



Compassionate Visiting

South Petherton, Wincanton and Crewkerne
Community Hospitals
Somerset NHS Foundation Trust

SUMMARY:

Developing risk assessed approaches to relatives visiting their loved ones at the end of life enabling compassionate care.

PURPOSE:

To enable relatives to spend time with their loved ones and to 'say goodbye'

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

PATIENT BENEFITS:

Compassionate care which enabled them to connect with their relatives

RELATIVE BENEFITS:

Pro-active communication when patients were admitted to hospital
Gave families important time together and provided dignified end of life care

STAFF AND TRUST BENEFITS:

- Staff felt confident they had done everything they could to enable contact safely, and this was appreciated by patients and families.
- Learning to use technology to enable virtual visiting
- Stronger understanding of how to support the needs of people receiving end-of-life care and their families in the context of Covid.

KEY MESSAGE:

We were able to ensure connection between patients at the end of their lives and their relatives through risk managed compassionate visiting, using a variety of appropriate environments in our hospitals.