

DERBY HOSPITALS INTENSIVE CARE UNIT

**OUR BEREAVEMENT
FOLLOW UP SERVICE
*FACING THE
CHALLENGES AHEAD***

AIMS

- ❖ BEREAVEMENT
- ❖ PSYCHOLOGICAL ASPECTS
- ❖ BACKGROUND TO BFUS SET UP AND INTRODUCTION
- ❖ IMPORTANCE OF THE SERVICE
- ❖ HOW THE SERVICE HAS EVOLVED
- ❖ ISSUES & CHALLENGES
- ❖ WHERE THE SERVICE IS NOW
- ❖ THE FUTURE



BEREAVEMENT

- ❖ Significant numbers experience bereavement
- ❖ An important and essential aspect of intensive care
- ❖ Minimising grief
- ❖ Support by understanding psychological aspects

PSYCHOLOGICAL ASPECTS OF BEREAVEMENT

- ❖ Sudden and unexpected
- ❖ Precise timing
- ❖ Religious and cultural beliefs
- ❖ The stages of grief
 - Initial shock & disbelief
 - Awareness of loss and implications
 - Guilt, anger and grief
 - Resolution
- ❖ Factors affecting grief

BACKGROUND TO SETTING UP OUR SERVICE

- ❖ The Intensive Care Society (ICS) study
- ❖ Sudden death was much less well researched
- ❖ In 1998 the ICS published its document 'Guidelines for Bereavement Care in ICU's'.
- ❖ Recommendations.

IMPORTANCE OF A BEREAVEMENT FOLLOW UP SERVICE:

- ❖ Enables a professional link to be forged between clinical staff and the bereaved family
- ❖ Reinforces to the family that the intensive care unit staff are there for support
- ❖ Provides an opportunity to answer any questions that family may have about the patients illness and care



DEVELOPMENT OF OUR BFUS

- ❖ Service set up in 1998: 2 sites
- ❖ Service reviewed in 2004
- ❖ Plan to merge the 2 services to provide a practical, workable and consistent approach to all ICU bereaved families

INTENSIVE CARE UNIT BEREAVEMENT FOLLOW UP SERVICE

Derby Hospitals **NHS**
NHS Foundation Trust

Royal Derby Hospital
Intensive Care Unit
Telephone: 01332 788686

Derby Hospitals **NHS**
NHS Foundation Trust

www.derbyhospitals.nhs.uk
Trust Minicom 01332 254944

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Patient
Information

Derby Hospitals **NHS**
NHS Foundation Trust

Intensive Care Unit
Bereavement Follow-Up Service



 Taking pride in caring

INTENSIVE CARE UNIT BEREAVEMENT FOLLOW UP SERVICE

The death of someone we love is probably the most devastating loss that we will ever experience. It can bring out feelings of deep unpredictable and uncontrollable physical and emotional pain.

Although we are all unique in the way that we react to death and loss of our loved one, the unfamiliar feelings and emotions we may experience often follow a similar path.

Shock, numbness, disbelief

Guilt, anger, anxiety

Irritable, agitation, restless

Lack of intimacy

Unexpected crying

Loneliness, isolation

Difficulty sleeping and eating

Inability to concentrate, forgetfulness

Fear and uncertainty towards the future

Disappointment regarding the unrealised hopes and plans

You may experience all of these feelings or just a few.

You may not be able to put into words your feelings and emotions. It is therefore important that you care for yourself as best you can.

How do I care for myself?

It is important to take time to eat, rest and sleep

Accept offers of support from others

Try to talk about how you feel with someone you trust

Don't be afraid to ask for help

Where can I find help?

The Intensive Care Unit offers a confidential Bereavement Follow Up Service to help guide you through your initial grief.

How the Bereavement Service Works

Approximately 4-6 weeks after your loved one was in the Intensive Care Unit you will receive a short questionnaire to complete, which will be your opportunity to tell us if you need any follow up.

Sometimes people find it difficult to grieve if they have unresolved issues relating to their loved one's medical or nursing care. There may be questions you wished you had asked but never thought the time was right.

To help you have closure and move through the grieving process we can arrange for you to discuss any medical or nursing issues you may have with the relevant people.

We are not a counselling service but we can put you in touch with external organisations that have specialist skills to meet the needs of the bereaved.

The following contact numbers & addresses may be helpful.

Citizen's Advice Bureau

Progressive Building, Sitwell Street
Derby DE1 2JT - 01332 343873

www.derbycab.org.uk

Compassionate Friends

INFO@tcf.org.uk - 0845 123 2304

helpline@tcf.org.uk

CRUSE

East Midlands 01246 550080

Help Line 08444 779400

Email: helpline@cruse.org.uk

Cruse Central Services – 0870 167167



INTENSIVE CARE UNIT BEREAVEMENT FOLLOW UP SERVICE

DERBY HOSPITALS NHS FOUNDATION TRUST ICU BEREAVEMENT FOLLOW UP SERVICE FORM

Your Name:

Your Contact Details:
.....
.....
.....

Your Telephone No:

Patient's Name:

Patient's Address:
.....
.....

Please TICK ✓ all the appropriate boxes

Please note this is regarding the Intensive Care aspect only. If you have any other unsolved issues please contact the Trust's Patient Advice and Liaison Service (PALS) Office on 0800 783 7691 (24 hour answer phone).

I / We require no follow up

I / We wish to discuss care / treatment with a member of the Nursing Staff
(please give specific details below)

I / We wish to discuss medical issues with a Doctor
(please give specific details below)

Any further comments you wish to make:

.....
.....
.....
.....
.....



OUR BEREAVEMENT SERVICE NOW

- ❖ July 2009 new consultant joined ICU
- ❖ Keen interest in bereavement follow up
- ❖ We offer a unique service within our Trust
- ❖ Offered to be Lead consultant for BFUS
- ❖ Senior nurses and secretarial support still involved

THE BEREAVEMENT MEETING

- ❖ Meeting arranged: mutually convenient
- ❖ A pre-meeting summary of the patient's timeline is prepared
- ❖ CT scans, blood results, operation notes are reviewed
- ❖ The meeting is timetabled to last an hour
- ❖ PALS or GP Practice manager referral
- ❖ Post meeting summary and letter
- ❖ Follow up appointment

WHAT BFUS HAS LEARNED

- ❖ Communication can be very ineffective
- ❖ Accurate documentation
- ❖ Some issues will precede the admission to ICU
- ❖ Relatives recall of events
- ❖ Relatives documentation of events
- ❖ Small details matter
- ❖ Blame for the death

THE CHALLENGES

- ❖ Workload
- ❖ Aggression - verbal
- ❖ Time consuming
- ❖ Medico-legal issues
 - ❖ Dilemma - what should we do about this?
 - ❖ Prevention of complaints

FURTHER DEVELOPMENT OF THE SERVICE

- ❖ Audit the service
- ❖ Improve on our findings
- ❖ Updating our leaflets and the letter that we send out Celebrate and promote our BFUS within the Trust, the mid-Trent Critical Care Network and nationally.

 Thank-you

 Any Questions??

Contact for further information:

Sally.Spencer@derbyhospitals.nhs.uk

References:

Intensive Care Society (1998) Guidelines for Bereavement Care in Intensive Care Units. May 1998
www.ics.ac.uk/intensivecare/standards/bereavement_care_in_the_icu

Voisey S, Davies J, Parry-Jones J, Stallard N (2007) Five years experience of critical care bereavement follow-up
Critical Care **11**. (suppl 2) p 494

