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| **DOCUMENT TITLE:** | **Death of a client Protocol** |
| **CATEGORY:** | Governance and Quality |
| **LAST REVISED:** | July 2022 |
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| **OWNED BY:** | Head of PSI and HMP Services |
| **RELATED DOCUMENTS:** | Untoward and Serious Incident Protocol |

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| **OUR PRINCIPLES:** | With passion and excellence, Delphi makes a difference to people’s lives by providing innovative and specialist addiction services that lead the way from dependence to freedom. |
| **OUR VALUES:** | We all commit to and care about: going one step further with our clients; our wellbeing as individuals and as teams; and improving and strengthening ourselves and our organisation. |

**Document Description**

**Guidelines for non-attendance of DARS Appointments**

**Death of a client Protocol**

**Clean In**

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| Process in place to support when there is a death in service | Delphi staff report the death of a client via the incident reporting system.  A debrief template is used to inform staff, support staff and review case. (Appendix A) | |
| Training for staff | All staff are trained in Delphi processes and policies.  Calico Learning and development training: Dealing with Death - Coroner's Court.  Staff are supported to attend coroners as part of CPD. | |
| Stages of Grief  *\*Elizabeth Kubler-Ross, 1969* | Grief is not neat – it’s different every time.  Different circumstances and responses for team, staff member and support needed.  Dignity for patient must be maintained at all times.  The 5 stages:   * Denial, (overwhelmed , deny , incorrect, staggered impact) * Anger, (why, hurt, blame, frustrated) * Bargaining, (what if?, What does it mean to me/for me) * Depression, (Overwhelmed, sad, worry) * Acceptance. (Actions, Support package)\* | |
| Staff support process in place | * Lifeworks. * Delphi / Calico Mental Health first aider (see list on QUIP) * Debrief template. * Management support. * Supervision and additional support based on need. | |
| A review process is in place | The protocol is reviewed regularly ensuring expectations are in line with current guidelines set out in the UK Guidelines on clinical management.  Delphi policy and protocol schedule ensures timely updates and reviews to protocols.  When an incident is reported this is investigated by Delphi, in some services other providers may also review the incident.  Lessons learnt are shared with Delphi managers / staff; along with good practice, recommendations and learning. | |
| Staff are trained and empowered in their role | | Access to training:  Staff are encouraged to attend coroners court to observe and build understanding.  The stages usually include Prisons and probation review where staff involved in the care are interviewed, Independent clinical review, Pre inquest review and then a coroner’s inquest at court.  The stages within the Pavilion will differ with the staff members potentially caring for the client 1-1.  The stages in Horizon may include a range of providers including Police, Probation and Prisons.  Calico training – Dealing with death  SLD coroners training available at a cost. |
| First on scene | | In some circumstances our staff may be first on scene to an incident, staff will refer to the incident procedures in place. |
| End of Life Processes | | In services where we work with clients during end of life, we will work within the pathways for the service then as required the elements of this protocol will come in to action. |
| Managers ensure the support process happens | | Following a client’s death the incident is reported following Delphi Untoward and Serious Untoward Incident process.  Staff are supported to prepare a statement for file at the time of the death to keep an accurate and timely record of their interactions. Delphi have templates in place to support this process.  Statements are reviewed via Corporate services by SLT lead for service or Head of Governance.  Corporate service inform the insurance company of the death and the Delphi involvement.  Staff are supported.  A de brief and investigation is carried out.  Managers will track cases. |
| Managers to support staff in an individualised way | | Each staff member will approach grief in different ways and also potentially with different death and different times in their lives. |
| Process for gathering information  Coroner steps and log for HMP | | Prepping for inquest:  Staff can be called as witnesses to court.  We will be informed if we are an interested party (IP status) which will indicate what information we receive pre court.  Delphi will instruct the insurance who will inform the legal representation.  Managers will support staff to prepare and talk through the process, provide records.  The legal team and coroners’ team will share the bundles/statements for the case.  Corporate Services to print all bundles/statements in readiness for court attendance.  Template on s drive for coroners’ cases HMP to track paperwork and outstanding coroners’ dates. |
| Support in the event of a death | | Debrief   * Additional supervision for those requiring * Lifeworks   Options to consider as memory of client deaths to support staff members if required:   * Balloon release, (consider environmental impact) * Memorial location, * memorial wall, * memorial garden.   Significant dates to be considered in managers support to staff:   * 1 year anniversary, * 31st August overdose awareness day |
| Support at Coroners court | | Delphi inform insurers and legal team of all deaths via the incident reporting process.  When in court staff will be supported by a Delphi leader.  Approximately half of all deaths in England and Wales are referred to HM Coroner.  Coroners court will take place in the jurisdiction of the area the body of the deceased is. |
| Attendance at court | | When attending court representatives of Delphi will have to swear to tell the truth via affirmation or on the holy bible.  HMP Deaths are subject to article 2 if the client dies in the care of the prison the coroner will review the case with a jury.  Article 2 is the European convention right to life – the prison has a positive duty to protect  Life  <https://www.equalityhumanrights.com/en/human-rights-act/article-2-right-life>  HMP Deaths on release are normal heard by a coroner and magistrate  The coroners role is to prevent future death  When in court the coroner has 4 questions to answer:   * who died, * When, * Where and * How?   Coroners court is inquisitorial, it is not a civil or criminal case. |
| Preparation | | The coroner prepares and shares a ‘bundle’ which is a collection of all the evidence and statements for court.  It’s important as a witness to have copies of all documents and policies from the time of the death.  To be mindful that the press can be present at court as it’s a public gallery. |
| Personal reflections | | Tips from Head of governance: ‘Courts can feel interrogative professionally and personally. The key is preparation and having all the information you need at your fingertips and practice answering key questions … how did you know x? what does your service do? was the care provided as planned ?.  When in court , don’t feel the need to fill any silence , just answer clearly what is asked. You will be supported and never on your own.’  Tips from Head of Prisons and PSI: ‘I have had differing experiences based on the coroner leading the inquest, the most recent case I represented Delphi at was thorough but supportive, our counsel talked me through the process. I was the second witness in the line up. A previous less pleasant experience was when I attended all the days of court but our team was a later witness, it was then a challenge to stay focused on our role.’  Tips from a Recovery Practitioner: ‘The importance of accurate and detailed case notes; write a statement of events as soon as you can for an accurate recollection.’ |
| Potential useful resources and links | | Appendix B- useful links  Appendix C- Coroners images |

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| Delphi staff and patients feel supported in the event of a death in service. |
| Staff are well trained and competent in their role. |
| Staff training records are up to date. |
| The service is safe and effective supporting person-centred care. |
| Files are prepared for potential court representation |
| Outcomes of coroners and good practice are shared |

Appendix A:



Appendix B:

* <https://coronerscourtssupportservice.org.uk/> (support to bereaved, explains processes)
* <https://www.judiciary.uk/publication-jurisdiction/coroner/> (All about the judiciary system)
* <https://www.manchester.gov.uk/info/626/coroners/5533/the_inquest_system/12> (A good intro to what the court looks, feels like, booking in etc)
* <https://www.coronersociety.org.uk/>
* <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/859076/guide-to-coroner-services-bereaved-people-jan-2020.pdf> ( A guide to the processes in detail and sub headings)

Appendix C:

