



HOSPITAL TO HOME

An opt-out, early-intervention model of bereavement support after pregnancy, baby and infant loss, delivered in partnership with NHS Scotland

Held In Our Hearts, in partnership with NHS Lothian, Fife, Forth Valley, Highland, Borders and Tayside

210

families referred in 2025/26

624

support sessions delivered

90%

of referrals came directly from the NHS

Type of loss, 210 referrals



• Second trimester 83 • TOPFA 50 • Stillbirth 38 • Neonatal 26
• SUDI, infant, child & other 13

AIM

To bridge the gap in care from clinical setting to home after pregnancy, baby and infant loss, so that no family falls through the gap and can access ongoing care. Every family experiencing a loss from 12 weeks' gestation to pre-school age is offered compassionate, person-centred support, with a first home visit within three weeks following loss.

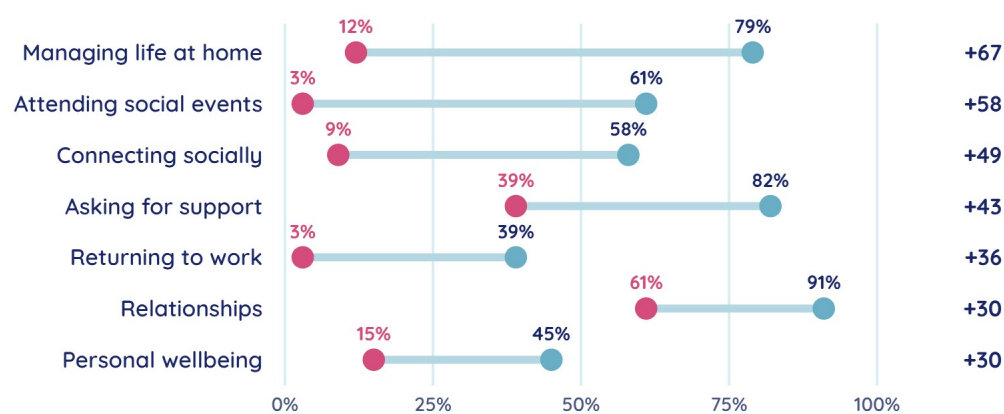
METHODS: THE PATHWAY

- 1 **Opt-out referral:** NHS staff refer every family before discharge
- 2 **Contact** within 48 hours of referral
- 3 **First home visit** within 3 weeks of the loss
- 4 **Six to eight home visits**, practical and emotional, tailored to each family
- 5 **Onward referral** to counselling, peer support and local partners

OUTCOMES: WELLBEING, FIRST TO FINAL VISIT

Families rated seven areas from Poor to Very Good. Chart shows the share rating each area Good or Very Good, and the change in percentage points.

• First visit • Final visit



AFTER SUPPORT: FAMILY SURVEY

100%

felt less isolated after Hospital to Home support

97%

felt emotionally supported, and 97% felt supported with follow-up hospital appointments

91%

felt they did not need to access NHS Psychological Services

“ It made me feel less alone. In the early days of loss, it was enough to keep me going.

Parent supported by Hospital to Home

“ Held In Our Hearts really understand because they've been there.

Parent supported by Hospital to Home

CONCLUSIONS

Opt-out removes barriers

Every family is offered support before leaving hospital, so no one has to seek help alone at a time of profound grief.

Early support improves wellbeing

Positive ratings rose in all seven areas, and most families coped without needing NHS psychological services.

Partnership makes it work

Clear referral pathways and training with NHS teams give equitable, consistent and timely care across Health Boards.



Acknowledgements

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Contact

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