Communication **Documentation** **Viewing in hospital/ funeral directors** **Supervision** **Support for staff** **Support & Counselling** **Experience Learning** **Volunteer support**

Timeline

Mental Capacity Act

Advanced directives

Preferred place of death

Admission to Hospital

Body donation Will

Gold standard Framwork G.P.s

Planned

Emergency

DNAR/ allow natural death

Communication

Prognosis / diagnosis

Single room?

Deterioration

Death

Death

Verification of death

Bereavement info given to relatives

Ask if relatives wish to participate in last offices

Ceritification of the death

Patient to mortuary Viewing/fast track religion or culture

Cremation papers

Burial abroad Coroner's agreement

Registration of death

Community/ religious/cultural Leader?

Bank Probate etc

Funeral

Funeral

A Bridge connecting Services

Contact established with bereavement support

Self referral

Sign-posting

Telephone Support

Registration of death

Friendship New Beginnings Family Support

Groups

Health Services

Empowerment Recovery Self-help

Sudden death eg A&E
- Coroner
- GP Issue
- Inquest
- P.M.

Organisation Training

Acknowledgement of impending death

Placed on supportive care pathway

Reliatives have time to be with patient in dying phase

Faith representative Chaplaincy Support offered

Document

Bereavement support information leaflets

Leaflets, phone numbers, websites, appointment system

referral to cononer (delay)

Confidentiality Codes of conduct Supervision Ed. & Training

Dr. must have seen the patient in last 14 days

Appointment at bereavement office.

PM, consent, HTA

Questions asked and answered

Instruction to funeral directors, or D.I.Y

Access to bereavement Services in the community

Confidentiality Codes of conduct Supervision Ed. & Training

email support

Home visit

Info sign-posting

Anniversaries

One to One support

Specialist groups

Training & Education

Roles & reponsibilities

Organ/tissue donation

HTA

Cultural & religious requirements

Commissionary & costs

Training

New Volunteers

Loss/Restoration