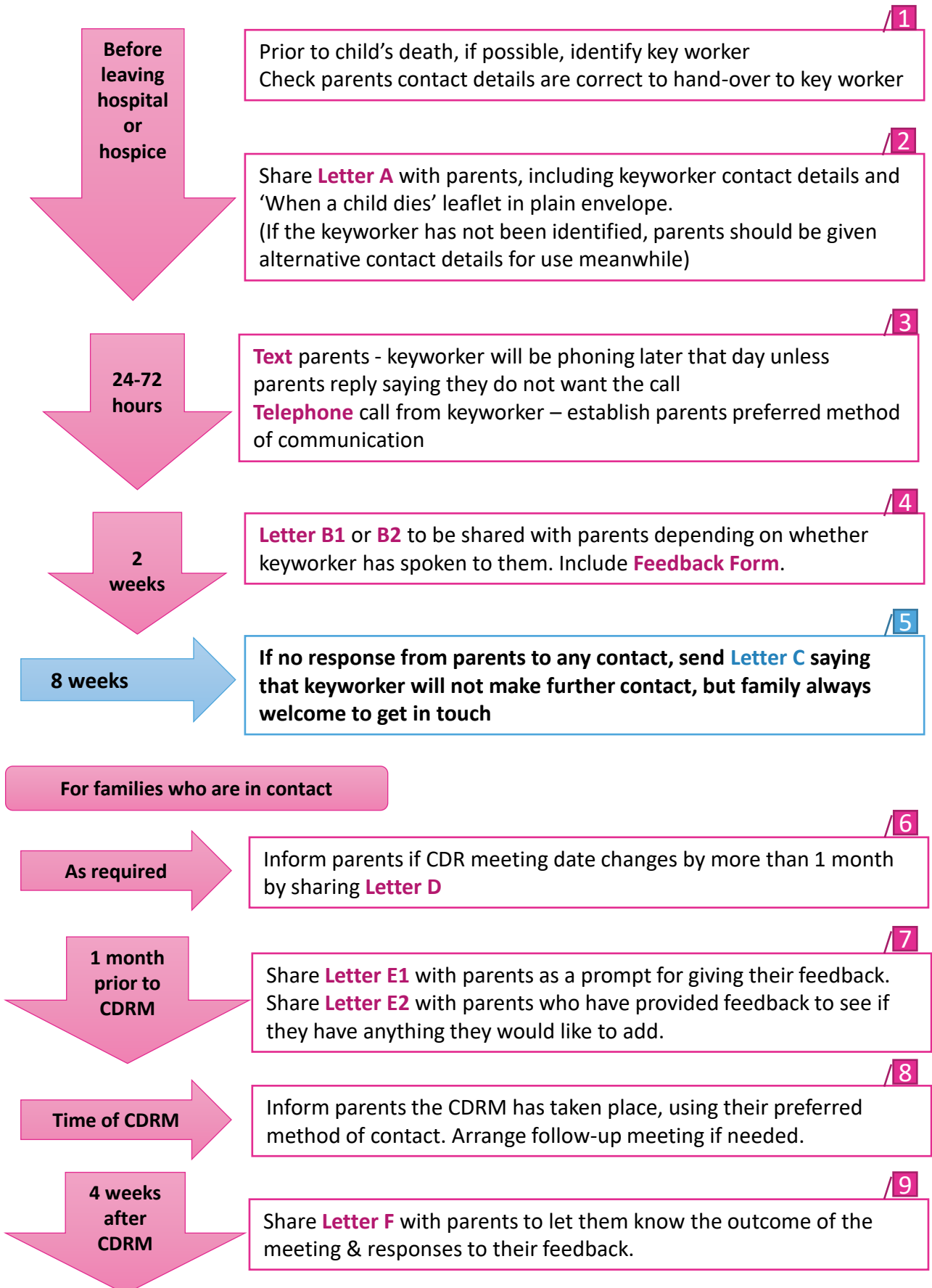


Flow chart for contact with parents following expected child deaths



These contacts relate to sharing information about Child Death Review (CDR) and does not include contacts for other aspects of bereavement support.



Guidance notes for flow chart



- 1 Whenever possible, the keyworker should be agreed prior to a child's death. If a child dies in a hospital out of their local area, the hospital bereavement team should discuss with the child's local Child Death Review or local clinical team about the most appropriate person to be the keyworker. If a family leaves hospital after the death but before the keyworker has been allocated, the family should be given contact details for support while they wait for their keyworker to contact them. Full details of the child, parents and their telephone numbers should be passed to the keyworker as soon as possible.
- 2 Letter A should be shared with parents along with contact details for the keyworker and bereavement support before leaving the hospital, or alternative contact details while they wait for the keyworker to be allocated. Parents should be handed a copy of the 'When a child dies' leaflet in a plain envelope for them to read if and when they feel ready. It is not necessary to explain about Child Death Review at this stage unless parents ask about it.
- 3 The allocated key worker should text the parents 24 to 72 hours after the death, introducing themselves and to let them know they will telephone later that day to discuss support and advice. The keyworker should telephone unless parents have text back to say they do not want a call. The keyworker should find out parents preferred method of communication (e.g. text, WhatsApp, telephone call, email) and encourage parents to write down any questions they have about their child's care and treatment.
- 4 Share Letter B1 with the parents if the keyworker has spoken with them on the phone. If there has been no reply to telephone calls after a few attempts Letter B2 should be sent to parents.
- 5 If there has been no contact with parents despite telephone calls and letters, 8 weeks after the death parents should be sent Letter C.
- 6 In the event of the CDR meeting being delayed by more than one month Letter D should be shared with the parents.
- 7 One month before the CDR meeting, the keyworker should contact parents by their preferred method, to check if they have any feedback or questions for the meeting. The parents should be given Letter E1 if they have not provided any feedback already, or Letter E2 if they have provided feedback already.
- 8 Shortly after the CDR meeting the keyworker should contact parents by their preferred method and let them know that the meeting has taken place. The keyworker should offer to meet the parents and discuss the outcome of the CDR meeting. The keyworker should arrange follow-meetings for the parents with the lead clinician if needed to discuss any medical issues.
- 9 Parents should be sent a plain English feedback letter within 4 weeks of the CDR meeting; this can be based on the wording in Letter F but this will editing depending on the conclusions of the CDR meeting. The lead clinician may also need to write to parents explaining any medical issues and concerns.