

NATIONAL BEREAVEMENT CARE PATHWAY (NBCP)

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**Locala Calderdale Public Health Early Years'
Service (PHEYS)**



National Bereavement Care Pathway

Caring for individuals bereaved through pregnancy loss and baby death



The 5 Pathways

A pathway to improve bereavement care for parents in England after pregnancy or baby loss

Miscarriage, ectopic pregnancy and molar pregnancy
Full Guidance Document

A pathway to improve bereavement care for parents in England after pregnancy or baby loss

Termination of Pregnancy due to Fetal Anomaly (TOPFA)
Full Guidance Document

A pathway to improve bereavement care for parents in England after pregnancy or baby loss

Stillbirth
Full Guidance Document

A pathway to improve bereavement care for parents in England after pregnancy or baby loss

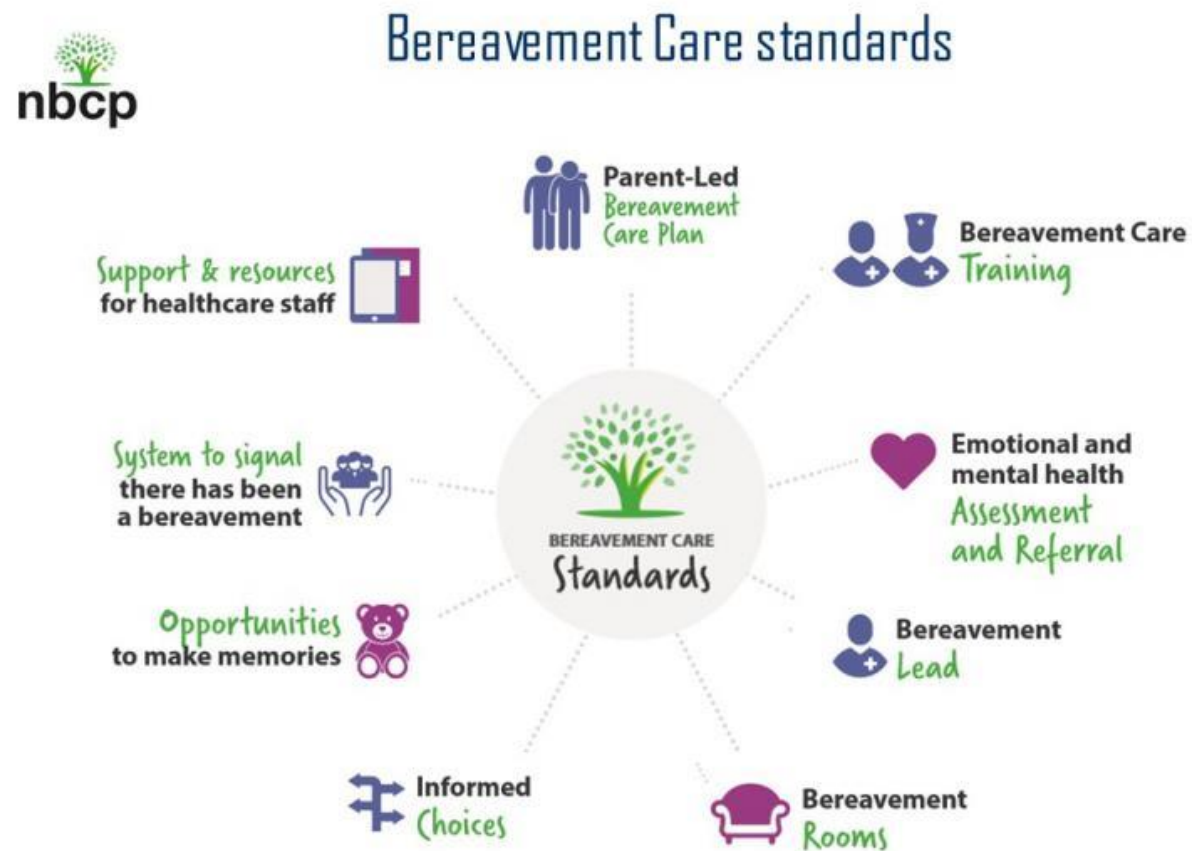
Neonatal Death
Full Guidance Document

A pathway to improve bereavement care for parents in England after pregnancy or baby loss

Sudden Unexpected Death in Infancy (SUDI) up to 12 months
Full Guidance Document



The Bereavement Care Standards





The system to signal there has been a bereavement

Bereavement

Other Details... Exact date & time Thu 01 Jul 2021 15:08

Changing the consultation date will affect all other data entered. To avoid this, cancel and press the 'Next' button [Hide Warning](#)

Bereavement

***Parent Story**

Received Support at the Time Yes No

Safe Sleeping Advice Given Yes No

Any Action from Disclosure

[NBCP Standards](#) [Lullaby Trust](#)

Information Print Suspend Ok Cancel Show Incomplete Fields

***Parent Story**

Date	Selection
01 Jul 2021 13:47	Miscarriage. Jane described how when she was 19 she lost a baby due to a miscarriage. Although she was not anticipating to become pregnant at 19 she was in a long term relationship at the time. She had plans to go to university and so was not expecting to become pregnant. The worse part was that she didn't know that she was pregnant at the time of the miscarriage. It happened at 3am when she experienced

Show recordings from other templates
 Show empty recordings

Miss Test Test-TestPatient 01 Jan 1990 (31 y) M
 1 Test St, Test
 Mobile: 07970 130344 Test Patient, Calderdale Supporting Families

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Patient Home

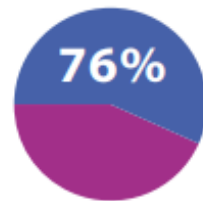
Special Notes
Special Note: hkkssf-efnckkpsacsscc

!! Reminders
Dog at the property Cancel More

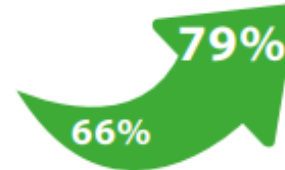
⚠️ Patient Status Alerts
Info: Bereavement. Select 'action' to view. Action More
Info: EHC Assessment Outstanding. Request outstanding for EHC to be completed - use 'Action' or locate the 'EHC Assessment' template from the clinical tree to update. Action More
Info: No Allergy Status Recorded. Use 'Action' to view/ update Allergies Dashboard. Action More
Info: Sharing (Record Incomplete). Some data in this patient record cannot be viewed due to sharing rules. More
Info: Video Consultation - Able. Use 'Action' to update. Action More
Info: Universal Plus: Use 'Action' to update complexity. Action More

Goals Achieved / Failed
Maintaining Wellbeing goal failed due to exceeding the target date set of 15 Nov 2016. View Details PrintDetails More

Evaluation



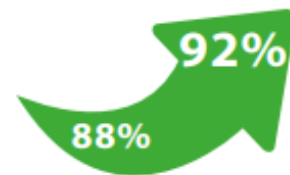
of professionals, who were aware of the Pathway, agreed that, bereavement care had improved in their trust



The proportion of professionals feeling prepared to communicate with bereaved parents increased



of parents agreed the hospital was a caring and supportive environment



The proportion of professionals feeling supported to deliver good quality bereavement care increased

Key findings from the independent evaluation of wave two

Fiveways carried out an independent evaluation of the National Bereavement Care Pathway with parents and healthcare professionals from 21 NHS sites in England. These sites piloted the pathway between April 2018 and April 2019, and the findings show how both groups have benefited from the Pathway during this time.

An online survey revealed high levels of satisfaction amongst parents who had received bereavement care at wave two pilot sites:



84% of parents agreed the hospital was a caring and supportive environment



92% of parents agreed they were treated with respect



89% of parents felt the decisions they made in the hospital were the right ones at the time

Bereavement Care during the COVID-19 Outbreak-

The minimum level of bereavement care families need is:

- Compassionate care
- A supportive family-centred approach
- Acknowledgement of their loss and of individual responses to grief and trauma
- Recognition of parenthood and the opportunity to make memories with their baby
- Excellent communication
- Empathetic communication
- Informed choice about birth options and options after death
- A robust review using the Perinatal Mortality Review Tool and with parental engagement
- Signposting on to physical, practical and psychological support
- Trained and supported staff
- NBCP materials and Sands learning resources shared with staff
- Psychological support for staff

Communication while wearing PPE



Communication while wearing PPE

Compassionate communication can positively influence how parents and families experience their care even when the worst happens. Good communication builds trust between a health care professional and an individual, enabling parents and families to feel safe and confident in the care they are experiencing.

Warm facial expressions and a clear gentle voice are both qualities of compassionate communication, so PPE and particularly facemasks are a barrier to building a trusting relationship with parents and families. Parents and professionals have told us about the difficulties caused. Good communication can't take away the pain parents and families feel but it can reduce the impact of trauma, both in the short and long term.

However, there are several things that health care professionals can do to maintain compassionate communication even when wearing PPE

"Once admitted to hospital all staff were in full PPE, care was second to none, but it did make difficult conversations hard as you could not see or speak to staff properly" Bereaved parent



Carry a photograph of yourself without a mask and share when appropriate, or display staff photographs in a public area.



Introduce yourself clearly, have your name badge visible and gesture to it as you make your introductions.



Acknowledge the difficulties, explain why you can't shake hands or make physical contact and that the situation is difficult.



Use eye contact and smile, even if they can't see your mouth, people will be able to see a smile in your eyes.



Consider your tone of voice, ensure you can be heard, but be gentle, kind and honest.



Support understanding, by using hand gestures.



Take your time, don't talk too fast, check back for understanding, use written prompts if necessary.



Say things in a different way, if you have not been understood.



Think about the physical environment, face parents, try to stand still when speaking, try not to stand with light or a window behind you.

For more information on sensitive and effective communication visit sands.org.uk/sensitivecommunication

Our helpline provides practical advice and emotional support to health care professionals,

t: 0808 164 3332

e: helpline@sands.org.uk



sands.org.uk

"The use of PPE i.e. fluid resistant masks made communication more difficult and there are challenges with not being able to offer the normal comforting of parents that we would" Professional

Sensitive and Effective Communication



Sensitive and effective communication

Health care professionals can have a positive influence on how parents and families experience their care even if their baby dies.

Parents often replay every detail of what happened around their baby's death and in the following weeks.

Good communication can't take away the pain parents and families feel but it can reduce the impact of trauma, both in the short and long term.

Team Wellbeing

The death of a baby can have a profound and stressful impact on the staff who cared for the baby and family.

It's important to remember your own wellbeing and consider that of your team. Make time for reflection and to debrief, focus on learning lessons and not blame. You and your team members may need support, be kind to yourself and your team and remember self-care.

Sands' helpline is for anyone affected by the death of a baby, including health care professionals.

Communicate Sensitive



Consider the setting

Consider the setting where you talk to families. Ensure the room is private, quiet and comfortable.



Introduce yourself

Introduce yourself: "Hello, my name is..."



Use the baby's name



Ask the parents preference

Ask whether the parents would prefer to be called by their first names, or 'mum' and 'dad'



Speak gently and kindly, conveying compassion



Sit down, use eye contact, and do not rush



Express understanding

Express understanding for the enormity of the situation and your sympathy and regret. Say "I'm sorry"

Communicate Clearly



Take time

Take time to gather your thoughts and be well informed about all options available



Be gentle, clear and honest



Avoid too much medical terminology



Consider your language

Ensure that parents understand what is being presented to them



Be clear about next steps



Listen carefully

Listen carefully to what parents say, and try to answer questions clearly and honestly

Support

t: 0808 164 3332

sands.org.uk

e: helpline@sands.org.uk



Download the app at

sands.org.uk/app

Support organisations during the Covid-19 outbreak

Miscarriage Association

- Support via phone 01924 200799 (Monday to Friday, 9 a.m. to 4 p.m.) and email info@miscarriageassociation.org.uk and online, plus information on reduced or changing access to NHS services.
- See [Coronavirus and miscarriage – your care](#)

Antenatal Results and Choice

- Information and support on choices following diagnosis of fetal anomaly via email info@arc-uk.org or call 0207 713 7356 for an alternative phone number for urgent calls.
- See [ARC news page](#)

Royal College of Obstetrics and Gynaecology

Updated [advice for pregnant women and families](#) is available

Sands UK – the stillbirth and neonatal death charity

- Support via Sands' Freephone Helpline 0808 164 3332 and email helpline@sands.org.uk plus online bereavement support.
- See [Sands' support page](#)

Bliss

- Emotional support via email hello@bliss.org.uk and information for parents of babies in neonatal units.
- See [Bliss covid-19 information](#)

Lullaby Trust

- Support for bereaved families via email info@lullabytrust.org.
- See [Lullaby Trust covid-19 information](#)

Resources for bereaved parents and families

National Resources

- Below is a link to a comprehensive list of national resources and contact details for organisations who maybe able to help families during this difficult time

<https://nbcpathway.org.uk/parents/resources-bereaved-parents-and-families>

Local resources

- TalkThru <http://www.talkthru.org.uk/> offer confidential counselling for women and men facing an unplanned pregnancy or baby loss. They offer appointments out of work/school/college hours and wheelchair users appointments at other venues.

Further Resources

- Antenatal Results and Choices has produced a [booklet](#) that can be purchased from the ARC website
- Bliss has a [section of advice](#) for parents coping with loss
- Child Bereavement UK have an information leaflet on [explaining miscarriage, stillbirth or the death of a newborn baby to young children](#) that can be downloaded
- Sands has also published [advice](#) for supporting children when a baby is stillborn
- The Lullaby Trust has a [section](#) on its website about talking to brothers and sisters when a baby dies suddenly and unexpectedly after birth (SUDI)
- The Miscarriage Association's [leaflet](#) 'Talking to Children About Miscarriage'



Bereavement Training

Bereavement Care After Pregnancy Loss or Baby Death- Learning For All

- National Bereavement Care Pathway training sessions have been designed to provide support when talking to bereaved individuals. It offers suggestions and guidance about what to say and do. It is suitable for anyone who might come into contact, in their work or home life, with a person bereaved through pregnancy loss or baby death. This course is available to everyone and currently includes a single session called [Introduction to Bereavement Care](#)
- <https://portal.e-lfh.org.uk/Component/Details/589351>

Bereavement Care After Pregnancy Loss or Baby Death- Healthcare Professionals

- A follow-on from Introduction to Bereavement Care, this course is for healthcare professionals caring for newly bereaved individuals. Working through the themes of the National Bereavement Care Pathway, the course helps healthcare professionals understand the important elements of excellent bereavement care; it covers delivering bad news, memory making, post mortem and histology, ceremonies and services, discharge, aftercare, feedback and review. This course currently includes a single session called [Principles of Bereavement Care](#)
- <https://portal.e-lfh.org.uk/Component/Details/589353>

NBCP COMPLIANCE

- **A system is in place to clearly signal to all health care professionals that a parent has experienced the death of a child or pregnancy loss**
- **There is a dedicated place for a parent to share their story**
- **Colleagues have received training in bereavement care**
- **Standardised letter of condolence**
- **Bereavement visit offered to the family if appropriate**
- **Support for families and colleagues**





NEXT STEPS

- **Clinical Audit**
- **Continue to work together with our partners and service users**
- **Co-produce a Regional Multi-agency SUDI Guidance**
- **Develop a SUDI Risk Minimisation Tool**
- **Co-produce a Regional Multi-agency Safer Sleep Training package**
- **Support the roll out of Bereavement Training for the acute setting**