

D11 Death of a Person we are Supporting

Policy

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	X	X

To ensure all staff are fully aware of their roles and responsibilities when a service user dies unexpectedly.

Procedure

When an unexpected death occurs?

Staff must never assume that death has occurred.

The emergency services must be telephoned immediately and their instructions followed. Explain to the controller the circumstances you are in, e.g. if the individual is on the floor, bed, had collapsed in front of you. Also try to explain the environment e.g. I'm in the individual's house in the bedroom or lounge area. Let the operator know if you are on your own or there is someone else with you that can help. Explain the symptoms and that there is a defibrillator in the home, follow their instructions. They must be informed if there is a DNACPR (Do not attempt cardiopulmonary resuscitation) in place if known. Follow the specific person centred advanced care statement procedure for DNACPR.

The person must not be moved. Ensure the dignity and privacy of the person we are supporting is respected. If there is a Deprivation of Liberty Safeguards in place follow the DOLS policy and procedure. Specifically point 30 onwards of the procedure.

If the person is sent to hospital following a fall and subsequently dies, follow the falls policy and procedure ensuring that all CQC notifications are completed and reported.

Other people we are supporting must be comforted and where possible moved from the room.

Once the emergency services are in attendance they will take the lead and continue with emergency procedures before confirming the death.

At this point the emergency services may contact the police.

The emergency services will advise on further actions to be taken. A postmortem may be required.

Contact the manager on Call (Reablement / Domiciliary Services contact the out of hour's social worker).

Ensure the next of kin / preferred contact is informed of the unexpected death of their relative / friend once the death has been confirmed.

If you are unable to contact the next of kin / preferred contact, then Adult and Local Services must be informed.

Regulated services must inform The Care Quality Commission (CQC) by using the appropriate notification form.

The police may return to take statements from staff on duty.

Retain medication as per the medication policy.

For Domiciliary and Reablement services - ensure all documentation is fully completed and a short statement from the carer concerned is taken. All documentation held in the home must be returned to the office and archived for audit purposes.

After confirmation of death by a health professional

SUMMARY

On confirmation of death the following must be applied: **Residential services only**

- Follow Appendix 1 checklist to ensure all is completed where applicable.
- Inform the manager or on call manager if out of hours.
- The person's wishes must be followed
- The person's cultural, spiritual and religious beliefs must be respected.
- Replace pillows / dirty linen / clothing.
- All personal care should be attended to.
- Lay the arms and fingers out straight where possible of the person we are supporting.
- Close the eyes of the person we are supporting.
- Close the person's mouth with their dentures in where possible.
- Tidy around the bed.
- Cover the body with a sheet.
- Lock the door and wait for the funeral director.
- Ensure all records are fully completed in the daily / communication records, including the time of death.
- Continue to keep the manager informed.
- Contact the appropriate health care professional to remove any medication devises.

In cases where the person we are supporting has no known relatives, the Adult and Local Services department will take responsibility.

A funeral director will be requested to remove the deceased person after death has been certified by the GP. If any personal items are removed from the body this must be recorded in the supervisor's daily record book and added to the personal monies book by the senior member of staff on duty and securely stored. Any personal possessions that remain with the person should also be recorded in the daily / communication records.

Following the death of the person we are supporting their file must be sealed and nothing added or changed. The file must be archived in accordance with the archiving procedure (If not electronic).

Dealing with the belongings of the person we are supporting, following their death.

The next of kin / preferred contact have five days to collect any possessions. Two members of staff should compile an inventory of the person's possessions.

If the next of kin / preferred contacts are unable to complete the removal of the service user's personal effects within the required time a discussion should take place with the family to agree how the belongings should be packed and stored prior to collection. In residential services cash should be banked in line with Cumberland Care's financial procedures in the person's name and valuable possessions securely stored until authorised for release. For Day Services monies must be returned to the person's representatives.

In Domiciliary / Reablement services **house keys must be placed in the key safe.**

Managing Bereavement - Staff

Staff on duty must be offered the opportunity to discuss the matter and be provided with support and understanding as required.

A debrief should be arranged with the staff member either immediately after the death or at the beginning of their next shift.

The following support is available to staff and they should be reminded of this:

- a. Counselling – a referral can be made either by the manager or staff themselves through the occupational health portal. This can include specific bereavement counselling if required.
- b. Able futures – Able futures provide Mental Health Support Service, providing a wide range of mental health support services delivered by qualified health care professionals. The service is confidential, fast and flexible and is available over the phone, through email and face-to-face meetings. Their contact details are;
 - i. Email: hello@able-futures.co.uk
 - ii. Call their Freephone number 0800 321 3137 (8am to 10.30pm, Monday to Friday)
- c. Trade Union Support – Trade unions are able to support staff and therefore they should be reminded of this.

Managing Bereavement – Other People We Support

Other people we support should be informed about the death of the individual.

Any request from the other people we support to visit the deceased should be facilitated by the staff if appropriate and in accordance with the deceased's wishes.

Staff shall be aware of the feelings of the other people we support, be open with them and offer them support.

Confirmation should be sought from the family concerning attendance at the funeral by staff or other people we support.

The Appendix 1 D11 / D12 form must be used.