



**Leeds Palliative
Care Network**

Leeds Bereaved Carers Survey

Helen Syme, Bereavement Nurse, LTHT

Claire Iwaniszak, Nurse Specialist End of Life Care, LTHT



Leeds Community Healthcare
NHS Trust



**The Leeds
Teaching Hospitals**
NHS Trust



Leeds and York Partnership
NHS Foundation Trust



Leeds Palliative
Care Network



Leeds Palliative
Care Network

Your
healthwatch
Leeds



Bereaved Carers Survey about End of Life Care in Leeds

People's experiences of end of life care and support for their loved ones in hospices, hospitals, in their own homes and care homes

January to March 2020

BCS Key Findings 20-21

- Overall there were high levels of satisfaction across all services, with care in hospices being rated most highly.
- The vast majority of people felt their friend/relative had died in the right place.
- Many people told us they had valued the kindness and compassion of staff and excellent care that had been provided to their friend/relative in their final days.

BCS Action Plan 20-21

- Provide end of life care training to ensure a consistent approach across all LTHT services
- Embed the principles of the SUPPORT campaign to ensure families of dying patients are given information about care available for them
- Explain to patient and family why a side room is not available if they want one
- Processes for dealing with administrative issues following bereavement to be reviewed
- Review the EOL information provided to patients and families across all community providers
- Community providers to work collaboratively. To support consistency of care delivery across community settings

BCS 21-22

- Work to amalgamate survey questions across the organisations
- Inclusion of questions for citywide measure
- Review of distribution process due to COVID-19
- Inclusion of LYPFT The Mount in this year's survey
- Communications plan and engagement with community groups