



A Host of Golden Daffodils

Sophie Falconer
ICU Sister
Warrington and Halton Hospitals NHSFT

Sophie.falconer@nhs.net

Aims

- ▶ Discuss types of bereavement services offered by other units
- ▶ Detail and evaluate the bereavement services offered by Warrington ICU
- ▶ Inspire others to implement or expand their services to help support bereaved relatives

Support Strategies- Bereavement Support

- ▶ Intensive Care Society (1998) recommends that facilities should be available to follow up bereaved relatives
- ▶ ICU's should develop comprehensive bereavement programmes to support both families and clinical staff (Truog et al., 2008 and McAdam & Erikson, 2016)
- ▶ Bereavement support is increasingly being accepted as an important element of comprehensive ICU (Berry et al., 2015)
- ▶ National survey based on ICS guidelines 76% had facilities for follow up - does not specify which
- ▶ Guidelines are outdated, bereavement care is under developed and under reported. Should be prioritised in the critical care research agenda

What type of bereavement support do you offer relatives on your unit?





What do you think a memorial service should consist of?

What do you think the positives and negatives are of providing a memorial service?

Privacy and dignity

- ▶ Difficult to provide cubicles
- ▶ Only curtains to separate bed spaces
- ▶ Butterfly sign to remind staff to be quiet around certain bed areas



Please speak to nurse before entering this
bed space.
Thank you

Memories

- ▶ Offer hand prints and locks of hair as a keep sake of their loved ones
- ▶ Bookmark with adornment
- ▶ Poems written by ICU Staff
- ▶ Book of remembrance
- ▶ Memorial Service



Specialist Nurse Organ Donation - Cara Hart
Staff Nurse - Angie Brownrigg

Poems

Think of them as living
In the hearts of those they touched
For nothing loved is ever lost
And they were loved so much

A. Brownrigg

As this winged mouth I hitch, for the new lands beyond,
May I go with the music of your love as my song.
For I am leaving your side for the next given place,
But whenever you will it our souls can embrace.
For truly, I leave all of my love to reside,
Safe at home, in your heart, while this journey I ride.

E. Benson

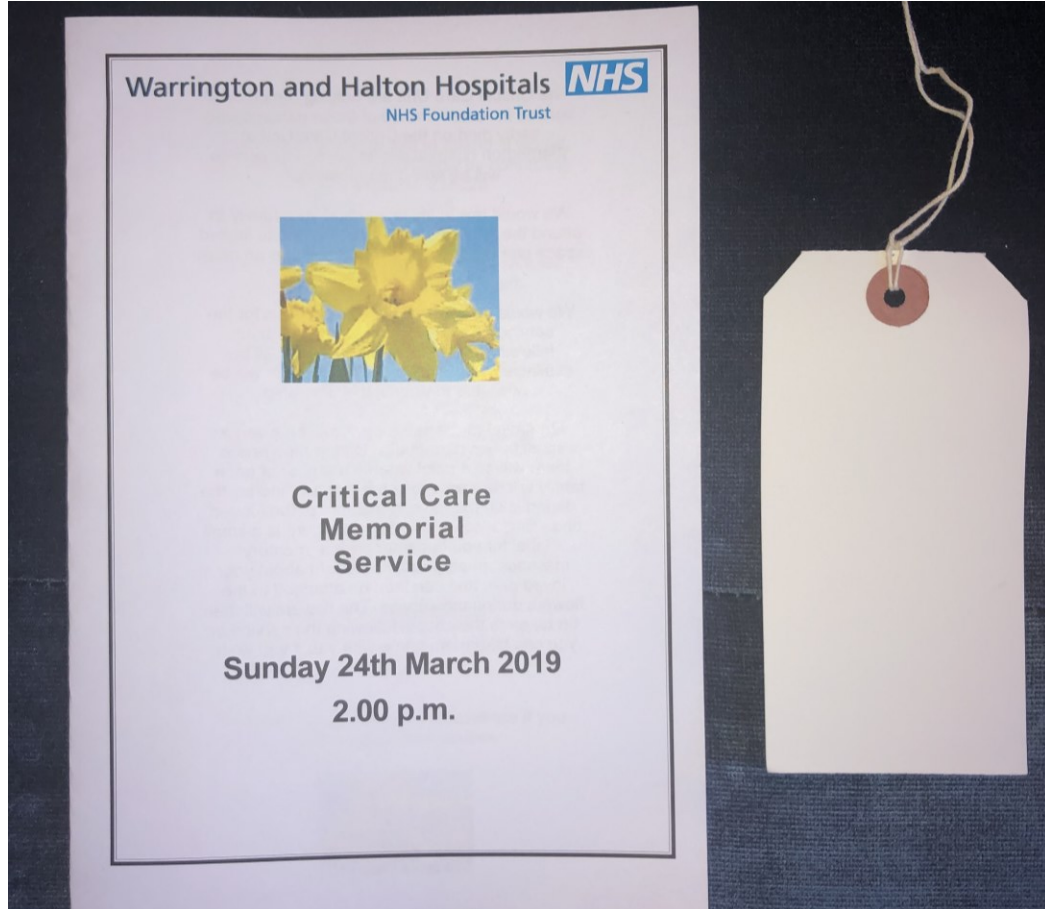


Book of remembrance

- ▶ Write to relatives
- ▶ Permission form
- ▶ Calligraphy

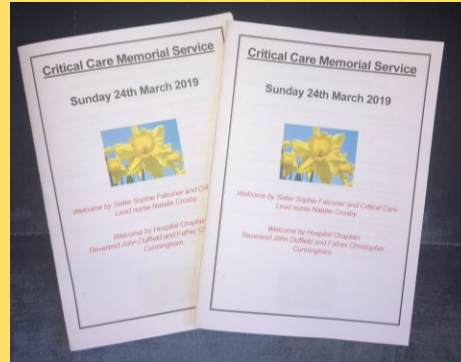
Memorial Service

- ▶ Started at Warrington by Sister Pam Williams (2005)
- ▶ The service is held every March
- ▶ Relatives of those who have passed away from January to December the previous year are invited
- ▶ Approx 120 relatives attend each year
- ▶ Speakers from the unit including nurses and consultants
- ▶ Piper, soloist, school choir
- ▶ Daffodils given to relatives to attach messages in memory of loved ones which are then taken to the chapel
- ▶ Staff from ICU bake and volunteer their time to run the service
- ▶ Extremely positive feedback



Service Invite

Order of Service



Welcome to the Critical Care Memorial Service



March 24th 2019

We Remember...



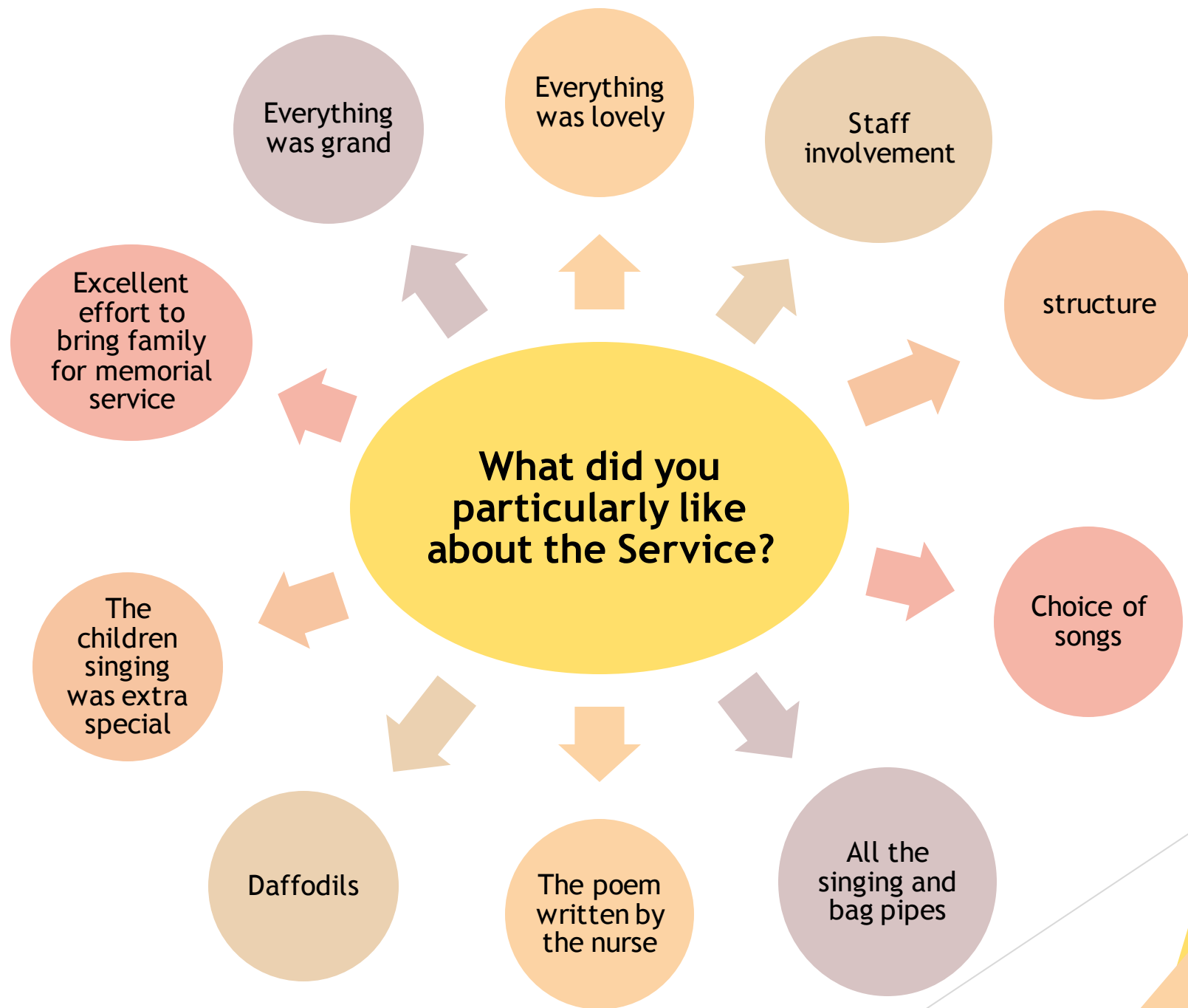


This Photo by Unknown Author is licensed under [CC BY-SA](#)



Refreshments and Cakes

- View book of remembrance
- Patient Diaries
- Talk to staff
- Talk to other relatives



Was there
anything you
disliked?

- ▶ No
- ▶ How it brought up memories, but I'm glad I came

How did you feel about the religious content, was it?

Too Much

Too Little

Just Right -



We are not religious but we found it comforting as it was all about grief and feelings.

What did you think about the venue?

Comfortable

Just right

Lovely

Lovely room, with comfortable seats

Lovely now its been improved

Very much improved since last memorial

Convenient and good

Ok, but coffee/tea room very small for the number of people at the service

Worked very well

Easy to access

Very well presented

Just the right size

Do you feel better for attending, and if so. Why?

Yes

- ▶ It gave me closure
- ▶ Its amazing that you think about is afterwards
- ▶ It brought closure and a kind of closure
- ▶ But it was emotional
- ▶ Because everyone was grieving and recently bereaved so we didn't feel alone
- ▶ It was lovely to remember
- ▶ It's a good idea to air feelings

No

- ▶ Feel awful now
- ▶ Extremely painful, but probably needed

Would you like to see any other type of bereavement follow up for relatives?

Yes (x 1 response)

No

- ▶ This is fine
- ▶ This service is enough
- ▶ We have received enough

Extra comments...

- ▶ Thank you to everyone who made this service so special
- ▶ Its great that you put this service on

Recognition by the trust in 2016!

1'st - Team of the year

2'nd - Excellence in innovation, improvement and efficiency



BACCN Conference 2017
4 & 5 September, London

A Host of Golden Daffodils

Warrington ICU Memorial Service – Sophie Liu & Helene Hazzard

Introduction

The death of a loved one in the ICU is often an unexpected and traumatic event (Berry, Brink and Metaxa, 2015).

The idea of the memorial service came from the nursing staff who wanted to show that they remember the patients who have died on the unit and their loved ones long after they have gone.

The service is run by ICU staff and Dr A. Higgs who all provide their time voluntarily and also bake for the service.

The aims of the service is to celebrate their lives and to recognise the courage and dignity of those left behind.

Method

The service is run yearly during spring, where all the relatives of patients who have died on ICU the prior year are invited.

Relatives are asked to personalise a label with a message, memory or photograph. At the service these are then placed on a bunch of daffodils.

Daffodils are chosen as a symbol of spring, rebirth and hope for the future.

The service consists of readings, performances by school children, a piper and a soloist.

Names of all who have sadly passed away the year before are shown on screen, whilst relatives lay their daffodils at the table.

Refreshments and cakes are provided afterwards, and relatives are able to view the memorial book and talk to each other. Staff are available to chat with them.

Conclusions & Discussions

The service has been recognised as thoughtful with a personal touch, many relatives have also commented on the comfort knowing they are not alone in their grief.

Overall the service expresses the care and compassion that the critical care nurses have for patients and relatives, even when they are no longer in critical care.

Feedback has identified the positive impact the service has on relatives and close friends of those who have passed away.

As the memorial service continues to gain positive feedback the Critical Care nurses will continue to run the service yearly.

Key Messages

The feedback received highlights the huge success and positive impact of providing the service. And the importance of supporting relatives of those who have sadly passed away.

Results

98 people attended this year's service which received extremely positive feedback. In 2016 at the trust's Thank you awards we placed 1st in "Team of the Year" and also placed 2nd for "Excellence in Innovation, Improvement and efficiency".



**Any
Questions?**

