

Developing bereavement peer support in NHSGGC through staff training on compassionate conversations about grief

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Background & Aim

Peer Support is a wellbeing initiative available to all NHS and Health and Social Care Partnership staff across Greater Glasgow & Clyde. It provides a safe listening space where individuals can process their experiences, regain a sense of control, and build confidence in managing challenges. As part of this programme, several Hubs have been created to offer more tailored support in specific areas, such as menopause and LGBTQIA+

With many members of staff experiencing bereavement, the Board identified a need for person-centred support around grief. This poster outlines the development of the Bereavement Peer Support Hub

Methods



Recruitment

Existing Peer Supporters (PS) - staff trained in Psychological First Aid to offer a listening ear to colleagues - were invited to take part



Full Day Training by Cruse Scotland Bereavement Support

86 PS attended a full day session that explored grief and loss, and allowed practice of active listening skills for supportive conversations about bereavement



Follow-up session

Everyone who attended training was invited to a follow-up session after 3 months. 26 PS attended this session to help sustain confidence and skills by reflecting on successes and challenges



Evaluation

The impact of training was evaluated through a questionnaire and qualitative feedback

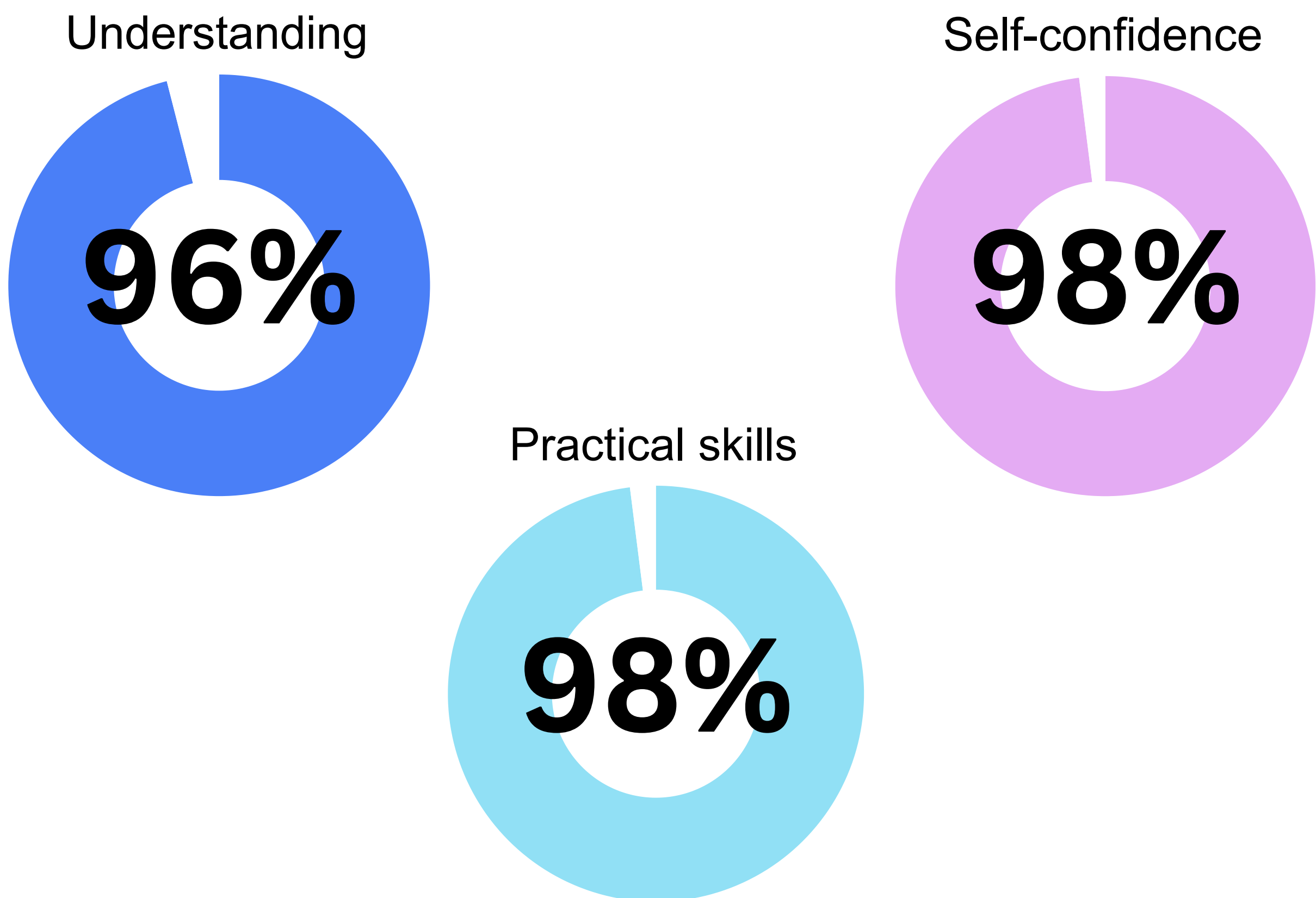


Hub Creation

The success to the training led to the foundation of the Bereavement Peer Support Hub

Results

Most participants agreed or strongly agreed that their understanding of grief and loss had improved and that they felt more confident and skilled to support colleagues after the training session (N=48):



PS rated their motivation to provide Bereavement peer support as **8/10**. This further increased to **8.9/10** after the follow-up session

Qualitative feedback showed that participants found the session informative and helpful in building their confidence to talk about grief

"The information shared in this course was invaluable to me to help myself and my team with recent bereavements and also to understand the impact of loss generally. [...] This is a must for all teams. How staff are supported at work following a bereavement is so important"

"Training excellent left feeling more confident that can offer this to fellow colleagues"

Conclusion

- Training was well received and effectively increased Peer Supporters knowledge, confidence and practical skills for supporting colleagues through bereavement
- The success of the training led to the foundation of the Bereavement Peer Support Hub, creating a critical mass of Peer Supporters available to offer bereavement support to staff across the organisation
- This project highlights the importance and role of training focusing on bereavement support for staff. By helping staff feel confident and skilled to support their colleagues through grief, we can create a more compassionate and supportive workplace culture which understands staff wellbeing holistically

Thank you to all Peer Supporters who contributed their time to strengthen support for colleagues across NHSGGC. And thank you to [Cruse Scotland Bereavement Support](#) for their fantastic training sessions