Vale of York Partners In Care Covid-19 ECHO response network

Case presentation

Date:	Clinician name:	Clinical area of work:	Clinical role:
04/06/2020	Dr Jonathan Bauer	Bereavement	Bereavement Support Manager, St Leonard's

Background

1. Jess has been a nurse in a York Care/Nursing Home for 10 years. She becomes very fond of patients on her section and some of them feel like 'family' she knows them so well. She knows it is not unusual to experience grief when a patient dies and usually takes time to reflect and discuss these losses with her colleagues who are usually very supportive.

Current situation

2. Eighteen residents have died of Covid-19 in the last 3 weeks. Jess has considerable experience of death. A lot of her colleagues seem short tempered or distracted right now. Everyone seems busy and they are not able to debrief together following a death.

3. She has never experienced so many residents dying in such a short period of time. She has never cared for anyone in full PPE and with such limited family involvement. She wants to offer comfort and reassurance to relatives who are naturally distressed but cannot do this face to face.

4. She feels guilty that she is not caring for people in the usual way and feels overwhelmed. She is covering extra shifts due to staff sickness and is not eating or sleeping well.

5. She can see younger and less experienced staff struggling but does not have the energy to support them all.

6. Jess is not 'herself'. She is experiencing moments of intense sadness and is wondering if she has the strength to carry on with her job.

What are the key issues to discuss / reflect on?

Exercise

What factors at work do you think help staff to manage their grief?
What factors at work do you think hinder its management?

FACTORS at work THAT MIGHT HELP	FACTORS at work THAT MIGHT HINDER (i.e. risk factors)

Tick issues that would make you <u>more concerned than usual</u> about a team or individual following a patient death:

☐ Feeling guilty
☐ Easily exhausted
☐ Crying after the death
☐ Unable to come to work
☐ Attending funeral

☐ Unable to make decisions
☐ Talking to bereaved relatives
☐ Recent family bereavement
☐ Wanting time to reflect
☐ Distant with dying patients

What can you and your teams do to reduce the risks?

PERSECUTOR
(Bully) to
Challenger

RESCUER
(Savior) to
Coach

**Karpman
Drama
Triangle**

VICTIM
(Helpless) to
Survivor / Thriver