

COVID-19 Palliative and End of Life Care Weekly Update 21st May 2020

Ambition One: Each person is seen as an individual,
Bereavement

@Pers_Care
#Pallicovid

The webinar will be starting shortly.

Please remember to **mute your phone** and **introduce yourself** in the chat box – where are you from, what is your role?

NHS England and NHS Improvement



House keeping

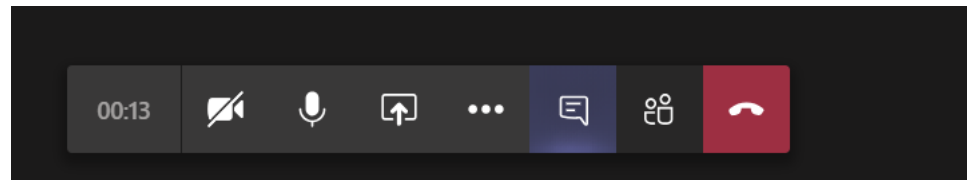


Mute – *All attendees are muted on entry to avoid background noise but please ensure that you **mute your own phone too***



Questions – *Please send your questions to the presenters via the CHAT box by selecting '**Everyone**' on the bottom right-hand side of your screen.*

Questions may be posted by attendees throughout this section. To access chat



Introduce yourself to everyone in the chat box - *Where are you from, what is your role? (If you are replying to someone specifically in the chat box use **@theirname**)*



Agenda



Update	Presenter	Role
1. National Update	Prof Bee Wee	National Clinical Director, PEO LC
2. Bereavement during the outbreak, lockdown and beyond	Alison Penny	Director, Childhood Bereavement Network
3. Grief, Loss, & Bereavement during Covid-19 at Saint Francis Hospice	Shahina Haque	Psychologist and Family Support Services Manager, St Francis Hospice
4. Just'B' NHS and Social Care Staff Support Line	Clare Godden	Director of Client Services, Saint Michaels and Just'B'

Facilitated by

Sherone Phillips- Manager, Palliative and End of Life Care

Carey Bamber - Senior Manager, Partnerships and Leadership Development

NHS England and NHS Improvement





Staying up to date

The following channels are available to keep up to date:

- These weekly MS Teams sessions, every Thursday 6-7pm
 - next week we will be focusing on Ambition 2 – ‘Each person gets fair access to care’ and focusing on examples of good PEOLC for all and addressing health inequalities
- @Pers_Care Twitter account for regular updates – using #PalliCovid
- A dedicated COVID-19 mailbox for all queries relating to PEOLC – england.covid-eolc@nhs.net
- Future NHS End of Life Care Practitioners Network - contact Sherree.fagge@nhs.net to join
- Weekly FAQs following the sessions
- Weekly emailed updates – to be added to the distribution list email england.covid-eolc@nhs.net





National Update

Professor Bee Wee

NHS England and NHS Improvement



Six ambitions to bring that vision about

- 01 Each person is seen as an individual
- 02 Each person gets fair access to care
- 03 Maximising comfort and wellbeing
- 04 Care is coordinated
- 05 All staff are prepared to care
- 06 Each community is prepared to help

“I can make the last stage of my life as good as possible because everyone works together confidently, honestly and consistently to help me and the people who are important to me, including my carer(s).”





Produced by NHSE/I

[Joint statement on personalised approaches to care and treatment](#)

Published 20 May 2020

[New operational model](#) to help pharmacy and medicines teams implement the [‘Primary Care and Community Health Support for Care Homes’](#) guidance.

Published 19 May

[Clinical guide for supporting compassionate visiting arrangements for those receiving care at the end of life](#) Published 13 May 2020

[Advance Care Plan guidance and editable template](#) Published 13 April 2020

*updated 11 May 2020 with further guidance notes

Hospice grant funding

- [Funding arrangements for bed and community care capacity in the hospice sector](#) Published 7 May 2020
- [Hospice funding announcement letter](#) Published 16 April 2020

[Verification of death in times of emergency](#) Published 5 May 2020

- Supporting flowcharts now available on the Future NHSEoLC Practitioners’ Network – email Sherree.fagge@nhs.net to request access.

[Primary care and community health support care home residents – letter from Nikki Kanani, Matthew Winn and Ed Waller](#) Published 1 May 2020

[Running a medicines re-use scheme in care homes and hospices](#)

Published 28 April 2020

[Clinical guidelines for children and young people with palliative care needs in all care settings](#) Published 17 April 2020

[Community health services, Standard Operating Procedure](#) appendix 5, Advice on support for people with palliative and end of life care needs in the community.

Published 15 April 2020

[Update on anticipatory medicines at the end of life](#) Published 10 April 2020

[Letter from Steve Powis and Ruth May re: maintaining standards and quality of care in pressurised circumstances](#) Published 7 April 2020

[GP standard operating procedure](#) appendix 7, Advance Care Plan guidance and template. Published 6 April 2020

[Clinical specialty guide for palliative and end of life care in secondary care](#)

Published 28 March 2020



Resources developed and/or shared by other organisations

[Slide deck and information from Hospice UK Weekly Clinical Covid ECHO](#)

Updated regularly

[Association of Palliative Medicine - COVID-19 and Palliative, End of Life and Bereavement Care in Secondary Care - Role of the specialty and guidance to aid care](#)

Regularly updated – use APM homepage to access latest version

British Psychological Society (BPS) [Coronavirus resources](#)

- [BPS - Supporting yourself and others](#)

[Priority medicines for PEoLC during a pandemic](#)

Published by APM on 30 April 2020

[Having courageous conversations by telephone or video](#)

Published by the RCN on 16 April 2020

[NICE Rapid Guidelines – Managing symptoms \(including at the end of life\) in the community](#)

Published 3 April 2020

[Discussing Unwelcome News: a framework for communication](#)

Published 2 April 2020 on HEE

[Macmillan Courageous Conversations Resources](#)

[Helix Centre end of life care toolkits for carers at home](#)

[Joint statement on advance care planning](#)

Published 30 March 2020

[Community Palliative, End of Life and Bereavement Care in the COVID Pandemic](#)

Published 30 March 2020 by RCGP and APM

[RCGP COVID19 Resource Hub](#)

[COVID-19 Adult Social Care Action Plan](#), pg.23 ‘Supporting people at the end of their lives’

Published 15 April 2020 on gov.uk



Publications and activity in progress

We are working on a number of further publications:

- Alternative routes to symptom management
- Standard operating procedure for children and young people
- Letter to clinical system leaders re: PEOLC in the community
- 3 x care homes products – versions of PEOLC guidance, but tailored for care homes
 - Medication
 - Verification of death training
 - Visiting guidance to suit all settings



Questions and Discussion





Bereavement during the outbreak, lockdown, and beyond

Alison Penny

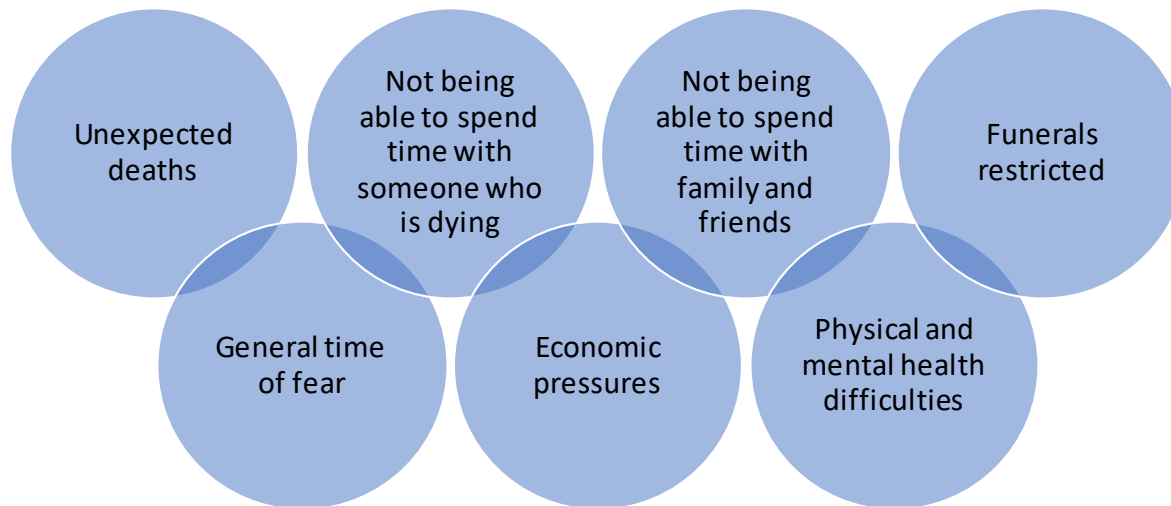
NHS England and NHS Improvement



Bereavement during the pandemic and lockdown

- Mental Health Awareness Week
- In usual circumstances
 - 60% of people will manage their bereavement with the help of family, friends and usual support networks
 - around 10% of people are at high risk of complicated or Prolonged Grief Disorder
- All deaths affected at the moment

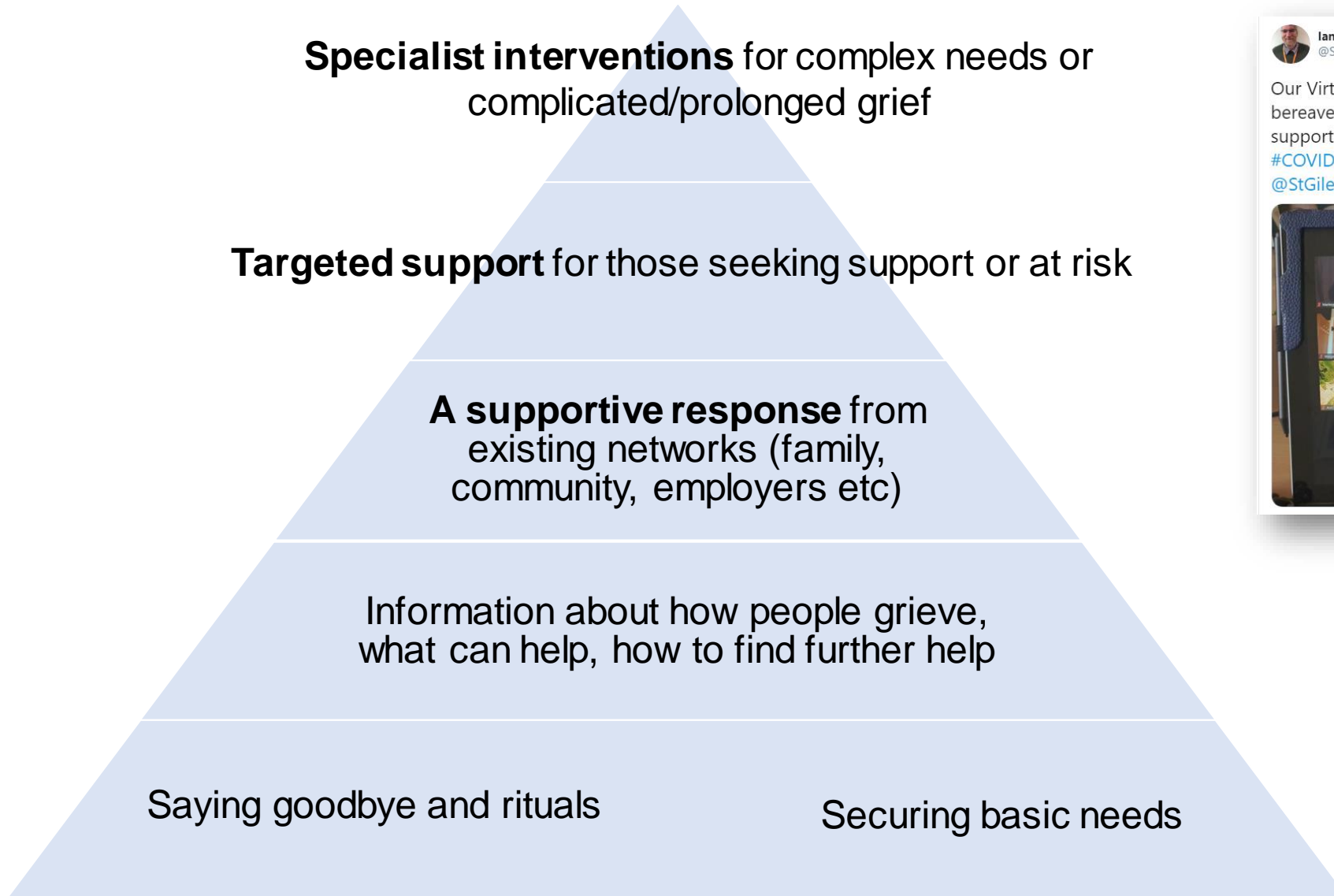
Personal and professional



How should we adapt models of support in the light of the pandemic, to meet the needs of those bereaved

- **before** the pandemic
- **as a result of COVID-19**
- **during** the pandemic?

Bereavement support: a tiered approach



<https://metro.co.uk/2020/05/05/neighbour-died-coronavirus-brought-street-together-help-widow-grieve-12651253/>

Bereavement support: responding



- Adapting and converting face to face support to phone/online support
 - Bereavement offices
 - Registrars
 - VCS bereavement support services – some already online
- Providing new information and support services (national, regional and local)
- Updating service details on signposting websites [AtALoss](#) and the [Good Grief Trust](#)
- Responding to specific concerns in acute crisis
 - Securing basic needs
 - Emotional impact of being apart and thwarted rituals
- Planning to meet increased need and complexity in the months to come
- Focus on those groups
 - **disproportionately affected by the pandemic** e.g. those from BAME communities
 - **particularly affected by the lockdown** e.g. those living alone following bereavement
 - **who already faced risks in bereavement or barriers to accessing support** e.g. those with learning disabilities



Questions and Discussion





Grief, Loss, and Bereavement during Covid-19 at Saint Francis Hospice

Shahina Haque

NHS England and NHS Improvement



Bereavement service at Saint Francis Hospice- Provisions



Current bereavement provision at Saint Francis Hospice:

- Counselling face to face 1-2-1/family session- home/hospice/schools
- Sessions provided by staff and 32 volunteer counsellors
- Groups

Changes made since Covid-19 pandemic:

- All face to face and group cancelled- only face to face for patients & families- In Patient Unit
- No home/school visit or hospice visit
- Service provided over the telephone or video platform
- Team WFH and few coming into the hospice

Bereavement service at Saint Francis Hospice

Challenges faced and facing in providing the services

- Technical resources and training staff to use the equipment provided
- Installing guidance and confidence to the volunteers who had not experienced telephone counselling
- Technical difficulties when using the equipment from home for video counselling
- Confidentiality and data protection
- Visible human contact for those that are recently bereaved

Impact on my team and volunteers providing the bereavement service

- Intensity of work increased
- Managing personal and professional anxieties
- Working in isolation

Bereavement service at Saint Francis Hospice- Experience



- Our clients grief, loss and bereavement, what are we hearing and experiencing and learning
- Bereaved clients pre pandemic versus bereaved clients post pandemic
- Bereavement services going forward- Challenges going forward for us



Questions and Discussion





Just'B' NHS and Social Care Staff Support Line

Claire Godden

NHS England and NHS Improvement



Just'B' NHS and Social Care Staff Support Line

- **Bereavement Support Line – 0300 303 4434**
- A confidential bereavement support and trauma helpline for staff experiencing grief, anxiety, emotional distress either in their personal life, or by witnessing multiple deaths in their work environment.
- Also available to family members of staff working for the NHS or Social Care and free to access from 8am until 8pm - 7 days a week.

Just'B' NHS and Social Care Staff Support Line

- **Filipino Bereavement and Trauma Support Line – 0300 303 1115**
- A confidential call back service for staff whose first language is Filipino.
- Support with issues relating to bereavement and trauma.
- Also available to family members of staff working for the NHS or Social Care and free to access from 8am until 8pm - 7 days a week.



Questions and Discussion



Further resources – NHS Blood and Transplant Bereavement Helpline



- **The NHS Bereavement Helpline Service was launched on April 22nd by NHS Blood and Transplant.**
- During the Coronavirus outbreak there has been an increase in bereaved families, as well as significant changes to palliative care and end of life services, which will affect all deaths, both Covid-19 and non Covid-19 related.
- **This new NHS Bereavement Helpline** has been set up to offer guidance, support and advice to those dealing with a loss of a loved one at this difficult time. The service will provide advice and guidance on things such as funeral arrangements, the various documents required and how to register a death, and some suggestive ways to stay connected with, and remember their loved ones.
- The service is available in the **North West Region** as a response to The Northern Care Alliance's Trust request for bereavement support. Callers outside of the north west region won't be turned away.
- The helpline is staffed by nurses who are highly skilled and experienced in working with bereaved people. The helpline staff will listen carefully to each individual who calls, to determine what level of support they need or can be directed toward. They are working with a number of charity partners who have offered their services for them to direct people towards. They will be signposting the callers to services ranging from the practical to specialist bereavement and emotional support. Some families may need more support than others or may be at risk. **This is not a counselling service but an advice helpline only.**
- **The number is only being shared currently directly with bereaved families in the NW**
- Contact for further information: Harriet Summerhayes harriet.summerhayes@nhsbt.nhs.uk



Staying up to date

The following channels are available to keep up to date:

- These weekly MS Teams sessions, every Thursday 6-7pm
 - next week we will be focusing on Ambition 2 – ‘Each person gets fair access to care’ and focusing on examples of good PEOLC for all and addressing health inequalities
- @Pers_Care Twitter account for regular updates – using #PalliCovid
- A dedicated COVID-19 mailbox for all queries relating to PEOLC – england.covid-eolc@nhs.net
- Future NHS End of Life Care Practitioners Network - contact Sherree.fagge@nhs.net to join
- Weekly FAQs following the sessions
- Weekly emailed updates – to be added to the distribution list email england.covid-eolc@nhs.net

