

Bereavement Care Questionnaire

Please accept our condolences at this sad time.

Thank you. The Royal Wolverhampton NHS Trust Bereavement Services

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

1. Please tell us in which ward/area your relative/friend was last cared for:

.....
.....

2. On what date did the death occur

3. Did a member of staff tell you that your relative/friend was coming to the end of their life?

- Yes No N/A

4. Did staff discuss with you where your relative/friend wished to be cared for in their last days?

- Yes No N/A

5. Were you given the opportunity to speak with nursing or medical staff about any concerns you may have had?

- Yes No

6. Was the death expected? Yes No

Below are some questions about the care your loved ones received during their final admission, please indicate how much you agree or disagree with the below statements:

8. Your loved one was given enough pain relief

- | | |
|---|---|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Strongly disagree | <input type="checkbox"/> Not applicable |

9. Your loved one had enough relief of symptoms other than pain (such as nausea, breathlessness, or restlessness)

- | | |
|---|---|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Strongly disagree | <input type="checkbox"/> Not applicable |

10. The person had support to drink or receive fluid if they wished.

- | | |
|---|---|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Agree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Disagree |
| <input type="checkbox"/> Strongly disagree | <input type="checkbox"/> Not applicable |

11. Staff provided me with spiritual/religious/cultural support to meet my needs. (E.g. Were you offered support from an appropriate religious person? Were you asked about your visiting needs? Were your after-death rituals respected)
- Strongly agree Agree
 Neither agree nor disagree Disagree
 Strongly disagree Not applicable
12. Were you given the opportunity to spend time with your relative/friend at the time of death and afterwards?
- Yes No N/A
13. Did staff offer you the opportunity to have a keepsake of your relative/friend? e.g. hand prints and locks of hair.
- Yes No N/A
14. Was organ or tissue donation from your deceased relative/friend discussed with you?
- Yes No N/A
15. Did you receive information regarding the facilities available at the Swan Suite following the death of your relative/friend?
- Yes No N/A
16. If applicable, due to religious or cultural needs, were you given the opportunity to have your relative's/friend's body removed from the hospital as soon as possible after they died?
- Yes No N/A
17. If you had contact with the Bereavement Centre how would you rate your experience?
- Poor Fair Satisfied Very satisfied

18. Was your relative's / friend's Medical Certificate of Cause of Death completed within 3 working days (if the answer is no please state how long it took below)?

Yes No N/A

19. Did a Doctor from the Bereavement Centre (called a Medical Examiner) or a Bereavement Nurse contact you to discuss your relative's/friend's death? (If the answer is yes please comment below if this was helpful)

Yes No

20. Were you given any written information following the death of your relative/friend explaining what to do next? (If the answer is yes please comment below if it was helpful and provided all of the necessary information)

Yes No N/A

21. Overall, how would you rate the care and support given by the hospital to the person who died during the final admission?

Excellent Good Fair Poor

22. Overall, how would you rate the care and support given by the hospital to you and other close relatives or friends during the final admission?

Excellent Good Fair Poor

23. Please rate the compassion shown to you and your relative/friend by our staff

Not compassionate Somewhat compassionate

Compassionate Very compassionate

Comments:

.....

.....

.....

24. What did the person who died regard as their ethnicity?

.....
.....

25. What do you regard as your ethnicity?

.....
.....

Would you like to be contacted by the Trust?

Yes No

Please complete this section:

Patient's name:

Your name:.....

Your address:.....

.....
.....

Telephone:.....

Email:.....

Thank you for taking the time to complete this questionnaire.

Royal Wolverhampton NHS Trust Bereavement Services.

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowałiby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。