



## **Case Study September 2020**

**Contract:** Cheshire and Merseyside Amparo

### **Referral Information:**

The referral came through from a call for another member of the family who was referred from the coroner's office, following the death of their partner to suicide.

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

Client 2 was to be the point of contact for the family. This client asked what we do and how Amparo would support them, they felt it was too early to talk to the original client (client 1) and the rest of the family, so would call the Suicide Liaison Worker (SLW) back when they had spoken together.

Client 2 phoned back later that day and the SLW spoke with each member of the family needing support in turn. The SLW was asked not to use the word 'suicide' with client 1.

While speaking to client 2, the SLW was informed that they had previously had counselling for coming to terms with their sexuality. They felt this may have had some impact on the deceased as they had only recently told the family, but while talking it turned out there were a lot of other stressors the deceased was having to deal with. The family were provided with the SLW's phone number to contact them and it was arranged to email each of them with further support information. A Short Warwick–Edinburgh Mental Wellbeing Scale (SWEMWBS) was completed for each client.

### **Communication:**

Having sent out the information to Client 2, the SLW phoned to see if they had received this; they said they had, but had not read it yet and were supporting each other. Other members of the family and close friends were supporting them too. The SLW explained about the Survivors of Bereavement by Suicide (SOBS) group/forum and how they would potentially be of most help, as each member has lived experienced and would know exactly how the family would be feeling. The contact name and number of the local SOBs support was provided, along with information for Mind, Papyrus, Cruse bereavement, CALM, Samaritans. The client was also advised to see their GP as they may also have access to some local counselling.

Client 2 was provided with the Every Mind Matters information and details of Live Well online, told about the free App Stay Alive, all of which have ways of self-help until counselling can be given, if that is an option they want to take.

### **Communication:**

Contact was made with client 2, who said that, due to religious reasons, the funeral was taking a while to arrange. Client 2 was finding that this caused a lot of pressure on them as they were trying to take the pressure off other members of the family. The idea of talking to the other

family members and explaining that they need help and what they were doing to relieve that pressure themselves was discussed.

**Communication:**

The SLW was informed by another family member that Client 2 had decided to go back to London, after the funeral had taken place. Client 2 was contacted via text and asked if they were ok. Information on bereavement postvention services in the area they resided in was also sent. The client responded by text saying "Thank you". Information on an additional support group was subsequently sent to the client, and the SLW explained that, as they were no longer in their area, they would have to close their case but that they could phone them if they have any questions.

The SLW was still supporting the other members of the family.

**Attendance at Inquest:**

Not taken place yet.

**Any additional referrals received because of the initial referral:**

From one referral, this had two additional referrals of which client 2 was one. The SLW is still supporting the other two clients/family members.

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

No.

**Outcome measures:**

<b>Outcomes</b>	Fully Achieved	<input type="checkbox"/>	Partially Achieved	<input checked="" type="checkbox"/>	Not Achieved	<input type="checkbox"/>
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This has only been partially achieved, as the SLW has not been able to support the client through to inquest due to their move back to London. Information about support available in the area they have moved to was sent, and help offered if they have any further questions. The SLW is still in contact with the rest of the family.

Evidence of Best Practice	Lessons Learned	Skills sharing
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By finding and sending information on support in the client's area outside of Amparo, this demonstrates the importance of finding ongoing support for the client.