

St Andrew's Hospice

Bereavement Referral Criteria

Due to a significant increase in referrals and growing demand for support, eligibility for our bereavement service has temporarily changed. From **15 August 2026**, we will only be accepting new bereavement referrals where the person who has died received support from **St Andrew's Hospice, Macmillan, or the Haven Team**.

Regrettably, this means we are temporarily unable to accept new referrals which do not qualify our new criteria.

This difficult decision ensures that we can maintain safe, high-quality, and timely care for families of patients who are currently under, or have been under, any of the palliative and End of Life Care Services. We are actively reviewing our capacity and hope to reopen our services to the broader community as soon as resources allow.

We recognise that for bereaved people in the community, this decision will have a significant impact. If you are impacted by bereavement and would like guidance on where to seek support, you are welcome to contact the hospice who will be able to signpost you to alternative support.

If you have any questions about eligibility, please contact 01472 250623.