**Support for People Bereaved During COVID-19 Pandemic**

**Introduction**

Losing a loved one at any time can be extremely distressing and experiencing the death of someone special to you during this pandemic is likely to be even more traumatic. The usual ways we would work through what has happened, and the support we could normally expect from friends, family and colleagues may not be available as we would want and need.

The pandemic has changed the traditional ways we mark our grief. Loss of loved ones dying may be particularly severe, and grieving processes may be disrupted because of inability to carry out our usual grieving rites.

For the moment, it is not possible to come together and to gather in one location. It is not possible to have a large funeral. It may not be possible to receive the company of those who wish to offer condolences. However, we can support ourselves and each other in different ways.

Don’t struggle alone. There are many organisations who offer support to adults and children locally and nationally. Their usual way of offering face-to-face support may not be available but they are offering online and telephone support (please check the provider’s websites for up to date information).

**This handbook contains information and advice on coping with bereavement during this uncertain time, and the services offering support still available to you in Warwickshire.**

**Help and Support**

It is important that we make time to allow ourselves to grieve. There are no rights and wrongs, but there are some things that you could do that might be helpful. There are a number of feelings that people who are bereaved may experience; shock, anger, guilt, sadness, relief.

Talk to people about how you are feeling, they may be feeling the same way as you. Some people like to keep this private, but if possible, it is helpful to share your feelings with friends and relatives.

Sometimes people think that they will get fed up with you or they don’t want to hear it, if you don’t have anyone to talk to there are organisations that will support you during this time, such as:

**Cruse National Freephone Helpline** is available - call 0808 808 1677. Cruse offer support, advice and information to children, young people and adults when someone dies. Opening hours are Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, when open until 8pm. Or visit <https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>

**Bereavement counselling** can help you if you are having difficulty coping with the loss of a loved one. The services listed here can give support and advice to you and your family <https://www.warwickshire.gov.uk/bereavement>

**Self-help books on Bereavement and Grief for Adults** are available as e-books and e-audio from Warwickshire Libraries. Find and access these on the Health and Wellbeing page on [www.warwickshire.gov.uk/librarycatalogue](https://eur02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.warwickshire.gov.uk%2Flibrarycatalogue&data=02%7C01%7Cfredericalongfoot%40warwickshire.gov.uk%7Cfcd4610edc4e40a4188908d7e126c63f%7C88b0aa0659274bbba89389cc2713ac82%7C0%7C0%7C637225428952273011&sdata=1v4FLxIijjJLIQZAfcfLIgOZYQ0yFHzOT%2B%2BHzA2Ei88%3D&reserved=0)

It is also important to look after your **wellbeing**. Following a loss, it is natural to feel like your whole life has been disrupted. This may mean that you experience disrupted sleep (sleeping too much or too little), eating unhealthily, or for some people using substances, such as alcohol or drugs - all of which are likely to make your mental health poorer. For information about mental health and wellbeing support services in Warwickshire visit <https://www.warwickshire.gov.uk/mentalhealth>

**Supporting Children**

Frightening events widely reported in the media, such as the coronavirus COVID-19 pandemic, can cause children to worry about themselves and others. It is normal for children to feel unsettled when something scary is happening or has happened, and many will be upset, sad or fearful at times. Children who have been bereaved are likely to show a stronger reaction and may worry that they or someone they know will die.

If you are recently bereaved and have young children, explain to them what has happened in a way that is appropriate for their age. Encourage them to tell you how they are feeling. This may be by talking or it may be through play, making pictures or objects. Children will experience the same emotional response as adults, so if their behaviour seems unusual or they don’t seem to be reacting emotionally, they may be feeling a sense of shock or disbelief.

Keep checking in with them about how they are feeling and share with them your own thoughts and feelings. Sharing positive memories can often encourage children to feel safe to talk about the person who has died.

The following organisations can support bereaved children during the COVID-19 pandemic:

**Child Bereavement UK** have information and a video about ways to support bereaved children during difficult times  <https://www.childbereavementuk.org/coronavirus-supporting-children>

**Winston’s Wish** provides therapeutic support to bereaved children and young people by phone, email and face-to-face, along with online resources and training for professionals. From parents to teachers, everyone and anyone who is supporting a grieving child can call our Freephone National Helpline on 08088 020 021 between 9.00am and 5.00pm, Monday to Friday <https://www.winstonswish.org/coronavirus/>

**Warwickshire’s Family Information Service (FIS) brokerage service** can offer one to one support for families with children up to the age of 25 and support them to access appropriate services where there are barriers, or they have complex needs. For more information, email [fisbrokerage@warwickshire.gov.uk](mailto:fisbrokerage@warwickshire.gov.uk) or via FIS helpline 01926 742274.

Looking after your wellbeing is important, and mental health support for children and young people is available:

**Rise** provides emotional wellbeing and mental health services for children and young people <https://cwrise.com/>

The Rise Navigation Hub operates Monday-Friday between 8.00am to 6.00pm and is for referrals from professionals working with children and young people up to the age of 17. During COVID-19 they are also excepting referrals from parents/carers. Please call 0300 200 2021.

**What to do When Someone Dies**

For practical information about the COVID-19 Pathway for Care of the Deceased in Warwickshire visit <https://www.warwickshire.gov.uk/information-coronavirus/coronavirus-births-deaths-ceremonies/1>

This website contains information about:

* Registering a death
* Funeral guidance
* Care of deceased in the home

**Local Hospital Bereavement Services** can offer practical support following the death of a loved one:

* North Warwickshire (George Eliot Hospital) - <http://www.geh.nhs.uk/directory-of-services/specialties-and-services/b/bereavement-services-at-george-eliot-hospital/bereavement-help-and-support/>
* Rugby (Hospital of St Cross) - <https://www.uhcw.nhs.uk/caring-for-you/bereavement-services/>
* South Warwickshire (South Warwickshire Foundation NHS Trust) - <https://www.swft.nhs.uk/our-services/adults-out-hospital-services/bereavement-service>

The Government has worked with Faith leaders and published guidance for care of the deceased with suspected or confirmed coronavirus (COVID-19) - <https://www.gov.uk/government/publications/covid-19-guidance-for-care-of-the-deceased/guidance-for-care-of-the-deceased-with-suspected-or-confirmed-coronavirus-covid-19>

**Saying Goodbye**

For many of us, not being able to follow our usual rituals before and following the death of a loved one can intensify our distress. Our sense of helplessness and guilt can be magnified. Where possible find ways, with those closest to your loved one, to remember them. If holding a funeral is not possible, organise a time when you can all share a telephone call or use an app to connect with each other to read a poem that describes how you are feeling, share memories of the person, or say a prayer. If this isn’t possible, sometimes having a picture or an object that you helps you feels closer to them can be reassuring, listen to a special piece of music, or write a letter to mark saying good bye. Remember that a service of remembrance can be held once the pandemic is over.

For information about making funeral arrangements:

**The National Federation of Funeral Directors** have provided information for funeral directors and members of the public on funeral arrangements <https://nafdcovid19.org.uk/>

**Guidance for Faith Groups:**

**Church of England** guidance for churches**-**<https://www.churchofengland.org/more/media-centre/coronavirus-covid-19-guidance-churches#na>

**The Muslim Council of Britain** has been working with Public Health England to best plan for facilitating the burial of Muslims who pass away during the pandemic <https://mcb.org.uk/community/covid-19-muslim-burial-resources/>

**EQuIP (Equality and Inclusion Partnership)** have published Advice from Warwickshire Public Health for religious organisations and have a bereavement guide for religious groups <https://www.equipequality.org.uk/covid-19-updates/advice-from-warwickshire-public-health-for-religious-organisations-0>

**Supporting Other People**

Starting the conversation - Whether you are a family member, friendly neighbour, charity volunteer or a professional, you are undertaking an important role that is very helpful and rewarding. Research tells us that straightforward kindness and loving behaviours at this time can be a big help. You do not need to be a professional, nor have significant training, to assist someone bereaved by COVID-19 in basic but helpful ways.

**Talking to someone who is grieving can be difficult – you may be worried about getting in touch with the person or not be sure what to say. But the support of friends and family can help the person feel supported and loved.**

If you know of someone who has recently lost somebody close to them then please reach out and let them know that you are thinking of them during this time.

Support for **those who work with bereaved people, the National Bereavement Alliance** will be keeping this page updated every day with information to help bereavement services across the country respond to the current situation <https://nationalbereavementalliance.org.uk/covid-19/>

**For Headteachers and Leadership Teams, the Educational Psychology Service** (EPS) can offer support to head teachers and leadership teams within settings to manage bereavement and loss within thei r community this can include:

* Emotional support and a chance to talk through the situation
* Problem-solving and discussing specific issues
* Sharing of information to circulate to staff, parents and carers to support them in talking about loss and bereavement
* Signposting and sharing of guidance leaflets and resources
* Sharing of sample letters and scripts for communicating with children, staff and parents
* Thinking through ways for students to share feelings and an exploration of school sharing forums to promote social connection
* Identification of and planning for vulnerable children
* Advice on practical issues such as marking the event / memorials / books of condolences

If you would like to arrange to speak to a member of the team, please phone 01926 742921 or email [eps@warwickshire.gov.uk](mailto:eps@warwickshire.gov.uk). When your call is for support in managing a bereavement please make this clear and you will receive telephone contact from an Educational Psychologist, where possible on the same day, who will discuss the situation with you.

**For Carers**

If you provide help for someone, such as family, friends, or neighbours who couldn’t cope without you it is important to know how to help them as best you can, and to look after your own health and wellbeing. In Warwickshire, the following services may be able to help you:

* [Care Companion](https://www.carecompanion.org.uk/) – a free 24/7 online tool full of information to support carers and their cared-for, also providing COVID-19 updates from reliable sources. Registering sets up a confidential profile to access all information tailored to your circumstances.
* [Carers Trust](https://www.carerstrusthofe.org.uk/) - Support carers across Coventry and Warwickshire including Warwickshire Carer Wellbeing Service
* [EQuIP (Equality and Inclusion Partnership) also have resources](https://www.equipequality.org.uk/covid-19-updates/support-for-carers) for carers such as template letters and a contingency plan
* Sudden have published COVID-19 bereavement advice if you are caring for someone bereaved <http://www.suddendeath.org/covid-19-bereavement/advice-for-carers>

More advice and information about the wellbeing services available to support you during this difficult time can be found here <https://apps.warwickshire.gov.uk/api/documents/WCCC-630-2014>

If you care for people with dementia, please visit the Living Well with Dementia in Warwickshire website <https://dementia.warwickshire.gov.uk/end-of-life/>

**Local hospices** can offer bereavement advice and support. Some are extending their offer of support to those who have not previously used their services. Please visit individual hospice websites for more information and for ways to get in touch.

[Marie Curie Telephone Bereavement Support](https://www.mariecurie.org.uk/help/support/telephone-bereavement-support)line 0800 090 2309 is a free national listening support service for people who have been bereaved due to terminal illness.

**Support for the vulnerable**

The person who died may have been your partner or carer, and you may have been left without practical or emotional support at a time when you need it most. If your bereavement leaves you isolated without support from family, friends or neighbours, Warwickshire County Council is here to help. We can help you with emotional, financial and practical support, such as:

* food and essential household goods parcels
* medication delivery
* community groups
* financial support
* mental health and wellbeing advice
* local volunteer networks
* housing support
* health and social care information

Further information is available from: <https://www.warwickshire.gov.uk/coronavirusvulnerable>

**Or call 0800 408 1477**

The telephone line is open:

* Monday to Thursday - 9am to 5pm
* Friday - 9am to 4.30pm
* Saturday and Sunday – 9am to 3pm

**Further information and support are also available from:**

* NHS - Grief after bereavement or loss <https://www.nhs.uk/conditions/stress-anxiety-depression/coping-with-bereavement/>
* NHS - Bereavement and young people <https://www.nhs.uk/conditions/stress-anxiety-depression/bereavement-and-young-people/>

Grief is the last act of love we give to those we love.

Where there is deep grief, there is always great love.

This handbook has been created by:

