



# Suicide Postvention Toolkit

**(Updated July 2025)**

## Contents

Aims .....	1
Introduction .....	2
What is postvention? .....	2
Creating a response plan .....	2
Immediately after a suspected suicide .....	3
Breaking the news.....	4
Handling the media.....	4
Grieving .....	4
Supporting service users after a client dies .....	5
Supporting staff after a client dies.....	6
Coroner's inquest.....	7
Legacy phase .....	8
Reflection .....	8
Support services.....	9
Further resources.....	10

## Aims

- To provide a list of possible actions after a suspected suicide at your service
- To provide a checklist of what tasks need to be completed immediately and soon after a client dies after a suspected suicide
- To provide examples of effective communication after a suspected suicide
- To explain grief – there is no right or wrong way to grieve
- To suggest ways that you can support staff and clients after a suspected suicide
- Provide details of national and local support services that could be useful to refer individuals



# City of Westminster

## Introduction

Suicide is an issue that cannot be ignored. Statistics illustrate there were 5656 suicides registered in 2023, 372 more than in 2022. Males aged 45-49 years were found to have the highest suicide rate (25.3 per 100,000).<sup>1</sup> Therefore, it is important to have procedures in place, as it is increasingly likely that your organisation will be affected by suicide.

If a client discloses that they are thinking about suicide, the HHCP's [Working with Suicidal Clients Toolkit](#) provides staff with an opportunity to support them. As individuals may not disclose suicidal intentions, it is useful to be aware of the suicide risk factors listed in this toolkit (page 3).

An organisation's senior leadership team plays a critical role in deciding how the workplace will respond to suicide. Therefore, this toolkit aims to provide guidance around an appropriate response in the event of client death by suspected suicide.

This guidance has been developed using existing HHCP toolkits alongside several specialist toolkits. Thanks are given to the following:

Help is at Hand <https://supportaftersuicide.org.uk/resource/help-is-at-hand/>

Samaritans: Help when we needed it most

<https://media.samaritans.org/documents/samaritans-help-when-we-needed-it-most.pdf>

Business in the Community: Crisis management in the event of a suicide:

<https://www.bitc.org.uk/toolkit/suicide-prevention-toolkit/>

## What is postvention?

'Postvention' is the actions taken to provide support to anyone who needs it, after an individual dies by suicide. An effective plan can ensure timely and appropriate care, and that support is provided to those who require it. Effective support can help people to grieve and recover, which is a critical element in preventing further suicides. Effective support can help individuals to recover more quickly, as well as manage the impact on the organisation, for instance regarding the level of sick leave taken by staff.

## Creating a response plan

Suicide presents the unique risk of potentially being the trigger for another suicide; therefore, creating a response plan is extremely useful.

It should:

1. Provide a written protocol, developed in advance
2. Involve the training of staff around suicide and postvention

<sup>1</sup> <https://www.samaritans.org/about-samaritans/research-policy/suicide-facts-and-figures/latest-suicide-data/>



# City of Westminster

3. Include procedures for notifying staff, service users, management and any supporting services.
4. Include guidelines on effective communication and how to handle the media if required
5. Identify appropriate postvention services
6. Include procedures for recognising service users and staff who are at risk after a suspected suicide and identifying where people can be referred for support
7. Include an evaluation of the effectiveness of any postvention

## Immediately after a suspected suicide

The table provides a list of actions that should be considered immediately after a suspected suicide.

Action	Details	Completed?
Establish the facts	Contact the police to confirm the death and determine whether it is being treated as a suicide. Note that the cause of death may take weeks or months to confirm via a coroner's inquest. Refer to the death as a 'suspected suicide' until officially determined.	
Notify management	Inform your line manager or relevant senior staff as soon as possible.	
Inform staff and service users	Break the news to staff first, giving them time to process it. Then inform service users.	
Identify and inform close contacts	Identify staff or close friends of the deceased. Inform them in person and in private. Younger individuals may be more at risk of imitative suicide.	
Maintain confidentiality	Ensure all staff understand the importance of sensitivity and confidentiality when informing clients.	
Prevent misinformation	Consider informing service users in a small group promptly to avoid the spread of rumours. Write a letter for those who could not be informed in person (if they were not close to the deceased).	
Create a support space	Provide a quiet area for those in shock or upset.	
Communicate support measures	Clearly explain what support will be made available for staff and service users.	
Provide support contacts	Share a list of support organisations and offer help in making referrals (see 'Support services', page 9).	
Prepare for media response	Consider whether a media response is necessary. Refer to Samaritan's guidance <a href="#">here</a> for reporting on youth suicides.	



# City of Westminster

## Breaking the news

Breaking the news is crucial step which needs to be completed sensitively and appropriately, in a supportive and empathic way. Communication is essential to enable the postvention activities to be effective and manage anxiety.

Any information provided after a suspected suicide should reinforce the following

- facts (not rumours)
- an exploration of normal and wide-ranging responses to suicide (see page 5 in this document)
- an understanding that, with support, people can cope
- an understanding that fleeting thoughts of suicide are not unusual
- an awareness of suicidal warning signs and resources available to help
- an understanding of funeral expectations

When discussing any suspected suicide that has occurred, it is advised the information provided:

- is factually correct but does not provide detail of the cause of death or method used
- does not romanticise, glorify, or vilify the death
- does not include details of any suicide note
- does not include speculation over the motive for the suicide

## Handling the media

If you have a PR team available, inform them of the suspected suicide so they can produce a media response. If you do not have a PR team, the following will provide guidance.

- Avoid giving details of the suicide method or any suicide note or giving simple 'explanations' of the suicide.

Phrases to use	Phrases to avoid
A suicide	A successful suicide attempt
Death by suicide	An unsuccessful/ failed suicide attempt
Take one's own life	Commit suicide
A suicide attempt	Suicide victim
A completed suicide	Just a cry for help
Person at risk of suicide	Suicide-prone person
Help prevent suicide	

## Grieving

Grief is a term which describes a constellation of emotions, which may, or may not, occur in some form after a death or other significant loss. How that constellation is shaped and manifests is unique to each individual and to each situation, and will change for each person over time. ***There is no right or wrong way to grieve and there is no time frame for this experience.*** Below are



## City of Westminster

some of the ways in which grief can manifest, but this is by no means an exhaustive list. Any change in feeling or behaviour after a significant loss may, or may not, be a result of grief.

Experiencing the loss of a client is a very particular sort of loss. Staff might feel they 'shouldn't' feel grief for someone with whom they had a professional relationship. Additionally, when experiencing the loss of a client by suspected suicide, staff may also feel guilt or blame themselves, asking 'what if?' 'what could I have done differently?' questions. Each staff member will have had a different relationship with the deceased and different personal histories of loss. Experiencing the loss of a friend via suspected suicide is also a particular sort of loss, therefore paying particular attention to service users close to the individual who has died by suspected suicide is important.

Support will need to be provided however grief might manifest. Some people **express their grief through feelings**; they may cry, feel angry, upset, agitated (and so on). Some individuals may well wish to access therapeutic services, may want to attend reflective practice sessions, and can engage in an emotionally focused conversation about the loss. There are others who will **express their grief in a practical way**. This is a different way of expressing, rather than a denial of, grief. These individuals may wish to engage in practical tasks such as attending the funeral, clearing the room, engaging in a relevant fundraising event. Being involved in any or all the tasks listed can provide fruitful ways for someone to express their grief.

Grief is not a linear process. Most of us move in a cyclical fashion between coping and not coping, between engaging with the future and positivity and being grief focused. This is our instinctive way of coping with that which would otherwise overwhelm us.

Here are **some of the feelings** individuals may experience: fear, anger, pain, shame, guilt, and relief. Conversely, they may feel no particular set of emotions. **Whatever the individual feels is OK.**

## Supporting service users after a client dies

Below are some suggestions of ways your service could support service users after a client dies by suspected suicide.

### Arrange a residents' meeting

- Inform residents or clients who knew the deceased
- Create a safe and comfortable space for clients to express their feelings about the death of their fellow housemate as soon as possible
- As a team, decide how much/little you can share about the details of the death (particularly important if there is a police investigation)
- Be sensitive to the psychological impact that losing a housemate may have on residents

### Offer support

- Ask them how they want the team to support them through the grieving process
- Reassure them they can come and talk to staff at any time
- Ask them how they want to be involved in organising the funeral (if appropriate)



## City of Westminster

- Reassure them there are support services available to them (counselling)
- Be available if they need support

### Encourage sharing

- Encourage clients to talk about how they feel, to share memories about the person and discuss how they want to remember him/her
- Encourage clients to lead in the meeting
- Listen without judgement
- Be emphatic
- Be patient
- Acknowledge their sadness about losing a housemate/friend

### Key-work sessions

- Offer support in key work sessions - ask how they are feeling about the recent death of their housemate/ friend
- They may say "I am ok", but let them know they can always talk to staff if needed later
- Do not provide advice, just listen attentively and signpost for extra support if needed

### Risk assess

- Any concerns or changes in a client's behaviour/ mental health/ intake of substance use should be recorded and monitored
- Risk assessment and support plans to be reviewed if needed
- External agencies to be informed accordingly

## Supporting staff after a client dies

The death of a client can create an intensified fear among staff about risk to other clients and, as a result, an intensified fear of being (or being found) at fault.

**Staff members may require additional reassurance and supervision** to cope with their own feelings and to avoid falling into risk-averse practice. It is also important to remember that those managing the team will also have their own feelings and reactions and need their own place to express their grief and concerns to be able to support the team.

After a client death, each staff member will have different support needs; a one size fits all solution is not suggested. Immediate support for staff after a client dies could include the following:

- **Reviewing support systems in place** within your service, potentially as a team. An activity sheet can be downloaded [here](#)
- **Sensitively communicating the news** of a death to staff team
- **Ensuring there are procedures in place** to inform off duty staff that a client has passed away. If calling staff that are not on shift to inform them, and you get their answerphone, leave a message asking them to call you back



## City of Westminster

- **Granting time off** for staff member(s) working closely with a client that dies
- Staff have indicated that one of the most beneficial forms of support after a client death came from their peers. Managers could facilitate this by **allocating time for staff to support each other**
- **Supporting staff / clients to attend the funeral** for deceased and arrange transport for them to get there and back. If it is a family funeral, check whether staff/ clients can attend. If the local council is organising the funeral you may need to contact them to find out the date, time and where the funeral is being held
- Offering **formal and informal opportunities for staff to debrief** e.g. one-to-one chat with their manager, sharing personal stories and memories of client at team meetings
- Circulating your organisations' **Employee Assistance Programme** number
- **Checking in with staff** around the death in daily handovers to ensure staff feel supported
- **Arranging a reflective practice session.** If your service doesn't have access to a regular reflective practice session, consider who you could get in to support your staff team to process the death together
- **Consider what long-term support you can put in place for staff**
- If the police are involved in the client death, **clarify what staff members can divulge** to any of the client's family members
- **Explain to staff that a coroner will be involved** when the cause of death is unknown; sudden, violent or unnatural. An investigation could take several months to determine the cause of death, which may will delay the funeral
- Provide a copy of the Support Services (page 9 in this document) so staff can access additional support if needed

## Coroner's inquest

If an investigation takes place after a suspected suicide, **it may be unclear how to proceed** in supporting everyone around the death. Explain to residents/staff that while it may be known that a resident has died by suicide, the coroner is the only person who can determine the cause of death.

A coroner is likely to be involved in a death when the cause of death is unknown; sudden, violent or unnatural. If further investigations are needed the coroner may decide a post-mortem examination is required to help determine the cause of death. If the post-mortem determines the cause of death, the investigation may be closed. If the investigation needs to continue a coroner's inquest will be completed. This can take many weeks and you will not know the cause of death until it is completed. You can read further about coroners and inquests in the [HHCP Coroners and Inquest information sheet](#).



# City of Westminster

## Legacy phase

Postvention does not end after the initial crisis has passed. Due to the complicated nature of suicide, some staff and service users might struggle for many months after the experience. The anniversary of the death, the deceased's birthday or an 'empty chair' all may remind people.

- **Recognising the loss** of each resident when they die. For example, placing a photograph of the resident, plaque, or flowers in an appropriate place.
- When you meet your staff for supervision **encourage them to reflect on how they are feeling**
- **Continuing to check in with staff** at reflective practice and team meetings until required.
- **Prioritising the St Martins in the Fields Annual Service** of Remembrance on the rota. This is usually scheduled in November.
- **Provide training** around managing grief and loss. Consider including information in staff induction around death highlighting that an emotional response to a client's death is normal and expected.
- Provide Mental Health First Aid training for staff
- **Ensuring staff and services are given feedback** when coroners complete their reports on the deceased.

## Reflection

It may never be possible to establish the circumstances that led up to the suicide; nonetheless, it is important to review the effectiveness of your organisation's response to a recent suicide, as well as reflect on measures to minimise the possibility of suicides at your service.

Questions to consider:

- Were support resources adequate/ appropriate?
- Were staff supported? Can extra support be provided in future?
- Was the communications process effective?
- Were external partners effective in their response?
- What practical issues need to be addressed? E.g., any more methods to help improve the mental health of service users? Train staff to understand and manage the risks of suicide.
- Have concerns about access to the means of suicide been fully addressed?
- Who is responsible for implementing any recommendations following the review?
- How can learnings be shared across the organisation and with other organisations?



# City of Westminster

## Support services

Organisation	Information	Contact details
Counselling service for clients - Great Chapel Street	Counselling service for clients. Times available can be found at: <a href="https://greatestchapelst.org.uk/about-us/">https://greatestchapelst.org.uk/about-us/</a>	Great Chapel Street, 13 Great Chapel Street W1F 8FL Telephone: <b>020 7437 9360</b>
Counselling services: Westminster talking therapies	The CNWL Talking Therapies Service Westminster, is <b>available to adults over 18 who live in Westminster or are working in Westminster</b> .  Please note that it does not cover areas Paddington / North Westminster	People can self-refer or be referred by their GP. Referral form <a href="https://talkingtherapies.cnwl.nhs.uk/westminster/refer-yourself-westminster">https://talkingtherapies.cnwl.nhs.uk/westminster/refer-yourself-westminster</a>
Counselling services: Community Living Well	This is a free and confidential NHS service for people aged 18 and over and <b>based in Queens Park and Paddington area</b> .	The client needs to be registered with a GP to refer to this service.  To self-refer fill out the form at: <a href="https://communitylivingwell.co.uk/self-referral-form-mental-health/">https://communitylivingwell.co.uk/self-referral-form-mental-health/</a>
Down to Earth	Down to Earth can help those on low income and struggling to pay for funeral expenses.	Telephone: <b>020 8983 5055</b> Email: <a href="mailto:downtoearth@qsa.org.uk">downtoearth@qsa.org.uk</a> Website: <a href="https://quakersocialaction.org.uk/we-can-help/helping-funerals/down-earth">https://quakersocialaction.org.uk/we-can-help/helping-funerals/down-earth</a>
Government Bereavement Helpline	This is for help around tax after someone dies	Telephone: <b>0300 322 9620</b>
Survivors of Bereavement by suicide	National helpline and local support groups	Telephone: <b>0300 111 5065</b> , 9am to 7pm Monday to Friday. Website: <a href="https://uksobs.com/">https://uksobs.com/</a>
Westminster Coroner's Office	65 Horseferry Rd, Westminster, London SW1P 2ED	Telephone: <b>020 7641 1212</b> Email: <a href="mailto:innerwestlondoncoronerscourt@westminster.gov.uk">innerwestlondoncoronerscourt@westminster.gov.uk</a>
Westminster Council funeral/cemetery information	If the client's family is unavailable to organise the funeral, contact the local authority's contracted public health funeral team.	Email: <a href="mailto:publichealthfunerals@westminster.gov.uk">publichealthfunerals@westminster.gov.uk</a> Website: <a href="https://www.westminster.gov.uk/registers/public-health-funerals">https://www.westminster.gov.uk/registers/public-health-funerals</a>



## Further resources

1. [HHCP's Supporting staff when a client dies](#) - this toolkit provides a list of things to do after an individual dies at a service.
2. [HHCP's Coroner and Inquest Information Sheet](#)
3. [HHCP's Grief Information Sheet for clients](#) (this is a foldable handout for clients)
4. [HHCP's Grief information sheet for staff](#)
5. [HHCP's Palliative Care information sheet](#)
6. [HHCP's Mental Health Support Services Directory](#)



020 7725 2851



[www.groundswell.org.uk](http://www.groundswell.org.uk)



@ItsGroundswell