Network Recording Declaration

During this ECHO session discussions will be recorded so that people who cannot attend will be able to benefit at another time. Filming is regarded as ‘personal data’ under the Data Protection Act 2018 General Data Protection Regulations (GDPR), under that law we need you to be aware that:

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If you are NOT willing for your data to be used in this way, please LEAVE the session at this point.
## Agenda

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<tr>
<th>Time</th>
<th>Item</th>
<th>Presenters</th>
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<tr>
<td>10:00</td>
<td>Welcome and Safe Space Agreement</td>
<td>Gail Precious, Senior Development Officer, National Bereavement Alliance</td>
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<tr>
<td>10:05</td>
<td>Assessment: A Route to Good Practice</td>
<td>Linda Machin PhD, Honorary Research Fellow, Keele University and Lancaster University</td>
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<tr>
<td>10:20</td>
<td>Questions and Group Discussion</td>
<td>All</td>
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<td>10:35</td>
<td>Break-out Room Discussion</td>
<td>All</td>
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<td>10:50</td>
<td>Group Feedback</td>
<td>All</td>
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<tr>
<td>11:05</td>
<td>Breakout Rooms: What next for you/your organisation in terms of assessment?</td>
<td>All</td>
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<tr>
<td>11:20 – 11:30</td>
<td>Summary and Close</td>
<td>Gail Precious, Senior Development Officer, National Bereavement Alliance</td>
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Safe Space Agreement
(Example from RBCS Network)

• Respect your fellow participants and their views
• Be honest
• Keep discussion confidential
• Be kind to one another
• All questions are welcome
• Be curious
• Actively participate
• Be present
• Be non-judgemental
• Respect and understand that our clinical environments whilst being similar are very different
Assessment a route to good practice

ECHO session 14\textsuperscript{th} June 2022

Linda Machin PhD
A route to good practice

• Why do we need assessment?

• Issues for implementing practice measures

• The Adult Attitude to Grief scale - an example of a theory based practice measure
Why do we need assessment measures?

Organisations and individual practitioners need to demonstrate best practice, by:

- Working towards agreed **practice standards** across the sector - Bereavement Care Service Standards (2014)
- Recognising the need to provide appropriately **varied provision** for the varied grief needs of clients – NICE guidance on levels of intervention
- Focusing on intervention standards – scrutiny of **processes** and appraising **outcomes**
- Addressing the requirements of commissioning bodies for **evidence** of appropriate and effective interventions
Bereavement Care Service Standards (2014)

• Fundamental principles
• Service standards:
  a) Assessment
  b) Support and supervision
  c) Planning
  d) Access and awareness
  e) Education and training
  f) Resources
  g) Monitoring and evaluation
1. Normal grief reactions requiring family support, and information about the nature of grief and community resources

2. Some difficulties in coping with grief and its consequences

3. More complex grief

Appropriately varied provision

- A few
- Some
- Most
Focusing on intervention – processes and outcomes

• Use assessment to guide intervention:
  a) to ensure an appropriate level of care
  b) to help set goals

• Meet goals and review goals by repeat use of measures and collaborative discussion with the client

• Monitor focus and direction of intervention in supervision

• Appraise outcome by repeat use of measures
Providing evidence


• An overview of the need for bereavement services
• Requirements for local bereavement care
• Quality standards and evaluation methods
• Overview of national policy in relation to bereavement services
• Appendices mapping bereavement care against Health and Social Care Outcomes Frameworks
Issues for implementing practice measures

• Have assessment, monitoring and evaluation on the team’s agenda.

• a) Consider which measures you might use – ‘Choosing and using assessment and evaluation tools in bereavement services’ an NBA Guide 2019
   b) Consider piloting as an aid to choosing
   c) Consider administration and resource implications

• a) Provide training for practitioners and supervisors
   b) Provide ongoing support
   b) Monitor and review

• a) Evaluate through practice reflection
   b) Evaluate through data collection
The Adult Attitude to Grief scale – an example of a theory based practice measure
What shapes experiences and expressions of grief?

- Personal history: family, education, employment etc.
- Culture/ethnicity/beliefs
- Current circumstances: relationships, health, finance etc.

Grief
The Range of Response to Loss model

Two dimensional model:
core grief reactions & coping responses

OVERWHELMED

VULNERABLE

RESILIENT

CONTROLLED
## Conceptual links with other theories

<table>
<thead>
<tr>
<th>The Range of Response to Loss</th>
<th>Overwhelmed reaction to loss</th>
<th>Resilient coping response</th>
<th>Controlled reaction to loss</th>
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<tbody>
<tr>
<td>Attachment style (Ainsworth et al 1978)</td>
<td>Anxious/ambivalent attachment style</td>
<td>Secure attachment style</td>
<td>Avoidant attachment style</td>
</tr>
<tr>
<td>Dual Process Model (Stroebe and Schut 1999)</td>
<td>Loss orientation</td>
<td>Loss orientation oscillation</td>
<td>Restoration orientation</td>
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</table>
The RRL concepts as the base for a practice tool

VULNERABLE coping response

OVERWHELMED reactions

RESILIENT coping response

CONTROLLED reactions
From theory to practice: The Adult Attitude to Grief scale (AAG) ©Linda Machin

**Overwhelmed**

2. For me, it is difficult to switch off thoughts about the person I have lost

5. I feel that I will always carry the pain of grief with me

7. Life has less meaning for me after this loss

**Controlled**

4. I believe that I must be brave in the face of loss

6. For me, it is important to keep my grief under control

8. I think it’s best just to get on with life in spite of this loss

**Resilient**

1. I feel able to face the pain which comes with loss

3. I feel very aware of my inner strength when faced with grief

9. It may not always feel like it but I do believe I will come through this experience of grief
A summary - practice purposes and processes in using the AAG scale

**Purposes:**

- As an assessment measure
- For engaging with the ‘story’ of loss
- For discussing the goals of support
- For reviewing progress
- As an outcome measure

**Procedures:**

- Format for using the AAG
- Systems for exploring and interpreting the AAG scores
- Clinical judgment when using the AAG
- Use of the AAG responses in supervision
- AAG data to obtain evidence of practice processes and outcomes
Addressing vulnerability and nurturing resilience
1. Focus on personal and/or circumstantial factors which add complexity to grief

2. Focus on countering distressing emotions by strategies for thinking and functioning

3. Focus on countering the struggle to face the loss by finding safe ways to engage with it

4. Focus on transforming painful feelings and thoughts into a new narrative of acceptance

5. Focus on effective thinking and behaving in response to the reality of loss

6. Focus on meaning making and hopefulness
Resources

Email: linda@mapping-grief.care
Website: mapping-grief.care
Discussion Prompts

• What resonated with you during this session?
• How does this reflect with your service’s approach to assessment?
• What assessment practices have you continued to use (either pre-pandemic or during the pandemic)?
• How did you adapt any assessment exercises during the pandemic?
• What assessment practices no longer suit your service? Why is this? What has changed?
Break-out Room Discussion
Break-out Room Discussion

Topic:
• What next for you/your organisation in terms of assessment?
Question from the audience

Benchmarking within the bereavement sector

A colleague is looking for the following:
• An agreed benchmarked response time - from referral to assessment, for example
• An agreed benchmarked caseload for a 1.0FTE (mixed supervision, managerial, level 3 role)
• An agreed benchmarked caseload for a 1.0FTE non management / supervision role

For those services which hold NHS contracts for additional community services:
• What benchmarks have you agreed with your funders?
• Where are these benchmarks sourced from?
Next Session:

Date: 26 July 2022

Topic: Evaluation
Before you go…

Let us know your feedback via this survey:

https://www.surveymonkey.co.uk/r/BCollabJune22