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?

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

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

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**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

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NHS England and NHS Improvement
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).”

National Palliative and End of Life Care Partnership
www.endoflifecareambitions.org.uk
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 NHS EoLC 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 PEOeLC 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

**Specialist interventions** for complex needs or complicated/prolonged grief

**Targeted support** for those seeking support or at risk

**A supportive response** from existing networks (family, community, employers etc)

Information about how people grieve, what can help, how to find further help

Saying goodbye and rituals  Securing basic needs

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 22\textsuperscript{nd} 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
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