

## 12. Viewing the deceased person

- 12.1 Family and friends of the deceased person may wish to view the body. This can be an important first step in the grieving process and should be facilitated as appropriate.
- 12.2 If family are present, or arrive shortly after the death has occurred, they may view the deceased person on the ward. All efforts should be made for this to occur in a side room in order to protect the privacy and dignity of the deceased and their family, and out of consideration for the feelings of other patients and their visitors. Advice should be sought from a manager if there is a significant delay for family to attend.
- 12.3 Viewings in the mortuary bereavement suite are by appointment only, and are limited to close friends and family. The family must contact the ward where the patient was cared for to arrange a viewing. Ward staff will liaise with mortuary (in hours)/portering staff (out of hours) to make the arrangements.
- 12.4 Family must be accompanied to the Bereavement Suite by an appropriate member of ward staff who will be responsible for confirming the identity of the deceased person with mortuary staff (portering staff out of hours) and providing support to family for the duration of the viewing. This may be a nurse or a CSW who has demonstrated competency in escorting families to viewings. A Bereavement Coordinator or Hospital Chaplain may also fulfil this role if appropriate.