

Referral and beneficiary rates

Source	Referrals	Beneficiaries	Conversion
Coroner	19	19	100%
Police	2	2	100%
GP	1	1	100%
Self	3	3	100%
Other	7	7	100%
Total	32	32	100%

Active cases at the end of the quarter 72

sWEMWBS (scores can range from 5-35)

Ave. Initial Score	Ave. Recent Score	No. people with data	% with +ve change	% with -ve change
16	17.33	12	25%	0%

Case study

Client (A) was referred by the Coroner's office following the death of their partner.

Communication 1: I phoned Client A the day they were referred. I introduced myself, and they were staying with relatives down south and unsure when they are returning to Chester. I agreed to call the next week to follow up what support they may require. On this first phone call, the client was given a contact phone number and informed they could ring, leave a message and I will always get back to them.

Communication: Spoke to Client - we agreed telephone support at present, agreed to look at what type of support they may need they will text me details of deceased's parents as they would like some support if possible .

Text message received from Client A—'thanks for checking in and for sending info to parents , finding everything very hard especially with the virus we have had to cancel the wake, any days and time is fine for me will be at my dads '

Communication: Client A said that they had stayed with partners parents last week, they had the cremation although the wake had to be postponed. We spoke at length about how they are finding it hard to deal with what is happening with corona virus and not having the time to grieve. Client A stated that they are struggling with anxiety and panic attacks, they said that they are waking in the night and finding it hard to get back to sleep.

Communication: Client A spoke about struggling, as it's the one month anniversary of partner's death. We went through the sWEMWBS to assess wellbeing at present. Client A still not sleeping well and has tried the app I recommended and it has helped slightly. We spoke about finances as Client A is managing on statutory sick pay and was concerned about paying the mortgage. The inquest was due to take place in September and has been asked to complete a Next Of Kin statement, agreed that we could do this together if it would help. I informed Client