

End of Life

POLICY AND PROCEDURE

1. Purpose

Subee Pty Ltd provide support to people who are dying or who may die whilst they are clients of the organisation.

2. Position Statement

Subee Pty Ltd recognises the importance of sensitive and appropriate service provision for clients, their family and carers during the dying process and acknowledge issues of loss and grief which may arise for its staff.

3. Advanced Care Planning

Advanced care planning is a routine part of a person's health care. When a person's values are discussed openly, their healthcare preferences can be respected at a time when they cannot voice their decisions. It's an ongoing process that needs cooperation between individuals, their families, care workers, and health professionals as well as community organisations and healthcare organisations.

Advanced Care Planning:

- keeps the client at the centre of their care and encourages respect for their right to receive care that is consistent with their goals, values, beliefs and preferences
- Clarifies the client's choice to be involved or not in decisions making about their health

This is documented in clients Support Plan

4. Supporting Clients and their Families/carers

Subee provides support to clients and their families during the dying process and at death, which is appropriate and sensitive to clients' or their substitute decision makers:

- ✓ expressed and lawful wishes;
- ✓ cultural beliefs and customs associated with dying and death;
- ✓ spiritual or religious beliefs and rituals associated with dying and death.

Service Co-ordinators and support workers work with people who are dying to-

- ✓ Respect and follow clients Advanced Care Plan
- ✓ Assess the persons end of life needs and wishes

Facilitate informed decision making by:

- ✓ ensuring that clients are competent to make informed choices and if deemed not competent, facilitating appointment of a substitute decision maker;
- ✓ providing clear and helpful information to clients, their families and carers;
- ✓ assisting the client to access lawful processes to document their wishes and decisions for death (such as an Advanced Care Directive or a No Resuscitation Order);
- ✓ Identify, implement and coordinate needed services from the range available (Palliative Care Team, G.P, Community Nursing staff, Grief and Loss counsellors and the like) including facilitating options for needed equipment and aids;

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- ✓ Facilitate admission to hospital or a residential care facility if this is required;
- ✓ Facilitate access to spiritual or religious leaders, community elders or others as required;
- ✓ Keep in regular contact with the client and their family to monitor and review changing needs, ensure services in place are adequate and suitable and check for any possible changes in the client's wishes.

Service coordinators and staff must work only within the range of duties they are employed to perform

Only medical staff are qualified to advise clients on medical issues.

If support workers or service coordinator identify a potential need for medical review they will contact Subee registered nurse or after hour. The registered nurse will liaise with appropriate medical professionals if necessary.

5. When a client dies

The client's family/carer ring the ambulance or contact the client's G.P who will determine death and assist the family with further arrangements;

If there is any doubt surrounding the nature or cause of the death the police may also need to be called;

The family is asked to advise Subee that the client has died as soon as they are reasonably able to do this;

The service coordinator expresses condolences on behalf of the organisation and may also explore further support

for the family/carer where this is appropriate and within resources;

Within a sensitive timeframe the service coordinator explores with the family what burial arrangements are in place and their wishes in terms of staff attendance.

Organisational Exit procedures are commenced.

Within a sensitive and reasonable timeframe, the service coordinator works with the family/carer to return any property belonging to Subee Pty Ltd and to pay any monies which are owing.

If the client is palliative and has a signed death at home form:

Ambulance is not to be called.

Doctor to sign death certificate within 48 hours.

Family or support worker to call designated funeral parlour when the family is ready.

6. If a client is found and death is suspected

When a client does not answer their door or phone at a time that a service is scheduled refer to the **Client not home responding Policy and Procedure**.

If the client is found and death is suspected, 000 is called;

- ✓ If appropriate start CPR
- ✓ The ambulance service or Doctor will determine whether the client has died and will take responsibility for the person's body;
- ✓ Staff need to ring Subee Newlake office or after hours number to report.

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- ✓ The death of the client and actions of staff should be reported to the CFO-Clinical Team Leader and documented in the client's case notes;
- ✓ The service coordinator ensures that staff are able to continue working and what other support is required.

- ✓ supporting, training and resourcing staff to work effectively and sensitively with people who are dying;
- ✓ recognising the possible emotional impacts of work related grief and loss;
- ✓ responding appropriately to staff grief reactions when a client they have 'cared' for, dies.

Staff are supported by –

- ✓ Providing staff with access to information and resources about death and grief and loss;
- ✓ Providing opportunities for professional development;
- ✓ Assisting staff to develop realistic expectations of its client group;
- ✓ Ensuring that the client's current, or recent support staff, are provided with sensitive and timely advice (where this is possible) about impending, or actual death of the client;
- ✓ Enabling staff to say goodbye to a dying client where this is consented to and appropriate;
- ✓ Enabling staff time (unpaid) to attend burials or other death rites if desired by the staff member and consented to by the client's family;
- ✓ Providing opportunities for peer support;
- ✓ Offering professional debriefing and supervision;
- ✓ Offering access to counselling.

7. Clients choosing to die at home

Subee Pty Ltd can support clients who make an informed choice to spend part of the dying process, or to die at home

- ✓ within the reasonable range and scope of available resources;
- ✓ within the availability of required multidisciplinary support;
- ✓ with due consideration to the organisation's duty of care to clients and staff.

Should Subee consider it not viable to provide this support:

- ✓ the final decision will be made in consultation with the CFO- Clinical Team Leader.
- ✓ the reasons for the decision will be conveyed to the client and carer/family;
- ✓ the service coordinator will continue to assist the client to explore and access other viable options for support including admission to hospital or a residential aged care facility.

Subee is committed to providing support for support staff and service coordinator by –

5. Support Resources

- ✓ National Association for Loss and Grief (NALAG – NSW Inc. (02) 9988 3376
- ✓ Coffs Harbour NALAG Charter: - 02 66 513 675
- ✓ Advanced Care Planning Advisory Service 1300208582

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- ✓ Making an Advanced Care Directive.

<https://www.health.nsw.gov.au/patients/acp/Publications/acd-form-info-book.pdf>

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