**NHS GGC spiritual care is offered by a team of professional, generic healthcare chaplains** who can be available to listen to anyone. No one needs to ‘be religious’ to benefit from the support of the healthcare chaplains normally available **Mon – Fri 9am – 5pm,** their offices are near to chapels/sanctuaries/quiet rooms.

* If a patient/visitor requires a healthcare chaplain, any member of staff can make a referral to spiritual care - **a chaplain should respond within 24 hours Mon 9am – Fri 5pm**. Non-urgent referrals made late on a Friday will usually be picked up on a Monday or later the following week. Referrals can be logged via TrakCare in all acute hospital sites for chaplains to follow up; chaplains sometimes attend a morning or afternoon huddle and a mid-week MDT meeting to remain aware of priorities.
* Staff are encouraged to ask patients who belong to a faith community to provide them with an accurate contact telephone number of their faith leader, to ensure specific spiritual care and religious rites can be met if required. When a NHS GGC healthcare chaplain is on-call they can direct staff to the Faith & Belief Communities manual to make contact with faith leaders in the community if needed.

**WEEKEND spiritual care is available for EMERGENCIES only –**

**There is only one healthcare chaplain on-call via Switchboard for the whole NHS GGC health board - Friday 5pm – 10pm and Saturday & Sunday 9am – 10pm**.

Sometimes patients may have more visitors than they wish to see at a single time, or that staff can safely support (e.g. five or six people at once). To save visitors leaving a hospital while they wait to visit a patient, chapels/sanctuaries are an alternative place to wait with seating available inside and out and toilets usually nearby. Staff can direct visitors to the chapel/sanctuary/quiet room in their hospital – disabled access is available with lifts nearby in some sites.

**Most NHS GGC hospital chapels/sanctuaries/quiet rooms are OPEN 24/7** –

* Anyone can use a chapel/sanctuary day or night where possible, including children, to find peace and quiet or to take time out away from busy/noisy wards and/or when visitors are waiting to spend time with a patient being attended to by clinical staff. All that is requested is that they are respected and any books and/or other items borrowed are returned.
* Chapels/Sanctuaries can be used by clinical staff to either break bad news and/or if bad news has already been broken and family rooms are unavailable, staff/visitors/ patients can find a degree of privacy – especially from 5pm onwards and during night shift. Quiet rooms in some hospitals can be used by using the local booking system.