



Bereaved Carers Survey 2020 - Action Plan

What	Why	How	Where	Who	When	Update
1. Further development of future Bereaved Carers Surveys.	To take account of 2020 survey feedback and improve returns from all communities and learning of patient and family needs.	<ul style="list-style-type: none"> Continue to improve the process used Strive to improve the return rate across all providers that represents diversity of population. Review and make necessary improvements to survey content; engaging with Healthwatch to streamline and simplify questionnaire Roll out plans to repeat Survey cycle Q3 2021 	All	All	Jan-Sept 2021	Complete: Surveys reviewed and updated by organisations and further amalgamation of questions completed
2. Include new partners in the design and distribution process of the next survey; including LYPFT	To further extend the reach of the survey	<ul style="list-style-type: none"> Include LYPFT representative (and other new partners as agreed) in the group and survey planning 	All	All	Jan – Sept 2021	Complete: Representative from LYPFT on group and The Mount will be taking part in next round of survey (Q3 2021-22)

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3. To ensure the city wide results and evaluation of the Bereaved Carers Survey is published on the LPCN & Healthwatch Leeds website.	To communicate the survey results across a wide public and professional audience.	<ul style="list-style-type: none"> To finalise the citywide report To share with LPCN Exec group To share with Healthwatch Leeds To post onto websites. 	LPCN & Healthwatch	Diane Boyne	November 2020	Complete: shared on Healthwatch and LPCN websites
4. Provide end of life care training to ensure a consistent approach across all LTHT services	To ensure all staff have the skills and knowledge required to deliver quality EOL care	<ul style="list-style-type: none"> Deliver end of life care education plan Currently available virtually to all clinical staff Monitor uptake across Clinical Service Units 	LTHT	Elizabeth Rees	Jan 2021- March 2022	Complete: The Palliative Care Team continues to deliver education including palliative care and care of the dying person for all nursing, medical and allied health professional staff
5. Embed the principles of the SUPPORT campaign to ensure families of dying patients are given information about care available for them	Ensure families are supported for example with car parking permits, overnight accommodation, toilets drinks, private space	<ul style="list-style-type: none"> Relaunch SUPPORT campaign Include in Trust wide EOL improvement plan 	LTHT	Helen Syme Claire Iwaniszak	Jan 2021 – March 2022	Complete: SUPPORT campaign relaunched with updated parking permits and information

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6. Processes for dealing with administrative issues following bereavement to be reviewed	To ensure individual needs of bereaved families are met	<ul style="list-style-type: none"> Review processes Update as required Communicate changes to staff 	LTHT	Elizabeth Rees	By March 2022	Complete: Escalation process in place for completion of paperwork
7. Review the EOL information provided to patients and families across all community providers	To ensure consistent information is offered and includes support during out of hours	<ul style="list-style-type: none"> Work collaboratively with primary care and all partners Review current documents and website information Develop joint information – leaflet, website content, information point etc. 	LCH & Partners	Sarah Mcdermott Gill Pottinger	By March 2022	Complete: Has been reviewed and completed. Available on websites
8. Community providers to work collaboratively	To support consistency of care delivery across community settings	<ul style="list-style-type: none"> Partners work collaboratively through LPCN to identify potential improvements, solutions to care delivery and are included in service review and redesign work. 	LCH & Partners	Sarah Mcdermott Gill Pottinger		Ongoing: This is work in progress being led by the Dying Well in the Community Whole System Approach project