

## Helping someone to say goodbye to their dying relative

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

<p><b>After they've spoken</b></p>	<p>"That must have been so hard for you....."</p> <p><b><i>Pause</i></b></p> <p>Allow for the distress</p> <p>"Is there someone there to support you?"</p>
<p><b>Thank you</b></p>	<p>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.</p> <p>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.</p>
<p><b>Ask?</b></p>	<p>"Is there something else you'd like us to do now?"</p>
<p><b>Finish</b></p>	<p>"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.</p>
<p><b>Staff member:</b></p>	<p>When the exchange is over, please take a moment for yourself. This is very difficult for you too. Please do <b>pause</b>, to draw your breath, before stepping back into the busyness of your clinical area.</p> <p>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.</p>