

Spiritual Care Committee Report to Grampian NHS Board

Committee Meeting on 14 November 2019

Please find below key updates from the meeting which the Committee considered to be of interest to Board Members.

Community Chaplaincy Listening (CCL) Service

Katrina Blackwood, Healthcare Chaplain, highlighted the development of the CCL Service over the last five years, which has moved from being a Chaplaincy led service to a Volunteer led service.

The aim of the CCL Service is to offer individuals (which can include in-patients, family members, carers, staff, and general members of the public) the space to unfold their stories, explore feelings and to move back to a place of resilience. The CCL Service is currently being delivered out of nine GP practices across Grampian; six in Aberdeen City, two in Moray and one in Aberdeenshire. In order to support this work four years funding was successfully applied for and as a result, a newly appointed CCL Service Co-ordinator came into post late summer 2019.

A programme to train more 'Listeners' is due to start in December 2019. This is aimed at Aberdeen Health and Social Care Partnership staff, with a plan to train more Volunteers in 2020. It is hoped that funding can also be secured to enable further expansion of the CCL Service in Moray and Aberdeenshire.

The Committee commended the excellent work and support that is provided by this service, and were assured that measures are in place to ensure that GP referrals are appropriate and that the impact of this Service would be fed back in the near future.

Bereavement Care in NHS Grampian

Flora Watson, Macmillan Nurse Consultant for Palliative and End of Life Care, presented an outline of the work she is leading on to enhance staff's knowledge of good palliative care. This includes a new, sensitively designed 'NHS Bereavement Pack' which contains things staff can use to help enhance the end of life experience. For example, within the pack there is a small white card with the image of a thistle on it, which can be attached to a door handle so staff who enter the room know that the patient is at the end of their life or has just passed away.

Other examples of good work Fiona described included the trial of using a hessian bag to return personal belongings, with a small card attached to the handle offering the family condolences on their loss from the staff who looked after their loved one. Another trial is making sure the death certificate is in an unsealed envelope and is read out to relatives to check their understanding of what has happened to their loved one, answering any questions they have which can impact how they grieve.

The committee all agreed the importance of this work and were assured to hear about the Bereavement Charter, a national resource that will soon be available, which aims to enhance experiences at the end of life, including advice around discussions on organ donation.

Moray Chaplaincy Activity

Dr Gray's Hospital (DGH) celebrated their 200 anniversary with a thanksgiving service which went exceptionally well, with thanks noted to all staff involved. Thanks was also given for the support the Chaplaincy Team continues to offer acute and community staff in Moray, highlighting how much staff value and appreciated this support being available to them. Finally, the following changes were highlighted to the committee - Rev Andy Willis will take over Dufftown Hospital and patients in Aberlour will be supported by Friends of Fleming Hospital.

Amy Anderson
Chair of Spiritual Care Committee.
November 2019