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GUIDANCE FOR CARE OF THE DECEASED FOLLOWING AN EXPECTED DEATH

Introduction and Aim

Caring for the patient who has died is often the last element of 'nursing' that is performed; it should be seen as a privilege and be carried out with dignity and respect. This care goes further than the physical needs of the deceased and it is imperative that staff provide supportive, spiritual and compassionate care to the extended carers e.g. relatives, partners, carers or friends. Throughout the guidance reference will be made to relatives but the Health Board appreciates that partners, carers or friends might have involvement in this process.

Caring for the deceased is a practice that should incorporate the relatives' wishes and reflect their cultural, religious and social beliefs (Pattison 2008). Each individual will react very differently as bereavement is a unique experience. This information is to be used as **guidance only**, with the aim of accommodating the wishes of the bereaved whenever possible. The Nursing and Midwifery Council state that it is imperative that both the bereaved and the deceased are treated individually and that their dignity is respected (Nursing Midwifery Council 2015). (Department of Health 2005), acknowledging the critical role undertaken by all hospital staff.

Managing individuals during this difficult time can be challenging and requires sensitive communication to accommodate need. Consideration regarding the health and safety requirements for those in contact with the deceased is also required. Advanced planning is also critical and for deaths that are expected professionals are afforded the opportunity and time, to formulate plans of care. All communication with the relatives should be concise, unambiguous and should provide the necessary clarity required. This will then potentially assist them whilst grieving, both at the time of death and in the weeks and months that follow.

The aim is to provide local guidance for all health care professionals caring for the deceased at Cardiff and Vale University Health Board. It will include care of the deceased at the time of death (last offices), transfer to the mortuary or into the care of the Funeral Director, viewing of the deceased, collection of the 'medical certificate of cause of death' and registering the death.

Objectives

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- To ensure the deceased are treated with dignity, respect, care and compassion at all times.
- To provide staff with procedural guidance facilitating a standardised approach.
- To ensure staff have a good knowledge base and an understanding of the process and rationale involved.
- To improve knowledge and therefore competence and confidence.

Scope

This guidance applies to all of our staff in all locations including those with honorary contracts

Equality Impact Assessment	An Equality Impact Assessment has been completed. 'This is because a procedure has been written to support the implementation of the guidance. The Equality Impact Assessment completed for the guidance found there to be a positive impact.
Health Impact Assessment	A Health Impact Assessment (HIA) has not been completed because there are no implications to this in this guidance.
Documents to read alongside this Guidance	Patient Property Policy Fetal Remains, Stillbirth and Neonatal Death Policy and Procedure Guidance for Transferring a Deceased Baby or Child
Approved by	Bereavement Strategy Group Clinical Standards and Innovation Group

Accountable Executive or Clinical Board Director	Nurse Director
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Disclaimer

If the review date of this document has passed please ensure that the version you are using is the most up to date either by contacting the document author or the [Governance Directorate](#).

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Summary of reviews/amendments

Version Number	Date of Review Approved	Date Published	Summary of Amendments
1	28/10/2012	15/11/2013	Replacing Mental Health Act Document Reference 13
1.1	26/11/2013	28/11/2013	Amendment – Appendix 6
1.2	03/03/2014	06/03/2014	Amendment - Date of Review incorrect on publish date
2	27/04/2016	23/09/2016	Policy Review
3	December 2017 by “virtual” meeting	20/12/2017	Addition which was accidentally excluded from previous version. Removal of referral to HM Coroner patients subject to Deprivation of Liberty Safeguards.

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Health Board

1. OVERVIEW OF THE GUIDANCE

- 1.1 Care of the deceased (Last offices).
- 1.2 Transfer of the deceased.
- 1.3 Viewing of the deceased.
- 1.4 Collecting the stillbirth or medical certificate of cause of death.
- 1.5 Registering the death.

1.1 Care of the Deceased (Last Offices)

This is at least a two person procedure that can be performed by unregistered staff but a registered nurse / registered midwife must supervise / confirm that the procedure has been completed correctly and **must check and sign** the Death Notification Proforma. The registered nurse / registered midwife has overall responsibility and accountability.

Before starting this procedure, ensure that verification of the death has been given; and that this information is recorded in the medical notes. This is usually done by medical staff, but if death is expected, verification of its occurrence may be undertaken by a suitably trained senior nurse / practitioner in line with Health Board guidance.

[Guidance for the Verification of Expected Death by Qualified Nursing Staff](#)

Ensure the relatives, carers and or next of kin have been informed and offer support as appropriate.

For religious or cultural requirements guidance should be sought from the relatives. It is critical that following a death, staff do not presume they will know the relative's wishes, as each person will react differently whilst grieving. This is particularly pertinent for relatives following a cultural death, as even within cultures there can be variations.

If it is not possible to discuss this with relatives or the death is sudden or unexpected advice can be sought from the Chaplaincy Team (contactable via switchboard). The Multi Faith Customs guide (version 2 August 2009) located on all ward areas also provides information and guidance. The Chaplaincy Team are available during working hours, but they also provide an on call service that is accessible twenty four hours a day.

Relatives might wish to be involved in carrying out the care. Where possible, it is important to accommodate their wishes, but sensitive and

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thorough communication is imperative prior to commencing this procedure.

Points for consideration:

- Does the death need to be reported to HM Coroner? If so, or if uncertain, leave all invasive devices (cannulae, urinary catheters, central venous lines, endotracheal or naso gastric tube) in situ, covering as appropriate to prevent leakage and take guidance from medical staff. If endotracheal or naso gastric tubes are left in situ, sensitive communication with the relatives to explain the reason why is critical i.e. to prevent the potential destruction of vital evidence.
- Is there a potential for organ or tissue retrieval? If so medical staff can contact the Organ Donation Team via switchboard.
- Is there a potential hazard e.g. infection, chemical or radiation risk or electrical implants present e.g. pacemaker? If so ensure this is noted in the Death Notification Proforma and that appropriate advice is sought.
- Was the deceased detained until the Mental Health Act 1983? The death of detained patients in any UHB hospital must be reported during normal working hours to the Clinical Board Nurse/Mental Health Act Manager, outside of which, the Senior Nurse on call. The Clinical Board Nurse has responsibility on behalf of the detaining authority to ensure that the death of a detained patient is reported to HM Coroner and Healthcare Inspectorate Wales in accordance with regulations.
- Ensure that **all** relatives have finished viewing the deceased prior to starting the procedure.
- At the University Hospital of Wales if viewing the deceased will cause a delay in releasing the bed, inform the Patient Access Nurses. During working hours seek advice via switchboard as to the appropriate bleep number, outside working hours page the Site Manager bleep 5555.
- At University Hospital Llandough bleep 4953 Bed Management during working hours and bleep 4980 outside working hours.
- Personal care following the death, ideally, should be carried out within two to four hours of the person dying to preserve their appearance, condition and dignity; the deceased should then be transferred to Mortuary or Funeral home.

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Equipment required for washing the deceased

- Gloves and a plastic apron
- Bowl
- Soap, wipes and towels etc
- Toothbrush and equipment for cleaning dentures
- Hairbrush or comb, shaving equipment as required
- Gauze, tape, bandages and waterproof dressings if wounds present, to cover venflon sites etc
- Either pyjamas, night-dress, gown, shroud or clothes that comply with the relatives and cultural wishes
- Identification bracelet x 2
- Clean, flat sheets
- Sticky tape e.g. sellotape
- Bags as appropriate for clinical waste and for dirty linen (contact the Waste Department via switch board for specific advice, if necessary)
- Property book and property bag (s)
- Death Notification Proforma
- Body bag if required (see guidance on the inside cover of the Death Notification Proforma)

Apron and gloves should be worn when handling the deceased, in line with universal precautions.

Lay the deceased person on their back, if possible straighten their legs, and place their arms by their side.

Leave one pillow under their head to support alignment; this will also assist in keeping their mouth closed.

If no post-mortem examination is required, remove all lines and ensure all wounds are covered with waterproof dressings, to minimise leakage and potential infection risks.

Wash the patient unless requested not to do so for cultural reasons; see Ward Guide For The Religious Care of Patients (2010). Relatives might wish to assist in the washing process as an expression of respect and affection.

Clean oral cavity and replace dentures if possible; if unable to do so ensure that the dentures are placed in a clearly labelled denture pot, which accompanies the deceased to the mortuary / into the care of the Funeral Director.

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Shave and brush hair if appropriate but being mindful that care is required as shaving the deceased can potentially cause bruising.

Pads and incontinence pants can be used if there is leakage of body fluids from the urethra, vagina or anus.

Place a new, accurate identification band on both the deceased's ankle and wrist to ensure correct identification later. If necessary seek guidance from;

<http://www.cardiffandvaleuhb.wales.nhs.uk/opensoc/187285>

Dress the deceased appropriately in nightclothes, hospital gown or a shroud, respecting relatives' wishes and maintaining the patients' dignity.

Jewellery on the deceased should be handled as discussed with the family, and witnessed by another member of staff. Please ensure the property disclaimer form is completed.

If jewellery / valuables are removed the property book must be completed in accordance with the Cardiff and Vale University Health Board Patient Property Policy.

<http://www.cardiffandvaleuhb.wales.nhs.uk/opensoc/193597>

If jewellery / valuables remain with the deceased, document in the Death Notification Proforma.

Using a clean, flat sheet, loosely wrap the deceased, securing the sheet with sticky tape for example cellotape, ensuring that there is no tape placed over the facial area, causing potential disfigurement. The flat sheet maintains privacy and dignity and importantly prevents possible damage to the deceased during transfer.

Complete all parts of the Death Notification Proforma (including the 'Hazards in Handling Deceased Patient' section), ensure accuracy and precision.

The proforma must be signed by a registered nurse / registered midwife after carefully checking the details. This information is given to the Funeral Director, and the deceased will be treated in line with the guidance given. It is critical that the correct information is communicated for ongoing care of the deceased. Within the proforma contact numbers are available for advice during office hours and out of hours.

Please Note: Death Notification Proforma

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At the University Hospital of Wales and the University Hospital Llandough the white, green and blue copies are to be handed to the portering staff when they collect the deceased.

At all non acute sites the green copy can be given to the porters and the white copy given to the Funeral Director collecting the deceased. The blue copy should be retained in the medical notes, and the pink copy retained in the Death Notification Proforma (see guidance below);

If the deceased is known or suspected to have an infection or hazard in category B, C, D or E, a body bag must be used

If the deceased has recently received a radioactive implant seek advice from the radiation protection officer (contact them via the Radiology department at the University Hospital of Wales).

If the deceased has an implanted cardiac defibrillator, seek advice from the ECG department Tel: 029 20743325.

A registered nurse / register midwife is required to complete the nursing evaluation in the deceased patient's notes.

The staff can then contact the porters at University Hospital Llandough on Tel: 029 20715212 or via portertrac at the University Hospital of Wales.

If the deceased is a bariatric patient, the porters must use the blue plastic cover available at the mortuary at UHL and UHW instead of the concealment trolley, during transfer. This is placed over the bed; **note** cot sides are required.

At all non acute sites within the Health Board staff can contact the contract Funeral Director. If the relatives have discussed wishes prior to the death and have decided upon their own Funeral Director, they can be contacted.

If the relatives have requested to have any input either in transferring the deceased to the concealment trolley or to the mortuary this must be noted on portertrac or when requesting portering assistance.

If the relatives are assisting in either process the following guidance should be followed:

- Explain the rationale regarding trained staff transferring the deceased, e.g. to prevent harm, which could result if the deceased

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suffers an injury during the process.

- Offer to show the relatives how to transfer the deceased safely.
- Assist them if required.
- Ensure the nurse in charge is present and clearly documents all actions in the nursing / medical notes.

1.2 Transfer of the Deceased

- The portering staff will transfer the deceased to the mortuary at the University Hospital Llandough and the University Hospital of Wales.
- A member of staff from the ward / unit will accompany the deceased to the mortuary. This can be a registered or non registered nurse or midwife e.g. Health Care Support Worker.
- If the death is unexplained and sudden i.e. if there has been a suspected murder, there are health and safety issues, or a paediatric death within the Emergency Unit a police officer must also escort the deceased to the mortuary.
- The contract Funeral Director will transfer the deceased from the other non acute sites within the Health Board.

Guidance for transferring the deceased between the bed and the concealment trolley at the University Hospital Llandough and the University Hospital of Wales;

Number of staff

- This should be based on a risk assessment; usually four staff - i.e. two nursing staff and two portering staff.
- A team leader should be identified.

Equipment required

- A patslide (SWL 200kg / 31st).
- A large blue glide sheet.

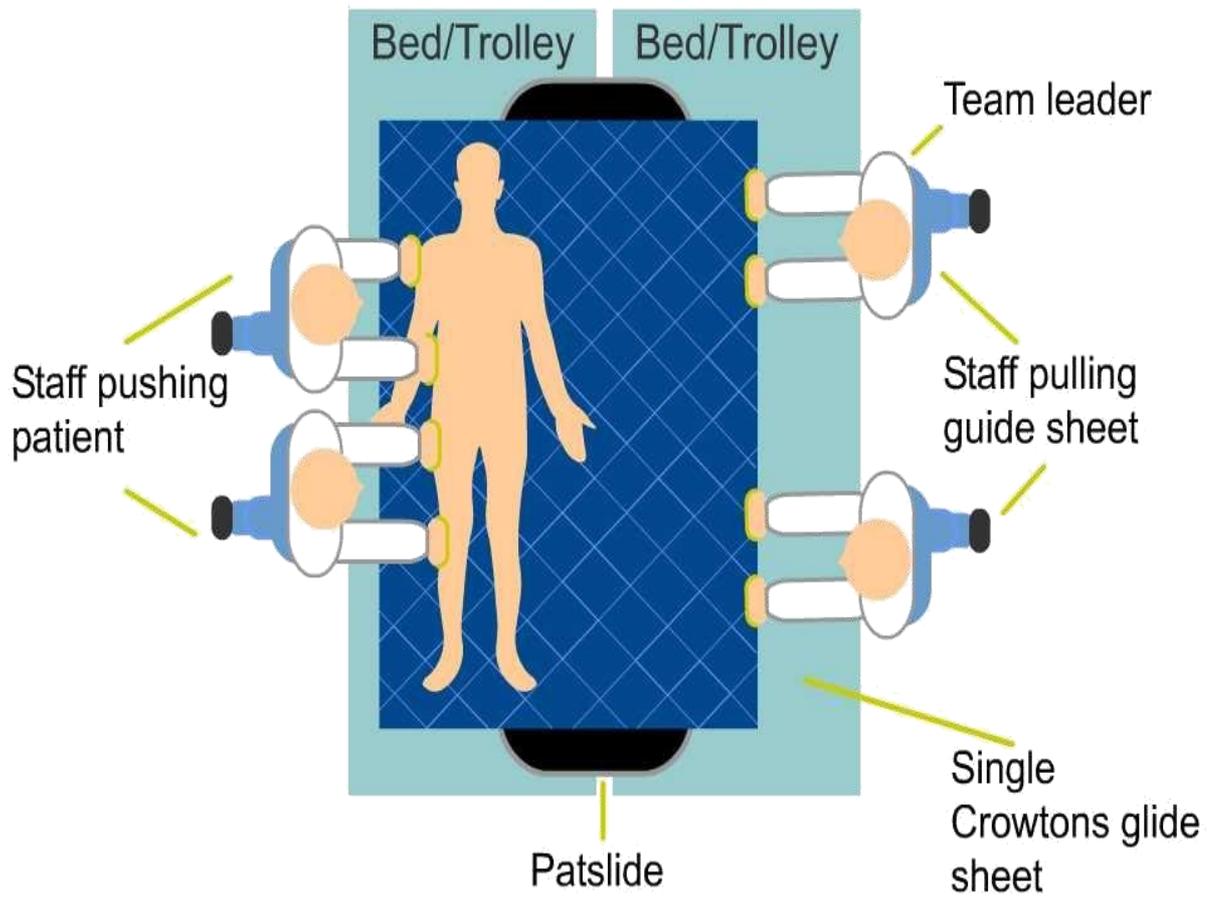
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Procedure

1. Check bed and trolley brakes are on and adjust bed / trolley to a comfortable working height.
2. Insert the glide sheet under the deceased patient, by either rolling or the scrolling method. If rolling, this can be achieved by firstly folding the glide sheet in half length ways, then place the folded glide sheet under the rolled deceased with the open end of glide sheet towards the staff rolling, check the 'top' layer of glide sheet is fully underneath the deceased. Roll them back and then release the 'bottom' layer of glide sheet, this will help ensure there is sufficient glide sheet to the side of the deceased to cover the patslide and reach beyond the middle of the concealment trolley.
3. Slightly roll the deceased in the same direction as above and position the patslide under the glide sheet. Then roll onto their back and partly onto the equipment.
4. The concealment trolley is positioned close alongside the bed/trolley with the patslide bridging a gap of no more than 15cms/6". The brakes are applied. This surface should be slightly lower (approx 5cms/2ins) than the surface the deceased occupies. The concealment trolley may need to be offset if the deceased is to be positioned higher or lower in it once transferred.
5. Staff position themselves two either side of the bed/trolley and concealment trolley adopting either a pushing or pulling posture. The team leader positions themselves in a pulling position at the deceased's trunk.
6. On the command "Ready – Steady – Slide" the deceased is slid slowly and smoothly, in stages, onto the mortuary trolley.
7. Remove the slide sheet, but this should be taken with portering staff for transferring in the mortuary. Portering staff are to ensure safety rails are positioned on the concealment trolley before taking the deceased to the mortuary, once the above transfer has taken place.

See diagram on page 12.

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Guidance for transferring the deceased in the mortuary. Number of staff, based on a risk assessment

This should be based on a risk assessment; usually four staff - i.e. two mortuary staff and two portering staff. A team leader should be identified.

Equipment

- Patslide (SWL 200kg/31st)
- Large blue glide sheet (brought from the ward).

Procedure

1. Concealment lid is removed, the deceased is rolled and the patslide and the blue glide sheet is inserted under them.(as done on the ward and instructions above)
2. The mortuary trolley is positioned close alongside the concealment trolley with the patslide bridging a gap of no more than 15cms/6". This surface should be slightly lower (approx 5cm/2ins) than the surface the deceased occupies. The Mortuary trolley may need to be offset if the deceased is to be positioned higher or lower on it once transferred.
3. Staff position themselves two either side of the concealment trolley and mortuary trolley adopting either a pushing or pulling posture. The team leader positions themselves in a pulling position at the deceased's trunk.
4. On the command "Ready – Steady – Slide" the deceased is slid slowly and smoothly, in stages, onto the mortuary trolley.
5. Large blue slide sheet is removed from underneath body and placed in laundry bin for washing.
6. The deceased can then be placed into the refrigerator or into the cold store.

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Details to be Included in the Mortuary Register at University Hospital Llandough and the University Hospital of Wales in the 'Body In' Section

<p>Accompanying Nurse/ Midwife / HCSW to complete the following</p> <ul style="list-style-type: none"> ▪ Arrival date ▪ Arrival time (24 hour clock) <p>Identity of the Deceased</p> <ul style="list-style-type: none"> ▪ Surname ▪ Forename ▪ Date of birth ▪ Address of deceased ▪ Place of death /ward ▪ Trust hospital number ▪ Valuables /property <p>Body delivered by (police officer/nurse)</p> <ul style="list-style-type: none"> ▪ Name ▪ Signature ▪ Fridge number
<p>Accompanying Nurse/ Midwife / HCSW to complete the following</p> <ul style="list-style-type: none"> ▪ Arrival date ▪ Arrival time (24 hour clock) <p>Identity of the Deceased</p> <ul style="list-style-type: none"> ▪ Surname ▪ Forename ▪ Date of birth ▪ Address of deceased ▪ Place of death /ward ▪ Trust hospital number ▪ Valuables /property <p>Body delivered by (police officer/nurse)</p> <ul style="list-style-type: none"> ▪ Name ▪ Signature ▪ Fridge number
<p>Accompanying Nurse/ Midwife / HCSW NOT TO complete the following</p> <ul style="list-style-type: none"> ▪ Mortuary Entry Number <p>Body received by (MTO/Porter)</p> <ul style="list-style-type: none"> ▪ Name ▪ Signature ▪ Pm (No/ Yes - PM Number)

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1.3 Viewing the Deceased

See appendices for advice on individual hospitals.

1.4 Collecting the Medical Certificate of Cause of Death

See appendices for advice on individual hospitals.

1.5 Registering the Death

See appendices for advice on individual hospitals.

2. RESPONSIBILITIES

The procedure will be carried out by nursing staff, medical staff, portering staff and mortuary staff. The guidance is also available for allied healthcare professionals across Cardiff and Vale UHB.

3. RESOURCES

There are no extra resources required for implementation of this procedure.

4. TRAINING

Training is ongoing throughout the Board of varying disciplines of staff and at different levels.

5. IMPLEMENTATION

The Senior Nurse Bereavement Services will provide education and reinforcement at ward level, working alongside the Clinical Boards to assist implementation.

6. EQUALITY

Cardiff and Vale UHB is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and does not discriminate, harass or victimise individuals or groups. These principles run throughout our work and are reflected in our core values, our staff employment policies, our service standards and our Strategic Equality Plan & Equality Objectives. The responsibility for implementing the scheme falls to all employees and UHB Board members, volunteers, agents or contractors delivering services or undertaking work on behalf of the UHB.

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We have undertaken an Equality Impact Assessment and received feedback on this guidance and the way it operates. We wanted to know of any possible or actual impact that this guidance may have on any groups in respect of gender, maternity and pregnancy, carer status, marriage or civil partnership issues, race, disability, sexual orientation, Welsh language, religion or belief, transgender, age or other protected characteristics. Overall there appeared to be no impact on the sexual orientation strand with a low impact on six of the eight equality strands; including race, disability, gender, age, welsh language and human rights. It has been previously noted that there could potentially be issues for transgender deaths as noted within the Gender Recognition Act (2004). The guidance does highlight the need for all staff to ensure the dignity and respect of the deceased.

It was noted that potentially there could be a medium negative impact upon the religion or belief strand for bereaved relatives if for example they were unable to bury or cremate the deceased within a short period of time. Where appropriate we have taken or will make plans for the necessary actions required to minimise any stated impact to ensure that we meet our responsibilities under the equalities and human rights legislation.

7. AUDIT

This procedure can be informally audited with feedback received from the Bereavement Strategy Group members.

8. DISTRIBUTION

This procedure will be circulated through the Clinical Boards and Corporate leads and will be available on the Intranet.

9. REFERENCES

Department of Health (2005) *When a Patient Dies: Advice on Developing Bereavement Services in the NHS*. The Stationery Office: London.

Nursing and Midwifery Council (2015) *The Code: Standards of conduct, performance and ethics for nurses and midwives*. London.

Pattison N (2008) Caring for patients after death. *Nursing Standard*. 22.51.48-56.

The Royal Marsden Hospital Manual of Clinical Nursing Procedures 9th edn: Last Offices.

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<http://www.rmmonline.co.uk/manual/c08-sec-0360?resultNumber=0&totalResults=3&start=0&q=last+offices&resultsPageSize=10&rows=10>

accessed 19/04/16.

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Appendix 1

THE BARRY HOSPITAL

1.1.1 Care of the Deceased (Last Offices) as 1.1

1.2.1 Transferring the Deceased into the Care of the Funeral Director

- Deceased are transferred into the care of the Board contract Funeral Director unless relatives specifically stipulate otherwise.
- The paperwork completed by staff is the Death Notification Proforma.
- Once the death is registered, and with the relatives' authority, the deceased is transferred from the Board contract Funeral Director to the relatives' own Funeral Director. Alternatively the Board contract Funeral Director can arrange the funeral if this is their wish.
- If a Coroners' post-mortem examination is required or if the death is thought to be suspicious then the deceased will be transferred from the hospital to the mortuary at the University Hospital of Wales.

1.3.1 Viewing the Deceased

- Deceased are viewed on the ward at the relatives' request.
- There are no mortuary facilities or dedicated viewing rooms away from the clinical area.
- Relatives should be encouraged to view the deceased at the funeral home.

1.4.1 Collecting the Medical Certificate of Cause of Death

- The medical certificate of cause of death can be collected from the ward.
- The next of kin / relatives taking care of the funeral arrangements will need to contact the ward prior to collecting the certificate; to ensure it is completed.
- If cremation is required a separate form (4&5) needs to be completed by medical staff.

1.5.1 Registering the Death

- Relatives are required to register the death within five working days unless the Registrar extends that period. This is usually done at the Registrar's Office at Barry or Penarth Tel: 01446 700111.
- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949 or the Registrars of Births, Deaths and Marriages on Tel: 01446 7000111 for further information.

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Appendix 2

ROOKWOOD HOSPITAL

2.1.1 Care of the Deceased (Last Offices) as 4.1

2.1.2 Transferring the Deceased into the Care of the Funeral Director

- Deceased are transferred into the care of the Board contract Funeral Director unless relatives specifically stipulate otherwise.
- The paperwork completed by staff is the Death Notification Proforma.
- Once the death is registered, and with the relatives' authority, the deceased is transferred from the Board contract Funeral Director to the relatives' own Funeral Director. Alternatively the Board contract Funeral Director can arrange the funeral if this is the relatives' wish.
- If a Coroners' post-mortem examination is required or if the death is thought to be suspicious then the deceased will be transferred from the hospital to the mortuary at the University Hospital of Wales.

2.1.3 Viewing the Deceased

- Deceased are viewed on the ward at the relatives' request.
- There are no mortuary facilities or dedicated viewing rooms away from the clinical area.
- funeral home if this is required.

2.1.4 Collecting the Medical Certificate of Cause of Death

- The next of kin / relatives taking care of the funeral arrangements are required to contact Medical Records between 9am and 5pm weekdays to arrange collection of the medical certificate of cause of death Tel: 029 20313743.
- For deaths on ward 6 the medical certificate of cause of death is issued from the ward.
- If cremation is required a separate form (4&5) needs to be completed by medical staff.

2.1.5 Registering the Death

- Relatives are required to register the death within five working days unless the Registrar extends that period. This is usually done at the Registry Office, City Hall, Cardiff Tel: 029 20871684 or if the service is available at a room at the concourse at the University Hospital of Wales. The Bereavement Office staff will make the appointment Tel: 029 20742789.
- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949

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or the Registrars of Births, Deaths and Marriages on Tel: 029 20871684 for further information.

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Appendix 3

ST DAVID'S HOSPITAL

3.1.1 Care of the Deceased (Last Offices) as 4.1

3.1.2 Transferring the Deceased into the Care of the Funeral Director

- Deceased are transferred into the care of the Board contract Funeral Director unless relatives specifically stipulate otherwise.
- The paperwork completed by staff is the Death Notification Proforma.
- Once the death is registered, and with the relatives' authority, the deceased is transferred from the Board contact Funeral Director to the relatives own Funeral Director. Alternatively the Board contract Funeral Director can arrange the funeral if this is the relatives wish.
- If a Coroners' post-mortem examination is required or if the death is thought to be suspicious then the deceased will be transferred from the hospital to the mortuary at the University Hospital of Wales.

3.1.3 Viewing the Deceased

- Deceased are viewed on the ward at the relatives' request.
- There are no mortuary facilities or dedicated viewing rooms away from the clinical area.
- Relatives should be encouraged to view the deceased at the funeral home.

3.1.3 Collecting the Medical Certificate of Cause of Death

- The next of kin / relatives taking care of the funeral arrangements are required to collect the medical certificate of cause of death from the Bereavement Officer who will contact the relatives to arrange an appointment for them to collect the certificate. The Bereavement Office contact number at University Hospital Llandough Tel: 029 20715225.
- If cremation is required a separate form (4&5) needs to be completed by medical staff.

3.1.4 Registering the Death

- Relatives are required to register the death within five working days unless the Registrar extends that period. This is usually done at the Registry Office, City hall, Cardiff Tel:)029 20871684 or if the service is available in a room at the Concourse at the University Hospital of Wales. The Bereavement Office staff will make the appointment Tel: 029 20742789
- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949

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or the Registrars of Births, Deaths and Marriages on Tel: 029 20871684 for further information

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Appendix 4

UNIVERSITY HOSPITAL LLANDOUGH Including HAFAN Y COED and MHSOP

4.1.1 Care of the Deceased (Last Offices) as 4.1

4.1.2 Transferring the Deceased to the Mortuary as 4.2

- The porters can be contacted on Tel: 029 20715212 to arrange transfer to the mortuary.
- A member of staff will accompany the deceased.
- If a Coroners' post-mortem examination is required or if the death is thought to be suspicious then the deceased will be transferred from the hospital to the mortuary at the University Hospital of Wales.

4.1.3 Viewing the Deceased at the Mortuary

It is advisable to inform relatives that it might not always be possible for the mortuary staff to arrange a viewing and that the funeral home might be a more appropriate environment.

Viewing of the deceased between 13.00– 16.30 hours

Viewings can be accommodated during these hours but you need to contact the mortuary staff to discuss before informing the relatives.

To arrange a viewing

- All requests for viewing of the deceased should be made via the mortuary staff on Tel: 029 20715314 between 13.00-16.30hrs.
- The mortuary staff will advise relatives if they consider that viewing may be distressing.
- Each viewing will be approximately half an hour.
- Mortuary staff will advise relatives of where to arrive in the hospital and who will meet them.

Viewing the deceased outside normal office hours

Viewings can be accommodated but only in exceptional circumstances and would include the following situations:

- Paediatric cases.
- If there are cultural requirements.
- Or when relatives have travelled exceptional distances.

To arrange a viewing

- All requests to view the deceased should be made via the Site Manager – Nurse Practitioners Service on bleep 4980. Mortuary staff do not provide an “out of hours viewing service”.

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- The Site Manager will advise relatives where to arrive in the hospital.

4.1.4 Collecting the Medical Certificate of Cause of Death

- The next of kin / relatives taking care of the funeral arrangements are required to contact the Bereavement Office by phone after ten o'clock the next working day to make arrangements to collect the medical certificate of cause of death. Not all certificates are issued from the hospital e.g. if the death has been reported to the Coroner and a Coroners post-mortem examination is taking place then there will be no certificate issued from the hospital. The Coroners' officers will issue the relevant paperwork to the relatives.
- The Bereavement Officer can be contacted on Tel: 029 207152
- If cremation is required a separate form (4&5) needs to be completed by medical staff.
- If the death occurs at the weekend /over the bank holiday period and the deceased requires burial within 24 hours for cultural reasons an information pack is available at the Bereavement Office offering guidance for medical / nursing staff regarding completing the medical certificate of cause of death/registering the death and release of the body.

4.1.5 Registering the Death

- After collecting the medical certificate of cause of death the relatives are required to register the death within five working days unless the Registrar extends that period. This is usually done at the Registrar's Office at Barry or Penarth Tel: 01446 700111.
- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949 or the Registrars of Births, Deaths and Marriages on Tel: 01446 700111 for further information.

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Appendix 5

THE UNIVERSITY HOSPITAL OF WALES

5.1.1 Care of the Deceased (Last Offices) as 4.1

5.1.2 Transferring the Deceased to the Mortuary as 4.2

- The porters can be contacted via portertrac.
- A member of staff will accompany the deceased to the mortuary. This can be a registered or non registered nurse / midwife e.g. Health Care Support Worker.

5.1.3 Viewing the Deceased at the Mortuary

It is advisable to inform relatives that it might not always be possible for the mortuary staff to arrange a viewing and that the funeral home might be a more appropriate environment.

Viewing of the deceased between 8.30 – 16.30 hours

Viewings can be accommodated during these hours but you need to contact the mortuary staff to discuss before informing the relatives. The afternoon might be more feasible.

To arrange a viewing

- All requests for viewing of the deceased should be made via the mortuary staff on Tel: 029 20744269.
- The mortuary staff will advise relatives if they consider that viewing may be distressing.
- Each viewing will be approximately half an hour.
- Mortuary staff will advise relatives of where to arrive in the hospital and who will meet them.

Viewing the deceased outside normal office hours

Viewings can be accommodated but only in exceptional circumstances and would include the following situations:

- Paediatric cases.
- If there are cultural requirements.
- Or when relatives have travelled exceptional distances.

To arrange a viewing

- All requests to view should be made via the Site Manager – Nurse Practitioners Service bleep 5555 at the University Hospital of Wales.

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- The Site Manager will discuss the viewing with the mortuary staff.
- The Site Manager will advise relatives where to arrive in the hospital. Mortuary staff will escort relatives to the viewing room. They will either offer to stay or allow the relatives privacy as required.

5.1.4 Collecting the Medical Certificate of Cause of Death

- The next of kin / relatives taking care of the funeral arrangements are required to phone the Bereavement Office after ten o'clock the next working day to make arrangements to collect the medical certificate of cause of death. Not all certificates are issued from the hospital e.g. if the death has been reported to HM Coroner and a Coroners post- mortem examination is taking place then there will be no certificate issued from the hospital. The Coroners' Officers will issue the relevant paperwork to the relatives.
- The Bereavement Officer can be contacted on Tel: 029 207427
- If cremation is required a separate form (4&5) needs to be completed by medical staff.
- If the death occurs at the weekend /over the bank holiday period and the deceased requires burial within 24 hours for cultural reasons an information pack is available at the Bereavement Office offering guidance for medical / nursing staff regarding completing the medical certificate of cause of death/registering the death and release of the body.

5.1.5 Registering the Death

- Relatives are required to register the death within five working days unless the Registrar extends that period. This is usually done at the Registry Office, City Hall, Cardiff Tel: 029 20871684 or if the service is available in a room at the concourse at the University Hospital of Wales. The Bereavement Office staff will make the appointment Tel: 029 20742789.
- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949 or the Registrars of Births, Deaths and Marriages on Tel: 029 20871684 for further information

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5.1a THE DELIVERY SUITE/ TEARDROP SUITE: UHW

Care of the Deceased (Last Offices) Variations from 4.1

5.1a Care of the Deceased Baby

- The midwife caring for the baby can wash the baby and dress them in their own clothes, if appropriate. Relatives are also able to wash/dress their baby; with or without assistance from the staff.
- Mementoes can be obtained
- (as below) and information documented in the notes;

Hand and foot prints	Verbal consent
A clay cast	Verbal consent
A lock of hair	Verbal consent
Photographs can be taken by Media Resources if required (this service is available Monday to Friday)	Written consent

- Relatives are also able to take their own photographs.
- A memory box will be offered to the couple.
- Spiritual support will be offered which can include a baptism or blessing.
- Information for funerals will be offered whether the couple opt for Hospital or Private arrangements.
- Information about support groups and bereavement support can be given.
- Ensure new armbands are placed on the baby; 1 set if the parents are married and 2 sets if they are not.
- The baby should be wrapped in a small sheet/ blanket prior to transfer.
- Staff must complete the Delivery Unit bereavement checklist.
- The Death Notification Proforma should be completed and all 'original' paperwork accompanies the baby.

5.2a A Baby having a Hospital Post-Mortem Examination (more than 24 weeks gestation)

Transferring the Baby to the Mortuary

- Contact the porters via portertrac to arrange transfer of the baby to the mortuary.
- A member of staff will accompany the baby to the mortuary. This can be a registered or non registered nurse / midwife e.g. Health Care Support Worker.

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- Ensure the mortuary staff are aware that a hospital post-mortem examination is to take place Tel: 029 20744269.
- Ensure the Paediatric Pathologists' secretary is notified Tel: 029 20742706.
- The placenta should be sent to histology soon after delivery with a completed Histopathology form and it should be clearly documented if the baby is having a PM on the form. A chain of custody form should be completed.
- All original paperwork is to accompany the baby.
- The baby can be released from our care when the hospital post-mortem examination procedure is completed, as agreed within the consent form.

A Fetus having a Hospital Post-Mortem Examination (less than 24 weeks gestation)

Transferring the Fetus to the Fetal Pathology Unit

- Only a fetus of less than 24 weeks gestation having a hospital post-mortem examination is to be transferred to the Fetal Pathology Unit Tel: 029 20744025.
- A chain of custody form must be completed.
- A member of staff will accompany the fetus to the Fetal Pathology Unit. This can be a registered or non registered nurse / midwife e.g. Health Care Support Worker.
- The placenta should be sent to histology soon after delivery with a completed Histopathology form and it should be clearly documented if the baby is having a PM on the form.
- All original paperwork is to accompany the fetus.
- Following the hospital post-mortem examination the fetus will not be released immediately for private arrangements. Discuss with the staff at the Fetal Pathology Unit Tel: 029 20744025 to ascertain potential timescales.
- Fetus' who are not for private funeral arrangements are cremated at a monthly service at Thornhill Crematorium, Cardiff. This takes place on the 15th of each month (unless this falls over a weekend) and is officiated by one of the Board's hospital Chaplains. Relatives are able to attend this service should they wish. There are no individual ashes as the fetuses are cremated together.

A Fetus / Baby Not Having a Hospital Post-Mortem Examination

- All fetus less than 24 weeks and babies more than 24 weeks gestation that are not having a hospital post-mortem examination are transferred to the mortuary.
- Ensure all original paperwork is transferred with them.

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5.3a Viewing their Fetus / Baby on the Delivery Unit

- Relatives are able to spend as much time as required with the fetus/ baby on the unit, if feasible; a cold cot is available if required.
- Should the relatives wish to return to the hospital to view their fetus / baby this will be accommodated at the mortuary.

5.3b Viewing the Fetus / Baby in the Mortuary between 8.30-16.30

Viewings can be accommodated during these hours but you need to contact the mortuary staff to discuss before informing the relatives.

To arrange a viewing

- Relatives or staff on their behalf should contact the mortuary Tel: 029 20744269 to arrange an appointment.

Viewing the Fetus / Baby in the Mortuary Outside Normal Office Hours

To arrange a viewing

- All requests to view should be made via the Site Manager – Nurse Practitioners Service bleep 5555.
- The Site Manager will discuss the viewing with the mortuary staff.
- The Site Manager will advise relatives where to arrive in the hospital.
Mortuary staff will escort relatives to the viewing room. They will either offer to stay or allow the relatives privacy as required.

5.4a Collecting the Stillbirth Certificate or Medical Certificate of Cause of Death

- Relatives should be encouraged to take the stillbirth certificate / medical certificate of cause of death with them when they leave the Delivery Suite. Alternatively they can return to the unit to collect the certificate, the Bereavement Midwife can undertake home visits and take the certificate to the family or they can arrange to meet with the Senior Nurse Bereavement Service
- A stillbirth certificate is completed for a baby 24 weeks gestation and over who was born showing no signs of life. This is completed by a registered midwife or doctor who was present at the delivery or has examined the baby following delivery.
- A medical certificate of cause of death is completed by a doctor for a baby showing signs of life, even if they are less than 24 weeks gestation.
- For cremation or burial of a fetus less than 24 weeks gestation. A Certificate of Medical Practitioner in Respect of Foetal Remains' form is completed by a doctor.

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- For cremation of a stillborn baby more than 24 weeks gestation a certificate of stillbirth form (cremation 9) is completed by either a doctor or a registered midwife, who has examined the baby.
- For cremation of a baby who has shown signs of life, cremation form 4/5 has to be completed by two doctors. The Bereavement Office Tel: 029 20742789 will provide advice regarding this process.
- If the death occurs at the weekend /over the bank holiday period and the baby /child requires burial within 24 hours for cultural reasons an information pack is available at the Bereavement Office offering guidance for medical / nursing staff regarding completing the medical certificate of cause of death/registering the death and release of the body.

5.5a Registering the Death

- A fetus of less than 24 weeks gestation that has shown no signs of life does not require legal registration.
- If a baby is stillborn (more than 24 weeks gestation) only their death is registered. Relatives have up to 6 weeks to register the death but they are unable to proceed with the funeral until the death has been registered.
- If the baby has shown signs of life their birth and death needs to be registered. Relatives have six weeks to register their birth and five working days to register the death. The birth and death can be registered at the same time.
- If parents are not married they both need to be present when registering the birth / stillbirth to ensure their details are included on the certificate.
- Registration is usually done at the Registry Office, City Hall, Cardiff Tel: Tel: 029 20871684 or if the service is available in a room at the concourse at the University Hospital of Wales. The Bereavement Office staff will make the appointment Tel: 029 20742789.
- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949 or the Registrars of Births, Deaths or Marriages on Tel: 029 20871684 for further information.

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5.1b THE NEONATAL UNIT: UHW

Care of the Deceased (Last Offices): Variations from 4.1

5.1b Care of the Deceased

- The nurse caring for the baby can wash the baby and dress them in their own clothes, if appropriate. Relatives are also able to wash / dress the baby; with or without assistance from the staff.
- Mementoes can be obtained (as below) and information documented in the notes;

Hand and foot prints	Verbal consent
A clay cast	Verbal consent
A lock of hair	Verbal consent
Photographs can be taken by Media Resources if required (this service is available Monday to Friday)	Written consent

- Relatives are also able to take their own photographs. The baby should then be wrapped in a small sheet/ blanket prior to transfer.
- Staff must complete the Neonatal Unit bereavement checklist.
- Ensure new armbands are placed on the baby; 1 set if the parents are married and 2 sets if they are not. These need to include the mother and father’s details.
- The Death Notification Proforma should be completed and all ‘original’ paperwork accompanies the baby.

5.2b Transferring the Baby to the Mortuary

- The porters can be contacted via portertrac to arrange transfer of the baby to the mortuary.
- A member of staff will accompany the baby to the mortuary. This can be a registered or non registered nurse / midwife e.g. Health Care Support Worker.

Babies Having a Hospital Post-Mortem Examination:

- The porters are contacted via portertrac to arrange transfer of the baby to the mortuary.
- A member of staff will accompany the baby to the mortuary.

Ensure the mortuary staff are aware that a hospital post-mortem examination is to take place Tel: 029 20744269.

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- Ensure the Paediatric Pathologists' secretary is notified Tel: 029 20742706.
- The placenta will accompany the baby to the mortuary.

5.3b Viewing the Baby on the Neonatal Unit

- Relatives are able to spend as much time as required with the baby on the unit, if feasible; a cold cot is available if required.
- Should the relatives wish to return to the hospital to view their baby this will be accommodated at the mortuary.

Viewing the Baby in the Mortuary Between 8.30 -16.30

Viewings can be accommodated during these hours but you need to contact the mortuary staff to discuss before informing the relatives.

To arrange a viewing

- Relatives or staff on their behalf should contact the mortuary Tel: 029 20744269 to arrange an appointment.

Viewing the Baby in the Mortuary Outside Normal Office Hours

To arrange a viewing

- All requests to view should be made via the Site Manager – Nurse Practitioners Service bleep 5555.
- The Site Manager will discuss the viewing with the mortuary staff.
- The Site Manager will advise relatives where to arrive in the hospital.
- Mortuary staff will escort relatives to the viewing room. They will either offer to stay or allow the relatives privacy as required.

5.4b Collecting the Medical Certificate of Cause of Death

- There are two books containing the medical certificate of cause of death; one yellow book for 28 days or less and an orange book for more than 28 days of age.
- If completed, the relatives can either take the medical certificate of cause of death with them or they can return when convenient to the unit to collect it. Alternatively they can make arrangements to meet with the Senior Nurse Bereavement Services Tel: 029 20744949.
- If the death occurs at the weekend /over the bank holiday period and the baby /child requires burial within 24 hours for cultural reasons an information pack is available at the Bereavement Office offering guidance for medical / nursing staff regarding completing the medical certificate of cause of death/registering the death and release of the body.
- If cremation is required a separate form (4&5) needs to be completed by medical staff.

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5.5b Registering the Death

- Relatives are required to register the death within five working days unless the Registrar extends that period. This is usually done at the Registry Office, City Hall, Cardiff Tel: 029 20871684 or if the service is available in a room at the concourse at the University Hospital of Wales. The Bereavement Office staff will make the appointment Tel: 029 20742789.
- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949 or the Registrars of Births, Deaths and Marriages on Tel: 029 20871684 for further information.
- If the parents are not married they both need to be present when registering the birth if they wish both details to be included on the certificate.

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5.1c NOAH's ARK CHILDRENS HOSPITAL FOR WALES

Care of the Deceased (Last Offices) Variations from 4.1

5.1c Care of the Deceased

- The nurse caring for the baby /child can wash them and dress them in their own clothes, if appropriate. Relatives are also able to wash / dress the baby /child; with or without assistance from the staff.
- If possible, mementoes can be obtained (as below) and information documented in the notes;

Hand and foot prints	Verbal consent
A clay cast	Verbal consent
A lock of hair	Verbal consent
Photographs can be taken by Media Resources if required (this service is available Monday to Friday)	Written consent

- Ensure new armbands are placed on the baby; 1 set if the parents are married and 2 sets if they are not. These need to include the mother and father's details.
- Ensure the Death Notification Proforma is completed.

5.2c Transferring the Baby or Child to the Mortuary

- The porters can be contacted via portertrac to arrange transfer of the baby / child to the mortuary.
- A member of staff will accompany the baby/ child to the mortuary. This can be a registered or non registered nurse / midwife e.g. Health Care Support Worker.

Please refer to guidance for additional information.

[Guidance for Transferring a Deceased Baby or Child](#)

5.3c Viewing the Baby or Child in the Children's Hospital

- Relatives are able to spend as much time as required with the baby/ child on the ward/unit, if feasible.
- Should the relatives wish to return to the hospital to view their baby/ child this will be accommodated at the mortuary.

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Viewing the Baby of Child in the Mortuary Between 08.30 -16.30

Viewings can be accommodated during these hours but you need to contact the mortuary staff to discuss before informing the relatives.

To arrange a viewing

- Relatives or staff on their behalf should contact the mortuary Tel: 029 20744269 to arrange an appointment.

Viewing the Baby or Child in the Mortuary Outside Normal Office Hours

To arrange a viewing

- All requests to view should be made via the Site Manager – Nurse Practitioners Service bleep 5555.
- The Site Manager will discuss the viewing with the mortuary staff.
- The Site Manager will advise relatives where to arrive in the hospital.
Mortuary staff will escort relatives to the viewing room. They will either offer to stay or allow the relatives privacy as required.

5.4c Collecting the Medical Certificate of Cause of Death

- The medical certificate of cause of death can be collected from the Bereavement Office at the University Hospital of Wales or alternatively it can be issued from the unit. If issued from the unit ensure staff at the Bereavement Office have the details of the death; Tel: 029 20742789.
- Relatives are required to contact the Bereavement Office after ten o'clock on the next working day to ensure the certificate has been completed.
- If the death is to be reported to HM Coroner staff should advise relatives that either the Coroners Officers will contact them when the Coroner has made their decision regarding how to proceed or alternatively, they can contact the Coroner's Officers via Cardiff Central Police station on Tel:101.
- If the death occurs at the weekend /over the bank holiday period and the baby / child requires burial within 24 hours for cultural reasons an information pack is available at the Bereavement Office offering guidance for medical / nursing staff regarding completing the medical certificate of cause of death / registering the death and release of the body.
- If cremation is required a separate form (4&5) needs to be completed by medical staff.

5.5c Registering the Death

- Relatives are required to register the death within five working days unless the Registrar extends that period. This is usually done at the Registry Office, City Hall, Cardiff Tel: 029 20871684 or if the service

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is available in a room at the concourse at the University Hospital of Wales. The Bereavement Office staff will make the appointment
Tel: 029 20742789.

- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949 or the Registrars of Births, Deaths or Marriages on Tel: 029 20871684 for further information.

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5.1d PAEDIATRIC INTENSIVE CARE UNIT

Care of the Deceased (Last Offices) Variations from 4.1

5.1d Care of the Deceased

- The nurse caring for the baby /child can wash them and dress in their own clothes, if appropriate. Relatives are also able to wash /dress the baby /child; with or without assistance from the staff.
- If appropriate, mementoes can be obtained (as below) and information documented in the notes;

Hand and foot prints	Verbal consent
A clay cast	Verbal consent
A lock of hair	Verbal consent
Photographs can be taken by Media Resources if required (this service is available Monday to Friday)	Written consent

- Staff must complete the Paediatric Intensive Care Unit bereavement checklist.
- Ensure new armbands are placed on the baby/ child ; 1 set if the parents are married and 2 sets if they are not.
- Ensure the Death Notification Proforma is completed.

5.2d Transferring the Baby or Child to the Mortuary

- The porters can be contacted via portertrac to arrange transfer of the baby / child to the mortuary.
- A member of staff will accompany the baby/ child to the mortuary. This can be a registered or non registered nurse / midwife e.g. Health Care Support Worker.
- Please refer to guidance for further information.

[Guidance for Transferring a Deceased Baby or Child](#)

5.3d Viewing the Baby on the Paediatric Intensive Care Unit

- Relatives are able to spend as much time as required with the baby/ child on the unit, if feasible.
- Should the relatives wish to return to the hospital to view their baby / child this will be accommodated at the mortuary.

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Viewing the Baby or Child in the Mortuary Between 8.30 -16.30

Viewings can be accommodated during these hours but you need to contact the mortuary staff to discuss before informing the relatives.

To arrange a viewing

- Relatives or staff on their behalf should contact the mortuary Tel: 029 20744269 to arrange an appointment.

Viewing the Baby or Child in the Mortuary Outside Normal Office Hours

To arrange a viewing

- All requests to view should be made via the Site Manager – Nurse Practitioners Service bleep 5555.
- The Site Manager will discuss the viewing with the mortuary staff.
- The Site Manager will advise relatives where to arrive in the hospital.
- Mortuary staff will escort relatives to the viewing room. They will either offer to stay or allow the relatives privacy as required.

5.4d Collecting the Medical Certificate of Cause of Death

- The medical certificate of cause of death can be collected from the Paediatric Intensive Care Unit. If so please ensure the Bereavement Office is informed of the details Tel: 029 2074278
- If the relatives do not wish to come on to the unit, it can be issued by the Bereavement Office staff on Tel: 029 20742789 or the Senior Nurse Bereavement Services Tel: 029 20744949.
- If you are uncertain if the death is to be reported to HM Coroner do not give any information to the relatives and advise them to contact the Unit / Bereavement Office during the next working day.
- If the death occurs at the weekend /over the bank holiday period and the baby /child requires burial within 24 hours for cultural reasons an information pack is available at the Bereavement Office offering guidance for medical / nursing staff regarding completing the medical certificate of cause of death/registering the death and release of the body.
- If cremation is required a separate form (4&5) needs to be completed by medical staff.

5.5d Registering the Death

- Relatives are required to register the death within 5 working days unless the Registrar extends that period. This is usually done at the Registry Office, City Hall, Cardiff Tel: 029 20871684 or if the service is available in a room at the concourse at the University Hospital of

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Wales. The Bereavement Office staff will make the appointment
Tel: 029 20742789.

- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949 or the Registrars of Births, Deaths and Marriages on Tel: 029 20871684 for further information.

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5.1e THE EMERGENCY UNIT: UHW

Care of the Deceased (Last Offices): Variations from 4.1

5.1e Care of the Deceased Following an Expected Death

- If the death is suspicious the care of the deceased procedure is not performed. Guidance should be sought from;

[http://www2.nphs.wales.nhs.uk:8080/ChildProDocs.nsf/\(\\$All\)/64229D36EF9E8E3780257CE7003D8241/\\$File/PRUDiC%20Revised%202014%20Final%2024%2004%2014.docx?OpenElement](http://www2.nphs.wales.nhs.uk:8080/ChildProDocs.nsf/($All)/64229D36EF9E8E3780257CE7003D8241/$File/PRUDiC%20Revised%202014%20Final%2024%2004%2014.docx?OpenElement)

- If you are uncertain take advice from either the nurse or doctor in charge prior to commencing the procedure.
- If you are able to proceed the staff can take the deceased to a room / area to undertake the care as per 4.1.

5.2e Transferring the Deceased to the Mortuary

- The porters can be contacted via portertrac to arrange transfer to the mortuary.
- A member staff from the ward /unit will accompany the deceased to the mortuary. This can be a registered or non registered nurse / midwife e.g. a Health Care Support Worker.
- If the death is unexplained and sudden i.e. if there has been a suspected murder, there are health and safety issues or a paediatric death a police officer must also escort the deceased to the mortuary.

5.3e Viewing the Deceased at the Emergency Unit

If there is a police investigation the relatives might not be able to view the deceased until the forensics and Coroner's post-mortem examination have been completed. The Police will usually advise regarding this. For all paediatric deaths the nurse must remain with the relatives at all times, even during the viewing.

- The staff will place the deceased in a viewing room providing a private area for the relatives, promoting dignity.
- The staff will ensure the relatives they are fully prepared prior to the viewing.
- All unnecessary equipment will be removed *but* certain equipment will need to remain in situ due to legal requirements.

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- Staff will accompany relatives to the viewing room and stay if required, or remain within calling distance to give support (providing the death is not suspicious).
- Legal implications regarding a death in the Emergency Unit will be explained to the relatives and the accompanying UHB written information given to explain to relatives the ongoing implications of a sudden death.
- The need for police involvement will be explained and that a formal identification of the deceased may be required, as this is a legal requirement.
- The on-call hospital Chaplain can be contacted at the request of the family and special consideration will be given to multi-cultural needs if appropriate.

5.4e Viewing the Deceased at the Mortuary

It is advisable to inform relatives that it might not always be possible for the mortuary staff to arrange a viewing and that the funeral home might be a more appropriate environment.

Viewing of the deceased between 08.30 – 16.30 hours

Viewings can be accommodated during these hours but you need to contact the mortuary staff to discuss before informing the relatives. The afternoon might be more feasible.

To arrange a viewing

- All requests for viewing of the deceased should be made via the mortuary staff on Tel: 029 20744269.
- The mortuary staff will advise relatives if they consider that viewing may be distressing.
- Each viewing will be approximately half an hour.
- Mortuary staff will advise relatives of where to arrive in the hospital and who will meet them.

Viewing the deceased outside normal office hours

Viewings can be accommodated but only in exceptional circumstances and would include the following situations;

- Paediatric cases.
- If there are cultural requirements.
- Or when relatives have travelled exceptional distances.

To arrange a viewing

- All requests to view should be made via the Site Manager – Nurse Practitioners Service bleep 5555 or the Nurse in Charge at the Emergency Unit at the University Hospital of Wales Tel: 029 20748025.

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- The Site Manager or Nurse in charge will discuss the viewing with the mortuary staff.
- The Site Manager or Nurse in Charge will advise relatives where to arrive in the hospital.
- Mortuary staff will escort relatives to the viewing room. They will either offer to stay or allow the relatives privacy as required.

5.5e Collecting the Medical Certificate of Cause of Death

This process is not always straight forward and staff should not advise relatives until the information has been confirmed.

- If the death is expected and the doctor is able to complete the medical certificate of cause of death then staff should advise the relatives to contact the Bereavement Office on Tel: 029 20742789 to arrange collection of the certificate. It is imperative that relatives ring first.
- Staff should ensure they liaise with staff at the Bereavement Office so they are aware that the death has occurred.
- If the death is to be reported to HM Coroner, staff should advise relatives that either the Coroners Officers or the staff at the Bereavement Office will contact them when HM Coroner has made their decision regarding how to proceed. Alternatively, the relatives can contact the Coroner's Officers via Cardiff Central Police station on Tel: 101.
- If a medical certificate of cause of death can be issued from the hospital even though the death has been reported to HM Coroner then next of kin / person arranging the funeral can collect the certificate from the Bereavement Office issued as a part A. In this situation there might be a slight delay regarding the relatives being able to register the death.
- If cremation is required a separate form (4&5) needs to be completed by medical staff.

5.6e Registering the Death

- Relatives are required to register the death within five working days unless the Registrar extends that period. This is usually done at the Registry Office, City Hall, Cardiff Tel: 029 20871684 or if the service is available in a room at the concourse at the University Hospital of Wales. The Bereavement Office staff will make the appointment Tel: 029 20742789.
- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949 or the Registrars of Births, Deaths and Marriages on Tel: 029 20871684 for further information.

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Appendix 6

THEATRES

6.1.1 Care of the Deceased (Last Offices) as 4.1 usually undertaken by staff in the clinical area where the death has occurred;

If an inpatient dies unexpectedly whilst away from the ward /unit the person in charge of the area needs to contact the ward and inform them of the death and discussions held regarding the most appropriate area to care for the deceased.

- At the Day Surgery Ward / Bethan Ward (UHL): the deceased should be screened from the rest of the ward area.
- At the Ambulatory Care Ward (UHW): the deceased should be screened from the rest of the ward area.
- At the Recovery Room: the deceased should be screened from the rest of the room.
- Anaesthetic Room / Theatre / Endoscopy: Where possible the deceased should be transferred to the recovery room and the area screened or to the clinical area where the patient was an inpatient (as below).

If the deceased is to be transferred to the ward /unit where they were an inpatient the following guidance applies;

If an inpatient dies unexpectedly whilst away from the ward /unit, the person in charge of the area needs to contact the ward and inform them of the death. Following discussions the deceased then needs to be returned to the originating ward.

As part of this communication it is important that the ward staff know the whereabouts of the relative's to ensure they are in an area where they will not accidentally see the deceased being returned to the ward.

Only once this has been established (names of staff involved to be taken and recorded) should the deceased be returned to the ward / unit for care of the deceased to be carried out.

Discretion should be used whilst transferring the deceased as their dignity and respect are paramount and consideration made to the following;

- the most appropriate route i.e. even if the route is longer utilise the route that is less busy.

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- If the deceased is on a hospital trolley;
 - the deceased should be covered with a sheet and the blue plastic cover (from the mortuary) placed over them.
- If the deceased is on a hospital bed;
 - cot sides should be applied
 - the deceased should be covered with a sheet and the blue plastic cover (from the mortuary) placed over them.

A member of the medical team will inform the next of kin, accompanied by a nurse, ideally from the clinical area where the patient was nursed prior to their death.

If referral to HM Coroner is necessary it will be the responsibility of the medical staff within these areas to inform HM Coroner that the death has occurred.

6.1.2a Transferring the Deceased to the mortuary at University Hospital Llandough as 1.2

- The porters can be contacted on Tel: 029 20715212 to arrange transfer to the mortuary.
- A member of staff will accompany the deceased. This can be a registered or non registered nurse / midwife e.g. Health Care Support Worker.

6.1.2b Transferring the Deceased to the mortuary at University Hospital of Wales as 1.2

- The porters can be contacted via portertrac to arrange transfer to the mortuary.
- A member of staff will accompany the deceased. This can be a registered or non registered nurse / midwife e.g. Health Care Support Worker.

6.1.3 Viewing the Deceased

- Deceased are viewed on the ward at the relatives' request.
- Relatives should be encouraged to view the deceased at the funeral home.

6.1.3a Viewing the Deceased at the Mortuary at UHW

It is advisable to inform relatives that it might not always be possible for the mortuary staff to arrange a viewing and that the funeral home might be a more appropriate environment.

Viewing of the deceased between 08.30 – 16.30 hours

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Viewings can be accommodated during these hours but you need to contact the mortuary staff to discuss before informing the relatives. The afternoon might be more feasible.

To arrange a viewing

- All requests for viewing of the deceased should be made via the mortuary staff on Tel: 029 20744269.
- The mortuary staff will advise relatives if they consider that viewing may be distressing.
- Each viewing will be approximately half an hour.
- Mortuary staff will advise relatives of where to arrive in the hospital and who will meet them.

Viewing the deceased outside normal office hours

Viewings can be accommodated but only in exceptional circumstances and would include the following situations:

- Paediatric cases.
- If there are cultural requirements.
- Or when relatives have travelled exceptional distances.

To arrange a viewing

- All requests to view should be made via the Site Manager – Nurse Practitioners Service bleep 5555 at the University Hospital of Wales.
- The Site Manager will discuss the viewing with the mortuary staff.
- The Site Manager will advise relatives where to arrive in the hospital. Mortuary staff will escort relatives to the viewing room. They will either offer to stay or allow the relatives privacy as required.

6.1.3b Viewing the Deceased at the Mortuary at UHL

It is advisable to inform relatives that it might not always be possible for the mortuary staff to arrange a viewing and that the funeral home might be a more appropriate environment.

Viewing of the deceased between 13.00 – 16.00 hours

Viewings can be accommodated during these hours but you need to contact the mortuary staff to discuss before informing the relatives. The afternoon might be more feasible.

To arrange a viewing

- All requests for viewing of the deceased should be made via the mortuary staff on Tel: 029 20715314.
- The mortuary staff will advise relatives if they consider that viewing may be distressing.

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- Each viewing will be approximately half an hour.
- Mortuary staff will advise relatives of where to arrive in the hospital and who will meet them.

Viewing the deceased outside normal office hours

Viewings can be accommodated but only in exceptional circumstances and would include the following situations:

- Paediatric cases.
- If there are cultural requirements.
- Or when relatives have travelled exceptional distances.

To arrange a viewing

- All requests to view the deceased should be made via the Site Manager – Nurse Practitioners Service on bleep 4980.
- The Site Manager will discuss the viewing with the mortuary staff.
- The Site Manager will advise relatives where to arrive in the hospital.
- Mortuary staff will escort relatives to the viewing room. They will either offer to stay or allow the relatives privacy as required.
- Deceased should be viewed on the ward area if possible.
- Or relatives should be encouraged to view the deceased at the funeral home.

6.1.4 Collecting the Medical Certificate of Cause of Death

- For deaths occurring in theatre it is likely that the death will need to be reported to HM Coroner. Ensure this is confirmed prior to advising the relatives of next steps.
- The next of kin / relatives taking care of the funeral arrangements are required to contact by phone the Bereavement Office after ten o'clock the next working day to make arrangements to collect the medical certificate of cause of death – if it is being issued from the hospital.
Tel: 029 20742789 at the University Hospital of Wales and Tel: 029 20715225 at the University Hospital Llandough.
- Not all certificates are issued from the hospital e.g. if the death has been reported to HM Coroner and a Coroners post-mortem examination is taking place then there will be no medical certificate of cause of death issued from the hospital. The Coroners' officers will issue the relevant paperwork to the relatives.
- If cremation is required a separate form (4&5) needs to be completed by medical staff.

6.1.5 Registering the Death

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For Deaths at UHW

- Relatives are required to register the death within five working days unless the Registrar extends that period. This is usually done at the Registry Office, City Hall, Cardiff Tel: 029 20871684 or if the service is available in a room at the concourse at the University Hospital of Wales. The Bereavement Office staff will make the appointment Tel: 029 20742789.
- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949 or the Registrars of Births, Deaths and Marriages on Tel: 029 20871684 for further information.

For Deaths at UHL

- Relatives are required to register the death within five working days unless the Registrar extends that period. This is usually done at the Registrar's Office at Barry or Penarth Tel: 01446 700111.
- Deaths can be registered out of area 'by declaration', please contact the Senior Nurse Bereavement Services Tel: 029 20744949 or the Registrars of Births, Deaths and Marriages on Tel: 01446 7000111 for further information.

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Appendix 7

DEPARTMENTS AND AREAS ACROSS THE HEALTH BOARD

The Death of an Adult or Child Inpatient whilst Away from the Ward / Unit

If an inpatient dies unexpectedly whilst away from the ward /unit the person in charge of the area needs to contact the ward and inform them of the death. Following discussions the deceased will then be returned to the originating ward.

As part of this communication it is important that the ward staff know the whereabouts of the patient relative's to ensure they are in an area where they will not accidentally see the deceased being returned to the ward.

Only once this has been established (names of staff involved to be taken and recorded) should the patient be returned to the ward / unit for care of the deceased to be carried out.

Discretion should be used whilst transferring the deceased as their dignity and respect are paramount and consideration made to the following;

- the most appropriate route i.e. even if the route is longer utilise the route that is less busy.
- If the deceased is on a hospital trolley;
 - the deceased should be covered with a sheet and the blue plastic cover (from the mortuary) placed over them.
- If the deceased is on a hospital bed;
 - cot sides should be applied
 - the deceased should be covered with a sheet and the blue plastic cover (from the mortuary) placed over them.

The Death of a Person who is not an Inpatient at the Health Board

If the patient is not an inpatient but has a cardiac arrest at the Health Board staff should adhere to the following guidance:

[Resuscitation Procedure](#)

If a death occurs this will be a sudden, unexpected death and managed in line with the Coronial processes.