

# Unexpected death

## Information and support for family and friends following an unexpected death



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### Our concern for you

**This leaflet is designed to assist the families and friends of patients who have recently died by providing information about support that is available, and by explaining how the Cumbria Partnership NHS Foundation Trust responds to unexpected deaths.**

You have been given this leaflet because you will have experienced an unexpected loss. It is normal to feel a range of emotions at this time; these might include shock, confusion, distress or anger about what has happened. We would like to offer our deepest sympathy and our support as you try to come to terms with your loss.

You may have questions about the care your relative/friend received which you would like to put to the Trust, and we will do our very best to provide you with answers and address any concerns you may have.

The Trust is committed to reviewing the care it has provided in an open, honest and transparent way.

The information that follows explains how this process occurs and how you might become involved as well as signposting you to support networks that you may find helpful.

### Review of care

We appreciate that you will want to know that the care that was offered and given was appropriate, and that correct treatment was provided.

The investigation is conducted by senior staff from within the Trust, who will examine whether the level and quality of care was appropriate and whether the correct treatments were given and offered.

They will reflect on the decisions made by the care team and form an opinion on the care delivered to your relative/friend.

### Your involvement

You will be invited to meet the senior clinical staff undertaking the review in order that you may present and discuss your views about the care given and to identify any questions that you would like to have answered in the report.

Once the investigators have completed their written report you will again be invited to a meeting where the content of the report will be shared and the findings discussed with you.

### During the investigation:

If you have any concerns in relation to the process, please do not hesitate to contact the person below:

Name .....

Job title .....

Contact number .....



While it may be reassuring to know that there will be a thorough, open and detailed examination of the events leading up to the death of your relative/friend, at this point in time there may be more pressing concerns. Bereavement can, in itself, be quite overwhelming and you may feel shock, confusion and disbelief.

Even if you are feeling relatively calm and are not emotionally overwhelmed you may still welcome some help and advice as you begin to deal with the consequences of your loss. You may find talking things through with someone at this stage helpful or consoling.

If there is no one available when you phone please leave a message on the answer phone and your call will be returned as soon as possible.

## **Feedback**

We appreciate and encourage feedback. If you need advice during this process and are unable to contact the person named above, please speak to another member of staff or contact the Patient Experience Team:

Email: [PET@cumbria.nhs.uk](mailto:PET@cumbria.nhs.uk)

Freephone: 0800 633 5547

Text 07827 312 699

## **Other services that may be able to help you**

### **Patient Experience Team**

The Trust's Patient Information Team can provide advice, support and a listening ear to families. The team can also signpost to local support groups and services.

[PET@cumbria.nhs.uk](mailto:PET@cumbria.nhs.uk) Freephone: 0800 633 5547 Text: 07827 312 699

### **Help is at Hand**

A resource for people bereaved by suicide and other sudden, traumatic death. Published by the Department of Health

[www.nhs.uk/Livewell/Suicide/Documents/Help%20is%20at%20Hand.pdf](http://www.nhs.uk/Livewell/Suicide/Documents/Help%20is%20at%20Hand.pdf)

### **Sudden**

For people bereaved by a sudden death

Website: [www.suddendeath.org/](http://www.suddendeath.org/)

### **Survivors of Bereavement by Suicide (SOBS)**

National helpline: 0300111 5065

Website: [www.uk-sobs.org.uk](http://www.uk-sobs.org.uk)

[www.sobs-cumbria.org.uk](http://www.sobs-cumbria.org.uk)

Email: [sobscumbria@hotmail.co.uk](mailto:sobscumbria@hotmail.co.uk)

Cumbria local support group:

Tel: Paul on 0789 670 3757 or John on 0757 297 5721

## Child Bereavement UK

Supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement.

Website: [www.childbereavementuk.org/support/](http://www.childbereavementuk.org/support/)

Tel: 0800 02 888 40

Email: [support@childbereavementuk.org](mailto:support@childbereavementuk.org)

Eden and Carlisle local group

Tel: 01228 593 810 or 0800 02 888 40

## SAMM – Support after Murder and Manslaughter

For anyone who has suffered the traumatic death of a loved one, regardless of how long since the death.

Website: <http://samm.org.uk/>

National helpline: 0845 872 3440

Email: [support@samm.org.uk](mailto:support@samm.org.uk)

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call: **01228 603890**  
E: [communications.helpdesk@cumbria.nhs.uk](mailto:communications.helpdesk@cumbria.nhs.uk)

Or write to Engagement and Communications  
Voreda House | Portland Place | Penrith | CA11 7QQ



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ID: TW0013

Version: v1

Issue date: October 2015

Review date: October 2017

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