



The Clatterbridge
Cancer Centre
NHS Foundation Trust



Support and advice for people going through bereavement

Rehabilitation & Support

A guide for patients and carers

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If you have been given this leaflet, you have experienced the death of someone close to you. We are very sorry for your loss, and we know that this can be a very difficult and distressing time. We hope this leaflet will help you understand what you can expect from The Clatterbridge Cancer Centre. This leaflet also aims to explain what happens next; including information about how to comment on the care your loved one received and gives you practical advice, support and information.



Contacting us

In addition to this leaflet, you should also have received a letter from us, either in advance, or accompanying this information. The letter should have included the details of someone in the Trust who you can contact for support and if you have any questions. Please do get in touch with them if you want to provide comments, ask questions or raise any concerns. If you need to speak to someone immediately and have not yet received a letter from us, please contact 0151 556 5035.

Understanding what happened

As a family member, partner, friend or carer of someone who has died while in the care of The Clatterbridge Cancer Centre, you may have comments, questions or concerns about the care and treatment they received. You may also want to find out more information about the reasons for their death. The staff who were involved in treating your loved one should be able to answer your initial questions but please don't worry if you are not ready to ask these questions straight away, or if you think of questions later – you will still have the opportunity to raise these with us when you are ready by talking to the person who gave you this leaflet.

It is also important for us to know if you do not understand any of the information we provide. Please tell us if we need to explain things more fully.

Practical information, support arrangements and counselling

We will ask your permission to contact you to provide you with ongoing bereavement support and offer practical advice about the things you may need to do following a bereavement. This could include:

- collecting any personal items belonging to the person who has died,
- making arrangements to see the person who has died,
- collecting the death certificate,
- how to register the death.

Please let us know if we can be of any help regarding these or other issues. The Gov.uk website (<https://www.gov.uk/after-a-death>) also provides practical information on what to do following a death.

We know that the death of a loved one is traumatic for families. Some families have found that counselling or having someone else to talk to can be very beneficial. You may want to discuss this with your GP, who can refer you to local support. Alternatively, there may be other local or voluntary organisations that provide counselling support. If you would like to know what is available locally we will provide you with that information.



Reviews of deaths in our care

For all patients who die whilst in our care, we undertake a review of their care by examining their medical notes. We do this to ensure that quality of the care we offer is as good as it can be, and identify early anything that could be improved

A clinician who was not directly involved in the care your loved one received, will look carefully at their case notes. They will look at each aspect of their care and how well it was provided. When a routine review finds any issues with a patient's care, we contact their family to discuss this further.

In addition, a recent change to the law in England and Wales means that over the coming months, Medical Examiners will start reviewing the care of patients who die in hospitals. Medical Examiners are doctors who were not involved in your loved one's care, but who are trained to make sure that the cause of death is accurate and the care your loved one received was as good as possible. As part of the Medical Examiner review, you will be contacted to make sure that you understand the cause of death, that you were satisfied with the care your loved one received and that your questions have been answered. To reassure you, it is a legal requirement for the Medical Examiner to contact you for your feedback and doesn't mean that a mistake has been made.

If you would like to provide feedback on the care provided to your loved one, which will form part of that review, we welcome any feedback you want to give. If you have concerns relating to

the care your loved one received, this will trigger a more formal investigation and we will provide you with feedback. A separate leaflet is available detailing the process of investigations which we will provide you with if it applies. We will keep you informed and supported throughout this process. Please let us know the best way to keep you informed.

Aside from case note reviews, there are specific processes and procedures that trusts need to follow if your loved one had a learning disability, is a child, or as a result of a mental health related condition. If this is the case, we will provide you with the relevant details on these processes.

Providing feedback, raising concerns and/or making a complaint

Providing feedback: We want to hear your thoughts about your loved one's care. Receiving feedback from families helps us to understand the things we are doing right and need to continue and the things we need to improve.

Raising concerns: It is very important that you feel able to ask any questions or raise any concerns regarding the care your loved one received. In the first instance, the team that cared for your loved one should be able to answer these. If you would prefer to speak to someone who was not directly involved in your loved one's care, our Patient Advice and Liaison Service (PALS) team can help.



Making a complaint: We will respond to any questions or concerns that you have or you can raise concerns as a complaint, at any point. If you do this we will ensure that we respond, in an accessible format (followed by a response in writing where appropriate to your needs), to the issues you have raised. The NHS Complaints Regulations state a complaint must be made within 12 months of the incident happening or within 12 months of you realising you have something to complain about. However, if you have a reason for not complaining to us sooner we will review your complaint and decide whether it would still be possible to fairly and reasonably investigate. If we decide not to investigate in these circumstances, you can contact the Parliamentary and Health Service Ombudsman (PHSO).

If you are not happy with the response to a complaint, you have the right to refer the case to the Parliamentary and Health Service Ombudsman. PHSO has produced 'My expectations for raising concerns and complaints for users of health services'. It sets out what you should expect from the complaints process <https://www.ombudsman.org.uk/publications/my-expectations-raising-concerns-and-complaints>

Additional support and information

As well as offering you a follow up contact to support you through bereavement, The Clatterbridge Cancer Centre can also provide you with details of additional support available locally if needed. Please contact the person who gave you this leaflet at any time to ask for further support or advice.

How we produce our information

All of our leaflets are produced by staff at The Clatterbridge Cancer Centre and this information is not sponsored or influenced in any way. Every effort is made to ensure that the information included in this leaflet is accurate and complete and we hope that it will add to any professional advice you have had. All our leaflets are evidence based where appropriate and they are regularly reviewed and updated. If you are concerned about your health in any way, you should consult your healthcare team.

We rely on a number of sources to gather evidence for our information. All of our information is in line with accepted national or international guidelines where possible. Where no guidelines exist, we rely on other reliable sources such as systematic reviews, published clinical trials data or a consensus review of experts. We also use medical textbooks, journals and government publications.

References for this leaflet can be obtained by telephoning 0151 556 5570.

If you need this leaflet in large print, Braille, audio or different language, please call 0151 556 5570.

If you have a comment, concern, compliment or complaint, please call 0151 556 5203.

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