



## **Case Study Sept 2020**

**Contract:** Lancashire Amparo

### **Referral Information:**

The referral was made from the Police following the death by hanging of a friend /colleague of the client. As Amparo's remit did not include the client's locality, the commissioners agreed to put funding in place to support this client and several other clients linked to the same suicide.

### **Assessment Tools/Focus identified:**

Initial contact took place within 24 hours of receiving the referral, there was no response however the following day contact was made and a first visit was offered within 7 days. The client was very emotional, still in shock, and stated that they were hoping to have the body released on the Monday and the funeral was taking place on Friday. The client stated they would like to wait until after the funeral to speak to someone from Amparo further.

### **Communication:**

The client engaged well throughout the initial appointment, at times becoming very emotional and then very angry, although the anger was never aimed towards the Suicide Liaison Worker (SLW). The face-to-face meeting took place at the beneficiary's home, with all initial paperwork completed. This included a full needs assessment, the production of a support plan, a safety plan (which was left with the beneficiary in case of emergencies) and the first set of impact assessments was completed using the using the Short Warwick–Edinburgh Mental Wellbeing Scale (SWEMWBS). The client explained that the young person had ended their life following an argument with one of their friends the same night. They explained that a group of friends would all spend time together socially and through work. The client felt that if they had spoken to the friend that the suicide could have been avoided. The client expressed lots of guilt and anger towards others in their group.

### **Communication:**

Over the course of the next week, the SLW and the client spoke several times on the telephone up to and including the day of the funeral. The SLW spoke to the client at length after the funeral, as they had not been able to face going to the wake. The client said their friend had a lovely send-off and thanked the SLW for phoning as they felt that they really needed the support. The client had decided to throw themselves into work and keep busy as it helped them to cope with the sad feelings. The SLW assured them that, if they needed to talk, they could call.

### **Communication:**

The client stated they had been struggling and feeling very emotional which was visible to see when the SLW visited. They stated that that they had wondered if they would feel better if they

were with the deceased. The SLW felt they needed to explore what they meant by this and asked directly if they were feeling suicidal. They said, "No, I could not do that knowing how much it has affected everyone" and this was talked through at length. The SLW provided the client with a Hope Line wristband and they promised to wear it and phone the number if they ever felt suicidal, although they were adamant that this was not their intention. A further visit was arranged for the following week.

**Communication:**

The client spoke openly about the friend and how they feel no one understands how close they were due to their relationship having been kept a secret prior to the death. The SLW discussed how grief might affect them and having an understanding of this seemed to settle the client.

**Communication:**

Phone call appointments took place on a weekly basis. The client felt this was time to talk openly about their friend and, due to the lockdown, they were finding the isolation hard. During this time, the SLW discussed making a memory box and, each week, the client put something in the box and talked through the memories with the SLW. The client felt this really helped and wanted to ask other close friends to add some of their memories to the box. The client stated that they always wear the wristband and tell other people about it so the SLW agreed to send a few more to hand out to friends.

As lockdown restrictions started to lift, the client was getting out more and spending some time with these friends. A further SWEMWEBS was completed on the last session and the client had shifted considerably from the first meeting. It was decided together to end the support as they felt ready to move on. It was agreed to keep their file open until the end of July, so if they changed their mind they would call the SLW.

**Attendance at Inquest:**

This client did not attend the inquest as they could not face it and felt it was inappropriate to impose on the family.

**Any additional referrals received as a result of the initial referral?**

Following this suicide there were several referrals made for the other friends and wider community due to the age and nature of the death.

**Where any risk/incident reports completed?**

There were no reportable incidents surrounding this client.

**Outcome measures:**

Documentation completed at the beginning of support and mental wellbeing monitored throughout; these have included SWEMWEBS, GP and Disclosure, Confidentiality, Data Protection Forms.

<b>Outcomes</b>	Fully Achieved	<input checked="" type="checkbox"/>	Partially Achieved	<input type="checkbox"/>	Not Achieved	<input type="checkbox"/>
-----------------	----------------	-------------------------------------	--------------------	--------------------------	--------------	--------------------------

The case study above indicates that the client was fully supported under the Amparo role, i.e. regular contact and support via phone and face-to-face as required, prior to Covid-19. The client felt ready to end their relationship with service and felt that they had received the support they needed which was time crucial.

Evidence of Best Practice	Lessons Learned	Skills sharing
---------------------------	-----------------	----------------

The client was very young and had never suffered a bereavement before, let alone one of such a traumatic nature. It was important to focus on the client's emotional needs to support them so they were able to come to terms with the death of a friend. The client acknowledged the grief they felt and made a memory box for the friend and asked other friends to contribute to it, which has helped the client considerably.

Knowing when to end support and letting the client lead is very important ensuring they are aware that they can access the service again at any time if they feel they need to.

The client thanked the SLW for all the support and stated, *"I honestly do not know what I would have done without you, and you have shown me there is a life after death, so Thank you"*.