LILIAN FAITHFULL CARE

# END OF LIFE CARE

A guide to the practical issues faced by families during the final days of life and immediately after someone dies

www.lilianfaithfull.co.uk

A Charity providing Exceptional Residential, Nursing, Respite & Day Care

"We know that many people prefer to stay in familiar surroundings during their final days. If residents choose to stay with us, we will offer the very best in end of life care to ensure they live as well as possible and to die with dignity.

Staff receive training in end of life care, there is an end of life care coordinator in each home as well as a great depth of knowledge and experience within every team.

During this time our staff work in a close-knit team with GPs, district nurses, other health professionals and families to ensure the care provided fully meets and respects each resident's needs and wishes."

Suzanne Booker

Director of Care, Lilian Faithfull Care

## Advanced Care Planning

Each resident, with their loved ones, will have the opportunity to consider and discuss their wishes and thoughts about their final days with our staff through the preparation of an 'Advanced Care Plan'. This is to help clarify a person's wishes, needs and preferences. This will help us to ensure the care we offer meets these needs. It also ensures that spiritual beliefs are respected and that personal preferences, both before and after their death, can be followed. This is an important part of each person's life plan; we are committed to respecting individual wishes.

Once in place the Advanced Care Plan document is kept up to date by all staff and health professionals involved to give a comprehensive record of the care given. Families are also invited to add their observations and comments during this time.

Our teams work closely together with the GPs, district nurses and the rapid response team to ensure that unnecessary hospital admissions are prevented at this time, along with all the associated distress that this can cause.

## ReSPECT

Each resident with their GP and family will have been offered the opportunity to complete a 'ReSPECT form; a **'Recommended Summary Plan for Emergency Care and Treatment'**. This can be updated and altered at any stage.

To find out more about Advanced Care Planning and the ReSPECT form please talk to the home manager.

# IN THE FINAL FEW DAYS

## CAN RESIDENTS STAY IN THE HOME FOR THEIR FINAL DAYS?

Yes, we can provide all the expertise and facilities needed so that residents can stay in their own room in familiar surroundings.

## CAN FAMILIES STAY IN THE HOME?

Yes, during the final days, as a family member, you are welcome to stay with your loved one in their room. Whenever possible we will also provide you with a room in the home where you can stay overnight with no charge.

Alternatively you may wish to stay at your home and our staff will call day or night with any significant change in condition.

## IF THE HOME IS CLOSED DUE TO INFECTION CONTROL MEASURES ARE VISITS ALLOWED?

Yes, special arrangements will be made to ensure visits can be made to those receiving end of life care. These will be made under strict conditions.

Measures may include the wearing of full PPE, being escorted to and from the room and minimising all personal belongings brought into the home.

## WHAT CHANGES MIGHT BE SEEN IN THE FINAL FEW DAYS?

Our leaflet on the changes that occur before death is available from the homes. Our staff will on hand to give you all the information and support you need.

## WHEN SHOULD WE CHOOSE A FUNERAL DIRECTOR?

It is best to have chosen the Funeral Director you would wish to use before someone dies and let the home know your decision. It will greatly ease the arrangements afterwards when there can be a lot to cope with.

If your chosen funeral director is not local you will still need to appoint a local firm as an intermediary.

There is a list of the main local firms at the back of the leaflet.

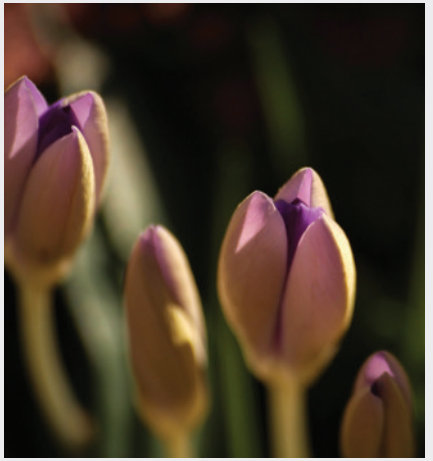
## WHO WILL PROVIDE SPIRITUAL SUPPORT?

We can contact a team of local chaplains or appropriate spiritual leader, in accordance with the wishes in the Advanced Care Plan and knowledge of the resident's beliefs.

## HOW ARE FAMILIES AND LOVED ONES KEPT IN CONTACT?

We update family members on a daily basis or whenever there is any significant change in condition by phone or email depending on your preference.

It is worth making sure we have all the up to date contact details of all who wish to be kept informed including mobile numbers and email addresses.



# AFTER SOMEONE DIES

## THE FIRST FEW HOURS

After someone dies, the first formal process is that the care team will inform the doctor and the verification of death will be carried out by a qualified person. The 'Medical Certificate of Cause of Death' will be issued by a medical professional. If the person is to be cremated, two different doctors will need to issue this certificate.

If your loved one has requested organ donation or left their body to medical science, it is at this point we work to ensure that all possible arrangements are made. Occasionally these wishes may not be able to be fulfilled due to situation at the medical establishments.

The care team will contact your chosen funeral director. Before the funeral director arrives we will provide a room where you and your family can gather, or you may wish to stay with your loved one.

It usually takes a few hours before the funeral director arrives, and they will then arrange for your loved one's body to be taken to their Chapel of Rest.

The coroner will only have to be informed if your loved one has died unexpectedly. The Coroner may call for a post-mortem or inquest. If a death is reported to a coroner the funeral may need to be delayed. The care team will be on hand to support and guide you through this process.

## THE FIRST FEW DAYS

You will need to register the death of your loved one within five days with the local registry office (unless it has been referred to a coroner).

By registering you will be able to obtain Death certificates, a green form for Cremation or Burial and use the 'Tell Us Once' service which means that they will inform other government departments of the death on your behalf.

At the time of writing all death registrations are by telephone appointment which may last around 40 minutes. To arrange a scheduled appointment with a Registrar please ring 01452 425060 or visit www.gloucestershire.gov.uk/registration.

The Medical Certificate of Cause of Death will be emailed to the Registrar by the by the GP surgery.

**You'll need to tell the Registrar;**

- ✔ The person's full name at the time of death.
- ✔ Any names previously used, eg maiden name.
- ✔ The person's date and place of birth.
- ✔ Their last address (addresses of homes on back cover)
- ✔ Their occupation.
- ✔ The full name, date of birth and occupation of a surviving or late spouse or civil partner.
- ✔ Whether they were getting a State Pension or any other benefits.

It is useful to have the following documents to available;

- ✔ Birth certificate
- ✔ Council tax bill
- ✔ Driving licence
- ✔ Marriage or civil partnership certificate
- ✔ NHS medical card
- ✔ Passport
- ✔ Proof of address (eg utility bill)

## CERTIFICATES FROM THE REGISTRAR

The Registrar will issue;

1) **Certificate of Burial or Cremation (green form)**.
   The Registrar will email this to the cemetery or crematorium to enable to the funeral to talk place

2) **Certificate of Registration of Death (BD8-white form).**
   This Certificate is for Social Security purposes. The Registrar is obliged to issue it, but you will only need it if you are not using the 'Tell us once' service.

3) **Death Certificate**
   The death certificate is a copy of the entry made by the registrar in the death register. There is a charge for death certificates. It is worth considering buying several copies as they are likely to be required by solicitors and financial organisations, or for pension and insurance claims. It is cheaper to buy these copies at the time of registering the death, it is worth having a credit or debit card ready.

## THE RESIDENT'S ROOM

Your loved one's room will be left as it is until you are ready to collect their belongings. There is no deadline for this, but please do bear in mind that charges will continue until the room is empied of furniture and possessions. You will receive the final bill once this has happened.

If you experience any difficulties settling the account or have any queries please do talk to the Finance team on 01242 500 417 who will offer help and advice.

## FUNERAL DIRECTORS

**National Association of Funeral Directors**
www.nafd.org.uk

**National Society of Allied and Independent Funeral Directors**
www.saif.org.uk

**Alexander Burn Funeral Directors**
Cheltenham 01242 245 350
www.alexanderburn.com

**Co-op Funeralcare**
Cheltenham 01242 580 336
Stonehouse 01453 7981 770
www.coopfunerals.co.uk

**Ian George Funeral Services**
Cheltenham 01242 530 983
www.iangeorgefunderals.co.uk

**Mason & Stokes**
Cheltenham, 01242 224 877
www.masonandstokes.co.uk

**Michael Gamble Funeral Directors**
Stroud 01453 790 900
www.michaelgamble.net

**Selim Smith & Co**
Cheltenham, 01242 850480
www.dignityfunerals.co.uk

**WS Trenhaile Funeral Directors**
Cheltenham, 01242 854093
www.dignityfunerals.co.uk

**Philip Ford and Son Ltd**
Stroud, 01453 557 217
www.dignityfunerals.co.uk

## USEFUL CONTACTS

**Age UK Gloucestershire**
www.ageuk.org.uk
01452 422 660

**Citizens Advice**
01452 527 202
www.citizensadvice.org.uk

**Dying Matters**
www.dyingmatters.org

**Cruse Bereavement Care**
0808 808 1677
www.cruse.org.uk

**Winstons Wish**
08088 020 021
www.winstonswish.org.uk

# A Charity providing Exceptional Day Care, Residential, Nursing, Respite, Dementia & End of Life Care

To keep in touch with our work during the coming year visit:

www.lilianfaithfull.co.uk

and follow us on Facebook, Twitter & Instagram.

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