

**Freedom of Information Act 2000 - Request Reference FoI/20/060**  
**Bereavement Service**

**Request details**

**1. Who runs bereavement service?**

The Senior Nurse Bereavement Services who works for the Patient Experience Team under the Corporate Nursing Clinical Board offers a single person response to issues surrounding bereavement. The Bereavement Office, which processes the paperwork surrounding death and death registration, sits under Medical Records, part of Clinical diagnostics and Therapies Clinical Board.

The Registrars for Births, Deaths and Marriages sit under Cardiff Bereavement Services, Local Authority.

**2. Primary contact - Name/Email/Phone Number of the person(s) who run bereavement services?**

After considering your request, the UHB believes that the data requested is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

**3. Is there a bereavement booklet given to families?**

There is a bereavement book for adults and a separate book for child deaths.

**4. Who deals with the Bereavement booklets?**

There is a stock of bereavement booklets in the bereavement offices and the wards have a stock in their bereavement boxes.

**5. Are the bereavement booklets produced in house?**

No, RNS Publications produce the bereavement booklets for Cardiff and Vale University Health Board.

**6. Are the bereavement guides produced by an external agency?**

Yes

**7. Is there a contract with the external agency?**

Yes

**8. How long is the term of the contract?**

3 years

**9. How long is left to run on the contract?**

2 years 8 months

**10. What is the notice period to end the contract?**

3 months

**11. Does the contract offer additional benefits to the Trust such as funding?**

There are other projects that the contractors provide/support but there is no direct funding.

**12. Does the contract contain rights to sell advertising space in the Bereavement Guide to third parties?**

Only advertisements that are approved by the UHB

**13. Who signs the contract for Bereavement Guides?**

Procurement

**14. Who is the Head of End of Life for Community Nursing?**

Director of Nursing in Primary, Intermediate and Community Clinical Board

**15. What is the contact information for the Head of End of Life for Community Nursing?**

Director of Nursing in Primary, Intermediate and Community Clinical Board  
Cardiff and Vale UHB Headquarters  
Woodlands House  
2nd Floor  
Maes y Coed Rd  
Heath Park  
Cardiff CF14 4HH  
By Phone  
Tel: 029 20 747747 (Switchboard)

**16. Is there any information available for the community nursing team to give out to patients and families for end of life and bereavement?**

Yes, a bespoke bereavement booklet for primary care has been produced.