

EXPECT

Deterioration and Death of a Service User

Scope

This procedure describes the responsibilities of staff and what to do following the deterioration of a service user leading to their expected or unexpected death.

Related Expect Documents

CA007 Terminal Care

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EXPECT

DETERIORATION IN THE HEALTH AND DEATH OF A SERVICE USER

1 AIMS

- Any deterioration in the health of a service user is quickly recognised and appropriate action is taken.
- The death of a service user is dealt with sympathetically.
- Ethnic and religious requirements are respected.
- Relatives and friends of the deceased are treated sensitively and courteously and are given appropriate support.

2 STANDARDS OF EXCELLENCE

- Any significant deterioration in a service user's health is dealt with quickly and with compassion.
- Staff are adequately trained to support service users and their advocates.
- The meeting of the requirements of this procedure are monitored and audited by the service manager and any necessary corrective action is taken.
- Death is dealt with:
 - in a sympathetic and dignified manner.
 - according to their religious/ethnic background.

3 DETERIORATION IN A SERVICE USER'S HEALTH

3.1 In the event of the deterioration of a service user's condition the Staff on Duty shall:

- a) notify the service user's GP recording in the service users Person Centred Plan (PCP - What You and I Did Today), the time and the GP's response.
- b) Ensure relevant MDT and other health professionals are informed as appropriate.

- c) notify the next of kin, satisfying her/himself that the relative understands the change in the health of the service user, arranging for them to see the GP if they so wish.
- d) where appropriate in accordance with the persons wishes, notify and seek guidance from the persons religious leader, minister etc.
- e) record in the service user's PCP that the above has been done.
- f) if the deterioration is sudden, or perceived to be life threatening or if the member of staff is unsure, telephone the emergency services on 999 and inform the on-call manager.

4 EXPECTED DEATH

4.1 Where the death of a service user was expected the Manager/SSW or a nominated member of staff shall:

- a) call the GP to attend and certify the death.
- b) check the Service Users PCP/Information file for any Advance Statements or other after death instructions.
- c) notify the next of kin unless specific instructions have been recorded as to how and when they wish to be notified.

5 UNEXPECTED DEATH

5.1 In the event of an unexpected death in the Home the Person on Duty shall:

- a) immediately telephone the emergency services on 999.
- b) request the Police and an ambulance, emphasising that the death was unexpected.
- c) contact their line manager or on-call manager to inform him of the death.
- d) contact the next of kin to inform them that their relative has **collapsed**.
(The next of kin shall not be informed that the service user has died until a Doctor or emergency service has confirmed death).
- e) ensure that the service user's GP is informed at the earliest opportunity.

- 5.2 The Person on Duty shall ensure that the instructions of the Police are followed at all times.
- 5.3 The staff on duty shall record in the deceased service user's PCP:
- The time of Death.
 - The time the Next of Kin was contacted.
 - The time the Police were informed, the name of the Police Officer and the time a Police Officer attended.
 - Where appropriate the time a Senior Manager was informed.
 - Where appropriate the time the Coroner's Officer, Police, or medical personnel attended.
 - The time the GP was informed and the name of the GP.
- 5.4 In all case an Incident Form should be completed and sent to head office.

6 GENERAL

- 6.1 In all cases **except** where the Police are called the Person on Duty shall ensure that:
- a) the deceased is attended to in accordance with their religious and cultural requirements and/or any specific instructions.
 - b) the line manager is contacted and asked to inform the next of kin about what to do next, following the death of their relative, giving the next of kin help and advice where required.
 - c) the room is prepared to allow the relatives, if they wish, to spend time with the deceased.
 - d) the relatives and friends of the deceased are offered time to grieve and are supported in their grief.
 - e) fellow service users are sensitively informed of the death and are enabled to pay their respects should they wish to do so.
 - f) the service user's property is dealt with in accordance with the Service Users' Property procedure.
 - g) in accordance with the deceased/next of kin's wishes arrangements are made for the Funeral Director to remove the deceased, consideration being given to other service users.

6.2 The Manager of the service shall ensure that:

- a) relevant departments at head office are informed of the death e.g.: HR, finance.
- b) where appropriate staff are offered support e.g.: counselling services.
- c) details of the death are entered in the service users care record.
- d) the CQC are informed.
- e) where there is no next of kin, or they have expressed a wish not to be involved, that the death is registered with the local Registrar.
- f) whenever possible the service is represented at the funeral, where practicable accommodating those staff who indicate a wish to attend.