



UHSM

Your Hospital

Support for Caregivers, Friends and Family – End of Life Care PEN Awards Alicia Lucas Matron for Patient Experience





UHSM - Patient Care is at our heart.

Our Commitment to our patients is to ensure that we see and listen to the person.

Then do everything in our power to help them to meet their individual needs. When we get it wrong we listen and then put things right.



Quality Diamond and UHSM's commitment to excellent Patient Experience

- Lord Darzi's report High quality care for all (2008) highlighted the importance of the entire patient experience within the NHS, ensuring people are treated with compassion, dignity and respect within a clean, safe and well-managed environment.

End of Life Care

- Importance
- Staff training
- Bereavement boxes
- Memorial services
- Support afternoons
- Bereavement garden
- Holistic care for the whole family

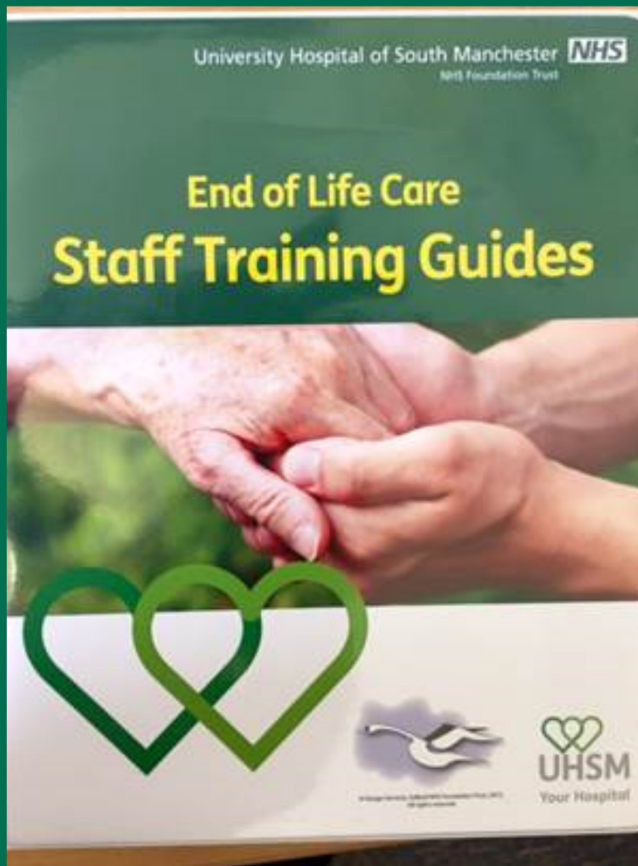
Work so far.....

- Bereavement staff education boxes, funded by LOF
- Hair locks, hand prints, property bags
- Staff guides
- Bereavement Alliance – Swan logo

- Bereavement garden, LOF funded garden furniture and plants. The tissue and organ donation committee funded the landscaping.
- Memorial services
- Support afternoons
- Planned revised staff training to include partners



End of life care – staff training guides



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Published by NHS Publications © Tel: 01253 832400 R0



Opening of the Bereavement Garden



Feedback from families, friends

- *‘my mum didn’t stop talking about this afternoon all the way to the car! It was wonderful. ‘*
- *‘Dad would have loved it – especially as his name was read out first!!’*
- *‘I found it so useful to talk to other people who were feeling the same as me.’*
- *‘it was so lovely , I cannot remember the funeral it was a blur- this service let me cry but also smile when remembering mum’*
- *‘It was so lovely to see Sister.....from the ward, it made me feel mum mattered and wasn’t just a number.’*

Feedback continued ...

- *‘it was good to be able to cry and others understood.’*
- *‘what a lovely service, the music really got to me and yes their ‘hearts will go’ on in me, in my children and grandchildren.’*
- *‘thank you so much, I didn’t know hospitals did this-how thoughtful and caring.’*
- *‘its good to be able to pay my respects to my friend I wasn’t able to get to the funeral- its so lovely I feel a bit more at peace now.’*
- *‘Thank you so much its so good to know the hospital and staff care.’*
- *‘We thought once the hospital have done their bit that’s it, almost cold, but this is so lovely and caring’*



– Any Questions?

