Hub Network Day – Actions

* Open up outward discussion surrounding cultural information and practical solutions~
* The importance of asking questions and developing an awareness of what people would like to happen about issues surrounding their death or that of a relative
* Hub should be national single repository for all information about bereavement – accessible to all professionals and the public
* Guidance on no next-of-kin
* Suicide needs to be more prominent in the Hub – higher profile, more accessible resources an suicide – suggestion of an app
* Needs to be more emphasis on staff education and training e.g. e-learning, building confidence in staff when talking about suicide.
* Multi-disciplinary days/reflective days that involve all services in supporting people bereaved by suicide
* Tackle issues of funeral costs and complex cases (families estranged, unwilling or unable to arrange/finance funeral)
* Plurality of funeral choices, providers and personalisation can be hard for families to navigate. Develop information/guidance or signpost to support for ‘non-tradition’ funerals
* Develop bereavement app – 1 for professionals and 1 for families
* Sharing resources for holding memorial events
* Develop support for bereaved people and referrers to help them make safe choices of where to go for support
* Video of people describing the service their agency offers
* Expansion of use of Hub as a central resource for national and local resources to sign-post professional and families
* National benchmark and framework for baby and child loss regarding funeral care and bereavement support
* Standard national Operation procedure/policy with standardised information, polices and documentation
* Standard National information pack for pregnancy loss, maternity deaths, paediatric death and staff support
* More engagement at attendance of study days (porters, admin staff)
* More integrated approach between adult and child bereavement care services with education, encompassing whole family support
* Develop Terms of Reference around adult & child bereavement
  + Service improvement plans
  + Hub to become forum for sharing ideas on this
* Capitalise on strategic initiatives such as staff experience, person centred care and values across NHS organisations
* Ask Boards to define what they are doing to support staff and how this is evaluated