

'DYING WITH DIGNITY'

CATEGORY: SUPPORT FOR CAREGIVERS, FRIENDS AND FAMILY

**Barking, Havering and Redbridge
University Hospitals**

Heather Wright: Palliative Care Team
Leader

Diane Drain & Tracey Morton: End of
Life Care Facilitators

Revd Alison Horncastle: Chaplain



TAKING **PRIDE** IN OUR CARE

Barking, Havering and Redbridge **NHS**
University Hospitals
NHS Trust

BACKGROUND



Trust wanted to acknowledge the patients death with NOK and prepare for receiving bereavement survey

Many complaints around lack of support, patients property handed back to them falling out of bags or given in a plastic laundry bag

There was nothing in local area for bereaved relatives unless linked into local hospice or GP where there are long waiting lists for counselling

We were receiving no official feedback from relatives or carers regarding experiences around death and dying

PROCESS

**Mourning
Coffee**
Once a month
in Havering,
Barking and
Dagenham and
Redbridge



**Bereavement surveys
now sent out 12 weeks
following death instead
of 6-8 weeks**

**The Dignity Logo is used on
side room doors and the
patient name boards**



**Bereavement
comments
used in
teaching and
fed back to
divisions**



**Condolence Cards
sent out following a
death, introducing
the Bereavement
survey and offering
the opportunity to
have a meeting with
Chaplains or
Palliative Care Team
Leader**



**Dignity bags
are being
used for
deceased
Patients
property**



OUTCOMES

“Everyone did everything they possible could to make the end as comfortable as possible”

2013 Response rate – 33%
2016 Response rate – 44%

“Compassionate and caring staff, displayed complete dignity for my Mum”

“Her care was excellent”

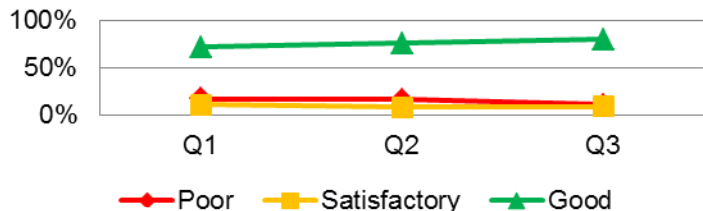
Chaplaincy/ Palliative Care Team telephone support has increased

End of Life Care Complaints: 2015: 27
2016: 5

Face to face informal meetings with Bereaved: 2015: 2
2016: 6

How would you rate the care your relative/ friend received in the very last days of their illness?

n=169



“Being able to talk to a professional if needed and getting information is helpful”

“Everything about the meetings are helpful”

How helpful is Mourning Coffee for you?

“It has really helped me through the grief”

“Talking to other people in the same situation is helpful”