

**NHS GREATER GLASGOW AND CLYDE**

**End of life care visiting, Care of the deceased and Bereavement**

**support with COVID-19**

**14 April 2020 References and Resources will be on Bereavement pages of NHSGGC website** [**https://www.nhsggc.org.uk/your-health/health-services/bereavement-services/bereavement/**](https://www.nhsggc.org.uk/your-health/health-services/bereavement-services/bereavement/)

**Prepared by Professor Bridget Johnston 5 KEY MESSAGES**

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| 1. **Visiting person who is at end of life** |  |
| * Please note that visiting someone at the end of life is within the essential visiting group. <https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-the-public-patients/hospital-visiting-restrictions-now-in-place/> * Visiting should be limited to one relative per patient at any given time (see links on right). * Encourage families to keep in touch, through phone calls and using facilities such as FaceTime, WhatsApp, or vCreate. However, this is likely to be difficult for people who are at the end of life. * There will be hospital tablets/iPads available at sites for those families who do not have a suitable device and wish to contact other family members who cannot be present. |  |

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| 1. **Last offices** |  |
| * The death is confirmed as per NHSGGC policy. * Family to be informed if not present at time of death. * Last offices should be performed as normal wearing PPE observe cultural and faith requirements as per policy ensuring privacy and dignity are maintained. All adult bodies now need to be placed in a body bag, essentially for identification purposes (see links on right). * The family member wearing PPE can be allowed to see their loved one and touch them (mortuary will not be permitting visits from 6/4/20 however depending on circumstances the families can visit the funeral home).   <https://www.gov.scot/collections/coronavirus-covid-19-guidance/#healthcareworkersandcarers>  <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe>   * Family are given the bereavement pack and advised to contact their local funeral director. * Belongings:   + Family are given clothes in a water soluble bag, into a patient clothing bag and provided a washing clothes at home leaflet (see link on right)..   + Food and drink and toiletries must be discarded.   + Books and cards and valuables and other personal possessions should be in a clear bag, tied and ask relatives not to open for 7 days.   + Clean solid items with Actichlor plus 1000 ppm and put in clean belongings bag inside our NHSGGC bereavement bags.   + For pick-up of belongings see policy at sites. Property should be in NHSGGC bereavement bags(see link on right) * If the death occurs in hospital the body will be taken to the mortuary where it may be collected by the funeral director. * Family are advised that they will be required to be in self isolation for 14 days (from last contact) if they have been in contact with the patient * Family given bereavement support numbers (see links on right) * Family will need support particularly as they may not be able to attend a funeral in the normal way. Funerals will be for immediate family members only and families may be self isolating. |  |

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| Care to be provided after a death in community |  |
| * The death is confirmed as per local policy. * Last offices should be performed as normal wearing PPE. <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe> * The family member, wearing PPE, can be allowed to see their loved one and touch them. * The family are advised to contact the funeral director. The funeral director will ask if their loved was suspected as having COVID-19 or confirmed as COVID-19 positive. * Family are informed to wash hard surfaces with detergent, wearing gloves and apron, in the room where the person died. Wash clothing as per washing clothes at home leaflet (see link on right). |  |

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| 1. **Death Certificates** |  |
| * Now all remote see CMO letter 24/03/20 (see letter on right) * See flow diagram for procedure (see links on right) |  |

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| 1. **Support for relatives after death** |  |
| * Ward and community staff can access guidance on communicating with relatives after a death (see links on right). * Relatives should all be offered telephone bereavement support. * Spiritual Care Team providing on call telephone support 9am – 10pm 7 days a week – contact Switchboard to be put through to an on call chaplain/spiritual advisor. * Cruse and other organisations <https://www.cruse.org.uk/coronavirus/cruse-services> * Mementos in care after death (knitted hearts) can be provided, on the ward Mementos should be placed in a clear bag and the relatives advised not to open these for 7 days. |  |

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| 1. **Support for staff** |
| * Educational resources.   <https://learn.nes.nhs.scot/27993/coronavirus-covid-19>  <https://scotpalcovid.wordpress.com/2020/04/01/acpcovid19/>  <https://twitter.com/ScotPalCovid>   * NHSGGC Spiritual Care Team providing on call telephone support for all staff 9am – 10pm 7 days a week – contact Switchboard to be put through to an on call spiritual advisor. * NHSGGC have set up Rest and Relaxation hubs at 5 sites link. <https://www.nhsggc.org.uk/media/259673/support-staff-mental-health.pdf> * Psychology at all sites also have resources for staff support |