

## Overview

This standard identifies the requirements when you support individuals and others through bereavement. This includes supporting individuals and others when they first learn of their loss, supporting them during the time of bereavement and to manage changes resulting from the bereavement.

## Performance criteria

### *You must be able to:*

1. establish consent and access information to help you support individuals and others through bereavement
2. create appropriate environments to support individuals and others when they first learn of their loss
3. pace interactions so individuals and others can process the information, and you can assess their reactions
4. encourage individuals and others to ask questions
5. inform and support individuals and others with the procedures that follow death
6. work in partnership with individuals and others to access information, resources and support they require
7. provide individuals and others with privacy and time to initially adjust to the bereavement
8. support individuals and others to express their feelings about the bereavement
9. work in partnership with individuals and others to identify changes and support required following the initial bereavement
10. support individuals and others with their bereavement and to manage grief and loss in a way that meet their needs
11. support individuals and others to adjust to changes in a way that meets their needs
12. complete records and reports required for providing bereavement support for individuals and others
13. reflect on how you carried out your roles and responsibilities to provide bereavement support for individuals and others

## Knowledge and understanding

### *You need to know and understand:*

1. how to access and review information to support individuals and others through bereavement
2. the importance of well-coordinated and timely support during bereavement
3. how to create appropriate environments and the importance of effective communication when individuals and others are informed about their loss
4. the importance of dignity, kindness and compassion when providing bereavement support for individuals and others
5. how to support individuals and others with their emotions and the complexity of emotions during bereavement
6. types of bereavement support and resources available for individuals and others and how to access this
7. the impact of bereavement, grief and loss on individuals and relationships
8. how to apply trauma informed principles when providing bereavement support for individuals and others
9. the influence of neurodivergence and additional needs on the provision of bereavement support for individuals and others
10. the influence of culture, background and spirituality on bereavement support for individuals and others
11. how to use strategies to manage your own emotions and reactions when providing bereavement support for individuals and others
12. the workplace procedures that need to be carried out following a death
13. the records and reports required for providing bereavement support for individuals and others
14. theories relevant to providing bereavement support for individuals and others
15. the relevant legal requirements, standards of practice, frameworks and guidance for providing bereavement support for individuals and others
16. the workplace requirements on equality, diversity, inclusion, and rights when providing bereavement support for individuals and others
17. how to work in partnership with others to provide bereavement support for individuals and others
18. how your personal experiences and unconscious bias may impact when providing bereavement support for individuals and others, and how to address this
19. the role of supervision, reflective practice and learning and development in

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## Glossary

The glossary for this National Occupational Standard is available on the Skills for Care and Development website.

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