



Top Tips for Tricky Times: Supporting staff following multiple deaths in care home environments



- 1) It is okay to grieve. Sometimes grief felt by staff is as real as the grief of residents' family.



- 2) Time to talk about feelings and emotions is important for staff. Managers can support staff to do this in one to one meetings.



- 3) Other ideas include a time of reflection, sharing stories and memories with each other.



- 4) Note what you did well in caring for the resident. That might be especially important when family can't be present.



- 5) Some staff may be new to experiences of death – they might need more support.



- 6) Could staff use a bereavement support line? Or make links with local hospices; staff could benefit from the expertise they offer.



- 7) Rituals that involve gatherings won't be immediately possible. Plan a Memorial Day to remember the residents who have passed away in the past 12 months.



- 8) The effects of grief can accumulate rather than lessen with each death. Experiencing many deaths in a short space of time can be overwhelming and lead to prolonged grief. It might feel unreal.



- 9) Staff can experience 'compassion fatigue'. It shows as emotional and physical exhaustion. It can impact on being able to care for residents and on relationships with colleagues. The above tips can help manage this.