

**United Lincolnshire Hospitals  
Chaplaincy & Bereavement Services**

**Standard Operating Procedures for Covid 19**

**Chaplaincy Services**

Chaplaincy Services will be available for all patients, relatives and staff across the Trust, and wherever possible services will be maintained.

The Chaplaincy Service recognises that there will be increased anxiety and concerns arising from issues relating to the Covid 19 outbreak, both before any cases are present in the hospital, during preparations to receive patients and once the hospital is dealing with active cases of the virus. Chaplains will be available to support staff across all areas, and in particular in those areas that will be receiving patients.

The Senior Chaplain or Duty Chaplain will be available for the 8am daily update call.

In the event of Covid 19 cases being brought into Lincoln County Hospital or Pilgrim Hospital Boston the following procedures will be apply:

- Chaplains will prioritise the following for Non-Covid 19 clinical areas:
  - End of Life Care
  - Baby Loss
  - Palliative Care including attendance at MDT meetings
- General ward visiting for both Chaplains and Chaplaincy Volunteers will cease to reduce risk of infection spread

In areas where Covid 19 cases are active a two tier chaplaincy service will be implemented:

- Level 1
  - Chaplains who have not been cleared to enter high risk patient areas will act as a point of contact for relative liaison. Wherever possible this will be via phone contact with the number being made available to relatives by ward staff.
  - Chaplains and Chaplaincy Volunteers will also be available to support relatives and staff within the designated chaplaincy areas in the hospital
  - Level 1 support will be available Monday-Friday 1000hrs-1600hrs
  - Level 1 chaplains will be available to support staff away from ward areas where Covid 19 is present
- Level 2
  - All Chaplains working at Level 2 MUST have successfully passed a Fit test
  - Level 2 Chaplains will be responsible for supporting patients in high-risk clinical areas
  - Where appropriate the Chaplain may be required to provide pastoral and spiritual care to a dying patient and in the absence of any relatives

to stay with the patient until they have died, to ensure that no patient dies alone unnecessarily (with the exception below)

- Chaplains must adhere to guidelines for breaks.
- Level 2 Chaplains will offer staff support within ward areas where required
  
- On-Call
  - 24-hr on-call chaplaincy services will remain in place providing staff are available to cover this.
  - On-Call Chaplains will not be able to attend the patient if they are not cleared to Level 2 above.
  - In the event that a Chaplain is unable to visit a patient, advice over the phone will be given.
  - On-Call Chaplains will only attend the site for:
    - End of Life Care (Non-Covid 19 related)
    - Baby Loss
    - Trauma care (A&E/ICU)

Grantham and Louth Hospitals will continue to be covered sessionally and by the on-call chaplain. The above on-call guidelines will apply in all situations at Grantham and Louth Hospitals

### **Bereavement Services**

The Bereavement Service will aim to operate as normal a service as possible, however it is likely that the availability of medical staff to complete MCCD documentation may be severely impacted due to clinical care and any increased mortality rates.

For patients identified as having died with Covid 19 the following additional measures will be put in place:

- Hospital viewings of the deceased in the Chapels of Rest will not be available (Bereavement booklets to include an insert with this new guidance)
- All patients property to be brought to the Bereavement Service double bagged in sealed bags only.
- All sealed patient property bags will have the Name of the Patient, Date of Birth, NHS Number, Date of Death and Time of Death clearly marked on the Sticker affixed to the bag.
- No patient property to be given to relatives until 24hours after death has occurred as indicated on the property sticker.

**David Knight**  
**Senior Chaplain and Bereavement Service Manager**  
**10<sup>th</sup> March 2020**