

19. Training and Support for staff

- 19.1 It is essential that all staff involved in caring for people who are dying, and for people who are bereaved, that they are well informed so they feel confident about the care and support they give. They should have opportunities to develop their knowledge, understanding, self-awareness and skills.
- 19.2 All staff dealing with deceased patients and their families should have the opportunity to access training appropriate to their roles as part of their induction and/or professional development.
- 19.3 Up-to-date information, resources and training on bereavement issues are available on NHS Lothian's staff intranet site.
- 19.4 Information on religious and cultural customs and practices concerning death should be available in every clinical area. Wherever possible, staff should consult this **before** the death occurs. Any queries should be made to the on-call chaplain (available 24 hours a day – contact through the hospital switchboard).
- 19.5 While most staff cope and support one another well, following the death of patient, opportunities should be provided for:
 - Space and time (alone or with others).
 - Talking through the death / formal debriefing.
- 19.6 Hospital chaplains offer confidential and non-judgemental support to staff with or without religious beliefs.
- 19.7 A confidential staff counselling service is available for those who require longer-term or more formal support. The Staff Support and Confidential Counselling Service can be contacted on 0131 536 1135 (option 3).
- 19.8 Additional resources can be found in the [Staff Health and Wellbeing](#) section of the NHS Lothian staff intranet.