

Referral and beneficiary rates

Source	Referrals	Beneficiaries	Conversion
Coroner	6	4	67%
Police	3	3	100%
GP	0	0	N/A
Self	5	5	100%
Other	3	3	100%
Total	17	15	92%

Active cases at the end of the quarter 22

Signposted

GP	1
East Lancs Hospice	0
Samaritans	0
SOBS	6
Winston's Wish	0
TOTAL	7

Case study

The referral came through from Lancashire Police, and below are a number of the communications with the beneficiary

Communication Initial brief introductory call and agreement to speak at length on next call. Informed the client that current support is 'remote' due to current restrictions affecting face-to-face contact, and they are happy with this. From this call it was ascertained that X would welcome one-to-one bereavement support/counselling for themselves and siblings; X also would welcome information on the Inquest process and the offer to attend this, if possible, with X if required was accepted. No Safety Plan/Risk Assessment required; X confirmed they have no thoughts of suicide or self-harm, and to their knowledge neither do their siblings.

Communication: Email was sent attaching Help is at Hand booklet, detailing information on the Inquest process, sources of bereavement support, to include local hospice Family Support Service and contact details, plus copy letter and consent to GP. Further emails communications sent after this.

Communication: Telephone call to X -Now aware that the Inquest is likely to be 2021 X stated that they feel adequately supported by the Family Wellbeing Service but will give some thought as to what may still be required from Amparo.

Communication: Email from X to state Amparo support is no longer required. The Inquest will be paper, rather than wait until 2021 – prefers to have this completed sooner "then we can all move forward". "You've helped me so much and really supported me. I am so grateful and thankful. You have answered all my questions and have been so helpful. I really appreciate everything you have done for me and my family".