



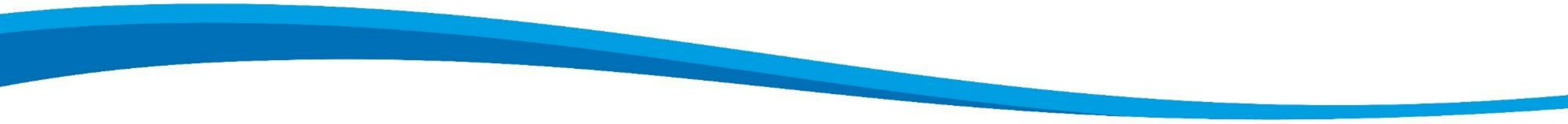
Critical Care Remembrance Service

Ruth Pettit, Sister, Critical Care

“An afternoon of remembrance for families & friends whose loved ones have passed away in Critical Care”



Critical Care Memorial Day

- ❖ Three Critical Care areas across NUH, which covers 66 beds.
 - ❖ Critical Care bereavement service, which has been running for 18 years.
 - ❖ All families whose loved ones have died in Critical Care are invited to a follow up bereavement meeting and Memorial Day.
 - ❖ 4 services have been held in total (paused during Covid).
 - ❖ Significant and important time for our MDT staff to reflect on the patients and families that they care for in Critical Care.
 - ❖ Supported by PNA, Palliative Care and Chaplaincy team.
- 

Invitation to NUH Critical Care Remembrance Afternoon.



Nottingham
University Hospital 
NHS Trust

We would like to invite you to the Critical Care Remembrance
Afternoon on 28th April 2024 from 1.30pm-3.30pm at

Bestwood Lodge

Bestwood Drive, Arnold, NG5 8HT

This is a non religious event for close family or friends whose relative or friend died within critical care at NUH.

It is an opportunity for you to meet with others who have experienced a similar loss, and with some of the critical care nursing and medical team.

We will be offering a finger buffet, tea and cake, as well as a few small activities to allow you to think about and celebrate the life of your loved one. You are very welcome to bring children.

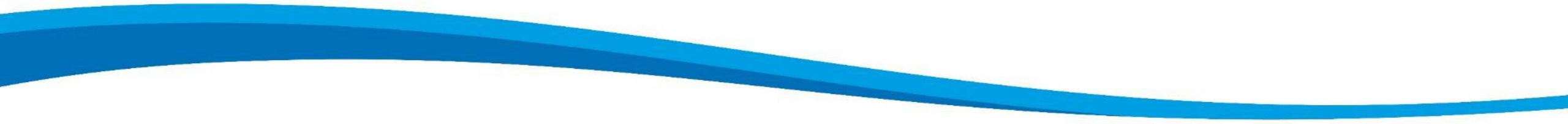
If you like to attend the afternoon, please contact **Christine Hancock** on Mobile **07812279950** or **Christine.hancock@nuh.nhs.uk**.

RSVP by 30th November 2023

For every loved one's life we are celebrating we can accommodate 4 guests

If you would like to attend please confirm attendees with the name of your loved one. Please also inform us of any dietary requirements.

2024 Service – the background logistics!

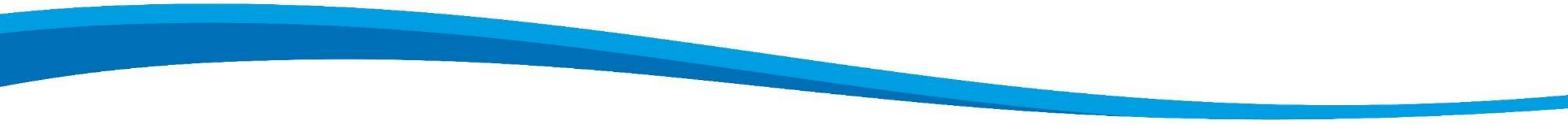
- ❖ 150 people attended including 20 children.
 - ❖ Invitations sent to all bereaved families 4 months prior.
 - ❖ Funded by NUH, Organ Donation and Critical Care Charity.
 - ❖ Organised by CC bereavement leads and PA.
 - ❖ 6 weeks before the event families are sent further information about the day.
 - ❖ Each family is allowed to bring up to 4 people with them.
 - ❖ Held at a local hotel, with large capacity.
- 

The Memorial Day Team



- ❖ Family liaison nurses
- ❖ Matron
- ❖ Bereavement link nurses
- ❖ Chaplaincy
- ❖ Consultant
- ❖ Admin team
- ❖ Psychologist
- ❖ Physiotherapist
- ❖ PNA
- ❖ Pharmacist

The Order of Service

- ❖ Families arrive, greeted by MDT team.
 - ❖ Hospital Choir singing during arrival.
 - ❖ Welcome speeches and explanation of afternoon.
 - ❖ Time to chat, mingle, meet other families, complete activities.
 - ❖ Afternoon tea served.
 - ❖ Words of comfort spoken by Chaplain – remembering their loved one.
 - ❖ Bubble blowing and scattering of rose petals.
- 

Activities On The Day



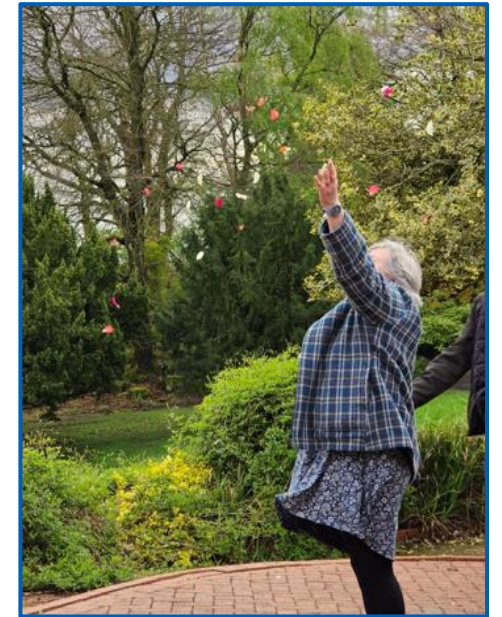
Hospital Choir



Bulb
Planting



Memory Making



Scattering Rose
Petals

Feedback from the Memorial Day

Lovely opportunity to share a difficult experience

I was able to plant seeds to remind me of my Granny

Nice to meet other families in the same situation

The memory tree, bubbles and petals were very thoughtful

Simple but meaningful

Really enjoyed. It was a great way to remember my Dad

Both myself and my son needed today so we could reach out more

I made a friend and my mum was able to talk to someone too

Very beautiful and calming

Public and Patient Engagement

- ❖ Families able to feedback on the day through evaluations forms or QR code.
 - ❖ Feedback is integrated into future memorial service design and future developments.
 - ❖ Information from the families relating to patient care and their experience used to improve services.
 - ❖ Sharing knowledge and experience across NUH Trust, other specialties may develop own service.
 - ❖ Feedback to all staff across Critical Care of positive patient and family experience.
- 