

'DYING WITH DIGNITY'

CATEGORY: STRENGTHENING THE FOUNDATION

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
University Hospitals



NHS Trust

BACKGROUND

In the National Care of the Dying Audit for Hospitals England. 2014 BHRUT did not achieve Organisational KPI 6: “The planning of care of the dying, and clinical provision and policies regarding privacy dignity and respect”

He walked in to find her dead, there was no notice on the door to warn us.

Barking, Havering and Redbridge University Hospitals NHS Trust is a large Acute Trust with:

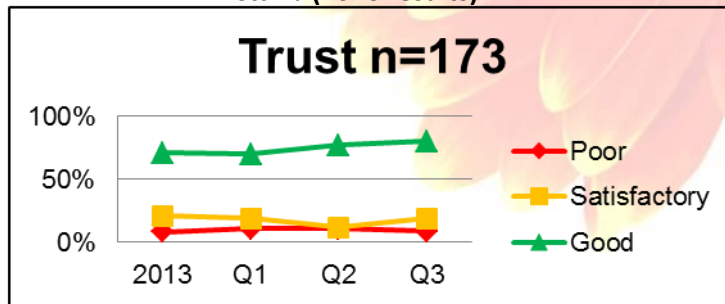
- 2 hospitals
- 37 wards
- 1,090 beds
- A diverse and aging population

Royal's Alliance:
Fiona Murphy, Assistant Director of Nursing- Bereavement Support
Bereavement initiatives

End of Life Care Advisory Committee driving improvements in end of life care

Bereavement Survey

How would you rate the dignity and respect your relative/friend received from hospital staff? (2016 results)



Dignity bags will help alleviate some of the pain: much, much better.

EVERYBODY'S BUSINESS



'From Board to Ward'

End of Life Care Strategy

End of Life Care Advisory Committee

**Wanted a 'Brand' for EOLC e.g. Condolence cards,
dignity logo, dignity bags, bereavement suite and
leaflets**

HOW DID WE DO IT



PEG MEETINGS

AGM

DOCTORS

BEREAVEMENT OFFICERS

SODEXO STAFF

**EXECUTIVE
BOARD**

BESPOKE TRAINING

CHAPLINS

NURSES

PHLEBOTOMISTS



FEEDBACK



**“Just makes you think before you go barging into a room, that the patient is dying and people present may need extra support”
Nurse**

**“It’s good to have somewhere I can meet people who are in the same pain as me”
about the Mourning Coffee Group**

**“Made it easier didn’t have to keep telling people my mum was dying”
Patients family**

**“Really simple idea but just shows we care”
(about dignity bags) Deputy Chief Nurse**

**Easy to recognise that patient is dying, I usually ask relatives if they want a cup of tea”
Sodexo Staff**