Aim Our aim was to develop a range of bereavement support options for people to access in a hope to reach out to more people. Our aim was to increase the number of people receiving support from our service by 30% over a two-year period.

Method Over a two-year period we have developed a broader range of bereavement support services that has scope to encompass individual ways of grieving. These include the traditional one-to-one and telephone support as well as innovative support systems such as a bereavement online support group, monthly bereavement café, Make, Do and Mend, bereavement craft groups as well as offering advice and support sessions at the local library on a weekly basis.

Results We have now established a broader range of bereavement support services and are delighted to be supporting substantially more people. In May 2017 our service caseload for people accessing the service was 96 and by May 2019 this rose to 250 which confirms a 160% increase in support being provided.

Conclusion Evaluation of the pilot hub showed substantial increase in social activity, peer support, resilience and access to local provision aided by increased multi-agency working. It is beneficial for service users and cost-effective for hospice provision. Also, we saw additional coping strategies and autonomy within families, resulting in an improvement in wellbeing.