

IDEAL BEREAVEMENT CARE WOULD INCLUDE:

1. END OF LIFE / PALLIATIVE CARE

- Respect the family's privacy and wishes at the time of their child's death
- Provide opportunities for the family to view, have contact, and make memories with their child (where appropriate)
- Inform families about the post mortem process
- Provide support around any decisions requiring consent
- Provide practical information in relation to the registration of a death, the collection of a death certificate, personal belongings, medical and other records

2. COMPASSIONATE CARE

- Treat bereaved families with compassion, dignity, respect, kindness, and sympathy
- Ensure that information collected is treated confidentially
- Look out for signs of isolation and encourage families to invite friends to attend meetings and seek support

3. SUPPORTIVE ENVIRONMENT

- Consider appropriate venues and forums for proposed meetings and interactions and give families a choice
- Provide support to families when decisions are required to be made within short timeframes
- Provide families with time and space to process information and do not pressurise them to make decisions or engage with services

4. COMPASSIONATE COMMUNICATIONS

- Staff should properly introduce themselves
- Ensure communications are:
 - in plain, understandable language (free of jargon) with clarification of any technical terms, phrases, acronyms, processes, procedures, and organisations
 - Clear, concise and provided in an easily digestible format
 - Person centred, sensitive, sincere and appropriate in tone with sensitive headings
 - Transparent, open and honest
 - Accessible in the language of choice

5. PERSONALISED CARE

- Ensure those providing care are trained
- Listen to bereaved families and take their views on board
- Respect the values, culture, faith and beliefs of the family

- Ensure that support is provided to the wider family, including siblings and friends
- Check death certificate for accuracy before providing to a family

6. BEREAVEMENT SUPPORT

- Provide bereavement support in the aftermath of a child's death and for as long as is required
- Ensure that suitable and appropriate bereavement support is accessible in a timely fashion and when required
- Signpost bereaved families to sources of high quality advice and support services including: aftercare; chaplaincy; counselling; independent advocacy; legal; local charities, helplines, and family liaison service

7. CHILD DEATH REVIEW PROCESS

- Help families understand the child death review process - which organisation will lead, which professionals will input, and the timescales involved
- Ensure that bereaved families have a dedicated and named support officer, a 'key worker'
- Treat bereaved families as equal partners throughout the child death review process
- Ensure timely, responsive contact, information and support from the key worker
- Ensure bereaved families are represented and / or supported at key meetings
- Ensure bereaved families know how to support and contribute towards any investigation(s) into their child's death (where applicable)
- Ensure bereaved families understand how to appeal any decision

8. LEARNING CULTURE

- Support bereaved families to provide feedback about the care of their child and their own bereavement care (if they wish to do so)
- Outline ways to raise concerns and welcome challenge positively
- Provide bereaved families opportunities to evaluate any recommendations or action plans developed to improve services following the review of their child's death
- Provide bereaved families opportunities to contribute to, shape and support local guidance, systems, processes, tools or staff training
- Inform bereaved families of any changes to the systems of care resulting from the review of their child's death