

# Sudden

Help from day one onwards

email: [help@sudden.org](mailto:help@sudden.org)

opening hours: [www.sudden.org](http://www.sudden.org)

Help immediately after  
a COVID-19 death or any  
sudden / too-soon death

## Advice for professionals about Sudden, and accessing its service

Sudden is a free service for bereaved people protecting their emotional and physical wellbeing **from day one, and for the first ten weeks**, at a time of shock and loss in cases when someone has **died suddenly or too soon**. We are here for people bereaved by:

- **COVID-19**, or **any other medical reason** that happened suddenly or ended a life too soon;
- an **event / incident** of any kind that caused fatal injury
- **suicide**

Sudden is part-funded by the Department of Health and Social Care. It is a crisis response to COVID-19 but is here for the long term. It is receiving very positive feedback from users, and is run by a professional sudden bereavement team, within an established charity (Brake, which operates the National Road Victim Service for road crash victims).

The Sudden service fills a 'care gap'. (Grief support services, such as counselling, are appropriate later.)

The Sudden service provides:

- **emotional support from day one, onwards**, by phone or email, from a trained, named worker, at agreed times
- **safeguarding**, and continual assessment of a bereaved person's health, safety, and any acute needs
- **a pathway towards wellbeing goals**, with goals agreed with the bereaved person and unmet goals addressed

- **help, advocacy, and referrals to meet care needs**; emotional, practical, procedural, financial, and health
- **mental health 'active monitoring'**; and clinical escalation, including signposting to mental health services
- **safe exit at around 10 weeks, including signposting** to grief support, and other services, relevant at that time

### ACCESSING THE SUDDEN SERVICE

When you meet with a person to give them news of the bereavement or for any other reason shortly after they have been bereaved (preferably within 24 to 48 hours), Sudden recommends you:

- acknowledge that bereavement in circumstances that are sudden, or end a life too soon, is particularly hard
- hand out the small **yellow and blue Sudden Book**. To get free copies: email [help@sudden.org](mailto:help@sudden.org) with the subject line '**Sudden Book**'.
- read out the explanation of the Sudden service on the front cover.
- if appropriate due to circumstance, show them the organ and tissue donation info. on the back cover.

Turn over >

## REFERRAL BY YOU

You can seek consent from the bereaved person to refer them into the Sudden service. To do this:

- Familiarise yourself with Sudden's current opening hours by visiting [www.sudden.org](http://www.sudden.org)
- Get consent from the bereaved person for a trained Sudden bereavement worker to call them
- Get the bereaved person's number and time they would like to be rung, within Sudden opening hours
- Advise that they should be rung soon (call backs are usually 24-72 hours)
- Call Sudden during our opening hours, or leave a message on our 24/7, confidential answer phone service

## SELF-REFERRAL

Alternately, bereaved people can access the service within Sudden's opening hours, by calling or emailing Sudden.

## PARTNER WITH SUDDEN TO HELP BEREAVED PEOPLE, BETTER

The Sudden service is delivered best in partnership with agencies including hospitals, police (and other agencies helping bereaved people around the time of death).

We would like to partner with you, and would ask that you [click here to complete a 2-minute form](#), to provide us with information about your partnership preferences and needs.

Partners get regular stocks of the Sudden books, are invited to sudden bereavement webinars, and are alerted to information about the development of the Sudden service and National Road Victim Service. There is no charge.

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