

Breaking Hearts

Rev'd Capt Katie Watson
Head of Chaplaincy



Setting the scene

The role of chaplaincy at Newcastle Hospitals is so varied that it is almost impossible to define...

So today I would like to talk about a few of the areas that we have adapted practice in during the COVID-19 pandemic.

Snapshot of 2020 – 2022

As a team we have had to adjust and react with speed, courage and resilience.

The chaplaincy team recorded **14,198** patient and staff contacts in 2020-2022.

But what does that look like?



Numbers... the dying and deceased

- In the reporting period, chaplains responded to a total of **3,935** Care of Dying Patient alerts.
- **1986** Chapel of rest appointments and Police Identifications were undertaken.
- 241 patients were anointed in the sacrament of the Christian faith.



“The chaplain made everything so straightforward. They explained the whole process to us, and reassured us that our relative looked at peace before we saw him. The chaplain was right outside all the time if we needed them but was totally non-intrusive. Because they were so calm it helped to make us less nervous. We did not feel rushed in any way, and felt that we were in control all the time.

The whole viewing procedure has clearly been very well thought out. I have viewed family members on trolleys before now, and the idea of making the viewing area resemble a bedroom setting is so much more comforting, and we could almost believe that our relative was just asleep.”

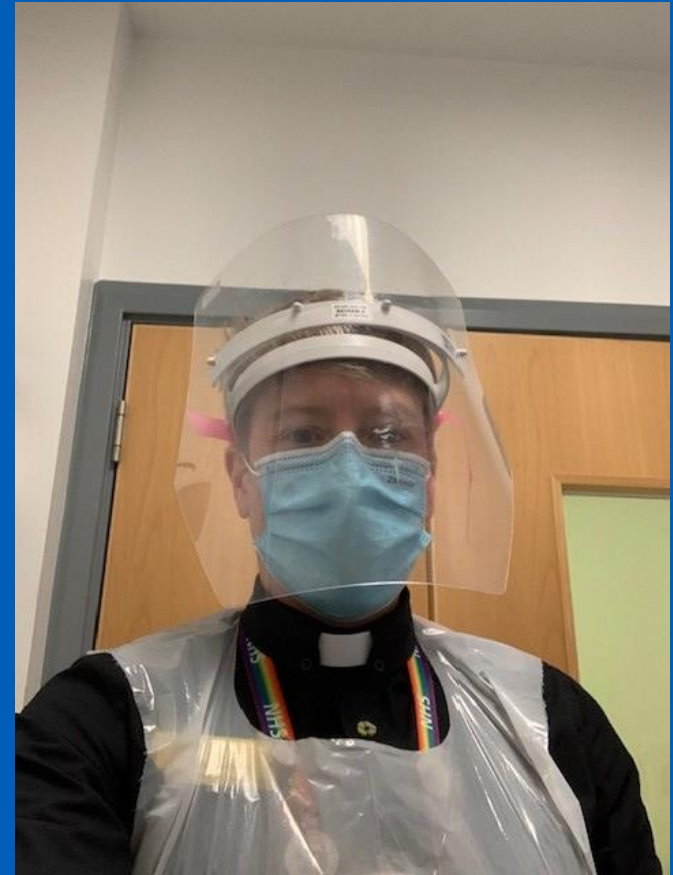


Numbers...Our staff

- We have conducted **1269** individual sessions (1 hour minimum) in this reporting period for Trust staff;
 - From bereavement to shielding
 - Foodbank vouchers
 - Emergency accommodation following Domestic Violence
- We have led numerous decompression and support sessions for units and wards;
- Memorial services for staff who have died throughout the year; and
- Conducted Community team visits as well as Regent Point, Freeman Hospital and RVI.

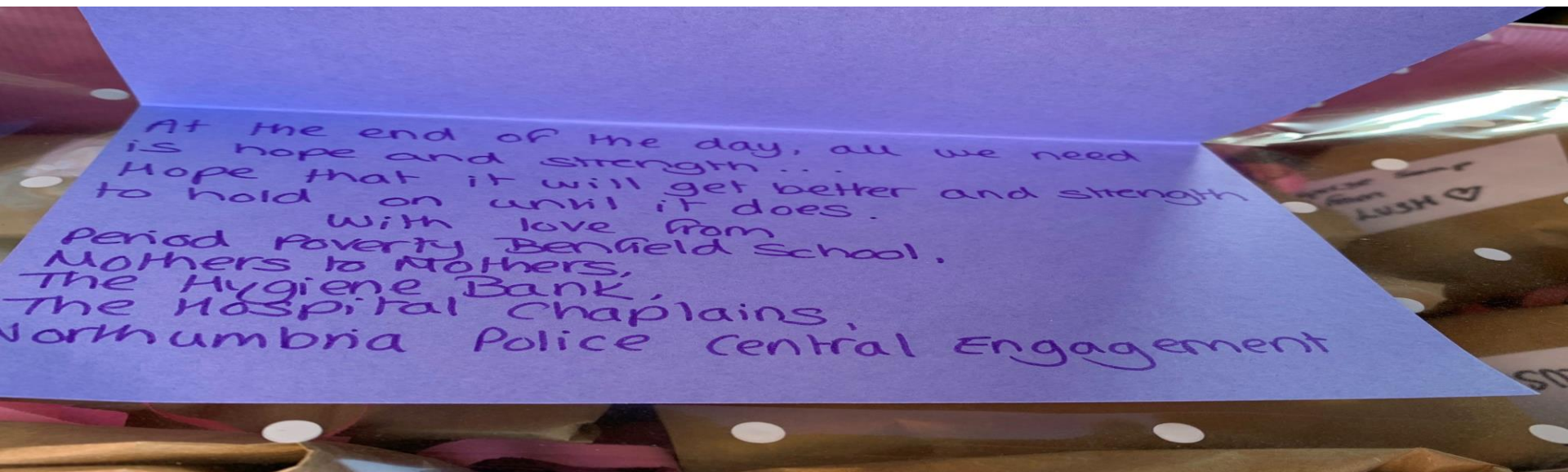


But in human terms, what did this look like in a pandemic?



Patients and relatives...

- Welfare packs for those being discharged, food for 24 hours etc.
- Clothing packs for out of area patients arriving in gowns.
- Cards delivered, written, posted two way for patients and relatives to communicate.
- Arts and crafts materials to maternity patients. Reading materials, CDs and DVDs.
- We continued to visit all patients throughout the pandemic. Adapting as we went, that might have meant face timing relatives or singing or simply holding a patients hand.



End of life care...

- Facetimed prayers
- Last Rites
- Blessings
- Booklets for use at the bedside
- Wooden holding crosses
- Letters to loved ones
- Funerals
- Fetal Cremation service



Weddings...

- We have facilitated and conducted two weddings in the Trust for patients during Covid.

“Hi K, I saw A yesterday and he was really appreciative of every one who assisted with his wedding to K. He said it was a lot more special than he thought it could be in hospital. He actually apologised for “being an arse”.”

- We wrote and conducted a service for vows said by a couple in front of the grooms mum, who was dying at home, she died peacefully 2 hours later.

A Service to celebrate the love of R & S and their declared intention to be married.



Our Staff

- Distributed packed meals and welfare packs;
- Brown Paper bag Period poverty;
- Implemented and funded the Pay it Forward staff meal scheme;
- Campaigned for and gained the TogetherAll resource for all Trust staff;
- Bid for an established Helping Hands bespoke access to Welfare Advice for NUTH staff;
- Holistic sessions of aromatherapy;
- Yoga/meditation with our Pastoral Care Chaplain;
- Training sessions moved to on-line and pre-recorded;
- Support to the Lighthouse Lab, ICNE and Nightingale; and
- Death and bereavement.



Examples

Thank you very much to you, Em and all the chaplaincy team for all your tremendous and ongoing support during the whole of 2020. It's been really tough going at times, but you have kept me going when things seemed bleak - I remember you telling me about the one candle that was still burning was hope.....

I have learnt a lot about myself, life, faith etc from Em and yourself and what I can take away from 2020 is meeting some new and wonderful people and of course a new heart!

The chaplain has been a great support to staff and patients this week. They have supported the staff through the loss of a very valued colleague and performed a lovely service yesterday.

“Provided emotional and religious support to a family who's child was dying over 3 days. Guided family through a difficult time and also guided them into breaking bad news for their other children. Also provided support for the nursing staff who were looking after the patient.”



Faiths and beliefs

- Different chaplains taken on staff;
- We have provided contact for patients, relatives and staff to faith and belief leaders throughout the Pandemic;
- We had a collaborative poem/psalm created which was featured on national radio and published in a book; and
- We sourced:
 - Quran Cubes
 - Ramadan Packs including Itfar snacks
 - Belief beads, Holy water and sacred Texts
 - Extra Sacred space

Trust Chaplaincy Department

Chaplains are here to listen, to support you and to ensure that you have access to appropriate Pastoral, Religious, Belief or Spiritual Support that is important to you. Our team are from diverse backgrounds and cover the whole Trust. We will always try to support you in the way that is best for you.



Chaplains are available 24 hours a day for patients, relatives and staff.
Telephone: 08:30 to 16:30 - Internal 48129 or External 0191 244 8129
16:30 to 08:30 – Switchboard – Internal 0 or External 0191 233 6161
Do not leave answerphone messages for urgent requests but ring switchboard and ask to be put through to the on-call chaplain. None urgent referrals can be made via nuth.chaplaincy@nhs.net
Out of hours we may have to come in from outside of the Trust or another site,
we will always try to be with you within one hour.



The Toon and beyond

- Support to Mutual Aid organisations
- Co-working with Northumbria Police
- Suitability
- Foodbanks
- Woman's Refuges
- Social Services



From tablets of stone to Ipad

- Covid-19 - One year on commemoration from Newcastle Hospitals <https://vimeo.com/506055526>
- I lift up my eyes...from this lockdown - Poem by Martin Wroe <https://www.youtube.com/watch?v=FRSLPbNmlQg&feature=youtu.be>
- Christmas reflection <https://www.youtube.com/watch?v=1dllJeoc8Zw&feature=youtu.be>
- Blue Christmas <https://www.youtube.com/watch?v=ciUErIbA0Ms&feature=youtu.be>
- Remembering our Babies <https://www.youtube.com/watch?v=BrYdSdnQZAo&feature=youtu.be>
- Act of Remembrance <https://www.youtube.com/watch?v=WGpqBLjt4J0&feature=youtu.be>
- Children's Heart Unit service <https://vimeo.com/467709871/72edecc05d>
- NHS Anniversary <https://www.youtube.com/watch?v=LmhT4Yza5Hw&feature=youtu.be>
- Hannukah <https://www.youtube.com/watch?v=LmhT4Yza5Hw&feature=youtu.be>
- Christingle <https://www.youtube.com/watch?v=LmhT4Yza5Hw&feature=youtu.be>

Training videos including

Spirituality matters

Dying Matters week

Health Care Academy

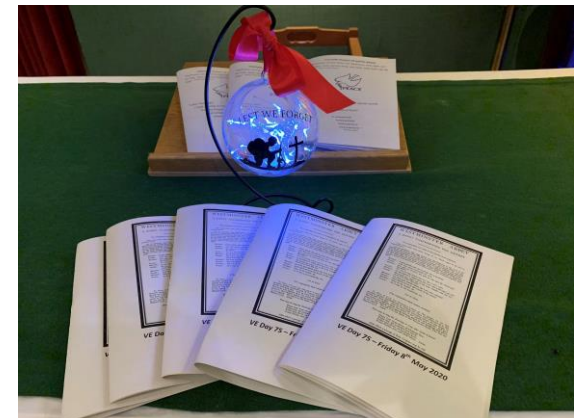


From tablets of stone to Ipad

- *“Presentation was light, bright, full of humour and thoughtfulness”*
- *“Excellent presentation and knowledge imparted to the audience”*
- *“We were able to watch the video, in small chunks, today and would like to express our kindest thoughts to you and the team who were involved in making it.”*
- *“2020 hasn’t been the kindest year for anyone, but has been particularly harder for those who have lost those they love. Your video has evoked a few emotions that show us just how deep the wounds of our loss are: they may never heal and we have to come to terms with that and continue in life with those wounds open.”*

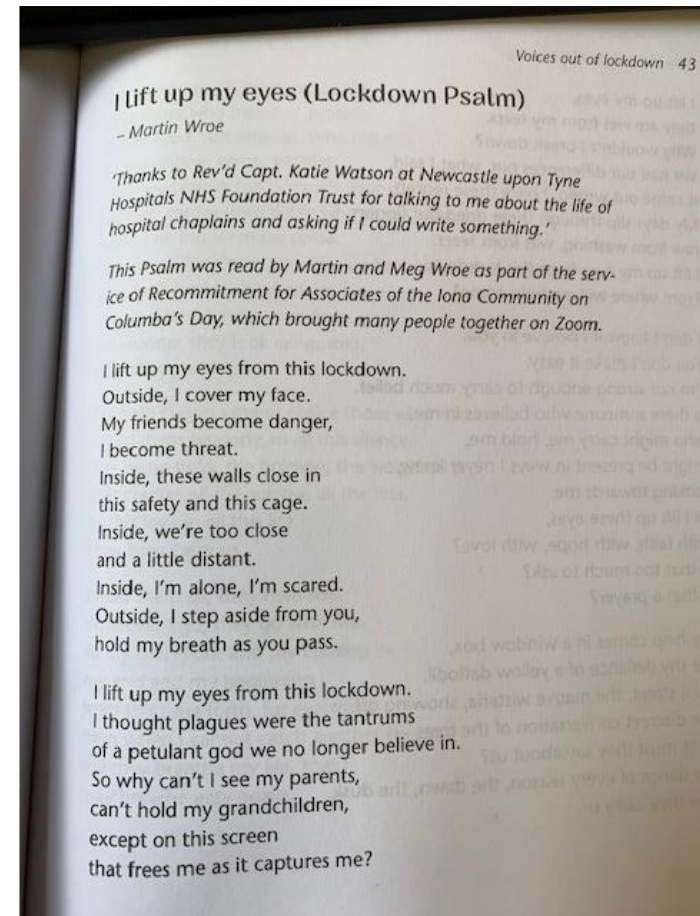
NUTH taskings

- Ethics rota
- Staff support cell
- Workforce group
- Flourish
- Joint Working with OHS, HR and Workforce Development
- Care After Death Sessions across the Trust
- Staff Induction sessions
- Student nurse and midwife sessions
- P4P Bereavement sessions
- Culture, Faith and Spirituality sessions
- Count your Losses sessions for LGBT History month
- Bereavement Group
- End of Life Group
- Green spaces



National Chaplaincy

- National Chaplaincy Leads fortnightly conference call for best practice;
- Led Regional response for Chaplaincy support;
- Journal Article published on the Staff Welfare Hound;
- National Radio BBC 5,4,2 and BBC Newcastle interviews and responses to our work;
- National use of the resources we created both within Chaplaincy and the Church of England; and
- NHS Employers Armed Forces National conference.



On broken hearts...

I called this presentation 'breaking hearts' because that is what we have had to do on occasion, not just us chaplains, but all of the staff, and I think what I really wanted to highlight is that each of us have had our hearts broken a little as a result of the last 2 years, and that is going to take time to heal as well.



Thank you to all who have supported us in our ministry during this time. New working relationships have been created and different ways of working have been developed. Whatever else we remember of this pandemic, as a team we will be forever grateful for the kindness and care shared within this Trust.



Questions, comments, suggestions...

