Chaplaincy and Spiritual Care Guidelines
**Policy Title:** Chaplaincy & Spiritual Care Guidelines

**Executive Summary:** This guidelines provides guidance and is concerned with the provision of spiritual healthcare that is responsive to the physical, psychological, emotional and spiritual needs of our patients, their carers, staff and visitors

**Supersedes:** New policy

**Description of Amendment(s):** n/a

**This policy will impact on:** Patients, their carers, staff and visitors

**Financial Implications:** Chaplaincy Services already established

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**APPROVAL RECORD**

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1. Introduction

The NHS is committed to a system of comprehensive care that considers the physical, social and emotional, economic and spiritual needs of a person, his or her response to illness and the effect of the illness on the ability to meet self-care needs. This means that we view people as individuals with varied and complex needs and not just as patients, their carers, staff or visitors.

The United Kingdom has a diverse population of people who adhere to and celebrate different religions and beliefs. Freedom of religious and beliefs is a human right, protected by legislation. East Cheshire NHS Trust seeks to provide appropriate spiritual, pastoral and religious care. This is available to patients, their carers, staff and visitors regardless of religious affiliation or belief.

2. Purpose

The purpose in producing the guidelines is to embody Spiritual Care within our Trust’s philosophy and thinking and to emphasise its value for staff and patient wellbeing.

The Trust has a legal responsibility to ensure that the service it provides and the way it manages it staff, does not unfairly discriminate against anyone on the basis of their religion or belief.

The guidelines details how the Trust will deliver its services and treat its staff with mutual respect, openness and trust irrespective of religion or belief.

The Trust recognises that it is important that patients’ religious or spiritual practice should be respected and that it can enable their recovery. In doing this, equality legislation, the NHS Charter and human rights obligations are of vital importance, but critically the experiences of patients, and carers is enhanced by ensuring either religious or non-religious pastoral support is available.

The guidelines relates to all patients, their carers, staff and visitors and impacts on the Trust’s relationship with the communities that it serves.

3.0 Responsibilities

**Chief Executive**

The Chief Executive has overall responsibility for ensuring that the Trust has appropriate policies and guidelines in place and that robust monitoring arrangements are in place, and has delegated this responsibility to the Director of Finance.

**Director of Finance**

The Director of Finance, as the nominated Lead Director, is responsible for implementation and delivery of the guidelines in ways that are responsive to the needs of patients, their carers, staff and visitors.
Head of Facilities (Soft FM)
The Head of Facilities has responsibility for management of the Chaplaincy and Spiritual Care Services and will ensure that processes and plans are in place to monitor compliance with the guidelines.

Chaplaincy Co-ordinator
The Chaplaincy Co-ordinator is responsible for:
- facilitating Chaplaincy & Spiritual Care Services
- appointing spiritual caregivers (i.e. Chaplains, Volunteers) who are of good standing within their faith communities
- ensuring, through appropriate training and monitoring, that individual chaplaincy members (paid or voluntary) have clear lines of accountability for their professional conduct
- providing appropriate facilities for the chaplaincy workforce
- ensuring the integration of the guidelines with other Trust policies and procedures
- providing relevant opportunities for the training and updating of staff in spiritual care matters
- provide a resource on ethical, spiritual, religious or pastoral matters

Chaplains/Volunteers
The Chaplains/Volunteers have a responsibility to:
- deliver a spiritual care service that meets the needs of all patients, their carers, staff and visitors
- provide opportunities for worship and religious expression within the Trust and will assist those of all faiths and beliefs to access and receive the support of their particular community
- be aware of the needs of all faith groups especially at times of significant life events, and will offer guidance to staff about delivery of care at these times, particularly when that care may impact on clinical procedures (for example, around end of life care and observing religious observance)
- work within the codes of conduct and policies of the Trust and of their relevant accrediting bodies

Departmental Managers/Heads of Service
They are responsible for ensuring that the services they manage or commission adhere to the guidelines, and that their team members are made aware of key aspects of religious life that may impact on their patients and their associated requirements.

They are responsible for maintaining adequate procedures, to ensure that patients are enabled to give information about their religion or belief at any point in their care pathway, and that such information is correctly recorded and used throughout their care.

All East Cheshire NHS Trust Staff
All Trust staff have a responsibility to:
- to ensure that patient care requests around spiritual care are identified and addressed, making referrals to the chaplaincy team
- respect the equality and diversity agenda and Trust policy with respect to spiritual care needs
- be aware of the means by which the spiritual care (Chaplaincy) team can be accessed
- monitor and identify different spiritual concerns as they arise
4.0 Delivery of Spiritual Care to Staff, Patients, Carers, Visitors and Volunteers

4.1 Admission and Spiritual Care Assessment Procedures for Patients

This now places a ‘responsibility of care’ on the staff member admitting a patient into hospital and/or providing the principal care on the ward (e.g. named nurse) to ensure that patients are asked for their religious details and that these are correctly recorded in the patients notes and PAS (or any subsequent computer system).

The two compulsory questions that satisfy legal requirements on admissions are:

- what is your religion?
- can the Chaplains be informed of your religion? Yes/No

Please note that the second question is about providing legal consent. It does not ask if the person would like a visit from a chaplain. If a patient requires a visit from a chaplain this must be notified by direct request through to either the Switchboard or Chaplaincy Coordinator.

4.2 Places of Worship and Quiet Spaces

St Lukes Chapel is located on the ground floor in the general hospital, a short distance from the Admissions Desk. The Chapel is open throughout the day and may be used for prayer, worship, mediation or quiet time. There is also a quiet room which also can be used throughout the day for quiet reflection. The Chapel is closed at 8.30 pm; however access can be arranged if required by speaking to staff.

A Multi-Faith Room is available for people of a diverse range of faiths to use. This facility is located on the corridor leading to the Main Outpatients and access can be arranged by following the instructions on the door.

There are a number of opportunities for prayer and attendance at formal services held in St Lukes Chapel. If you are a patient and would like to attend, speak to the nursing staff and (subject to being well enough to attend) they will arrange for a specially trained volunteer to collect you. Details of regular services can be found on the Trust website and they are also displayed outside of the Chapel.

4.3 Information for Patients, Relatives and Carers

Specific written information about spiritual care services for patients should be provided on pre-admission and admission. In the case of non-elective surgery and trauma patients who have no pre-admission literature, it is important to provide information on the wards. Information leaflets are available from the Chapel, Multi-Faith Room, Chaplaincy Coordinator and on the ward.

4.4 Acts of Worship and Religious Observance including at Birth and Death

It is important that individual needs for religious observance (for people of all faiths), rites, customs and liturgical traditions are accommodated so far as possible without discrimination. This may include issues about gender, diet, ablutions, meditation, prayer, privacy, dignity and treatment.
The need for appropriate recognition and/or ceremonies of birth, death and other significant points in life (rites of passage) should be acknowledged regardless of any belief system. Chaplains are available to advise on and/or conduct these as required. If appropriate, other faith leaders/representative will be called upon to conduct such religious rites.

Acts of Christian worship are regularly held in each of the hospital chapels. Members of the chaplaincy team also visit the wards to provide prayer and Christian Sacraments (Holy Communion, Anointing with Oil etc) for those patients who are unable to leave the wards. Whilst the Chaplains work proactively to be aware of individual patient’s needs, it is the responsibility of ward staff to ensure that the chaplains are informed either by asking the patient to complete a Chaplaincy Consent Form or by ringing the Switchboard or Chaplaincy Co-ordinator.

When a member of the Chaplaincy Team is visiting a patient, carer or visitor (especially if providing some form of ministry) other staff are asked to respect the importance of this encounter for the patient and to avoid unnecessary interruptions.

4.5 Access to Chaplains and Multi-Faith Representatives

The Chaplains provide a 24 hour on-call service throughout the Trust and are available for spiritual, pastoral and religious care of all patients, their carers, staff and visitors. This service is available to all service users regardless of a person’s faith or background

Trust Chaplains can be contacted in the following ways:-

- Main Switchboard - external callers 01625 421000 or internally dial 0
- Chaplaincy Co-ordinator – external callers 01625 663386 or internally dial 3386 (only available Monday – Friday 8.00 am – 4.30 pm)

Please provide the following information:

- Patient name
- Denomination
- Ward
- The nature of the visit
- Your contact details

The Chaplaincy Team have links to other faith communities, including Buddhist, Hindu, Jewish, Muslim, Quakers, Sikh and Unitarian. The Chaplaincy Team will aim to ensure that access is available to leaders from their own faiths if requested.

4.6 Advice, Support and Resources

Copies of the Christian ‘New Testament and Psalms’ are available on the wards and in the hospital chapel. Copies of the Quran are available in the Multi-Faith Room and can be requested from the Chaplaincy Co-ordinator.

Other prayer leaflets are available in St Lukes Chapel and Multi-Faith Room. Other sacred reading and texts may be available from the Chaplaincy Co-ordinator. A multi-faith calendar showing key religious festivals is displayed outside of the Multi-Faith Room.

4.7 Delivery of Spiritual Care to Staff

The Chaplain Team exists to support staff as much as patients, their carers and visitors of the Trust.
The Chaplains provide a confidential listening and support service for all staff and this can take place through formalised sessions, debriefs or through individual and informal meetings.

If staff have particular spiritual needs in the workplace which are not being properly addressed or met then the Chaplains would be pleased to discuss these with a view to supporting staff and improving working conditions in the Trust.

4.8 Support following the Death of a Member of Staff

Whenever a member of staff dies it can have an adverse effect for other staff working in the Trust. These deaths may include:
- anticipated death following illness or diagnosed disease
- sudden death following a tragic accident
- sudden death due to illness
- sudden death due to suicide

Each of the scenarios can trigger different but important grief reactions in other members of staff, particularly in close working colleagues.

Chaplains are available to assist in the following ways:
- support the Director/Manager in breaking bad news to other staff
- support the Director/Manager in addressing their own needs whilst supporting others
- offer professional (pastoral) listening/support for staff who may be in shock or need to talk
- helping to acknowledge feelings positively in short acts of remembrance
- reinforce our availability for continuing staff support following the event
- advise on cultural and religious matters relating to dying/death/funerals

5.0 Monitoring Compliance with the Document

5.1 An annual review of Chaplaincy services will be undertaken by the Chaplaincy Co-ordinator with the support of the Chaplaincy Team, to ensure their continued effectiveness in supporting the needs of staff, patients, carers, visitors and volunteers.

The review will consider:
- staffing provision
- direct patient/family and staff support activity undertaken
- appropriateness of physical resources
- information provision about chaplaincy services

Following the review, a report will be prepared with any accompanying action plan and recommendations which will be considered by the Quality and Performance Committee.

5.2 The guidelines will be reviewed on a three yearly basis by the Chaplaincy Co-ordinator.
6.0 References

- South Yorkshire NHS Workforce Development Confederation, Caring for the Spirit 2004; a strategy for the chaplaincy and spiritual healthcare workforce
- NICE Guidelines, Department of Health (2003) NHS Chaplaincy: Meeting the Religious and Spiritual Needs of Patients and Staff
- NHS Chaplaincy Guidelines 2015
- Code of Conduct for Healthcare Chaplains