



## **Hospice Care (Hospice Isle of Man)**

### **Clinical Policy 31 Bereavement Service Operational Policy**

<b>Reader Information</b>	
<b>Policy Title</b>	Bereavement Service Operational Policy
<b>Policy Number (Corporate/Clinical)</b>	Clinical 31
<b>Originator</b>	L Wilkinson, Bereavement Care Coordinator
<b>Adapted from</b>	
<b>Primary Author Contact Details</b>	Kathy Darnill, Counsellor
<b>Original Publication Date</b>	November 2006
<b>Last Reviewed Date</b>	November 2016
<b>Next Review Date Due</b>	November 2018
<b>Policy Description</b>	To identify the role and responsibility of the Hospice Bereavement Service and to identify the process through which clients are referred to the Bereavement Service.
<b>Ratified</b>	Clinical Governance Committee
<b>Cross Reference</b>	
<b>Superseded Documents</b>	Versions 1 - 3

## **1. Introduction**

- 1.1 The Bereavement Service provides support to those family members who require it.
- 1.2 Bereavement Support is indicated when people experience difficulty in managing daily life following the death of a loved one. This can occur days, weeks, months, or even years after the death.

## **2. Purpose**

- 2.1 To identify the role and responsibility of the Hospice Bereavement Service.
- 2.2 To identify the process through which clients are referred to the Bereavement Service.

## **3. Policy**

- 3.1 This policy applies to the Psychological Support Team employed by Hospice Care, and the Bereavement Service volunteers.
- 3.2 The Bereavement Service aims to:
  - 3.2.1 Provide bereavement support to patients' family members
  - 3.2.2 Ensure that confidential information is not disclosed to a third party unless there are clear grounds for disclosure including:
    - 3.2.2.1 The consent of the individual
    - 3.2.2.2 The public interest, particularly where there is a risk of harm
    - 3.2.2.3 Accordance with an order of a court or other public body that has jurisdiction
  - 3.2.3 Work in a collaborative and cooperative manner with colleagues, and communicate effectively with them within the limits of confidentiality.
  - 3.2.4 Keep documented records of client's sessions in a secure place.
  - 3.2.5 Promote client autonomy and, in rare circumstances, to act as the client's advocate.
  - 3.2.6 Respect the autonomy of the individual including the freedom to make decisions contrary to the beliefs, practices, and opinions of the Bereavement Service team.
  - 3.2.7 Work alongside the Hospice Counsellor, Palliative Clinical Nurse Specialists and Young Person's Support Worker in following up bereaved individuals.
  - 3.2.8 Provide a number of volunteers to be present at the Annual Service of Thanksgiving and Remembrance.
  - 3.2.9 Offer 1:1 sessions to clients in their own home, in the Counselling Room at Hospice or in Jade's Place.
  - 3.2.10 Provide 1:1 play therapy support for children who have been bereaved.

- 3.2.11 Provide initial training to Bereavement Service Volunteers of at least 36 hours. This training to encompass Basic Listening Skills, Bereavement Theories and Issues, and Personal Development.
- 3.2.12 Provide monthly group supervision to the Bereavement Service Volunteers and 1:1 supervision as required.
- 3.2.13 Provide ongoing training for volunteers.
- 3.2.14 Encourage the further development of volunteers' skills through external training as appropriate.
- 3.2.15 Provide opportunities for the newly bereaved to meet others in a similar situation to themselves through the Hospice IOM Drop-In Days,(for adults), on Mon and Thursday (Scholl Centre) 10.30am and 6.30pm, and Thurs, Wed (Ramsey Town Hall) between 10.30am – 6.30pm, Port Erin (Methodist Church Hall) 12.45-6.15pm and Jade's Place on Thursdays (for Young People) 3.30-5.30pm .
- 3.2.16 To send letters re support and as anniversary cards to all bereaved relatives who wish to receive them.

### 3.3 Resources

- 3.3.1 In the rooms as stated
  - 3.3.1.1 Books – Bereavement Counsellor's office
  - 3.3.1.2 Toys – Jade's Place

## **4. Composition of the Team**

- 4.1 One full-time Hospice Counsellor assisted by the Bereavement Service Volunteers.
- 4.2 One Young Person's Support Worker (YPSW), and one part-time YPSW assistant, managed by the Hospice Matron.
- 4.3 The Clinical Director manages the Hospice counsellor.
- 4.4 The Clinical Director manages the Hospice counsellor.
- 4.5 The day to day operational management responsibility belongs to the Hospice Counsellor.
- 4.6 Secretarial support is provided by a volunteer secretarial worker based at Hospice Care.
- 4.7 The Bereavement Service works in conjunction with Hospice IOM's Multidisciplinary team.
- 4.8 The Clinical Director manages the Hospice counsellor.
- 4.9 The day to day operational management responsibility belongs to the Hospice Counsellor.
- 4.10 Secretarial support is provided by a volunteer secretarial worker based at Hospice Care.

- 4.11 The Bereavement Service works in conjunction with Hospice IOM's multidisciplinary team.

## **5. Location of the Team**

- 5.1 Based at Hospice-IOM, Strang, Braddan - Telephone 647449

## **6. Referrals**

- 6.1 The Bereavement Service is accessed by referral through MDT via IPU/ Rebecca House (RH), CNS, GP or Consultant.
- 6.2 Referrals to YPSW can come also from schools workers.
- 6.3 Bereaved individuals can also self-refer.
- 6.4 Referrals will aim to be allocated within two working days.

## **7. Evaluation and Service Development**

- 7.1 The Hospice Counsellor will:
- 7.1.1 Undertake regular audits of service's work.
  - 7.1.2 Contribute to and attend In-house education sessions as appropriate.
  - 7.1.3 Attend all mandatory training.
  - 7.1.4 Access regular supervision through internal or external support.
  - 7.1.5 Identify any learning needs and undertake appropriate continuing professional development.
  - 7.1.6 Contribute to the education programme delivered by Hospice Care.
  - 7.1.7 Liaise with, and raise the awareness of Hospice Care, among other organisations such as CRUSE, The Counselling Service, Crossroads Care for Carers and Manx Cancer Help.
  - 7.1.8 Contribute to the ethical decision-making and care of patients and families of Hospice Care.
  - 7.1.9 Assist in the facilitation of debrief sessions re: difficult cases occurring in IPU/RH.