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|---|---|---------------------------------------|--|--|--|-------------|---|
| <b>To:</b>  | <b>Trust Board</b>                                    |                                       |  |  |  |             |   |
| <b>From:</b>  | <b>Carole Ribbins – Acting Chief Nurse</b>            |                                       |  |  |  |             |   |
| <b>Date:</b>  | <b>25 July 2013</b>                                   |                                       |  |  |  |             |   |
| <b>CQC regulation:</b>  | All applicable  |                                       |  |  |  |             |   |
| <b>Title:</b>   | <b>Patient Relative's Story – Acute Care Division</b> |                                       |  |  |  |             |   |
| <b>Author/Responsible Director:</b><br>Sue Mason – Divisional Head of Nursing, Acute Care Division<br>Heather Leatham – Head of Nursing, Patient Experience       |   |                                       |  |  |  |             |   |
| <b>Purpose of the Report:</b><br><br>A short DVD presentation will be provided highlighting a patient relative's experiences relating to end of life care at UHL. |   |                                       |  |  |  |             |   |
| <b>The Report is provided to the Board for:</b>   |   |                                       |  |  |  |             |   |
| <table border="1"> <tr> <td>Decision</td> <td></td> </tr> </table>  |   | Decision                              |  | <table border="1"> <tr> <td>Discussion</td> <td>X</td> </tr> </table>  |  | Discussion  | X |
| Decision  |   |                                       |  |  |  |             |   |
| Discussion  | X   |                                       |  |  |  |             |   |
| <table border="1"> <tr> <td>Assurance</td> <td></td> </tr> </table>   |   | Assurance                             |  | <table border="1"> <tr> <td>Endorsement</td> <td>X</td> </tr> </table> |  | Endorsement | X |
| Assurance   |   |                                       |  |  |  |             |   |
| Endorsement   | X   |                                       |  |  |  |             |   |
| <b>Summary / Key Points:</b><br>See overleaf  |   |                                       |  |  |  |             |   |
| <b>Recommendations:</b><br>The Trust Board is asked to note and support the issues highlighted by the DVD.  |   |                                       |  |  |  |             |   |
| <b>Previously considered at another corporate UHL Committee?</b><br>No  |   |                                       |  |  |  |             |   |
| <b>Strategic Risk Register:</b>   |   | <b>Performance KPIs year to date:</b> |  |  |  |             |   |
| <b>Resource Implications (eg Financial, HR):</b>  |   |                                       |  |  |  |             |   |
| <b>Assurance Implications:</b>  |   |                                       |  |  |  |             |   |
| <b>Patient and Public Involvement (PPI) Implications:</b>   |   |                                       |  |  |  |             |   |
| <b>Stakeholder Engagement Implications:</b>   |   |                                       |  |  |  |             |   |
| <b>Equality Impact:</b>   |   |                                       |  |  |  |             |   |
| <b>Information exempt from Disclosure:</b>  |   |                                       |  |  |  |             |   |
| <b>Requirement for further review?</b>  |   |                                       |  |  |  |             |   |

University Hospitals of Leicester NHS Trust

Acute Division

**Report to:** Trust Board

**Report From:** Heather Leatham, Head of Nursing, Patient Experience  
Sue Mason, Divisional Head of Nursing for Acute Division

**Date:** 25<sup>th</sup> July 2013

**Subject:** Relative's story

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**1.0 Introduction**

This story relates to the son of a gentleman who sadly died on ward 33 at the Leicester Royal Infirmary.

**2.0 Key messages from the story**

- 2.1 Ward Sister was key in this relative's experience.
- 2.2 Communication from the clinical team to the relative was very good.
- 2.3 Information was provided sensitively but honestly and at the appropriate time..
- 2.4 The patient's appearance, i.e. how they were dressed and attended to, provided confidence in the clinical team and reassurance to the relative
- 2.5 Despite being very busy, the ward staff made time for the relative.
- 2.6 The importance of knowing that a member of the team was with his father when he died.

**3.0 Lessons to be learned and actions being taken**

- 3.1 Improving end of life care has been a key strand of the Acute Division Patient Experience action plan.
- 3.2 A number of ward sisters/deputies have spent a week at LOROS, receiving training on end of life care.
- 3.3 Matrons in Medical Specialties CBU now send letters to relatives of patients who have died, offering condolences and a follow-up meeting to assist in answering questions.  
A Patient Experience session is part of the mandatory training – care of older people and end of life care are the focus of this session.

**4.0 It is requested that:**

- 4.1 The Trust Board receive and listen to the relative's story.

Sue Mason  
Divisional Head of Nursing  
Acute Care Division