

Wednesday, 08 October 2025

## Health and Social Wellbeing Improvement



# Bereavement support guide for managers

Dealing with the sudden death of a service user



This guide helps managers support staff after the sudden death of a client or service user, through suspected suicide or substance use. It provides clear steps for preparing, responding, and recovering, with a focus on kindness, good communication, and emotional safety. It encourages open conversations, offers practical tools, and helps teams learn and grow together. By using this guide, organisations can create a caring workplace, reduce stress, and support staff through grief while continuing to provide quality care.

It has recently been integrated into the Minding your head (MYH) website and is now live – [Bereavement | Minding Your Head](#). We encourage you to share this information in your organisation and networks.

The Public Health Agency gratefully acknowledge the support of the Protect Life Implementation Groups (PLIGs), Drug and Alcohol Coordination Teams (DACTs), service users and managers from community, voluntary and statutory organisations whose experiences and contributions have helped ensure this Guide reflects a compassionate, relevant and practical approach to supporting staff within their organisation.

## Details

Format

A4 PDF, 30 pages

Target group

Healthcare professionals

## Downloads

Attachment	Size
<a href="#"><u>PHA's bereavement support guide for managers - dealing with the sudden death of a service user</u></a>	1013.3 KB

## Tags

- [bereavement](#)

[Print](#)