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Bereavement Services Quality Improvements

Small changes, Big difference!

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2010

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

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Image change

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

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Communication Skills

- All M&B staff have attended the Simple Skills Secrets communication training
- ¾ of the team have also received some Cruse bereavement training.
- Previously no investment in communication training offered to staff

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Medical Certificate Cause of Death (MCCD)

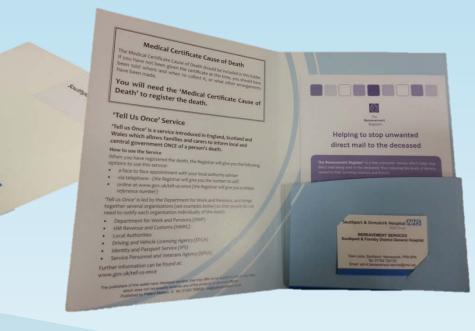
- Improved
 - quality of the content of the MCCD
 - turn around time for the production of cremation forms
- All doctors complete a cremation form at the time of completion of the MCCD.
- This ensures a conversation between a F1 doctor and a consultant to ensure accuracy of content.

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MCCD presentation

Started to issue A5 size folder

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



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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.



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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 where scattered.
- Due to the gestational age ash as we know it from a cremation is not produced.
- What do we do for the parents?

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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

Those we love don't go away, They walk beside us everyday. Unseen, unheard, but always near, Still loved, still missed and very dear.

With caring thoughts.

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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.



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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

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Joshua boxes

- Clothes
- Teddy
- Disposable camera



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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.



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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

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Cultural awareness in bereavement

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

Southport & Ormskirk Hospital Miss Culture Awareness in Bereavenent This is a guide designed to help staff care for dying people of different faiths with dignity and understanding.				
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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



"What were (pt's name) wishes regarding organ & tissue donation?" "How do you think (pt's name) would have felt about tissue donation?" "How did (pt's name) feel about the possibility of donating tissue to help others?" "What is your understanding of when tissue donation is possible?" "More information can be found on page 17 of our Help and Care in Bereavement Booklet"

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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

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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.



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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



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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

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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)

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Training for midwives

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