



Registered charity number: 512387

specialist palliative and bereavement support

# Compton Care

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## Bereavement information point



# Bereavement Information Points - BIPs A New Way of Connecting with the Community

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### BACKGROUND

Access to bereavement support at Compton Care has traditionally been limited to relatives of individuals who died under its clinical care. This has created a significant gap in service provision for bereaved individuals within the wider community who have no direct link to the hospice.

With the closure of the community Bereavement Hubs in January 2024, the need to address this gap became a high priority.

In response, Compton Care introduced Bereavement Information Points (BIPs) – a new, accessible model offering drop-in advice and support for all bereaved people, regardless of their connection to hospice services.

BIPs provide the community with access to the Bereavement and Family Care Team, offering guidance on loss-related issues such as practical matters, emotional wellbeing, and signposting to relevant services.

### AIM

To provide Level 1 bereavement support (as defined by the Irish Hospice Foundation, 2025 and the NICE Three-Component Model of Bereavement Support - 2004) to individuals in Wolverhampton and South Staffordshire who are not eligible for specialist bereavement services through Compton Care.



[comptoncare.org.uk](http://comptoncare.org.uk)  
0300 323 0250



### METHOD

The BIP model was piloted in local libraries, chosen for being safe, accessible spaces where the community already seeks information and support. Two libraries were secured for monthly two-hour drop-in sessions staffed by:

- Bereavement Coordinators (with social prescribing training)
- Volunteers with lived experience of bereavement.

During each session, tailored resource lists are provided. These include information on:

- Children's bereavement services
- Specialist and group support
- General emotional support services.

For needs not immediately met by the resources, a follow-up call is offered after further research to ensure bespoke signposting.

Additional trial sessions were held in Compton Care retail stores around Wolverhampton. Although uptake in stores was lower than libraries, they served as an effective awareness tool and were positively received by staff and management. These sessions will continue ad hoc in busier stores based on staff availability and community need.



*Nice to have met you at the Bereavement Information Point.*

*Thank you for all the advice and for pointing me towards various groups.*

*I really appreciated you spending time with me.*



### RESULTS

Feedback from attendees – both verbal and written – has been overwhelmingly positive, validating the importance of BIPs in addressing the bereavement support gap in the community.

#### Key outcomes include:

- Boosted morale among the Bereavement and Family Care Team
- Increased staff empowerment in retail settings to support bereaved individuals
- Positive feedback from retail managers despite lower attendance
- Ongoing support and requests for continued presence in library and retail environments.

### CONCLUSION

Since their introduction in late 2024, Bereavement Information Points have shown steady growth and positive community impact.

With the recruitment of two new volunteers, the model has become a sustainable component of the Bereavement and Family Care Service.

The BIP Model is now in collaboration with Wolverhampton University, supporting their wellbeing events and student information sessions / events throughout the academic year. During 2025 'Freshers week,' high volumes of students, in particular, students training to enter Healthcare Professions, especially trainee nurses, counsellors and psychologists reached out for support alongside University staff.

#### Looking ahead, BIPs will expand to:

- A quarterly slot at the Wolverhampton city centre library
- Seasonal sessions at the local university, supporting both students and staff
- Potential collaborations with Wolverhampton's LGBTQ+ organisations, exploring how to adapt
- BIPs to support bereaved individuals in diverse communities.

The future of the Bereavement Information Points is promising – offering a scalable, compassionate response to bereavement needs within the wider community.