

NHSCT Bereavement Comfort Call Volunteer Service

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Background to the service

- Regional context
- Previous model
- Funding available

How did we make it happen

- Steering Group chaired by Director
- Internal partnerships
- Process mapping with Information Governance
- Close liaison with IT Dept
- Communication plan
- DPIA/ Risk Assessment
- Operational Process Map



Working together



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Openness & Honesty



Compassion

Partnerships in year 1

helpforce



Local
Community
and voluntary
organisations



Network within
the National
Project



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Volunteer Induction, Training & Supervision

- All virtual via Zoom
- Promotion of role, recruitment and selection of volunteers
- Bespoke training and Trust induction
- Settling in follow up
- Use of WhatsApp group/ monthly group supervision
- Additional training opportunities utilised in Trust
- Importance of self care and recognition- use of Trust mechanisms and bespoke session



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The Nuts and Bolts of the Service





The Call

Service Spread and Enhancement

- Continued development of networking with support systems eg Rural Support Network
- Jan and Nov 21 further recruitment of volunteers
- Mar 21 spread to Community Hospitals
- Apr 21 introduction of follow up calls
- July 21 offer of memory box and photo book
- Aug 21 Funding secured through Trust for further year- to Aug 22



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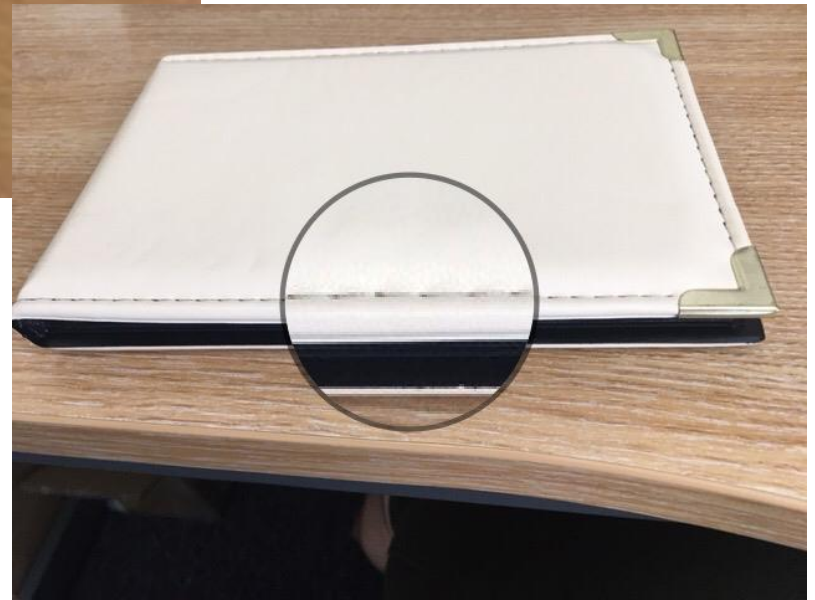
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Quantitative Outcomes

1st Sept 2020-30 September 2021

- **1739** Inpatient deaths notified
- **1376** calls achieved (77% of deaths)- additional 40 to other relatives
- **403** calls unsuccessful (23%)
- **58** follow up calls since April 2021
- **1023** bereavement packs posted
- **87** photo books and **88** memory boxes since July 2021
- **152** chaplaincy referrals
- **180** compliments fed back to service leads



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Challenges/learning

- Remote working, use of Egress- different abilities with IT
- Need for leaflet to inform Next of Kin in advance
- Need identified for a distress protocol- partnership working with colleagues in Mental Health Division
- Surge created pressures- further volunteers required
- Challenging role- need to support volunteers in their self care



Positive results

- Further funding from Trust to August 2022
- Families very grateful that they haven't been 'forgotten'
- 1343 (97.6%) Calls rated as positively received
- Onward signposting or referral to many services
- Volunteers report significant satisfaction in role
- Volunteer report positive feedback on being supported in role
- Ward staff very receptive to feedback when received
- Volunteers and Volunteer Coordinator successful in winning 2 Helpforce Champion Awards



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‘They described the caller as ‘an angel’, they felt like a weight had been lifted off their shoulder, after speaking to them. They could not thank her enough for how she took time to listen to them, to empathise and understand. He felt that someone was showing compassion during a time of shock, and grief.’

Any Questions



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