



HSC Trust Bereavement Coordinators

Management Plan and Quarterly Activity Report 1 April 2019 to 31 March 2020 Quarter 3

*Record of actions that contribute to implementation of the
HSC Strategy for Bereavement Care (2009)
towards improving the experience of bereaved people*

HSC Strategy for Bereavement Care (2009) Standards

Standard 1: RAISING AWARENESS

That Health and Social Care staff will be suitably trained to have an awareness and understanding of death, dying and bereavement. Staff should also acknowledge the fact that grief is a normal process following loss, and that needs vary according to an individual's background, community, beliefs, and abilities.

Standard 2: PROMOTING SAFE AND EFFECTIVE CARE

That all Health and Social Care staff who have contact with people who are dying and/or those affected by bereavement will deliver high quality, safe, sensitive and effective care before, at the time of and after death according to individuals' backgrounds, communities, beliefs and abilities.

Standard 3: COMMUNICATION INFORMATION AND RESOURCES

That people who are dying and those who are affected by bereavement will have access to up to date, timely, accurate and consistent information in a format and language which will be helpful to their particular circumstances and consistent with their needs, abilities and preferences. Staff will remember that the availability of written or other information does not negate their personal support role.

Standard 4: CREATING A SUPPORTIVE EXPERIENCE

That those who are dying and their families will be afforded time, privacy, dignity and respect and, wherever possible, given the opportunity to die in their preferred environment with access to practical, emotional and spiritual support based on their individual needs and preferences.

Standard 5: KNOWLEDGE AND SKILLS

That Health and Social Care organisations recognise the value of a skilled workforce by ensuring that those coming into contact with, or caring for people who are dying and those affected by bereavement are competent to deliver care through continuing professional development; and by having systems in place to support them.

Standard 6: WORKING TOGETHER

That good communication and co-ordination will take place within and between individuals, organisations and sectors, to ensure that resources are targeted efficiently and effectively and that there is integration of care to meet the needs of people who are dying and their families, friends and carers.

1.0 HSC Bereavement Network Regional Projects

- 1.1 Consented Hospital Post Mortem Examination – review of policy, consent forms, consent taking practice, training & guidance
- 1.2 HSC Strategy for Bereavement Care (2009) – Review
- 1.3 10,000 More Voices Bereavement Report 2019 – Actions from recommendations
- 1.4 Regional Guidance for Managing Death of a Patient with no NOK – Development
- 1.5 Accessible resources and bereavement support for deaf community in NI – Co-production with BDA / HSCB

2.0 Ongoing TBC Activity Report

- 2.1 **Education, Training, Staff Support** - PM Consent training; TBC in-service training; Staff support activity/ Initiatives
- 2.2 **Patient and Family Support** - Resource Development; Contact with the Public; SAI/Complaint Activity
- 2.3 **Governance** - DoH / PHA / HSC Reports & Directives; Trust Bereavement Fora; HSCBN Website; Policy / Procedure updates; HSCBN information & documentation; Maintenance of monthly TBC Meetings
- 2.4 **HSCBN Contribution to Regional, National, International Work** - Input to education and pre-registration curricula; Interagency working groups eg Paediatric Pathology Service, NACEL, DCIWG, Macmillan / Cruse; Links with voluntary / community organisations; Conference and event attendance

Progress Key:		Action not planned to commence	✘	Serious risk of non-achievement	→	Slight delay	✓	Completed/ongoing work to meet standard
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1.0 HSC Bereavement Network Regional Projects

1.1 Consented Hospital Post Mortem Examination – review of policy, consent forms, consent taking practice, training & guidance

<i>This project contributes to the following standards</i>	Standard 1: RAISING AWARENESS Standard 2: PROMOTING SAFE AND EFFECTIVE CARE Standard 3: COMMUNICATION INFORMATION AND RESOURCES	Standard 5: KNOWLEDGE AND SKILLS Standard 6: WORKING TOGETHER Standard 4: CREATING A SUPPORTIVE EXPERIENCE
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Project Outline and Timeframe			Quarterly Progress		Actions/Outcomes
Review consent forms & consent taking practice. Update training programmes and guidance. Deliver training and awareness sessions for relevant staff	Start Date: April 2019	Completion Date: December 2019	1	✓	Ongoing work on revising the Adult, Baby & Child Consent for PM form. ELearning programme to be suspended until training programme is updated & means of delivering the new training is agreed. 28.5.19 Updated guidance in relation to Paediatric Pathology Service changes received from PHA for comment.
			2	✓	HTA inspections in NHSCT & SHSCT raised issues: ensuring clinicians seeking consent are up to date with training, training to change from every three to two years; review of consent forms to include clarity around time for consent giver to change mind. Consent Policy review continuing with recommendations from Sharon Wright, DoH. Translations of Baby PM Consent Information booklet produced.
			3	✓	Final review of baby and child / adult form in relation to IHRD requirements completed; Histopathology Consent form (now a record of burial & cremation arrangements form, in line with RCPATH guidance) & accompanying information booklet for parents reviewed and sent out for consultation. e-Learning programme removed from Trust platforms; face to face training and accompanying information for staff (tip sheets & discussion guides) updated & extended. Regional evaluation of paediatric pathology service in planning stage. Animation & Video information resource to support parents in making decisions about Paediatric & Perinatal PM's completed & shared with Trusts –17.10.19 http://www.hscboard.hscni.net/our-work/commissioning/perinatal-and-paediatric-pathology/
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1.2 HSC Strategy for Bereavement Care (2009) – Review

<i>This project contributes to the following standards:</i>		Standard 1: RAISING AWARENESS Standard 2: PROMOTING SAFE AND EFFECTIVE CARE Standard 3: COMMUNICATION INFORMATION AND RESOURCES		Standard 4: CREATING A SUPPORTIVE EXPERIENCE Standard 5: KNOWLEDGE AND SKILLS Standard 6: WORKING TOGETHER	
Project Outline and Timeframe			Quarterly Progress		Actions/Outcomes
Review, publish & disseminate updated HSC Strategy for Bereavement Care	Start Date Sept 2016	Completion Date Sept 2019	1	✓	Ongoing work on reviewing text of the standards, indicators & references of 2009 Strategy. 10,000 More Voices Bereavement Report recommendations reflected within Strategy document.
			2	→	Draft strategy presented for comment at HSCBN board meeting 6 August 2019. Position of DoH in relation to the bereavement strategy and future governance arrangements with HSCBN Board to be clarified. HSCBN Board TOR review.
			3	→	Strategy review on hold. Letter drafted to be sent from Dr Tony Stevens to CNO & CMO requesting consideration of accountability arrangements with HSCBN Board.
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1.3 10,000 More Voices Bereavement Report 2019 – Actions from recommendations

<i>This project contributes to the following standards:</i>		Standard 1: RAISING AWARENESS Standard 2: PROMOTING SAFE AND EFFECTIVE CARE Standard 3: COMMUNICATION INFORMATION AND RESOURCES		Standard 4: CREATING A SUPPORTIVE EXPERIENCE Standard 5: KNOWLEDGE AND SKILLS Standard 6: WORKING TOGETHER	
Project Outline and Timeframe			Quarterly Progress		Actions/Outcomes
Disseminate and present findings; develop Trust wide action plans and implement recommendations from the report	Start Date: April 2019	Completion Date: Ongoing work	1	✓	TBC's producing individual Trust reports & action plans; presenting findings at Trust level meetings & fora. Final Report & letter sent to Trust CE's from Mary Hinds, PHA, 3.5.19
			2	✓	TBC's presenting action plans for approval at Trust level
			3	✓	TBC's implementing recommendations from report within Trusts
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1.4 Regional Guidance for Managing Death of a Patient with no NOK

<i>Standard 1: RAISING AWARENESS</i> <i>Standard 2: PROMOTING SAFE AND EFFECTIVE CARE</i> <i>Standard 3: COMMUNICATION INFORMATION AND RESOURCES</i>			<i>Standard 4: CREATING A SUPPORTIVE EXPERIENCE</i> <i>Standard 5: KNOWLEDGE AND SKILLS</i> <i>Standard 6: WORKING TOGETHER</i>		
Project Outline and Timeframe			Quarterly Progress		Actions/Outcomes
Develop Regional Guidance for Managing Death of a Patient / Client with no NOK	Start Date:	Completion Date:	1	→	Discussed at HSCBN Board 3.4.19: approval given to transfer project to 2019 /20 management plan.
	September 2019	March 2020	2	→	Raised at Regional Palliative Care Group. Data collected to clarify extent of issue within individual Trusts. Regional task and finish group established to scope the issue and develop guidance.
			3	→	Changes within the PHA team following Corrina Grimes transfer to Encompass has left this work on hold in the interim, however the issue was addressed within the meeting re people who die intestate, attended by Margaret Rooney, BHSC and other Trust representatives. Data collected on extent of occurrence of death of a patient with no NOK shows small incidence over the past 5 years.
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1.5 Accessible resources and bereavement support for deaf community in NI – co-production with BDA* / HSCB

* British Deaf Association

<i>This project contributes to the following standards:</i>	<i>Standard 1: RAISING AWARENESS</i> <i>Standard 2: PROMOTING SAFE AND EFFECTIVE CARE</i> <i>Standard 3: COMMUNICATION INFORMATION AND RESOURCES</i>			<i>Standard 4: CREATING A SUPPORTIVE EXPERIENCE</i> <i>Standard 5: KNOWLEDGE AND SKILLS</i> <i>Standard 6: WORKING TOGETHER</i>	
Project Outline and Timeframe			Quarterly Progress		Actions/Outcomes
Production of bereavement information booklet to be narrated and signed in BSL	Start Date:	Completion Date:	1	→	Discussed at TBC meeting 26.3.19; level and scope of input by TBCs to be agreed & approved by HSCBN Network Board
	To be agreed		2	→	PHA approval for funding for BSL (British Sign Language) and ISL (Irish Sign Language) translations of a bereavement booklet.
			3	→	Meeting with Alice Johnston, Access & Inclusion (Advocacy) Officer, British Deaf Association, to begin process of translation. SET has British signed bereavement information which may be adopted, will need to develop Irish signed information.
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2.0 Ongoing TBC Activity Report

2.1 Education & Training, Staff Support		
<i>These actions contribute to the following standards:</i>	Standard 1: RAISING AWARENESS Standard 2: PROMOTING SAFE AND EFFECTIVE CARE Standard 3: COMMUNICATION INFORMATION AND RESOURCES	Standard 4: CREATING A SUPPORTIVE EXPERIENCE Standard 5: KNOWLEDGE AND SKILLS Standard 6: WORKING TOGETHER
<i>Ongoing Activity</i>	<i>Quarterly Progress</i>	<i>Actions/Outcomes</i>
Education & Training: 2.1.1 Consented Hospital Post Mortem Examination –Training programme	1	BHSCT: None this quarter; 13.6.19 met with & talked an SHO through the PM consent process prior to her consenting a family who requested a hospital PM examination NHSCT: Part 2 delivered Causeway Medical Division M & M meeting 18.4.19. Presentation on consent histopathological examination to EPC gynae nurses AAH 11.6.19 SEHSCT: None this quarter SHSCT: PM Consent Training: 9.4.19 Paediatricians DHH, 12.4.19 Clinical Meeting CAH, 19.6.19 O&G CAH WHSCT: None this quarter
	2	BHSCT: RJMS Consultants training 6.9.19; NICU nursing and midwifery staff 25.9.19 SHSCT: Meeting with Trust staff re post mortem consent issues 1.7.19 including David Orrell and Desy Smart, Belfast Mortuary; PM Consent Training 13.8.19 O&G DHH SEHSCT: Seeking Consent for Post Mortem Consent training Doctors Induction O&G 13.8.19. WHSCT: Sessions arranged for Gynae Ward, AAH
	3	BHSCT: Training planned for New Year to incorporate content of e-learning. NHSCT: Attended Clinical Council in Trust to present HTA and audit findings 18.10.19 Delivered training O&G Causeway 13.11.19 and 27.11.19; O&G Antrim 29.11.19 SEHSCT: None this quarter SHSCT: Obstetrics/gynaecology training: 02.10.19 and; 03.12.19 & 11.12.19 WHSCT: Dates planned for new intake in February 2020
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2.1.2 TBC led / supported in-service provision	1	BHSCT: 1.4.19 & 24.6.19 BBN training; 10 & 11.4.19 / 9, 14, 15 & 16.5.19 / 6, 11, 12, 20.6.19 Nurse Role after Death at mandatory training, induction, bespoke directorate training; 4.6.19 role of TBC at paed clinical meeting; 3.6.19 Trust corporate welcome event NHSCT: End of life care half day, 10 & 15.4.19 / 17 & 23.5.19 and 17 & 18.6.19. Acute Bereavement Champions workshops 21 & 27.6.19. Mandatory midwifery and HCA induction 16 & 19.4.19 and 17.6.19 SEHSCT: Nursing & Midwifery Induction, Grief & Bereavement 9.4.19: 23 attended; 14.5.19: 26 attended. 11.6.19 Loss Grief & Bereavement Bouncing back training for registered nurses at

		<p>Clady Villa 12.6.19</p> <p>SHSCT: Death and Bereavement (D&B) Information Sessions – 10.4.19; 1.5.19; 5.6.19 & 18.6.19. Bespoke D&B Sessions - 29.4.19 Cardiac Research Nurses 4.6.19 Paediatricians DHH, 20.6.19 District Nurses Lurgan</p> <p>WHSCT: Requests for Mortuary staff training & input into CEC palliative care nursing programme.</p>
	2	<p>BHSCT: Dr Induction 7.8.19; 13.8.19 and 4.9.19; Grief and Bereavement Pathology Students 3.9.19; HCA Induction 3.9.19; Bereavement Workshop for Unscheduled and Acute Care Nursing staff 18.9.18</p> <p>SHSCT: Death and Bereavement (D&B) Information Sessions – 10.9.19, 25.9.19 & 26.9.19. Bespoke D&B Sessions 13.9.19 Gillis Ward. 29.7.19 OPPC Meeting re 10000 more voices report.</p> <p>SEHSCT: Nursing & Midwifery Induction, Grief & Bereavement, 13.8.19, 30 attended; 10.9.19: 30 attended. QUB Year 2 When a Patient dies: Guidance for Nursing practice, 4.9.19: 150 attended. Cardiac Information Day Ward 16 - Training Last Offices & Bereavement Care, 5.9.19: 14 attended</p> <p>NHSCT: EOLC training half day 23.6.19, 21.8.19, Coroners outreach sessions mental health and maternity 19.8.19, HCA mandatory update 6.8.19, Bereavement Awareness for HCAs in Gynae ward 4.9.19, Medical Students on child birth and loss module Causeway 16.9.19</p> <p>WHSCT: Requests for Mortuary staff training & input into CEC palliative care nursing programme. Corporate induction packs collated and distributed. CEC request for input to Paediatric Nurse training</p>
	3	<p>BHSCT: Nurse Mandatory 9.10.19; 3.11.19; 11.12.19; MIH Nurse rotation 28.11.19, HCA Induction 4.12.19; BBN students 21.10.19</p> <p>NHSCT: End of life care half day 25.10.19; 18.11.19 & 3.12.19; Bereavement champion workshops 9.10.19; 11.10.19; 15.11.19; RN Induction 2.10.19; 19.11.19; paediatric mandatory 30.9.19 and 09.12.19 midwifery mandatory 8.10.19; HCA mandatory 16.10.19; session on self-care to palliative care dieticians 3.12.19; Stand and slot at speed networking event 17.10.19</p> <p>SEHSCT: Ongoing training provided to Nurse Induction, Foundation Doctor training and ward specific training as requested.</p> <p>SHSCT: Death and bereavement information sessions: 10.10.19; 05.11.19; 05.12.19. Packs issued to new nurse registrants as part of their induction programme. Advanced communication skills training 21/22.11.19</p> <p>WHSCT: Sudden Infant / Child Death in ED, CEC training session 23.10.10</p>
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<p>Staff Support:</p> <p>2.1.3 Contribute to initiatives that provide support systems for HSC staff</p>	1	<p>BHSCT: 2.4.19 remembrance event for member of staff; 17.4.19 & 29.5.19 staff support after client deaths, 18.4.19 staff support after traumatic staff death in cath. Lab; 25.4.19 staff support after traumatic patient death in Wd. 28; 14.5.19 bereavement support for health improvement team after death of colleague; staff support for paed. X-ray team who x-ray deceased children and babies; 10.6.19 Staff Service of Remembrance,</p> <p>NHSCT: Support for staff bereaved of colleagues - Two teams April; Bereavement debrief 3.5.19 staff team caring for colleague who died. CSS news sheet prepped on bereavement. Support for bereaved</p>

		<p>staff members</p> <p>SEHSCT: Staff Service of Remembrance Working group meetings. Service held on the 16.5.19. 1.4.19 ICU Death reviews meeting</p> <p>SHSCT: Introductory Ward Visits during May and June 2019, Debriefing sessions - 8.4.19 CCN team Newry & 18.4.19 CCN team Lurgan. Individual support for one staff member following her first response at a community incident.</p> <p>WHSCT: 4.4.19 Support to manager re staff return to work after major bereavement; 29.4.19 & 8.5.19 met with bereaved staff members after their return to work. Co-facilitation of Critical Incident Debrief Sessions (CISM) : 11.4.19: Multidisciplinary healthcare staff, ED, SWAH (sudden infant death); 14.5.19 ED nurses, Altnagelvin Hospital (murder) 22.5.19 Co-facilitated x2 CISM sessions (afternoon & evening) for multidisciplinary OBGYN staff (death of a colleague) 29.5.19 Attended Trust service of remembrance for OBGYN staff member, AAH. 4.6.19 Editorial meeting re ongoing Quality & Safety departmental newsletter for staff. 24.6.19 Meeting with HR staff re support for staff returning to work after bereavement.</p>
2	✓	<p>BHSCT: Good Grief Newsletter Summer Edition, invited onto Schwartz Rounds Steering Group, Here4U committee meeting 25.7.19</p> <p>SHSCT: Supporting member of staff with traumatic bereavement, Conflict Resolution Training 23.9.19, debriefing session 19.9.19 Lurgan CCN, 1.8.19 meeting with Lorraine McGurk re psychological health and wellbeing work-stream</p> <p>SEHSCT: Support to staff following death of ED Consultant. Telephone support to Domiciliary Care Manager following the death of staff member whilst on duty. Telephone support to Residential Children's Home Manager following the death of staff member.</p> <p>NHSCT: Support social worker dealing patient no next of kin. Support for staff team dealing difficult death in surgical ward, support for community integrated team with several complex cases, assisted facilitation of stand for staff during palliative care week to promote planning ahead,</p> <p>WHSCT: Critical Incident Debrief co-facilitated for staff team in the aftermath of suicide of a colleague 11.7.19 Individual CISM session with community staff member after death of a client 16.7.19 Support for recently bereaved staff member 18.7.19. Meeting with new Medical Director; staff support and debrief provision discussed. Support to staff member returned to work after bereavement. Acting referral contact for Trust requests for Critical Incident Debriefing. Staff service of remembrance planning. Group support session for staff after the sudden death of a team member's daughter 25.9.19. Working group formed to develop 'end of shift' staff support guidelines 26.9.19 Critical Incident Debrief, Ward 5, Altnagelvin 27.9.19</p>
3	✓	<p>BHSCT: RICU debrief 10.10.19. Good Grief Newsletter Autumn 2019, individual bereaved staff</p> <p>NHSCT: Support staff and debrief ICU Causeway 23.10.19; support maternity service re coroners case Nov; Support HR business partner supporting team after death of patient; support and debrief Coronary Care Unit Causeway 4.12.19</p> <p>SEHSCT: Support to staff team following the sudden collapse of manager.</p> <p>SHSCT: Support to domiciliary care team caring for team member.</p>

			<p>WHSCT: Meeting with AD Nursing & Chaplains Lead re service of remembrance for staff 3.10.19 Support for staff member experiencing difficulty returning to work after bereavement 18.10.19 Meeting with wider staff group after death of colleague's daughter 29.10.19 Critical Incident debrief facilitated, Maternity Department 25.11.19 Two meetings within Trust to review structure of a 'hot debrief' for teams at the end of a shift. Attended 'months mind' service with staff to support colleague bereaved of her daughter 30.10.19. Attended Medical Directorate staff development day, 22.11.19</p>
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2.2 Patient and Family Support

<i>These actions contribute to the following standards:</i>	Standard 2: PROMOTING SAFE AND EFFECTIVE CARE Standard 3: COMMUNICATION INFORMATION AND RESOURCES	Standard 4: CREATING A SUPPORTIVE EXPERIENCE Standard 6: WORKING TOGETHER
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Ongoing Activity	Quarterly Progress	Activity/Outcomes
2.2.1 Resource Development / Service Improvement Initiatives	1	<p>BHSCT: Revising children's bereavement information, developing bereavement information packs and questionnaire for adult areas, exploring 'no one dies alone' initiative</p> <p>NHSCT: 9.4.19 Launch nursing home resource files- distributed across Trust. Booklets for staff returning to work after personal bereavement finalised and printed. Exploring introduction of sympathy card to ICU and medical ward. Listening event developed re 10,000 more voices stories and workshops commenced with bereavement champions</p> <p>SEHSCT: Ongoing work with Emergency Theatres Dept re debriefing programme. Plans at an advanced stage to invite Dr Jo Shapiro to the trust to present a workshop on Peer Support: Developing a service within SEHSCT, 5.7.19. Ongoing meetings with ward managers re updating Bereavement Box. Presentation at EMT mtg on Bereavement Care Initiatives 21.5.19</p> <p>SHSCT: Perinatal palliative care pathway under development</p> <p>WHSCT: When a Patient Dies daft guidance for staff; in development 3.5.19; Death certification information update for Junior Doctors Handbook App. for August intake. WHSCT Internet bereavement care information updated 10.6.19</p>
	2	<p>BHSCT: Distribution of Bereavement Information Packs for Families to hospital wards over the summer, planning to roll out to community and nursing homes</p> <p>SHSCT: Perinatal palliative care pathway meeting 9.8.19, 4.9.19 exploratory meeting regarding introduction of a sympathy and invitation to 'contact the team' card into practice, 29.8.19 workstream meeting to review "when a child dies" booklet and checklist after the death of a child. 2.9.19 Patient Client Experience meeting (PCE). Ongoing meetings with Patient Flow re proposal of the introduction of privacy screens into the acute setting.</p> <p>SEHSCT: Follow up meeting held to discuss implementation of Dr Joe Shapiro's workshop. Feedback from event excellent. To present findings at Trust Board. Mentoring SQE project on the development of</p>

			<p>memory box for Community Children's Palliative Care team.</p> <p>NHSCT: Trust internet page revised, project to pilot sympathy card commenced on two wards, cards being procured, liaison community group to develop comfort packs for families at end of life, call out to community groups and staff for resources for same, application submitted to Helpforce for funding for end of life care volunteer coordinator, planning meeting and teleconference with Alison Bunce with palliative care team for workshop in November 19 to explore initiatives from Compassionate Inverclyde</p> <p>WHSCT: Death certification information update for Junior Doctors Handbook App. for August intake. Meeting with HR staff re return to work after bereavement and remembrance service for staff. 2.7.19 Recovery College staff meeting to co-design bereavement course for the public. 9.7.19 Meeting with Sensory Team leader re support for bereaved people who are deaf within the Trust 10.7.19 Meeting with senior sensory team social worker re support plan for bereaved client who is deaf. Memory Box project funding sought. Babies & Children and ICU remembrance service planning</p>
	3	✓	<p>BHSCT: NH bereavement information packs distributed, recruiting for No One Dies Alone volunteers</p> <p>NHSCT: Funding for End of life care companions granted, project commenced. Sympathy card pilot continues. Work with Macmillan unit to develop family remembrance event</p> <p>SEHSCT: Review of Trust Bereavement Book completed. Funding for print run secured. Funding for re-order of family handover bags also secured. Continued mentoring of SQE project to introduce memory box to paediatric children's community palliative care team.</p> <p>SHSCT: Working with service improvement lead for palliative care to develop and pilot an end of life care project in two acute wards. Perinatal palliative care pathway work continues. Work underway to roll out sympathy/get in touch card within the Trust. Review of information for parents when a child dies is under review.</p> <p>WHSCT: Palliative Care Memory Boxes contents procured for joint roll out in all Trust hospitals January 2020.</p>
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2.2.2 Contact with the Public	1	✓	<p>BHSCT: Responding to messages on bereavement answer phone and sudden death referrals from RICU; 26 June visit to ill patient after she was told of the death of her passenger</p> <p>NHSCT: Involved in facilitating Heart of living and dying event 2.4.19. Bereavement stand at Dying Matters event 15.5.19; assisted in facilitating PHA advanced care planning stand at Balmoral Show</p> <p>SEHSCT: Ongoing contact from the public in relation to end of life and bereavement care issues, including dispute over NOK and accessing Death Cert and Cremation Forms.</p> <p>SHSCT: Advising staff re supporting relatives returning to the hospital with questions following their father's/husband's death. 'Heart of Living and Dying' events to promote discussion of end of life wishes: 9,10 &14.5.19</p> <p>WHSCT: Bereavement support offered to relative after death of mother (request from complaints office) 18.4.19; Ward visit to patient bereaved in RTC 3.5.19; Ward visit, bereaved patient, Care of Elderly ward 7.5.19; Meeting with patient, family and neurology consultant to complete consent forms for potential brain donation 15.5.19; Contact from HDU re bereaved father and young child, whose partner had died that morning. Memory Box completed by ICU staff. Contact made with father to signpost</p>

			support locally 10.6.19 Ward visits to care of elderly ward with two patients who were re-admitted for ongoing treatment.
	2	✓	<p>BHSCT: Responding to messages on bereavement answer phone, bereavement surveys and sudden death referrals from RICU, Maternity Service of Remembrance 15.9.19</p> <p>NHSCT: Ongoing contact from the public in relation to returns from end of life and bereavement care surveys. Support to bereaved parents following a stillbirth. Involved in facilitation of x2 Heart of Living and Dying events during September.</p> <p>SEHSCT: Ongoing contact from the public in relation to returns from end of life and bereavement care surveys. Bereavement support provided to inpatient, experiencing significant emotional distress following the sudden death of son.</p> <p>SHSCT: 3.9.19 planning meeting re Daisy Hill service of remembrance.</p> <p>WHSCT: Ward visit for two patients in care of elderly ward, Waterside Hospital. Ward visits x2 elderly patient recently bereaved. Request for repatriation information for patient with no NOK. Information request re caring for Muslim child at end of life. 10.9.19 Met with bereavement midwife and bereaved mother in Cemetery to identify where her miscarried baby had been buried in Trust Burial.</p>
	3	✓	<p>BHSCT: Children's Service of remembrance 6.10.19, Snowdrop coffee morning 11.10.19, bereavement surveys and phone calls</p> <p>NHSCT: Ongoing contact with public through end of life care survey returns. Signposting to families continues when contacted</p> <p>SEHSCT: Ongoing contact from the public in relation to returns from end of life and bereavement care surveys. Support to family of dying patient.</p> <p>SHSCT: Co-facilitated a 'heart of living and dying event' 13.11.19. Christmas 'remembering trees' in place across the Trust. Support to a mother whose son died suddenly in the last months. Service of remembrance for babies, children and young people who died in Daisy Hill and surrounding communities 03.11.2019</p> <p>WHSCT: 11.10.19 Telephone support for relative at conclusion of SAI process. 25.10.19 Home visit to elderly patient discharged from hospital on request from psychiatrist. Ward visits: stroke ward AAH 22 & 25.11.19</p>
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2.2.3 SAI / Complaint Activity	1	✓	<p>BHSCT: Supporting families as requested by complaints managers & SAI investigators</p> <p>NHSCT: Supporting families through responses to end of life care surveys where learning identified. Meeting with bereaved parent to obtain feedback re care received relating to miscarriage</p> <p>SEHSCT: Supporting families as requested by complaints managers and SAI investigators</p> <p>SHSCT: Nothing to report</p> <p>WHSCT: Meeting with bereaved family; final SAI report discussed 10.4.19; Complaint from GP re lack of communication over patients' early pregnancy losses. Met with Medical Director & staff to scope protocol for Trust 21.5.19; Met with complaints team & staff re investigation of complaint from bereaved mother 7.6.19</p>
	2		BHSCT: Supporting families as requested by complaints managers & SAI investigators

	✓	<p>NHSCT: Attended meeting with complainant with Director of Nursing and General manager. Liaison with complaints department in relation to contact with families through end of life care surveys.</p> <p>SEHSC: No activity this quarter</p> <p>SHSCT: Nothing to report</p> <p>WHSCT: Met with complaints team & staff re investigation of complaint from bereaved mother 7.6.19. Support to bereaved family at initial SAI meeting. Ongoing support & signposting for bereaved family</p>
3	✓	<p>BHSCT: Attending SAI/complaints meetings and family support as requested by managers</p> <p>NHSCT: Liaison with Director of Nursing with individual complaints when requested</p> <p>SEHSC: Support of bereaved relative who is currently going through the complaints process.</p> <p>SHSCT: Support offered to a person following the death of their father where questions remained regarding his death.</p> <p>WHSCT: Meeting with bereaved family and extended family 5.11.19 - issues identified relating to information needed for families re formal identification of their loved one. Request that Coroner's reports not be sent out in the week before Christmas: Issue with access to Coroner's Information Booklet for relatives which is no longer supplied by Coroner's office.</p>
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2.3 Governance

These actions contribute to the following standards:

Standard 2: PROMOTING SAFE AND EFFECTIVE CARE

Standard 5: KNOWLEDGE AND SKILLS

Standard 6: WORKING TOGETHER

Ongoing Activity	Quarterly Progress	Activity/Outcomes
2.3.1 Monitor DoH/PHA/HSC, reports, directives and inquiries in relation to death and bereavement and take action as appropriate	1	✓ TBCs continuing to review and update individual Trust policies in light of January 2019 DoH guidance: HSS/MD 1/2019 New Departmental Guidance Surrounding Death
	2	✓ TBCs continuing to review and update individual Trust policies in light of January 2019 DoH guidance: HSS/MD 1/2019 New Departmental Guidance Surrounding Death Julian Johnston and Sharon Wright are reviewing the potential to amend the exclusion criteria for nurses undertaking VOLE to enable children's nurses in specific circumstances to complete this assessment; Sharon liaising with DOH on this issue. New Belfast City Council cremation form which includes a section on delayed cremations; options removed that are no longer available.
	3	✓ TBCs continuing to review and update individual Trust policies in light of January 2019 DoH guidance: HSS/MD 1/2019 New Departmental Guidance Surrounding Death Working Together to Put Things Right –Implementation of Recommendations from the Inquiry into Hyponatraemia-Related Deaths (IHRD) – Update Report –16 December 2019 . Fourth update received.
	4	

2.3.2 Maintenance of Bereavement Fora in all five Trusts to facilitate standard implementation	1	✓	<p>BHSCT: 18 June workshop to present findings of 10,000 More Voices Bereavement Project BHSCT report, 19 June Maternity Bereavement Forum, 20 June Children's Bereavement Forum</p> <p>NHSCT: Bereavement Forum 12 June 2019. 10,000 More voices Trust report tabled & action planning commenced</p> <p>SEHSCT: Bereavement Forum 26 June 2019. 10,000 More Voices Trust Report tabled at meeting for action.</p> <p>SHSCT: Bereavement Forum 20.6.19 10,000 More Voices report tabled at this meeting</p> <p>WHSCT: 13 June Bereavement Forum Meeting; 10,000 More Voices Regional & Trust reports presented. Trust action plan approved.</p>
	2	✓	<p>BHSCT: 3 September Maternity, 12 September Children's, 18 September Adult</p> <p>NHSCT: Trust Bereavement Forum: 18th September. 10000 More Voices Action plan signed off and amalgamated into updated overarching Bereavement Forum Implementation Action Plan.</p> <p>SHSCT: Next Bereavement Forum 7.11.19</p> <p>WHSCT: Next Meeting 14 November 2019</p>
	3	✓	<p>BHSCT: 3 December - Maternity, 12 December - Children's, 16 December - Adult</p> <p>NHSCT: Bereavement Forum cancelled 4.11.19, Next Forum March 2020. Terms of reference reviewed to be signed off at next Forum, report prepared and to EEEE Committee in Trust</p> <p>SEHSCT: Bereavement Forum 19.11 2019.</p> <p>SHSCT: Bereavement forum 07.11.2019 Work plan 2019-2021 circulated.</p> <p>WHSCT: Bereavement Forum 12.12.19 2019 – cancelled. Next Forum 11 February 2020.</p>
	4		
2.3.3 Maintenance of HSCBN Website	1	✓	Heather continues to create links and post items on website
	2	✓	Website maintained. Heather checking access to site via Chrome; Sharon McCloskey's link embedded on home page.
	3	✓	Website maintained
	4		
2.3.4 Share information on policies & procedures	1	✓	HSC Consented Hospital PM Examination Policy - review in progress; changes to be finalised based on recommendations of IHRD.
	2	✓	Ongoing work updating Trust policies impacted by DoH guidance on death
	3	✓	<p>BHSCT: Facilitating the presence and involvement of a parent, who is suspected of injuring a child, when the child is at the end of life; reviewed and equality screened</p> <p>NHSCT: Staff Bereavement Policy to Policy Committee for sign off and Launch November 2019.</p> <p>SHSCT: Ongoing review of policies, procedures and guidelines</p> <p>WHSCT: Verification of Life Extinct Policy updated; staff consultation until 6 January 2020. Attended M&M meeting re discussions around verification of life extinct within Neonatal and Maternity departments 6.11.19</p>
	4		

2.3.5 Review/update of HSCBN publications, information and documentation as required	1	✓	HSCBN <i>Grief & Bereavement: an overview for Trust staff</i> Induction leaflet updated; printing funded by WHSCT.
	2	✓	Nothing to report this quarter
	3	✓	Discussion Guides for PM Examination conversation and guidance sheets for completion of Consent Forms being updated.
	4		
2.3.6 Maintenance of monthly TBC meeting	1	✓	Meetings held on: 30 April; 30 May; 25 June 2019
	2	✓	Meetings held on: 31 July, 27 August, 24 September 2019
	3	✓	Meetings held on: 29 October, 26 November, 17 December 2019
	4		

2.4 HSCBN Contribution to Regional, National, International Work

These actions contribute to the following standards:

Standard 1: RAISING AWARENESS
Standard 6: WORKING TOGETHER

Ongoing Activity	Quarterly Progress	Activity/Outcomes
2.4.1 Input to education and pre-registration curriculae, ensuring content reflects the HSC strategy and standards for bereavement care	1	✓ 1.5.19 QUB YR 2. 7.6.19 QUB YR 3 Paul presented training: Loss Grief and Bereavement and Bouncing Back training for registered nurses, 12.6.19. Clady Villa CEC. Paediatric palliative and end of life care day, NHSCT, Fern House AAH 13.5.19
	2	✓ Heather and Paul delivered training on the 4.9.19 to QUB YR 2 Nurses 10.9.19 Heather attended meeting at CEC Knockbracken to plan paediatric pall care study day Sharon provided a presentation at Priorities for Care of the Dying Person Conference, Armagh City Hotel 18.9.19. Carole: <i>'Person-Centred end of life curriculum design in adult pre-registration undergraduate nurse education: A three year longitudinal evaluation study'</i> paper by Dr Debbie Goode, Ulster University, published by Nurse Education Today; contribution by Carole and Western Trust acknowledged. Input to current course has continued for last eight years. <i>Finding Hope after Bereavement: From Hurt to Healing</i> – a Recovery College course coproduced along with Trust colleagues. Cross border initiative funded by Interreg / CAWT / HSE and WHSCT; funding will not be affected by Brexit. Three courses delivered, Derry, Strabane & Letterkenny Oct – Nov 2019
	3	✓ Gwyneth delivered to QUB Year 1 undergraduate nurses 1.10.19 Evelyn Mooney, OU, invited to attend the October TBC meeting to progress bereavement coordinator

			input to OU nursing curriculum. Carole: presented lectures to 1 st and 2 nd year undergraduate nurses in Ulster University, 30.10.19 & 7.11.19; Carole co-facilitated final session of ' <i>Finding Hope after Bereavement: From Hurt to Healing</i> ' with the Recovery College, Letterkenny 19.11.19 The course will now be added to the prospectus going forward and delivered by Recovery College staff.
	4		
2.4.2 HSC Bereavement Network representation on interagency working groups	1	✓	Heather attended DCIWG subgroup IME 11.4.19; 9.5.19; 7 & 13.6.19; Subgroup Bereavement and Pathology 29.5.19, stocktake event 28.5.19, Coroner's User Forum 30.5.19. Paul attended Palliative Care in Partnership Programme Board Mtg 8.4.19. Gwyneth attended Macmillan Cruse Steering group 26.9.19; IHRD Stocktake day, Mossley Mill 28.5.19. Carole attended Regional Paediatric Pathology Service Evaluation Working Group where the scope and methodology of an independent evaluation were agreed 27.6.19
	2	✓	Heather attended DCIWG subgroup IME 12.9.19; Paul and Heather attended subgroup Bereavement and Pathology 2.7.19, 15.8.19 & 12.9.19. Paul attended Palliative Care in Partnership Programme Board Mtg 2.9.19. Sharon attended Repatriation Task and Finish Group meetings 7&30.8.19.
	3	✓	Gwyneth attended Macmillan Cruse Steering Group 4.10.19, work commencing to prepare literature review on pre bereavement; Gwyneth attended Cancer Strategy, palliative and end of life care subgroup 6.11.19 initial work to scope what is in place currently across the region. Carole attended Regional Paediatric Pathology Service Evaluation Working Group 12.11.19 & Carole and Melissa Crockett, Bereavement Midwife, WHSCT attended Paediatric Pathology Evaluation Group Meeting (via conference call) 12.11.19. Paul and Heather attended Pathology and Bereavement working group 13.11.19 Heather attended IME working group 14.11.19 Sharon continues to attend the repatriation of deceased children who undergo treatment outside of NI task and finish group. Carole and Paul attended the wider stakeholders meeting, Belfast on 20.11.19 which fed back to the charities, parents and staff in attendance; Numbers overview: to end of October 2019 - 133 Paediatric PMs / 554 placenta examinations / 54 contacts with the bereavement support team in Alder Hey.
	4		
2.4.3 Maintain links and partnerships with voluntary, statutory and community organisations who provide care, support, resources and training to meet the needs of specific groups and individuals	1	✓	Paul: meeting with Elizabeth Boyd – British Red Cross re Connecting Communities Service re bereavement training, 22.5.19 Sharon: Meeting with Bernie Donnelly, Co-ordinator of the Helping Hands project re volunteer programme of practical and social support to families when a person is in the last phase of their life, and into bereavement. Carole: attended University of Ulster stakeholder event re development of paramedic degree 2.4.19; Contact from Max Lohnert, Rocket Science UK, in relation to evaluation of Macmillan Information & Support Service NI 4.6.19, Online survey completed; Contact from Alison Yelland, Meningitis Now re name change from Meningitis Trust and new contact number 14.5.19 Carole attended SANDS remembrance walk, Ebrington, Derry 30.6.19 26.6.19 Heather met with Courts NI transformation team

			who are developing probate digitisation
	2	✓	Heather met with Crematorium staff re new Cremation form for disposal of ashes 20.9.19 Sharon meeting with Ian Milne Funeral Directors, Seagoe 27.9.19. Carole attended the launch of the Innovation Recovery College Autumn & Winter prospectus, Alley Theatre, Strabane 12.9.19
	3	✓	Gwyneth: involved with 'Our House' in promotional DVD as result of work in making up bereavement packs. Liaison with MEEAP in making up comfort packs. Assisted in facilitation of workshop for compassionate communities with Alison Bunce as Keynote speaker, attended by wide number of voluntary, community and statutory sector in NHSCT area. Carole: Meeting with coordinator and staff, Compassionate Communities, Derry 21.10.19; telephone and email contact with representative from Aman Association Fermanagh re the end of life and bereavement needs of the Muslim community in Enniskillen and Omagh areas. Also of concern are the on-going needs of the Muslim Syrian refugee community in the Omagh area, meeting with ward managers in SWAH & Omagh Hospitals arranged for February 2020. Heather attended the Volunteer Now recognition event 4.11.19
	4		
2.4.4 Conference and event attendance / articles published / publicity to promote Bereavement Network objectives	1	✓	Heather and Gwyneth attended Unleashing Compassion Conference in Glasgow on 2.5.19 Carole attended Macmillan seminar 'Explore end of life with Catherine Mannix' Dunadry Hotel, Antrim, 6.6.19; 'Facilitating Critical Incident Debriefing' one day training, Psychotherapy for Health Care, London 15.6.19; IHRD Duty of Candour Involvement Workshop, Derry 24.6.19 Gwyneth gave presentation on regional changes to paediatric pathology service at RCM/ Sands conference 13.6.19. SUDIC workshop 26.6.19
	2	✓	Gwyneth, Heather and Paul attended Palliative Care in Partnership Conference 9.9.19. Sharon attended Coroner Law Masterclass 5.9.19 and SWAN Model of End of Life Care and Bereavement in Manchester 16/17.9.19. Paul presented at the HFMA Conference, Dunsilly Hotel 6.9.19 TBCs attended NACEL Planning Workshop 30.7.19. Carole attended WHSCT Senior Leaders Forum, Altnagelvin Hospital 20.9.10
	3	✓	Gwyneth and Heather attended IHF Forum at End of Life 14.10.19 Dublin. Gwyneth attended NIHC Chaplaincy study day 25.11.19. Heather attended SWAN study day 6.11.19 and shadowed SWAN nurse the following day. Sharon attended Compassionate self-care training 09.10.19; SAGE & THYME training 15.10.19 Regional morbidity & mortality workshop, 15.11.19. Carole attended SAI learning event, Western Trust 2.10.19; Risk Assessment Training 22.10.19; suicide awareness and response training day for medical staff, CMDE, Altnagelvin Hospital facilitated by 4 Mental Health Ltd, Wales 14.11.19; attended QI Showcase, WHSCT – <i>Care of Bereaved Families in Critical Care</i> poster presentation very well received re use of memory boxes within ICU / HDU Altnagelvin Hospital.
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