

Compassionate City, End of Life (EoL)

- “Every day, people die and hearts are broken. Death and dying are more than medical issues and caring for those affected is not just the role of the doctor and the chaplain.
- End of life care is everyone’s responsibility and we all have a practical role to play”.
- (Prof Alan Kellehear)



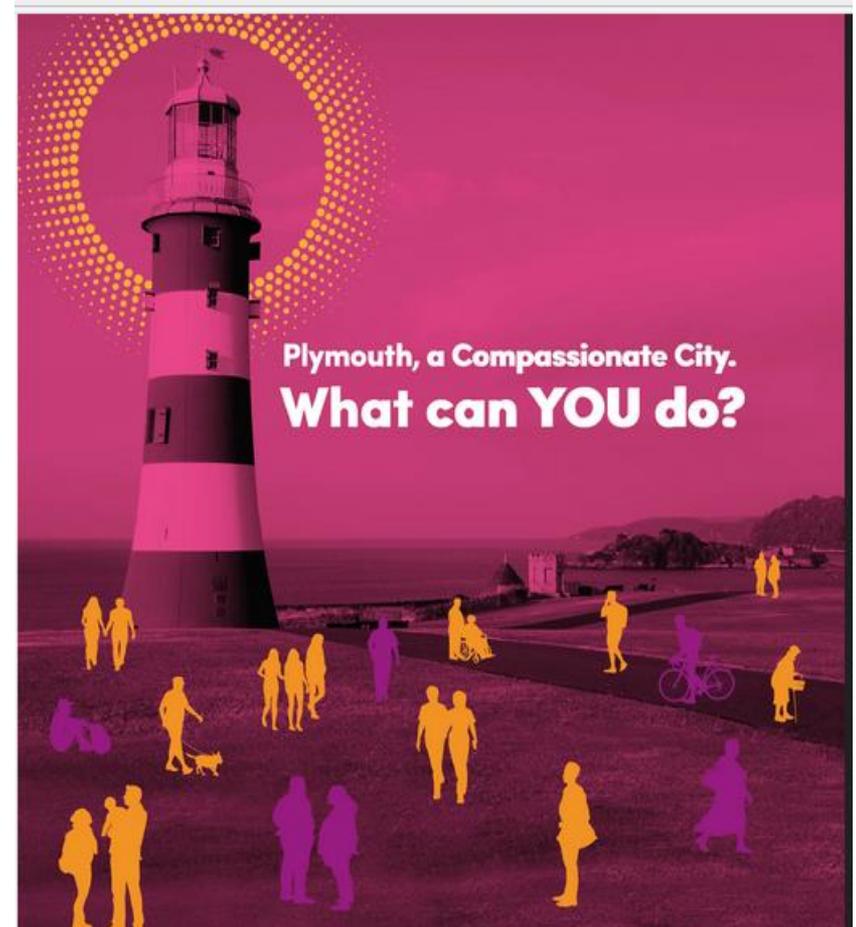
Death: the great taboo

- It happens to us all
- We need to talk about it – support and prepare
- What can you do to make a difference



Plymouth: A Compassionate City

- *Compassionate Cities are communities that recognise that all natural cycles of sickness and health, birth and death, and love and loss occur every day within the orbits of its institutions and regular activities. A Compassionate City is a community that recognises that care for one another at times of crisis and loss is not simply a task solely for health and social services but is everyone's responsibility.*
- *Plymouth will not shy away from the taboo subject of death, but talks openly about it, in order to create a city that is truly informed and compassionate towards those facing end of life, or experiencing loss and bereavement.*



Compassionate City Aims



We will recognise that care for one another at times of crisis and loss is not simply a task solely for health and social services but is everyone's responsibility.



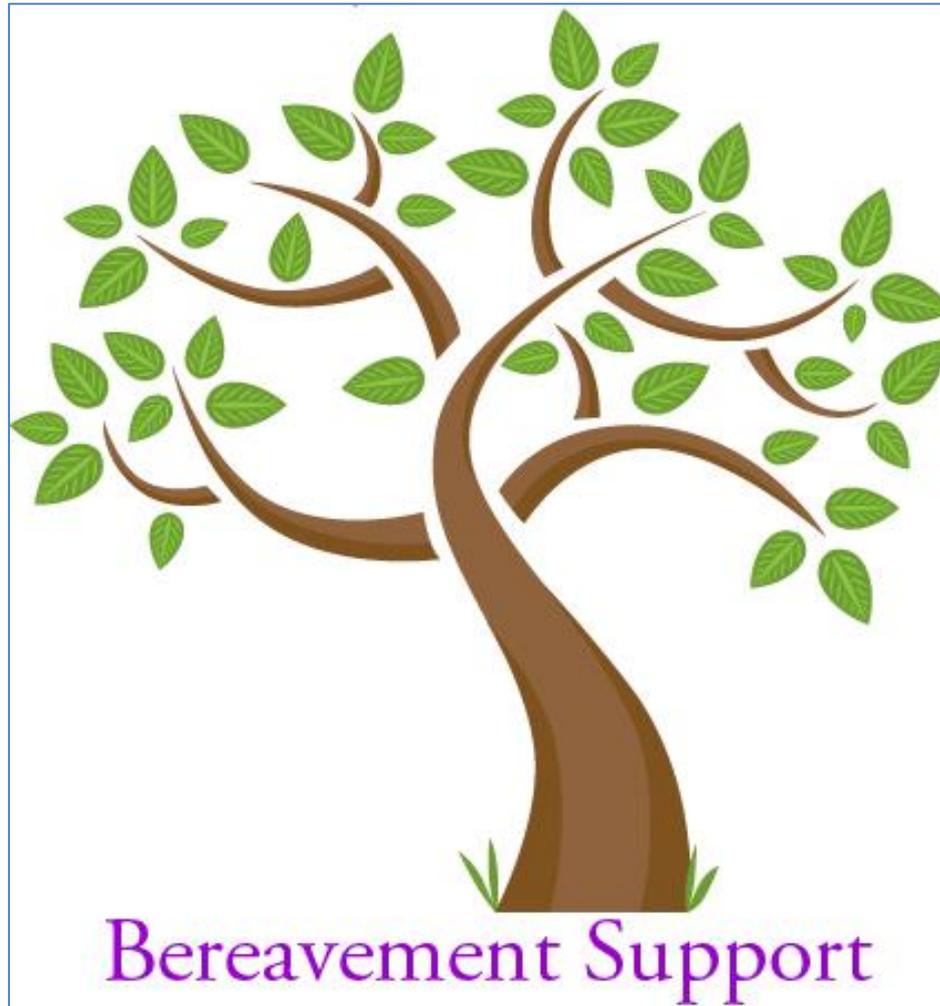
There are 14 Charter Objectives .

How do we deliver the Charter ?

- End of Life
Compassionate
Network
- Sub groups for each
objective , have created
action plans.
- Compassionate City EOL
Board
- Compassionate City
Web site



Objective 2: Workplaces



Employees experiences



At any time, one in 10 employees are likely to be affected by death, loss and grief (McGuinness, 2009).



56% of people said they would consider leaving their job if their employer did not provide proper support if someone close to them died.



Almost a third of people who had been bereaved in the past five years who were in a job at the time said that they were not treated with compassion by their employer.

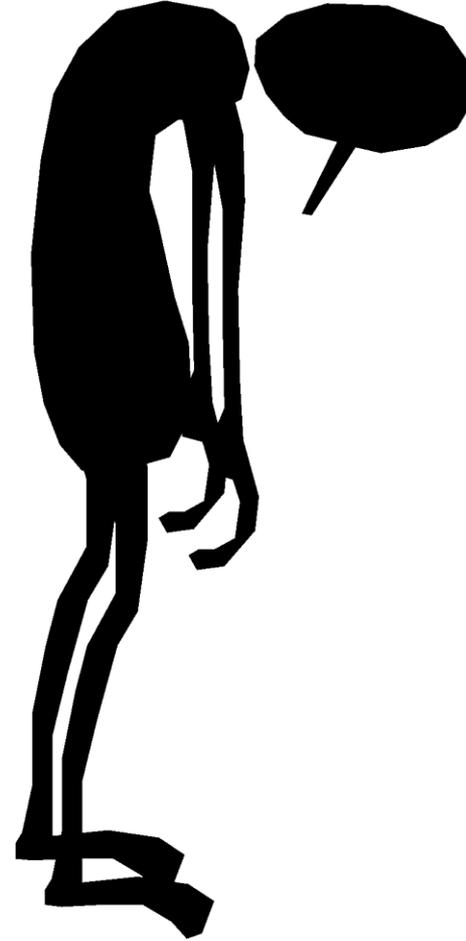


The death of a colleague in the workplace, has a major impact on colleagues and the business.

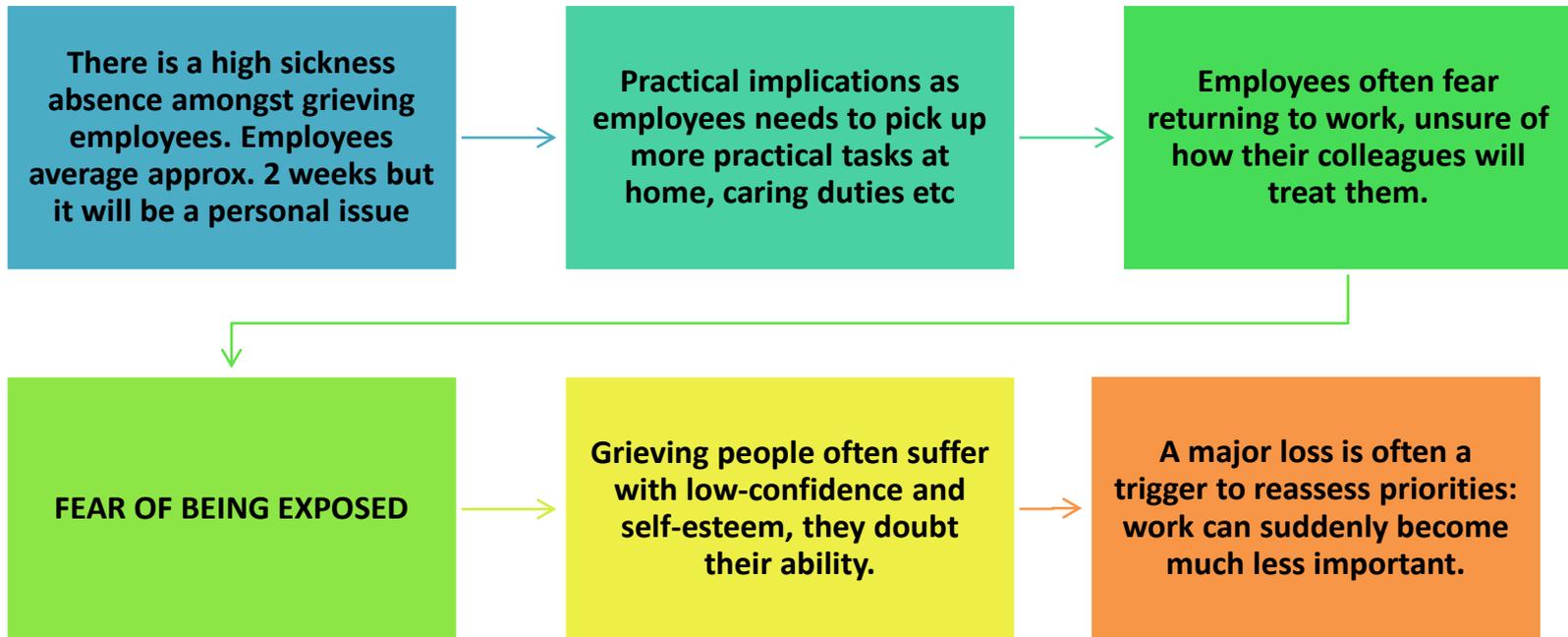
The mental wellbeing effects of loss & grief

- Anxiety, fatigue, inability to make decisions, lack of motivation,
- Stress, irrational anger and insecurity.
- Depression, apathy and often a loss of identity can cause difficulties

It can take months before people regain their interest and performance in work.



The impact of death, loss and grief



What Can Employers Do ?



The most effective approach for employers is to acknowledge the employee's loss and ask how they and the company can help.



Often people really value flexibility in working hours, location to suit their personal circumstances.



Regular Reviews should be carried out with bereaved employees to be supportive and to make any adjustments.



Be sensitive to particular times of the year e.g. anniversaries , Christmas etc.



Sign up to the Compassionate City Charter & Implement the workplace actions. Join the EOL Network.

The workplace & organisations

- Training and having Compassionate Friends and Champions.

- The organisation will have policies and procedures that compassionately support employees affected by death, loss and bereavement e.g flexible working.

- Having a support pack made available to an employee that offers practical advice and support about their options and available support.

- Customer facing organizations should review and ensure their policies and services meet the needs of customers that are affected by death, loss and bereavement



**Objectives 2 and 3 |
Workplaces and trade unions**

Our workplaces will have annually reviewed policies or guidance documents. There will be a city-wide award for compassionate organisations as part of the city's Wellbeing Charter.

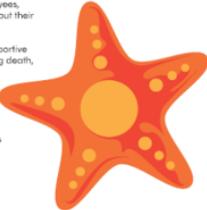
At any time, one in ten employees is likely to be affected by loss, death and bereavement. The aim is to promote compassionate employers throughout the city, ensuring that all staff experiencing loss, death and bereavement feel supported by their employers.

Grief and caring for someone who is dying impact hugely on the health and wellbeing of the employee, and 89% of people believe employers should allow flexible working for those caring for a dying relative. Having a compassionate and flexible approach from an employer can make a huge difference to that person's wellbeing and helps employers recruit and retain their workforce as they are recognised as a compassionate employer.

What can employers and organisations do?

Sign up to become a recognised compassionate organisation by meeting the following criteria:

- Having Compassionate Friends and champions in the organisation who feel confident in talking to those who are experiencing death, loss and bereavement, so the person affected does not feel alone and knows they have someone to listen when needed.
- The organisation will have policies and procedures that compassionately support employees affected by death, loss and bereavement, eg flexible working and individually tailored compassionate leave policies that take into account the person's circumstances rather than blanket policies.
- Having a support pack available to employees, providing practical advice and support about their options and available support.
- Training for managers on how to hold supportive conversations with employees experiencing death, loss and bereavement, and ensuring best ACAS practice is followed.
- Organisations ranging from banks and solicitors to hospitals and GP surgeries should review their services and policies to ensure they are responding to the needs of anyone experiencing death, loss and bereavement.





COMPASSIONATE FRIENDS COULD YOU MAKE A DIFFERENCE?

A Compassionate Friend lends a helping hand or friendly ear to friends or neighbours who have a life limiting illness or affected by loss. Our awareness session builds a compassionate friends' skills and confidence to have open, honest and sensitive conversations and to think about ways they can help and support those in their community.

The sessions are free and open to all, and will cover the following:

- Breaking down taboos and myths about death and dying.

- Thinking about how we can have compassionate conversations.
- How taking the time to **LEND** a helping hand or a friendly ear can make a difference.
- What support services are available for those at end of life or experiencing loss.

For further information, contact the St Luke's Education Team:

✉ education@stlukes-hospice.org.uk
☎ 01752 964250

2 hour session @ workplace



Compassionate Champion

- Is already a compassionate friend
- Will attend a 4 hour session and be taught how to train compassionate friends in their place of work
- Is given a toolkit to run a compassionate friends' awareness session



Compassionate EOL Employer

- Employers who implement this charter objective will receive an award certificate .
- Their success will be celebrated and promoted via our social media platforms and website.
- **Meeting the Compassionate Workplaces Criteria which achieves the Continuing Excellence Award for Livewell too**
- Please sign up to the End of Life Network via www.plymouthcompassionatecity.co.uk selecting workplaces and we will add you onto our contact list



CONTINUED EXCELLENCE AWARD

Continue to add value to staff wellbeing with extra goals including becoming a Compassionate Employer with St Luke's Hospice Plymouth and becoming Disability Confident with Pluss CIC.



Signing up to network

www.plymouthcompassionatecity.co.uk

Where you will find videos and useful information

OR

Telephone : **01752 964250**

Email : **education@stlukes-hospice.org.uk**

Any Questions ?