

# SPIRITUAL CARE BULLETIN

## Special Edition - Chaplaincy Annual Report 2016-17

Last year we received universal praise for the new shorter format for our Annual Report. So having hit on a winning formula, here goes again!

Patient-centred care is at the heart of Chaplaincy. Visits have been made to over 13,300 UHL patients. Chaplains have been called to patients in emergencies 395 times - over half of these out of hours.

We are also pleased that the Trust's new Spiritual Care Policy was approved and is now on INsite.

During the past year we have been supporting the Leicester Partnership Trust's (LPT) chaplaincy service. This worked so well that it was decided that from 1 April the UHL Chaplaincy would host a shared service covering LPT's patients and staff. We are really pleased and think that it will mean better care for patients, families and staff as we work with a larger and more diverse team.

Our chaplains have again organised and supported the Hospitals' "Celebrating Caring at it's Best" event, Nurses' League services, ITU bereavement events and memorial services.

Last year we reported that we had appointed the NHS's first paid non-religious colleague. We have received widespread appreciation of her role and hope that this aspect of patient choice will be retained as we move forward.

I hope you enjoy our report!

*Mark Burleigh*

Mark Burleigh  
Head of Chaplaincy &  
Bereavement Services



## Examples of Caring at its Best

**NHS**  
University Hospitals  
of Leicester  
NHS Trust

*Caring at its best*

The Palliative Care Team asked the Chaplaincy team to visit a patient approaching the end of life. The chaplain visited and spent time with his family who asked him to pray. The patient's condition improved a little, so on further visits the chaplain was able to chat with him and his wife. When his condition deteriorated again, the chaplain continued to support the family. On his last visit before the patient died, the chaplain prayed affirming the love which the family shared and seeking blessing for the patient and his family. A family member phoned to thank the chaplaincy, saying this ongoing support had meant a great deal.

Ward staff paged the on call chaplain on a Bank Holiday Monday. A patient had requested an emergency wedding in hospital (these are civil ceremonies conducted by an official from the local Registry Office. The Chaplaincy team has a co-ordinating role). The chaplain met the patient and his partner and advised the attending doctor on the contents of a letter to the Registrar of Births, Deaths and Marriages. He provided details to the Registrar (using an emergency out of hours number) so the Registrar could arrange an urgent appointment with the patient's partner. The wedding took place in the ward the following afternoon.

## Some training delivered by the chaplains:

Chaplaincy Volunteer Study Day on the theme of "Dying Matters" - followed by a tour of the East Park Road Gurdwara

Introduction to Spiritual Care and Chaplaincy for Student Midwives

Sessions at Markfield Institute of Higher Education on NHS Chaplaincy

Training for medical students at St Philips Centre

Sessions for local church members on "Dying Matters"

## Chaplains' wider chaplaincy roles

**Mark Burleigh** has continued in his role as **President of the College of Health Care Chaplains**, is a director of the **UK Board of Healthcare Chaplaincy** and serves on the Chaplaincy Academic Board of the **Markfield Institute of Higher Education**.

**Kartar Singh Bring** has continued his involvement with the **St Philips Centre**. He is also on the national **Pastoral, Spiritual and Religious Care in Health** group.

**Christina Mottram** is a member of the executive of the **National Board of Catholic Women**.

**Lalit Dave** is a coordinator for the national **Hindu Chaplains Group**.

## A Year of Non-religious Chaplaincy

Jane Flint, our new non-religious "Pastoral Carer", has now been a member of the team for over a year. This was the first year of a two year pilot funded by the Leicester Hospitals Charity.

She is the first non-religious carer in the NHS employed alongside her religious colleagues. This fact was not missed by the CQC visit in June 2016, who in their report cited the post as an "area of outstanding practice" in the Trust.

During this time she has settled well into her new role, and the Chaplaincy as a whole has benefited from the greater diversity in the team.

**Our team also includes Baha'i, Buddhist, Christian, Hindu, Jain, Jewish, Muslim and Sikh volunteers. It is great to be such a diverse team!**

## Some thanks

*Following an ITU memorial afternoon:*

"I just want to say a big thank you for the afternoon spent at LGH last week. It was a big help, it was very comforting, for although it is a year since my husband died in intensive care, all feels so very sad. It leaves a big hole in our lives. It was also good to meet other families in the same situation. You had worked hard and it was greatly appreciated."

"Just wanted to say thank you for the service your department is providing for the diverse community of Leicester. Mum was visited by a chaplain when she was inpatient at LRI. Mum was very happy to see her. The healing verses booklet is excellent resource. We were well impressed."

"I want you to know that your Sunday services have been crucial for me"... "Thank you for playing an important part in my healing process." (An LPT mental health patient)

"The comforting words you said for our baby girl meant so much to us. I didn't know what to call it because we're atheists and didn't want anything religious. I just knew we needed something to mark the brief time this tiny little being was here before we could let go of her."

"Our son was on ECMO in ICU - the most difficult time of our lives. We were frequent visitors to the Chapel and comforted by its calm 'space' and the beautiful smell of fresh flowers... Thank you for being there at our time of need."



## The Year in Pictures...



Blessing for Kylie & Nigel's marriage in LGH Chapel - 9 Jul 16



UHL choir singing at Leicester Hospitals Celebration - 9 Jul 16



Balloon Release in memory of Janie Fowler - 6 Feb 17



Dr Kimberly Morgan, a chaplain in USA, visiting us - 14 Jul 16



Sikh Prayers for the Hospitals held in the LGH Chapel - 8 Dec 16

## The Year in Numbers

- 13,300** - the number of patient visits by the Chaplaincy team
- 3,886** - the hours given by Chaplaincy volunteers - equivalent to over two full-time staff. Thanks to all our faithful volunteers
- 1,518** - the attendance at Sunday services in the hospitals
- 883** - patient referrals (12% up on last year - 58% were at LRI)
- 851** - bedside communion services
- 395** - urgent calls to provide patient support
- 287** - urgent calls for support in office hours
- 264** - prayers at time of death
- 208** - call-outs to provide urgent patient support out of hours (68% of these were for patients at LRI)
- 90** - baby funerals conducted by chaplains
- 80** - active Chaplaincy volunteers
- 47** - funerals led by chaplains for patients who have died in hospital with no one to arrange their funeral - this is **double** last year's number
- 12** - paid members in our team, working a total of 6.85 whole time equivalent

## Hellos and Goodbyes

### Hello

We welcomed the following volunteers:

Benita Thambipillai, Gillian Densham, Lynne Vernon, Mohammed Atiq Nanabawa, Mohammed Vania (who previously volunteered some years ago), Saidu Kanu and Spiwe Ruwodo.

We are also welcoming Jane Richards, Harj Singh and Fazlur Diwan from LPT on 1 April 17.

### Goodbye

We were sad to say goodbye to Fr Greg Murphy who left us to move from Leicester in November. He was highly appreciated for his work as Catholic Chaplain based at LRI.

Volunteers who finished during the year were:

Sean O'Grady, Fr Herbert Fadriquela, Helen Dartnall, Helga Westmoreland, Louise Shaw, Malcolm Cross, Michael Rowberry, Rosemary Stokes. We also were deeply saddened by the death of Olive Stanley.

Thank you all for your faithful service!



## Thanks following a baby funeral:

"I just wanted to thank the chaplain who took the ceremony for our baby this morning at Gilroes crematorium. We were so grateful for the opportunity to grieve and say goodbye. You were very supportive and helped us to find some peace. We appreciate the expense and effort provided on our behalf in such a sad and sometimes overlooked situation.

We are also so grateful for the visit from another hospital chaplain shortly after the baby's birth in hospital. It was a great comfort.

Thank you to all the team."