Further Useful Information
Design & Dignity Guidelines

This booklet can be downloaded from www.hospicefriendlyhospitals.net
Education and Training Resources

The educational DVDs listed here are helpful for staff to view on an individual or team basis and as part of an education and training programme for staff in direct contact with patients at end-of-life and their families. The DVDs focus on different elements of end-of-life care.

• **Stories from the End of Life** is an introductory DVD outlining 3 different experiences of end-of-life care in Irish hospitals.

• **Hard to Say** provides training resources for communicating in difficult circumstances, including the end of life.

• **Journeys to the End of Life** highlights the need for integrated care and services in the provision of end-of-life care.

To order copies of any of the DVDs go to [www.hospicefriendlyhospitals.net](http://www.hospicefriendlyhospitals.net)
Stories from the End of Life

An introductory DVD about experiences of the end of life in Irish hospitals.

This DVD would be useful for introductory training for staff at ward level and throughout the hospital. It could also be integrated into a training day on end-of-life or bereavement.

(27 minutes) Edition 1 – 2007. Copyright © 2007 The Irish Hospice Foundation

This film explores the realities of facing end-of-life care in hospital. Using three stories, it highlights the need to ‘get things right’ for people who are dying and their families.

It stresses the need for increased dignity, for continuity of care and recognition of the distinctive needs of each dying person. It also highlights the needs of the grieving family both before and after the death had occurred.

These stories underline what dying in hospitals can be like and inspire us to make the experience better for others:

A man left with memories of the indignities his wife faced in her last days – “I couldn’t offer her dignity, that was the job of the hospital.”

A woman reliving the sights and sounds that accompanied the loss of her husband – she described feeling “processed through the conveyor belt of the hospital routine.”

A bereaved man stressing the important role staff have in preparing relatives for the loss of their loved ones and calling for them to “remember that the living need the same kind of care.”

This film will interest all those interested in improving end-of-life care, including management and staff in hospitals and healthcare facilities, healthcare trainers and the wider public.
Hard to Say

This DVD is a valuable training resource for staff involved in communicating in difficult circumstances and in the breaking of bad news, particularly at the end of life.

(1 hour 14 minutes) Edition 2 – 2008. Copyright © 2008 Irish Hospice Foundation

The training resources on this DVD provide valuable and practical scenarios for discussion and reflection on the art of communicating news that medical and nursing staff can find ‘hard to say.’

Seven scenarios cover different issues that often arise such as:

• What preparation is necessary before breaking bad news?
• How do our own personal preconceptions interfere with communication?
• How do we communicate effectively over the phone?

Also on the DVD is a short film on the experiences and issues that can arise in Breaking Bad News from both the patient’s and staff points of view. The International Staff section hears from four nurses on the communication challenges they face around dying, death and bereavement in Ireland.

The following scenarios are used to highlight difficult situations from different perspectives:

- A busy clinic
- Sudden death in A & E
- Ultrasound scan
- Traveller family
- Over the phone
- International staff
- Going on dialysis

Effective and sensitive communication with patients and families is critical in delivering patient-centred and integrated care. Using the scenarios in this DVD staff can explore and develop their own skills in communicating effectively with others.

This resource will be of interest to healthcare trainers, management and staff in hospitals and healthcare facilities.
Journeys to the End of Life

This DVD aims to promote great integration of services related to end-of-life care for the benefit of patients, families and the staff who care for time. It focuses on the profound as well as the practical issues which need to be addressed in a coordinated and holistic way. This DVD will be of value to those who want to gain a better understanding of why end-of-life care should be central to the work of hospitals and to those who champion change in the culture and organisation of end-of-life care.

Final Journeys

Final Journeys is a staff development programme aimed at enhancing the quality of the interactions between patients at end of life, their families and hospital.

- The purpose of Final Journeys One: Developing Awareness in End-of-Life Care is to promote a culture of awareness among all hospital staff.

- The purpose of Final Journeys Two: Developing Communication Skills in End-of-Life Care is to support the development of good communication skills in a core team of hospital staff, who have direct contact with patients at the end of life and their families.

- The purpose of Final Journeys Three: Breaking Bad News is to support the development of skills to communicate openly and sensitively in situations involving breaking bad news and other difficult conversations with patients and families.

The courses are highly interactive using variety of delivery modes including group work, discussion, scenarios, roleplay and exercises. Participants are encouraged to reflect on their key learning and how to apply it in their workplace. The Final Journeys package comprises presentation slides for each course, slide notes, DVDs and a Facilitator’s Guide. This will provide course facilitators with the materials and support they need to deliver the courses to a variety of hospital staff.

For more information, go to [www.hospicefriendlyhospitals.net](http://www.hospicefriendlyhospitals.net)
Further Useful Information  Reading
HFH Information Resources
Available at www.hospicefriendlyhospitals.net


Other Resources

Clayton, J.M., Hancock, K. M., Butow, P.N., Tattersall, M.H.N., & Currow, D.C. (2007). Clinical Practice Guidelines for communicating prognosis and end-of-life issues with adults in the advance stages of a life limiting illness, and their caregivers. The Medical Journal of Australia. 186 (12 Suppl); S77-S108. (This is an excellent staff resource to guide effective communication in end of life care healthcare settings: Google the title to download the full text document)


Bereavement & Suicide Resources

Bereavement

Your local library or bookshop may be able to supply or order these books for you.

The Irish Hospice Foundation has a bereavement library and you may be able to borrow books. Tel: 01 679 3188.


Wallbank, S. (2003). Facing Grief: Bereavement and the Young Adult. Lutterworth Press. (Aimed at young adults in the 18+ group who are coping with the loss of a family member or friend.

Death of a Spouse or Partner


Bereaved Parents and Children


Adults whose Parent has Died


Books for Bereaved Children


Heegaard, M. (1991). *When Someone Very Special Dies*: Children can learn to cope with grief. Fairview Press. (This is a workbook which can be used to help children 7-11 years to express their thoughts and feelings.


**Bereaved by Suicide**


Crossley, D. & Stokes, J. (2001). *Beyond the Rough Rock: Supporting a Child who has been bereaved through suicide*. Winston’s Wish.


**Family Resources for Neonatal and Stillbirth Deaths**


Baby & Infant Memory Booklet

Irish Stillbirth & Neonatal Death Society.
Dublin.

IHF Bereavement Leaflet Series

1. Understanding grief
2. When someone you care about is bereaved
3. Grieving the death of someone close
4. Living through the death of your partner or spouse
5. Adults grieving the death of a parent
6. Grieving the death of a child
7. The grieving family
8. Children’s grief
9. Talking to children about traumatic death
10. Adolescent grief
11. Bereaved by suicide
12. Grief at work
13. Coping with the death of your same-sex partner
14. Coping with Christmas when you are bereaved

The above series of leaflets has been developed by The Irish Hospice Foundation. It may be useful for wards to hold copies of these leaflets on file and give them out as relevant to the individual case.

Copies of these information leaflets are available on request from:
The Irish Hospice Foundation – 01 679 3188 or may be printed from the IHF website.
UK Documents


Available at: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4122191

Available at: http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_4137969


Useful Websites
Useful Websites

www.hospicefriendlyhospitals.net
Providing information on the Hospice Friendly Hospitals Programme and its resources

www.citizensinformationboard.ie
Providing comprehensive information on issues related to dying, death & bereavement in Ireland

www.hse.ie
Information and services available from the Health Service Executive

www.rip.ie
Information and services for end of life matters in Ireland, including death notices

www.groireland.ie
The General Register Office – including lists of Registrars of Births, Deaths & Marriages and information on how to register a death

www.console.ie
Supporting and helping people bereaved through suicide

www.nosp.ie/html/about.html
Information from the National Office of Suicide Prevention

www.hospice-foundation.ie
The Irish Hospice Foundation is a not-for-profit organisation that promotes the hospice philosophy and supports the development of hospice/palliative care.

www.isands.ie
Information and resources from the Irish Stillbirth and Neonatal Death Society

UK Websites

www.endoflifecareforadults.nhs.uk/eolc
Information and resources of the end of life care in the UK, including the end of life care strategy

www.liv.ac.uk/mcpcil/
Information on the Liverpool Care Pathway
Useful Organisations
Bereavement and Counselling Support Organisations

Solas - Bereavement Counselling for Children
Barnardo’s
Christchurch Square, Dublin 8, Ireland
Tel: 01 - 453 03 55
Fax: 01 - 453 03 00
E-mail: bereavement@barnardos.ie

Barnardos
The Bowling Green, White Street, Cork, Ireland
Tel: 021 - 431 05 91
Fax: 021 - 431 0691
E-mail: bereavement@cork.barnardos.ie

Counsellors are based in Cork and Dublin but work with children from across the country.
Telephone Helpline: 01-473 21 10 (Mon-Fri 10am-12noon)

Bereavement Counselling Service (Greater Dublin area, Bray, Carlow, Newbridge), Dublin Street, Baldoyle,
Tel: (01) 839 1766
E-mail: bereavement@eircom.net

The Irish Hospice Foundation, (Does not provide bereavement counselling)
4th Floor, Morrison Chambers,
32 Nassau Street, Dublin 2
Tel: (01) 679 3188
Fax: (01) 673 0040
E-mail: info@hospice-foundation.ie

Meningitis Trust -
an Irish charity that offers a range of free services to people bereaved, affected or worried by the disease. Meningitis kills more children under 5 than any other infectious disease in Ireland, but, people of ANY age can contract it.

Meningitis Trust Helpline 1800 523 196 is nationwide, nurse-led and available 24 hours a day.

National Association of Widows in Ireland,
29 Gardiner Place, Dublin 1.
Tel (01) 872 8814 or (01) 873 3622
E-mail: natwid@eircom.net
E-mail: info@nawi.ie
Web: www.nawi.ie

National Association of Widowers and Deserted Husbands Association,
54 Foster Terrace, Ballybough, Dublin 3.
Tel: (01) 855 2334

Rainbows Ireland Ltd. (helps children bereaved by parental death)
National Office, Loreto Centre,
Crumlin Road, Dublin 12.
Tel: (01) 473 4175
Fax: (01) 473 4177
E-mail: rainbows@eircom.net
E-mail: ask@rainbowsireland.com
Further Useful Information

Websites

**Console**
All Hallows College
Drumcondra, Dublin 9.
Locall helpline: 1800 201 890 (Mon-Fri 9:00am - 5:30pm) Hours may vary during holidays
Tel: (01) 857 4300 (Mon-Fri 9:00am - 5:30pm) Fax: (01) 857 4310
E-mail: info@console.ie
Low-cost one-on-one counselling service for anyone affected by suicide. Also run therapeutic support groups and courses (low-cost). Provide referral service.

**Irish Sudden Infant Death Association**, Carmichael House, North Brunswick Street, Dublin 7.
Tel.: (01) 873 2711
Fax: (01) 872 6056
LoCall: 1850 391 391

**The Miscarriage Association of Ireland**, Carmichael Centre,
North Brunswick Street,
Dublin 7.
Tel: (01) 873 5702 or (01) 872 5550 or (01) 872 2914
E-mail: info@miscarriage.ie

**Health Promotion Unit**, Department of Health and Children,
Hawkins House, Hawkins Street, Dublin 2.
Tel: (01) 635 4000
Fax: (01) 635 4372

Source: Irish eGovernment website www.citizensinformation.ie, provided by Comhairle.

**Other Useful Addresses**

**Registrars of Births, Deaths and Marriages**
HSE Superintendent Registrars of Births, Deaths and Marriages
Department Of Social and Family Affairs
Revenue Commissioners
Probate Office
The Health Service Executive (HSE)
The Irish Association of Funeral Directors

**Registrars of Births, Deaths and Marriages**
General Register Office
Government Offices
Convent Road
### Websites

**Further Useful Information**

<table>
<thead>
<tr>
<th>County</th>
<th>Telephone Numbers</th>
</tr>
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</table>
| Roscommon | Website: www.groireland.ie  
Tel: (090) 663 2900  
Lo-call: 1890 252 076  
Fax: (090) 663 2999 |
| Co. Mayo | (094) 902 3249 |
| Co. Meath | (046) 902 3209 |
| Co. Monaghan | (047) 30400 / (047) 30444 |
| Co. Offaly | (0506) 41301 |
| Co. Roscommon | (090) 663 7508 / 7 |
| Co. Sligo | (071) 915 5118 |
| Co. Tipperary (North) | (067) 31212 |
| Co. Tipperary (South) | (052) 22011 |
| Co. Westmeath | (044) 40221 / (044) 39197 |
| Co. Waterford | (058) 42199 |
| Wexford | (053) 9123522 |
| Waterford City | (051) 842800 |
| Co. Wicklow | (0404) 68400 |

**HSE Superintendent Registrars of Births, Deaths and Marriages**

<table>
<thead>
<tr>
<th>County</th>
<th>Telephone Numbers</th>
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<tbody>
<tr>
<td>Co. Carlow</td>
<td>(059) 913 0053</td>
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<tr>
<td>Co. Cavan</td>
<td>(049) 437 1709</td>
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<tr>
<td>Co. Clare</td>
<td>(065) 686 8050</td>
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<tr>
<td>Co. Cork (North)</td>
<td>(022) 50230</td>
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<tr>
<td>Co. Donegal (North)</td>
<td>(074) 912 4576</td>
</tr>
<tr>
<td>Co. Cork (South)</td>
<td>(021) 427 5126</td>
</tr>
<tr>
<td>Cork City</td>
<td>(021) 427 5126</td>
</tr>
<tr>
<td>Co. Donegal (South)</td>
<td>(074) 913 1038</td>
</tr>
<tr>
<td>Co. Cork (West)</td>
<td>(028) 40570</td>
</tr>
<tr>
<td>Dublin City</td>
<td>(01) 671 1968 and (01) 671 1974 / (01) 671 1929</td>
</tr>
<tr>
<td>Galway City and County</td>
<td>(091) 523 122</td>
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<tr>
<td>Co. Kerry</td>
<td>(064) 32251</td>
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<tr>
<td>Co. Kildare</td>
<td>(045) 887 660</td>
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<tr>
<td>Co. Kilkenny</td>
<td>(056) 775 2208</td>
</tr>
<tr>
<td>Co. Laois</td>
<td>(0502) 21135</td>
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<tr>
<td>Co. Leitrim</td>
<td>(071) 962 0308</td>
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<tr>
<td>Co. Longford</td>
<td>(043) 32226</td>
</tr>
<tr>
<td>Co. Limerick</td>
<td>(069) 66661</td>
</tr>
<tr>
<td>Limerick (City)</td>
<td>(061) 483 763</td>
</tr>
<tr>
<td>Co. Louth</td>
<td>(042) 933 2287</td>
</tr>
</tbody>
</table>
Further Useful Information
Websites

Department Of Social and Family Affairs
Website: www.welfare.ie

The main social welfare offices are as follows:

Pension Services Office
College Road
Sligo
Lo-call: 1890 500 000

Bereavement Grant Section
Social Welfare Services Office
Government Buildings
Ballinalee Road
Longford
Tel: (043) 45211 / 01 704 3000

Child Benefit Section
Social Welfare Services Office
St. Oliver Plunkett Road
Letterkenny
Co. Donegal
Lo-call: 1890 400 400

Treatment Benefit Section
Social Welfare Services Office
St. Oliver Plunkett Road
Letterkenny
Co. Donegal
Lo-call: 1890 400 400

Information Services
College Road
Sligo
Lo-call: 1890 500 000
Or Lo-call: 1890 20 23 25
(if requesting an information booklet/leaf-
let or application form)

Revenue Commissioners
Revenue services are provided on a region-
al basis. See the phonebook for details or
Web: www.revenue.ie

Capital Taxes Division
Dublin Castle
Dublin 2
Lo-call: 1890 20 11 04

Probate Office
1st Floor
Phoenix House
15-24 Phoenix St. North
Smithfield
Dublin 7
Tel: (01) 888 6174
Fax: (01) 873 0306

*There are also 14 District Probate Regis-
tries. To access this list visit www.citizensin-
formationboard.ie/publications/providers/
booklets/entitlements_bereavement/
publications_entitlements_bereavement12.
html#1

The Health Service Executive (HSE)
HSE Infoline
Call-save: 1850 241 850 (8am to 8pm, Mon-
day to Saturday)
Web: www.hse.ie
Local Health Offices are listed in the State
Directory pages of the phonebook.
The Irish Association of Funeral Directors
Mespil Business Centre
Mespil House
Sussex Road
Dublin 4
Tel: 1800 927 111
Email: info@funeralnet.ie

Irish Embassies and Consulates Abroad
Diplomatic Embassies Accredited to Ireland.

It is not possible to provide a full list of all Irish Embassies and consulates abroad or the diplomatic embassies accredited to Ireland within this document as these lists are very comprehensive. You will have access to these lists by accessing the website of the Department of Foreign Affairs at http://www.dfa.ie/home and following the 'Quicklinks' at the bottom of the page for full listings of embassies.

Please note that not all countries listed have an Embassy or Consulate in Dublin, some Missions who have responsibilities for Ireland may be located elsewhere.