

Palliative Care Briefing on COVID-19 Response - 06 May 2020

About the Palliative Care Delivery Group & the COVID-19 Response

The Palliative Care Cell was initially set up to review areas such as national guidance, service provision, workforce, systems and processes during COVID-19. We are a joint working group which includes a variety of providers and we meet regularly to discuss guidance, services, and staffing. Our main purpose is to ensure that we can deliver excellent end of care services in these challenging times. The delivery group originally met daily and now meet on a Mon, Tues and Weds. The team is operating daily to meet the challenges of Covid-19 for both staff and patients.

You can get in touch with the group by emailing any queries on the management of palliative services to: lhnt.covid19.palliativecare@nhs.net

For general pharmacy and prescribing enquiries, please email: leccg.c19.lincsprescribing@nhs.net

Training & Top Tips

COVID-19 Palliative and End of Life Care in Lincolnshire webinar

Webinar: Wednesday 13th May 2020 (18:30-20:00)

St Barnabas Hospice are hosting a palliative and end of life care webinar. The online event will be hosted by: Dr Lawrence Pike - Palliative Care Physician at St Barnabas Hospice, Dr Clive Cole - Macmillan GP and Mary Hall - Specialist Nurse Practitioner at St Barnabas Hospice.

Topics range from:

- Demand and capacity across the system and RAG rating
- Symptom management and medications for COVID-19 including:
 - 24/7 advice line
 - Changes to CD1
 - Carer administration of s/c injections
 - Home or Hospital? Clinical decision making in COVID-19
 - Planning for the future in COVID-19: ReSPECT and ACP

Care after death including:

- Verification
- Certification
- Bereavement support
- Bereavement help line.

If you are interested in attending this webinar, please register your interest by emailing your full contact details: (Name, Job Title and Organisation) to covid19education@stbarnabashospice.co.uk.

Numbers are limited and are therefore on a first come, first served basis.

Advice lines and support

Palliative Care – 24/7 Advice Line

Telephone number: **0300 303 1754**

Hours of access: **24/7**

8.00am - 10.00pm via specialist nurse

10.00pm - 8.00am via the inpatient unit

A 24/7 advice line is now available to provide specialist advice and support to professional and formal carers supporting palliative care patients in Lincolnshire.

Who can access?

All health and social care professionals (including care homes/home care) in Lincolnshire.

St Barnabas Staff

St Barnabas staff will continue to seek senior clinical advice within St Barnabas integrated services. Medical advice will continue to be available through the inpatient unit.

Service Details

Management of the advice line will be led by St Barnabas Hospice but delivered by palliative care specialists including Macmillan clinical nurse specialists.

St Barnabas – Lincolnshire Bereavement Helpline

Telephone number: **0300 303 1897**

Hours of access:

Monday & Friday: 9am to 8pm

Tuesday, Wednesday and Thursday: 9am to 5pm.

(Callers do NOT need to have previously used hospice services)

St Barnabas bereavement counsellors have opened a special helpline for those isolating and dealing with the death of a loved one.

The Bereavement Support Helpline has been created in response to the immediate and anticipated future demand on bereavement services whether deaths are as a result of coronavirus or from other causes. The new bereavement helpline is open Monday to Friday.

Counsellors will provide emotional support and a listening ear as well as hints and tips on how to stay calm, manage anxiety, and how to pay respects to a loved one when a funeral cannot take place in the usual way.



Information -
Bereavement Helpline



Aims and Opening
Times - Bereavement

Emotional Wellbeing Helpline

Telephone number: **01522 518609** and **01522 569512**

Email: lpn-tr.staffwell-being@nhs.net

Opening hours:

Monday to Friday from 8:30am-7pm • Saturday and Sunday from 9:30am-12noon

The emotional wellbeing helpline will offer brief therapeutic interventions to support you to maintain your wellbeing during this time.

Useful Resources

Links to guidelines, documents and EOLC support

The Guidelines team has produced the following directory of COVID-19 information and guidance for primary care.

Please follow the link to the relevant webpage:

[Key COVID-19 guidance | Information | Guidelines](#)

All information and documents can be found on your staff intranet.

<https://staff.lincolnshirecommunityhealthservices.nhs.uk/coronavirus/palliative-care>

The primary sources for information, guidance, training, and support on palliative care are:

<https://www.eolc.co.uk/professional/covid-and-coronavirus/>

Policies & Guidance

Verification of death guidance & conversation script

This guidance and script will support you with verification of death conversations, including important information for if the deceased was Covid-19 positive.

The information sheet will guide you through key steps, such as:

- Who can confirm a death
- How to give step by step advice, including resuscitation if appropriate
- Dealing with deaths that fall outside of 'natural causes'.

By using this clear guidance and script this difficult process can be carefully followed.

The Verification of Death Guidance Sheet & Conversation Script can be downloaded and printed



by visiting: [Verification of](#) [Confirmation](#)

ReSPECT forms and leaflets

ReSPECT forms and leaflets help you to capture end of life wishes. They are available to download and printed versions of the form can also be ordered, using the print ready form attached.

We will continue to supply GP's and care homes. If other services need a fresh print supply of these you can have them printed by Ruddocks in Lincoln, and our contact is Verity Stephenson: verity.stephenson@ruddocks.co.uk or call 01522 529591.

Claire Rooker – Quality Support Officer - CCG can provide advice and guidance on how to complete the form. c.rooker@nhs.net.

The form can be accessed here: <https://www.eolc.co.uk/professional/advance-care-planning/>



ReSPECT FiReSPECT Leaf

Communications

Public Messages

Advance care planning – public messages.

We created some public messages to encourage people to have conversations around end of life care. We are hoping to get some radio coverage from this and will share this on a future bulletin.

Below is the press release that was circulated to local media last week.



NHS Lincolnshire -
Helping people to hav

Work in Progress

SPA and single form development

The team have been working on a pathway for a single point of access and an associated form. This is a top-priority and should hopefully be ready to be shared in next week's bulletin.

Distributing this bulletin

We are sharing this bulletin with communications teams across the main NHS provider organisations to cascade to their staff. If you have received this bulletin and know someone who will benefit from this information please forward it on.

Managers: As this bulletin contains information and guidance around important changes to procedures and processes, it is really important that you share this with your staff.