

## A Toolkit for Community Care Homes and Agencies during COVID 19

During the current pandemic we are living through changing and challenging times. We have collected some useful resources, tools, and links to help you and your staff to continue to give excellent care to your residents and clients. We hope this helps you, please contact your local specialist palliative care team for individual advice.

### Resources and Publications

<https://www.england.nhs.uk/coronavirus/> latest updates from **NHS England**

<https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes>

**Beyond Words** is a charity that provides books and training to support people who find pictures easier to understand than words. They have produced free downloadable booklets to support those with a learning or communication difficulty through the coronavirus pandemic. <https://booksbeyondwords.co.uk/>

Link to a guide to offering sensitive care when someone has died - [Blessings, rituals and last rites](#)

**Skills for Health:** [Person-Centred Approaches](#)

**Skills for Care** - Provides information for social care providers, webinars and have launched an advice line to support those managing CQC regulated adult social care services through the current crisis. Get in touch and [find out more](#).

[EndofLifeCare-supportduringtheC19pandemic](#)

[COVID-19-webinars.](#)

### Information on the Hospice UK website

What to expect when someone important to you is dying (website info)

<https://www.hospiceuk.org/what-we-offer/clinical-and-care-support/what-to-expect>

Where can I turn for help if I am concerned about someone who is dying?

<https://www.hospiceuk.org/what-we-offer/clinical-and-care-support/what-to-expect/help-and-resources>

Find a hospice <https://www.hospiceuk.org/about-hospice-care/find-a-hospice>

### Dying Matters

**Website:** <https://www.dyingmatters.org/>

- Things to do before you die
- Supporting bereavement
- Let's talk about dying
- Talking about dying with people affected by dementia
- Talking about dying with children

Printable versions of these leaflets can be found here:

<https://www.dyingmatters.org/page/updated-resources>

## E-Learning

Health Education England's e-Learning for Healthcare (HEE e-LfH) programme has up to date information on Covid 19 and has e-lca which is training for end of life care (free access) <https://www.e-lfh.org.uk/>

OpenLearn – free learning from the Open University, has free resources on corona virus, death and dying and bereavement as well as a huge selection of other free courses. <https://www.open.edu/openlearn/health-sports-psychology/social-care-social-work/coronavirus-dealing-death-dying-and-grief>

RCN – <https://rcni.com/hosted-content/rcn/fundamentals-of-end-of-life-care/end-of-life-care---fundamentals-of-nursing-care-end-of-life>

## Communicating with patients and families during COVID-19

A range of training and support materials developed by a rapid-turnaround team for NHS England/Ireland during the COVID19 pandemic.

A written framework for beginning, progressing and finishing a conversation to communicate unwelcome news which emphasises the importance of the following principles:

- listening as well as speaking
- listening to understand the patient or family member's ideas, concerns and expectations
- checking understanding (on both sides)
- managing strong emotions
- creating a safe space despite the bad news being discussed
- using silence to allow the person to take in and process what they are being told

## Telephone Call Checklist

[A checklist for delivering unwelcome news over the phone](#)

## Advice for Having Difficult Conversations

Evidence based guidance and a summary document on how to have difficult conversations with patients with COVID-19 and their families.

- [Download COVID-19 evidence based advice for difficult conversations](#)
- [Download COVID-19 real talk summary sheet](#)

## Discussing unwelcome news – a framework



### Supporting Staff

RCN – Healthy workplace, healthy you. Six mindfulness based videos that each cover a different stage of your day, from starting your day to arriving home. Each video provides practical techniques which you can put into practice.

Watch the videos:

- [Step 1: Starting your day](#)
- [Step 2: The journey to work](#)
- [Step 3: Arriving at work](#)
- [Step 4: Leaving work and letting go](#)
- [Step 5: The journey home](#)
- [Step 6: Arriving home](#)

The QNI offers a Listening Service, TalkToUs, to offer emotional support by phone to registered nurses. The service is operated by trained listeners who are available to speak to any nurses working in community or social care, including those supporting care homes, and nurses working with people who are homeless.

<https://www.qni.org.uk/help-for-nurses/talktous/>

Cavell Nurses Trust offers help for nurses, midwives and healthcare assistants, both working and retired, when they are suffering personal or financial hardship. This is often due to illness, disability, older age and domestic abuse.

<https://www.cavellnursestrust.org/>

The Junius S. Morgan Benevolent Fund assists registered nurses and midwives, and health care assistants, including those who are retired. The criteria for grants has recently been extended to support third and fourth year student nurses working in the NHS. <https://www.juniusmorgan.org.uk/grants/>

## Bereavement

[Government advice on what to do after a death from Covid-19](#)

[Age UK - downloadable PDF leaflet on bereavement in later life](#)

CRUSE - resources to share how bereavement and grief may be affected by this pandemic. It covers some of the different situations and emotions bereaved people may have to deal with. <https://www.cruse.org.uk/get-help/coronavirus-dealing-bereavement-and-grief>

Winston's Wish - advice and guidance on supporting children through coronavirus, including information on topics such as telling a child someone is seriously ill or has died from coronavirus, how schools can support bereaved students and how to say goodbye if you can't attend a funeral. <https://www.winstonswish.org/coronus/navi>