

# Bereavement Services and Support in Kingston: Community Engagement Report (18.08.2022) 17 Recommendations

## Overarching workstreams and Actions to date:

**R1. ENSURE** actions taken in response to the Kingston community engagement pilot recommendations align with the South West London End of Life Care action plans, other relevant strategies, and support the life-long approach (Start Well, Live Well, Age Well) set out in South West London local Health and Care Plans.

**R2. ENCOURAGE** collaborative working between the borough bereavement officer, responsible for the local council funeral service, and organisations within Place.

**R5. CREATE** a multi-agency task and finish group to develop services, and a set of agreed bereavement service standards in consultation with local community groups. The ask Group should also monitor the uptake of bereavement services by different groups in order to measure the effectiveness of any changes and new services.

## Specific actions:

**R2. ENCOURAGE** collaborative working between the borough bereavement officer, responsible for the local council funeral service, and organisations within Place and **R3. PROVIDE** bereavement services, crematoria and burial sites to meet the needs for all faiths, beliefs, and life philosophies, being mindful of community demand for culturally sensitive rapid burials or cremations.

KVA CEO and myself are now part of the KIFF ensuring our faith, beliefs and life philosophies needs are captured with a range of bereavement service provision and RBK has invested in extending the community Muslim burial section meeting faith needs for ongoing 'rapid burials'.

**R6. CO-PRODUCE** a multi-cultural leaflet/document that is available to print and accessible digitally, of the practical steps on how to arrange a cremation or burial service, and how to access support services

We have produced a range of guidance notes across the bereavement ecosystem from 'Bereavement Mythbusters' to 'Pet Bereavement'. Guidance is intended for use by individuals and bereavement related practitioners alike. Notes have been referenced/published; Kingston, SWL's bereavement and compassionate communities work to the RCGP & EOLC Partners Palliative Care & Bereavement 'Inspire Report' for the Integrated Care Boards and SWL ICS End of Life Care Winter 2022/23 doc with links embedded across various reports and workstreams.

**R7. MAKE all information about bereavement services and support accessible through Connected Kingston as the digital hub for the borough, to raise awareness of the local offer. Ensure information about end-of-life care, making funeral arrangements, and bereavement care and support is fully accessible to all residents.**

With the assistance RBK colleagues currently adapting to Connected Kingston format as the central bereavement repository for residents and practitioners. Able to be adapted for use across SWL 'place'. Charitable grant has been pursued by RBK on behalf of KVA with the intention of translating the notes into 'easy read' versions for our Korean (specific rpt request) our other Kingston diverse communities. Dependant on the level of grant received it is intended to focus the balance on bereavement education across the age spectrum.

**R12. INTRODUCE voluntary bereavement champions within the community to connect communities with bereavement services and support.**

A 'Living with Loss Champions' working sub group (NHS/RBK/KVA/PAH/KIFF) has been formed and is developing two work streams - Community Bereavement Cafes and the recognition of Kingston Cemetery as a bereavement hub offering a range of services for residents and practical advice from arranging 'Home Funerals' to 'Eco friendly dispersal of ashes in space'. Further work streams include for establishing 'Living with loss Champions' as the human interface between various service and agencies that need to be navigated from a death to a funeral and onwards bereavement care and support. We are also looking to embed a Registrar in the Cemetery as part of RBK's community hub strategy.