



Communication Team

2020 Innovation and Best Practice Award Winner Update

**Tewkesbury Community Hospital
Gloucestershire Health and Care NHS Foundation Trust**

SUMMARY:

A Communication Team was formed to support end of life care

PURPOSE:

To ensure communication between families and patients receiving end of life care to patients with Covid-19

For more information visit:
www.communityhospitals.org.uk

WHAT WE DID:

Made sure the team were prepared for complex and sensitive conversations
Communication form completed on admission to the ward
Communication Team contacted family daily
Read poems, letters and messages to patients
Supported high risk staff to continue working and contribute to a whole team approach

UPDATE FOR 2022:

Continued use of technology to support communication with families
Enhanced staff relationships have supported cross covering between theatres and the ward
Whole Team approach to working on site including sharing skills which has allowed theatres to become accessible to more patients