

Bethany Care Ltd

Death of a Client

Policy & Procedure 13

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1. Object & Field of Application

- 1.1 This document details the policy and process adopted by Bethany Care Ltd (BCL) in the event of the death of a client.

2. Legislation

- 2.1. The Coroners Act 2003

3. Definitions

- 3.1 **Death:** The end of life of an organism or cell. In humans and animals, death is manifested by the permanent cessation of vital organic functions, including the absence of heartbeat, spontaneous breathing, and brain activity.

4. Immediate Response Following the Death a Client (Unexpected)

The death of a client will be responded to with dignity, promptness and sensitivity. In the event of the death of a client, the attending staff member will immediately: Please see attachment 2 for details.

1. Complete a DRABCD assessment as per first aid protocols.
2. Call emergency services on "000".
 - Firstly, request an ambulance – Their medical officers will pronounce the death.
 - Secondly, notify the police - The medical officer and police will complete reports which the police will later lodge at the morgue.
3. Contact the Service Manager –
 - Service Manager responsibilities:
 1. Contact the next of kin/family members and other relevant people
 2. Complete and DSQ – Client Death Notification Form
 3. The manager will arrange staff to cover shifts if necessary
4. Complete a Record of Incident Form – The attending officer should complete and hand this in to the AM Assistant Manager as soon as possible.
5. Assist the family with other arrangements - If the client is living with family, the attending staff may assist the family with the arrangements if requested by the family. The staff will inform the manager of any perceived need for grief counselling.

5. Response Following the Expected Death of a Client

When the death is expected

- 5.1 Staff to implement the client's Palliative Care Plan
- 5.2 If the family were not present at the time of death, staff may need to negotiate some time with the police prior to the removal of the body

Notification Action

- 5.3 The manager will notify the appropriate State/Federal Government department of the death as soon as practicably possible.
- 5.4 All notifications will be documented including date, time and person/s notified. The Service Manager will follow the relevant government department's notification procedure.
- 5.5 The manager will notify the president of the management committee of the death as soon as practicably possible (and within 24 hours of the death).

6. Post Death Support

Service Manager Responsibilities

- 6.1 The manager will provide / arrange the necessary support for other clients and staff. This may include debriefing and ongoing support, if appropriate.
- 6.2 The manager will offer support and assistance to the family of the deceased. This may include assistance with funeral arrangements, finalising the person's affairs and the provision of information about other services that provide bereavement care.
- 6.3 If the funeral is to be held locally the manager or nominated Director or staff member will attend the funeral and provide support to other staff who may wish to attend the funeral.
- 6.4 The manager will assist with the finalisation of the deceased person's affairs. This will include providing documentation of the deceased person's property and its return to or collection by the executor or the administrator of the estate.
- 6.5 Where there was a guardianship order that relates to the deceased, the manager will liaise with the Guardianship Board to arrange the funeral. Family members will be offered the opportunity to be involved in the arrangements.

7. Funeral Costs

- 7.1. It is the responsibility of the deceased executors to meet the cost of the funeral. Often the names of the executors might not be known until after the funeral. In those cases, the responsibility usually falls on the deceased person's family. The person ordering the funeral is legally responsible for the cost in the first instance but may be entitled to reimbursement out of the estate.
- 7.2. Where the deceased has no family or the family is not able to meet the cost of the funeral, the matter is to be referred to the police, who are responsible for organizing assistance through the state Department of Health (for destitute burial).

8. Report Action

The manager, in consultation with the staff on duty at the time of death, will provide the Board of Directors with a written report (RIF form) on the circumstances surrounding the person's death.

ATTACHMENT 1

COPIES TO BE FORWARDED IMMEDIATELY TO:

- ➔ Regional Operations (FAX 3836 0924) ➔ Assistant Director-General, DSQ (FAX 3224 8447) ➔ Director-General (FAX 3006 4059)
- ➔ Ministerial & Executive Support (FAX 3224 2312) ➔ Office of Minister (Level 1 Incidents only – FAX 3210 2190)
- ➔ Email Group: DSQ_Critical_Incidents

DISABILITY SERVICES QUEENSLAND - CRITICAL INCIDENT REPORT

INCIDENT LEVEL: 1 2 REGION: _____

DATE OF INCIDENT:

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 TIME OF INCIDENT: _____ AM
_____ PM

DETAILS OF SUBJECT/S OF INCIDENT:

NAME	DOB	CLIENT / STAFF / MEMBER OF PUBLIC	TYPE OF CLIENT (EG, ALS, HOSTEL, COMMUNITY, FUNDED)	PLACE OF RESIDENCE OR WORKPLACE

DESCRIPTION OF INCIDENT (INCLUDING LOCATION):

ACTION TAKEN (INCLUDING CONTACT WITH OTHER AGENCIES, EG, POLICE (DATE AND TIME):

RELEVANT BACKGROUND INFORMATION (BRIEF POINTS ONLY):

FURTHER ACTION TO BE TAKEN (INCLUDE BOTH SHORT AND LONG TERM STRATEGIES):

CONTACT OFFICER DETAILS (IF FURTHER INFORMATION REQUIRED):

NAME: _____ **TELEPHONE NUMBER:** _____

(Name) (Position) (Date)

Immediate Response Following the Death a Client (Unexpected)

ATTACHMENT 2

1) Complete a DRABCD assessment

as per first aid protocols.

DANGER, RESPONSE, AIRWAY, BREATHING, CPR, DEFIBRILLATOR (if available)



2) Call emergency services on “000”.

- Firstly, request an ambulance – Their medical officers will pronounce the death.
- Secondly, notify the police - The medical officer and police will complete reports which the police will later lodge at the morgue.



3) Contact the Service Manager

Service Manager responsibilities:

Contact the next of kin/family members and other relevant people

Complete and DSQ – Client Death Notification Form

The manager will arrange staff to cover shifts if necessary



4) Complete a Record of Incident Form

The attending officer should complete and hand this in to the AM Assistant Manager as soon as



5) Assist the family with other arrangements

If the client is living with family, the attending staff may assist the family with the arrangements if requested by the family. The staff will inform the manager of any perceived need for grief counselling.