

TELEPHONE CONVERSATIONS WITH ABSENT RELATIVES OF PATIENT WITH SUSPECTED/ POSITIVE COVID – 19

Name	
DOB	
H & C Number	
Ward	

WHEN A PERSON IS ADMITTED **Initial Conversation Information to give to families**

We appreciate this is a very worrying time for you. Your loved one's care, comfort and dignity will always be our main priorities and we want to reassure you that we will do the very best that we can for them. Sadly, as you are probably aware the government guidance is that no visiting is permitted at this time. We realise that this is an extremely stressful time for families and we are grateful for your co-operation and understanding.

As you can imagine our medical and nursing staff are extremely busy, both looking after their patients, and trying to decrease the spread of this virus so they may not be able to update you in person. But be assured that we will be in touch with you every day to give the medical team's update on _____ condition. We will also contact you if we are concerned about _____ condition.

Would you be the key contact person to receive these updates? Or is there someone else in the family who would be better placed? We need you, or the person you nominate, to share the information you get with your other relatives. We will though keep contact details for 2 relatives on file.

NOMINATED KEY CONTACT PERSON CONFIRMATION

Name of Nominated Key Contact Person:	
Relationship to Patient:	
Contact Telephone Number:	

INFORMATION TO ASK OF FAMILIES**Name**

What does _____
like to be called?

Family

Who are the key people
in their life?

Specific needs

Is there anything which
you feel is really
important for us to know
as we care for your
relative?

END OF LIFE/DEATH AND BEREAVEMENT (Use discretion about the timing of this conversation but don't leave it too late)

I am so sorry; this is a very difficult conversation to have. We really hope that your _____ will recover, but we are in a time of uncertainty so it would be helpful to ask a few questions

Can I ask, did they ever
mention what would be
important to them at the
end of their life?

Are there religious or
cultural practices that are
important to them? We
will try our very best to
facilitate these.

Family support

Can I check what support
do you have?

Additional information

Is there anything else
which you feel we should
know at this time?

**Name of staff member
(Print)**

Name of relative (Print)

**Relationship to
person**

Date

Time

DAILY INFORMATION CALL TO FAMILY
Family Member /Named Contact Communication sheet

The preference is to phone agreed contact and update verbally. This communication sheet should **ONLY** be used during times of increased work pressures, when medical staff are likely to be unavailable to phone the Agreed Contact.

Name of agreed Designated Contact Person:		Relationship:	
DOCTORS RECORD	Please write LEGIBLY, CLEARLY AND SUCCINTLY, and EXACTLY as you would speak to the named contact if they were present. CIRCLE all relevant statements. Free text can be added.		SUPPORT STAFF RECORD Read doctors record aloud to named contact over phone or in person.
Date:	At the minute _____ is: • Conscious/unconscious • Needing Oxygen / medication to ease breathing • Needing ventilator support • IV Antibiotics Other treatments (please name) • . • . • . • . Please circle _____ is stable/ improving / deteriorating. Please circle We are monitoring their condition and if needs be the next line of treatment will be _____ OR We are really worried about their condition. All our efforts have not helped as we hoped and we're worried they are getting worse. (PAUSE)		Date:
Time:			Time:
Written on behalf of (Dr/nurse):			Read to:
Written by:			Read by:
If survival unclear or actively dying: Use or score out as appropriate	Please circle We will continue with the current treatments and see how things go over the next 24 hours. OR I am really sorry. We think they will die soon. We are going to make _____ as comfortable as possible. We are going to do this with medicines and the nurses are with them. (PAUSE) Is there anything right now you would like us to do or say to your _____. (PAUSE, ACKNOWLEDGE DISTRESS)		
MESSAGE TO BE COMMUNICATED TO NAMED CONTACT / FAMILY MEMBER AT EVERY CONVERSATION: <i>We are so sorry this is happening. We wish to assure you that we are doing <u>everything we possibly can</u> for your _____ and we will continue to do this. We hope to ring again at _____ or sooner if their condition changes</i>			

Helping someone to say goodbye to their dying relative

<u>Prepare yourself</u> for this task.	Take a moment, pause and breathe. This is difficult for you as a Doctor, Nurse...
Prepare the person on the phone:	"This must be so difficult for you right now" Pause Allow the relative/carer to express any distress.
Offer the opportunity for the relative/carer to say something to their relative.	"We feel it's really important for you to have the chance to say your goodbye to your ----" Is that something you feel you would like to do? Pause Allow response.
If yes explain and suggest:	"Have you any ideas about what you'd like to say?" Pause and listen If they ask for some thoughts <i>"Some people like to say things like ----"</i> <i>I love you I'm sorry I forgive you Thank you</i> <i>Goodbye.</i> <i>"But there may be something else you would like to say?"</i> Pause and await response
If no	Reassure relative that it is ok not to say anything (for whatever reason)
If proceeding	Ask "do you feel ready to speak to your -----now?" "I know this is very difficult for you, so take your time.... I will hold the ipad close to your -----so she/he can hear you and when you're ready, just say what you feel you need to say now, is that alright?"

After they've spoken	"That must have been so hard for you....." <i>Pause</i> Allow for the distress "Is there someone there to support you?"
Thank you	I know that must have been so difficult for you and not the way any of us had hoped or wanted to be saying goodbye to our loved ones. I know it will give your----- comfort hearing your voice and your words and I hope, in time, it will also give you some comfort.
Ask?	"Is there something else you'd like us to do now?"
Finish	"Just to reassure you, we will continue to do our very best for your ----- someone will be with your-----and we will of course be in touch with you again.
Staff member:	When the exchange is over, please take a moment for yourself. This is very difficult for you too. Please do pause, to draw your breath, before stepping back into the busyness of your clinical area. Think about where you can get some opportunity to debrief, off load, cry, when time allows you to. And do ensure you find the support you need in the midst of this very difficult work.



COMMUNICATION WITH DESIGNATED CONTACT - AFTER DEATH CONVERSATION		
Addressograph	Date of death:	
Name:		
DOB:	Time of death:	
Name of Nominated Key Contact Person:		
Relationship to Patient:		
Contact Telephone Number:		
1. Opening Hello _____ I have some bad news to share with you (pause) I am so very sorry, _____ has just died		
PAUSE ALLOW TIME TO RELATIVE TO EXPRESS THEIR DISTRESS. ACKNOWLEDGE THEIR DISTRESS AND ANSWER ANY QUESTIONS BEFORE CONTINUING WITH THE CONVERSATION		
2. Next steps This is so very hard. You might be wondering what happens now. We will respectfully take care of your _____ body and they will be transferred to our mortuary. Your funeral director will then collect _____ from here. Can I check, do you have a family funeral director? (IF NOT, CHECK IF THEY COULD ASK FAMILY OR FRIENDS FOR ONE THEY USED IN THE PAST). The funeral directors will help you with what happens next and will advise you on what will be possible for their funeral. IF THEY ASK WILL THEY BE ABLE TO SEE THE PERSON AGAIN, SAY I AM VERY, VERY SORRY. BECAUSE OF THE RISK OF INFECTION THIS WILL NOT BE POSSIBLE.		
PAUSE		
3. Valuables/possessions (discuss as necessary) We see your _____ is wearing _____ their wedding ring (or other jewellery). Can we check, would you like us, if we can to remove this and return it to your family? If it is not possible, we will keep it on their finger. <u>Outcome re wedding ring/other jewellery or identified possessions</u>		
4. Is there anything you want to ask me? Record of what the person asks		
5. Concluding the conversation: What we are going to do now is send you some information. This includes information on bereavement and other issues when a person dies which we hope will be of help. I am so sorry again to have to tell you this terrible news. Is there someone you could call or be with you right now? Be alert for people on their own		
Name of staff member		
Staff member signature		
Name of relative		
Date		
Time		

