

# Bereavement Services Quality Improvements

Small changes, Big difference!

# 2010

- ▶ Formal joint Trust Mortuary & Bereavement (M&B) service formed
- ▶ Goal to develop a bereavement service
- ▶ Review quality and turn around time

# Image change

by introducing a uniform to the Anatomical Pathology Technologist (APT) staff



# Communication Skills

- ▶ All M&B staff have attended the Simple Skills Secrets communication training
- ▶  $\frac{3}{4}$  of the team have also received some Cruse bereavement training.
- ▶ Previously no investment in communication training offered to staff

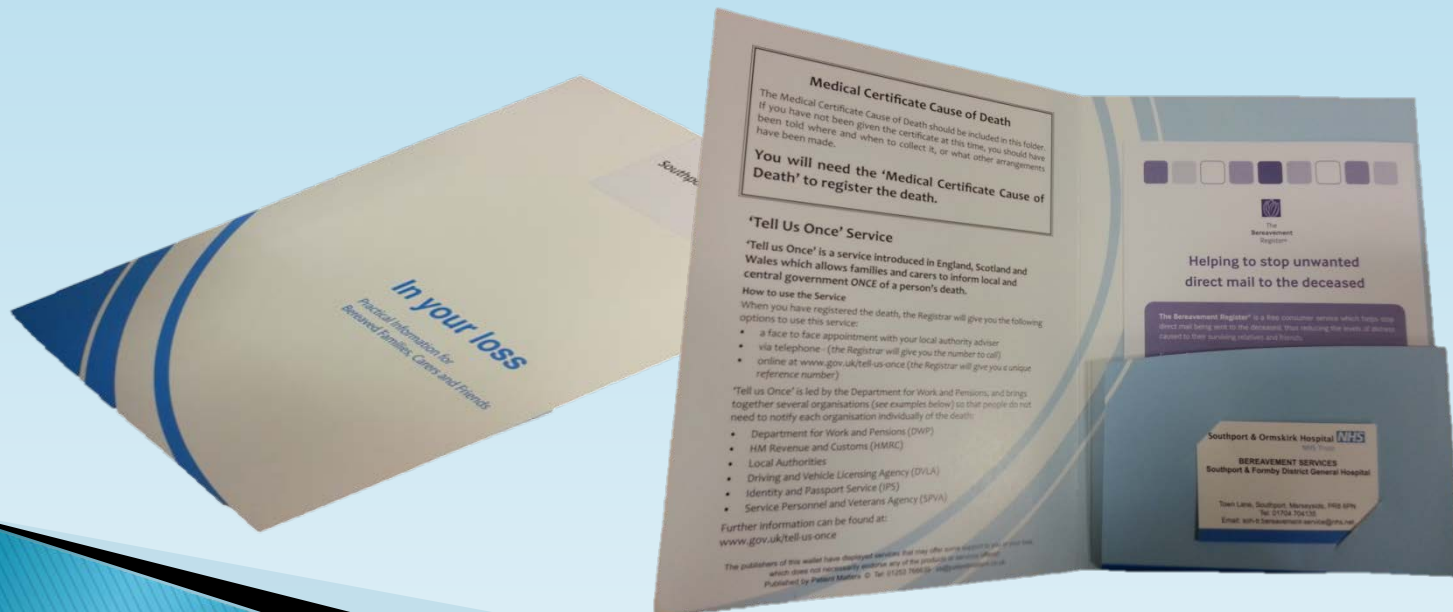
# Medical Certificate Cause of Death (MCCD)

- ▶ Improved
  - quality of the content of the MCCD
  - turn around time for the production of cremation forms
- ▶ All doctors complete a cremation form at the time of completion of the MCCD.
- ▶ This ensures a conversation between a F1 doctor and a consultant to ensure accuracy of content.

# MCCD presentation

Started to issue A5 size folder

- ▶ MCCD
- ▶ bereavement booklets
- ▶ Bereavement Services team business card with contact details



# Thoughts, words & wishes cards

- ▶ Idea first brought to attention after the London bombing
- ▶ Blank card & envelope given to relatives to express thoughts & feelings
- ▶ Particularly useful for sudden losses
- ▶ Can be offered to children following a death, giving parents a tool to provide an understanding and structured support.



# NVF Communal Cremation

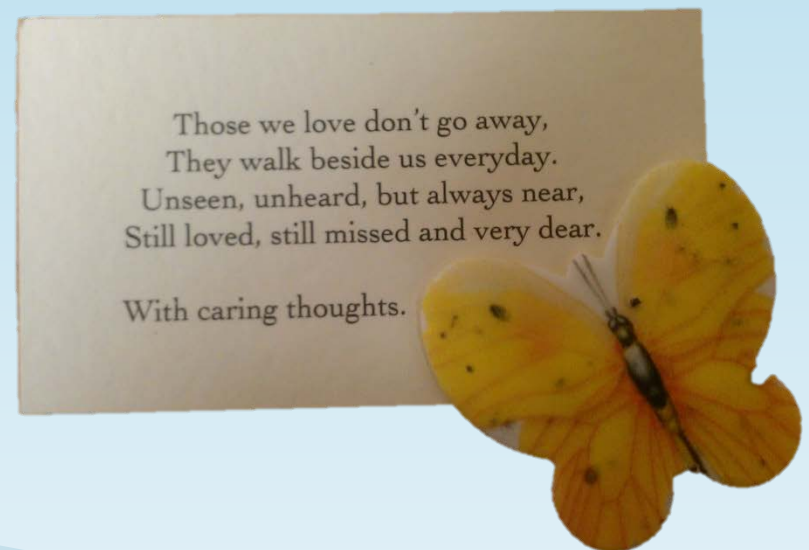
- ▶ We hold a monthly cremation service for all losses under 15 +6 weeks gestation.
- ▶ We often had enquiries from parents about ashes and where they were scattered.
- ▶ Due to the gestational age ash as we know it from a cremation is not produced.
- ▶ What do we do for the parents?



# Keepsakes

The keepsakes are offered as small objects which can be kept in a purse or pocket as a discreet keepsake.

- *Stone / pebble*, the stone/pebble relates to a verse in the service
- *Seeded cards*



# Can we do something similar for adults?

- ▶ The cards have been greatly received by families and we thought it a nice idea to have a forget-me-not flower version for adult deaths.



# Jewellery / locks of hair

- ▶ A suitable container was required to pass items back to the family.
- ▶ Locks of hair are also tied in a ribbon

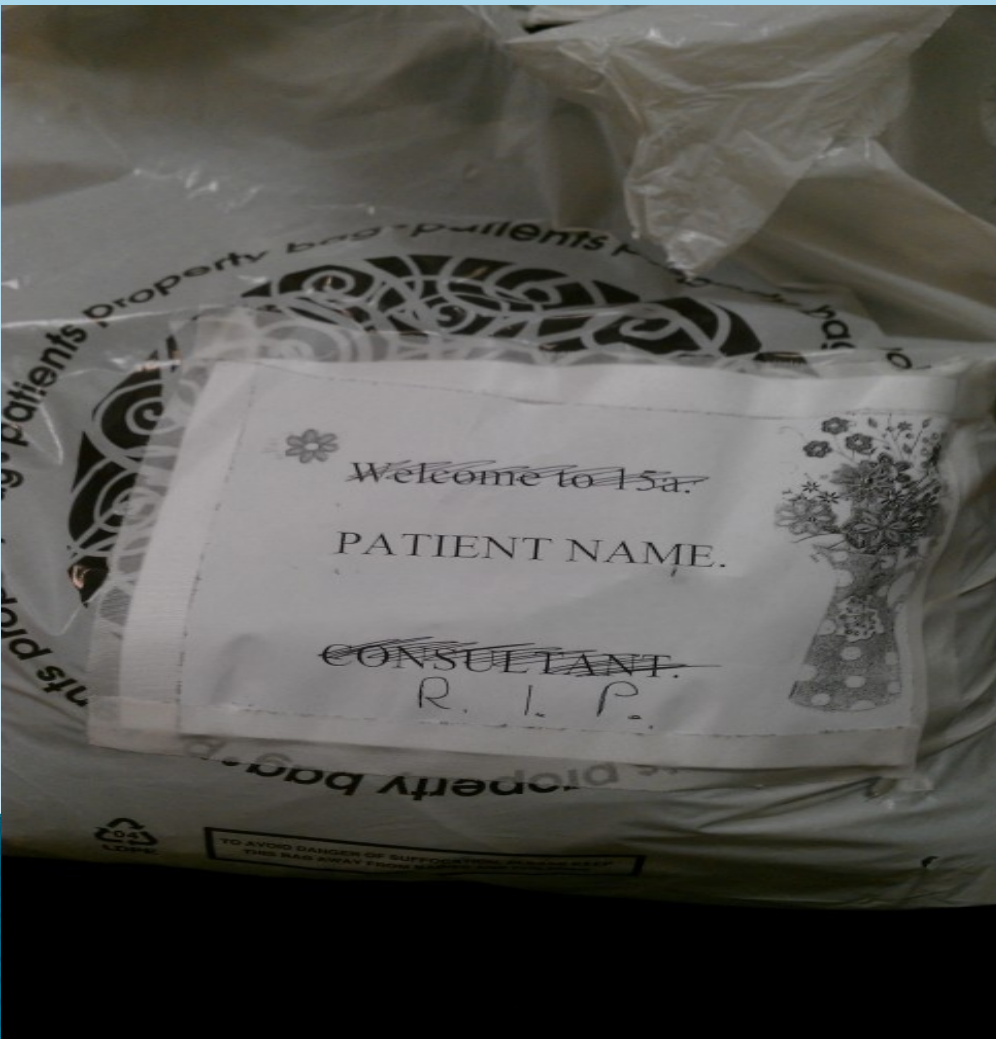


# Joshua boxes

- ▶ Clothes
- ▶ Teddy
- ▶ Disposable camera



# Patient property bags



Patient property often found

- ▶ squeezed into bags
- ▶ not labelled appropriately
- ▶ not looking very respectful

# Property bags

- ▶ The new bags have a long handle for over the shoulder carrying
- ▶ Improved quality of bag with the Trust logo
- ▶ Made of a material that can be written on to record patient details.



# Bereavement Booklets

‘Help & Care in Bereavement’ booklet for hospital deaths rewritten to

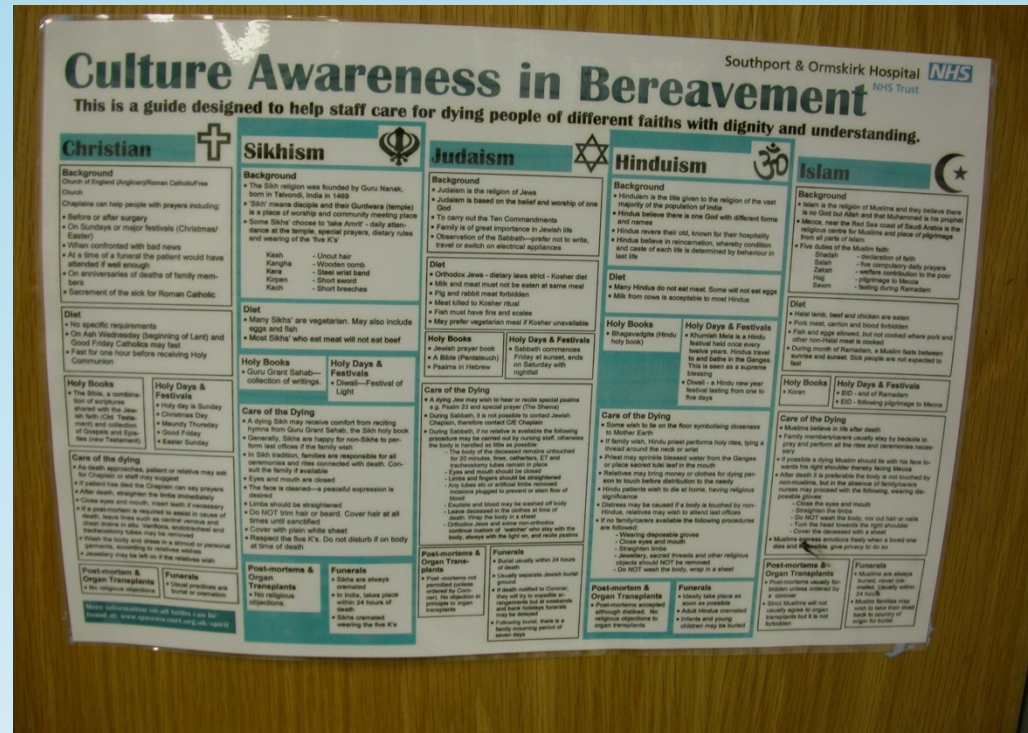
- ▶ Update information for steps to take, registering a death, visiting, HTA and support groups
- ▶ Make the book user friendly
- ▶ Include a feedback form
- ▶ Create a separate post mortem examinations information booklet
- ▶ Make a large print version and coloured overlay versions (yellow on black and black on yellow)

Worked with the HM Coroner to produce a booklet for community deaths issued from Lancashire Police



# Cultural awareness in bereavement

- ▶ Produced cultural awareness posters
- ▶ Displayed in all wards for quick reference

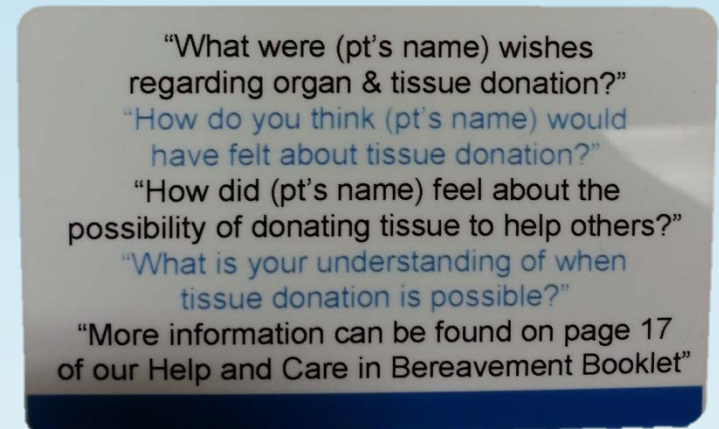




# Bereavement Services Cards

Produced prompt card for staff on the wards

- ▶ Bereavement Services contact details on the front
- ▶ Tissue donation conversation prompts on the back



# Free parking

- ▶ Currently 20 min standard free period for everyone
- ▶ We have been able to offer parking free of charge to those collecting MCCD and property
- ▶ Not always long enough if family would like to return to the ward
- ▶ Private parking space at ODGH for relatives visiting the department

# Bereavement Suite ODGH

- ▶ Money from hospital league of friends has paid for the refurbishment of the bereavement suite at ODGH
- ▶ The work also included installation of colour changing lights. This allows skin tones to be altered using the light to improve appearance i.e. jaundice, start of decomposition, hypostasis.





# Quiet room ODGH

- ▶ The old chapel vestry has been converted to a quiet / prayer room.
- ▶ The room is available for use to give MCCD to relatives, waiting area M&B services and all wards and clinics as a private space to have a conversation.



# Patient Transfer

- ▶ Development of a bed cover to allow patient transfer to take place on the bed rather than using a traditional mortuary concealment trolley
- ▶ Improve dignity & respect
- ▶ Reduce manual handling



# Mortuary & Bereavement Awareness

## Aim

- ▶ To improve awareness and create an understanding of our services and facilities
- ▶ To provide monthly sessions for all front line staff

## Outcome

- ▶ Speak openly and honestly about the mortuary and bereavement services to bereaved relatives.
- ▶ Complete the ADA form to a high standard
- ▶ Edification of the role of the Mortuary in a hospital setting
- ▶ Have a better understanding of the bereavement services available through the Mortuary office

# Memorials

- ▶ The communal burial grave at Ormskirk Parish Church was not looking very presentable
- ▶ We approached the Church about the condition of the grave site. The grave was cleaned and tidied making it a much more suitable place for parents to visit
- ▶ New baby memorial garden at Southport Crematorium
- ▶ Annual memorial services (child and adult)



# Training for midwives

- ▶ Spiritual Care
- ▶ Communication skills training
- ▶ Grief and bereavement training
- ▶ Bereaved parent involvement