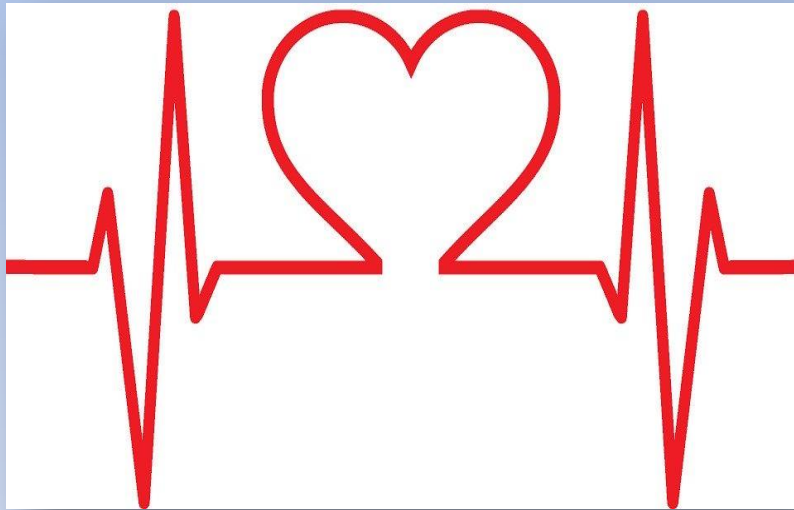




Supporting those who care

We are here for you too



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Bereavement Support Manager

St Leonard's Hospice

York



The Landscape is changing

St Leonard's
Hospice
Caring for Local People



Nothing is now as it was

Coronavirus (Covid-19) has changed everything, including:

- Work patterns
- Daily life
- Social connections
- Personal outlooks on life
- Levels of resilience
- Pressures we are all managing in our own personal lives

**THIS CAN ALL LEAD TO
FEELINGS OF LOSS AND
GRIEF**



It has also had a huge impact on how we work and care:

- Intensity of care needed and given
- Usual working practices have changed
- A 'new normal' is forming
- Anxiety about the future



Adjusting to a new terrain...

OUR SHARED CONTEXTS

IMPACT on those in our care and those close to them:

- Increased number of deaths

...and in your own contexts?

leading to...

IMPACT on Staff:

- Physical and emotional burnout

...and?

Adjusting to a new terrain...

OUR SHARED CONTEXTS

IMPACT on those in our care and those close to them:

- number of deaths
- Restricted access
- Dying 'unprepared'
- Severe symptoms
- Patient and family emotional distress
- Disruption to patient and relatives social support networks
- Delayed grief / mourning

IMPACT on Staff:

- Physical and emotional burnout
- Colleagues unwell
- Support structures practically challenged
- Use of language: 'Front line' is 'military' language
- Global evidence indicates a significant psychological toll
- Risk of secondary vicarious trauma as a result of repeated empathic engagement with sadness and loss. Can lead to depression, anxiety, PTSD

In a little more detail:

GUILT

- At imposing visiting restrictions
- fear of becoming infected ourselves

LOW MORALE

- Limited human contact: colleagues, patients, visitors

LOSS OF CONTROL / UNCERTAINTY ABOUT THE FUTURE

- Are we managing ok?
- When / if 'normal' will return
- How is the future shaping up?

EFFECT ON MANAGERS / POSSIBLE RESPONSES....how are things?

- Overwhelmed
- Need to be visible, available, supportive in words and actions
- Create a protective environment for staff
- Clear and regular communication / dispel myth and rumour
- Short, concise pre-brief and de-brief the day
- Tolerate uncertainty / normalise how staff might be feeling
- Model good self-care
- Support staff through buddy system / promote collaborative support
- Know where to look for extra support

What can we do?

ACKNOWLEDGE and NAME the EMOTION

- Most of us are trained to **manage boundaries** and **emotions**, but the extra level of emotion / **grief** at the moment is not part of the 'norm'

'LEAN INTO' THINGS THAT BRING COMFORT / PEACE

- Good **self-care** – what does that look like?
- **Share** what is good and works – and do more of it
- Be **flexible**

REMEMBER THAT THERE MAY BE MORE 'UNDER THE SURFACE'

- What is happening is a form of **trauma**
- It is hard to **process and manage** emotions in **the middle of chaos / 'flight or fight mode'**
- Be **READY** for the floodgates to open

Talk about feelings : ask for what you need : be gentle/kind



Work Strategies to build efficacy and confidence

Advance Care Planning (ACP) & Good Communication

- Including Parallel Planning (preparing for the worst while hoping for the best)
- How are these conversations managed? ACP template etc

Managing our own roles in order to feel effective

- Good communication with each other, patients and relatives – even with PPE (evidence shows that **twice daily communication** with the relatives of seriously ill or dying patients is important)
- Being told clearly that a patient is “**poorly enough that they are likely to die**” – this can be especially difficult to do on the ‘phone (checklist attached)





Use of technology

- **virtual visitation** (iPad etc)
- HOWEVER, there is evidence that use of such technology when patient is actively dying is **not recommended**

Compassionate, Dignity-preserving Care

- **ABCDs** (**a**ttitudes, **b**ehaviours, **c**ompassion, **d**ialogue) of care
- **Relatives' perception** of whether a patient received **emotional support at the end of life** is a determinant of their experience of bereavement
- Staff clearly & confidently provide **written bereavement support resources**
- Families value a **follow-up contact following the death** – Eg personally signed letter with further bereavement support information





CASE STUDY



Resources / Signposting

St Leonard's Bereavement Support

- 'in the moment support'
- Referral for on-going ☎ support

01904 777772

10am-4pm
(7pm on Thursdays)

NHS Bereavement Line

(advice for the bereaved)

0800 2600 400

8am – 8pm

Helpline for NHS/Care Staff

0300 3034434

8am – 8pm

Beyond Words Story App



BW Story

(iOS and Android)

www.thegoodgrieftrust.org

www.ataloss.org

Resources / Signposting



CRUSE

0808 808 11677

CRUSE York



01904 481162

york@cruse.org.uk

Samaritans



116 123

Free from any phone
24hrs

jo@samaritans.org

response within 24 hours

Remember, it's OK to not be OK



Resources / Signposting

Communicating at a difficult time

- Phrases and word choices are important.

Here's a link to a resource pack:

<https://img1.wsimg.com/blobby/go/2ad29bfa-43d6-4d9d-a3fe-a5abe1cb2c1f/downloads/SIC%20COVID%20Guidelines.pdf?ver=1585741689050>

It's from a USA website: www.seriousillnessconversations.org

Helping families say goodbye

- Sometimes people don't know what to say. Here are 5 suggestions:
 - Please forgive me
 - I forgive you
 - thank you
 - I love you
 - Goodbye

Link to an example video: <https://vimeo.com/401476560>



SELF CARE IDEAS

by mellow doodles



Read more books than tweets



Limit your consumption of bad news



Turn off your notifications



Listen to what your body needs



Plan something to look forward to



Wear clothes that make you happy (and cosy)



Say no to (& avoid) things that make you feel bad



Ask for help and advice with difficult tasks





Take a moment to think about today.....

Acknowledge one thing that was
difficult during your working day

Let it go



Check on your colleagues
before you leave

Are they OK?



Are you OK? Your senior
team are here to support
you



Consider three things
that **went well**.....



Now switch your attention to home

REST

RELAX

REFRESH



Guard Hope



Hope is the expectation of good things yet to come.

It is an inner conviction that tells us that there is a positive future to work towards. It reminds us that difficult times will pass and the dawn of a brighter future will break upon us.

It looks to the future in such a way that it affects us positively in this moment too.

Thank you for your participation

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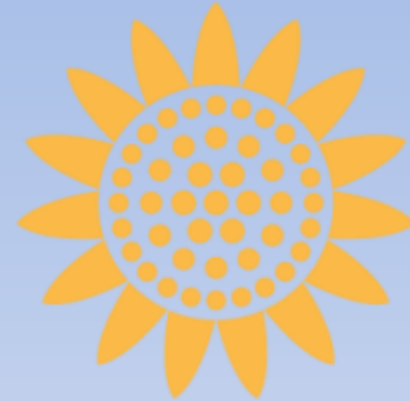


We are in this together



St Leonard's Hospice

Caring for Local People



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