

Toolkit of strategies and key considerations for delivering family-centred care

In the following table we have outlined each of the four domains of family-centred care staff should consider and have included three additional considerations, accessibility and technology literacy, patient and loved ones with additional needs and end-of-life circumstances. These encompass barriers and additional concerns raised by the authors [Hart et al.](#) and also seen in the stories Healthcare Improvement Scotland has been gathering. For each domain and concern we have include links to stories we have collected which illustrate the innovative adapted ways of working currently underway across the healthcare system.

Domain and definition	Engagement of families with patients (synchronous communication)	Engagement of families with patients (asynchronous communication)	Engagement of families with patients environments	Communication between clinical team and family
<p>Examples</p>	<p>NHSGGC and NHS Lothian re-united families through providing wards with electronic devices. To ensure compatibility with loved ones own devices each has multiple apps installed (such as Facetime, WhatsApp)</p>	<p>Bradford Royal Infirmary created a special email inbox for families to send messages and photos for patients</p> <p>Resources from Marie Curie Charity and Dr Kathryn Mannix help patients and loved ones</p>	<p>Airedale NHS FT have a drop-off service for the delivery a bag of personal belongings to patients safely</p> <p>Queen Elizabeth University Hospital (NHSGCC) physio and OT staff in critical care have</p>	<p>Surrey and Sussex Healthcare NHS created charts to record staff calls with loved ones, helping end of shift handovers</p> <p>An enquiry hub at St Bartholomew's Hospital ensures consistent and proactive</p>

	<p>NHSGGC have publicised their standard operating procedures for safe device usage during COVID-19</p> <p>A doctor in Canada facilitated a farewell call for the friends and family of his patient at end-of-life</p>	<p>write personal last letters to ensure they have lasting memories and get to say everything they want to one another</p> <p>Chaplaincy teams at NHSA&A and NHS Barts Health Trust developed prayer videos and videoconferencing services as faith leaders are unable to attend patients bedsides</p>	<p>been phoning loved ones to learn more about patients. They will create electronic video diaries of a patient's time in critical care when they're fit for rehabilitation to begin</p>	<p>communication between staff and families. The team delivers daily updates, arranges video calls to patients and also ask loved ones to send in photos and messages for patients</p>
<p>Considerations</p>	<p>Accessibility and technology literacy When creating a communication plan with a patient's loved ones collect details about their accessibility (about their internet connectivity as well as what times they are unavailable) and their familiarity with smartphones/devices. This will help mitigate barriers to communication caused by technology</p> <p>Additional needs of patients and loved ones Are there any language barriers or any additional needs to be considered (such as hearing or sight loss or delirium)? HIS have collected a series of inspirational solutions created by staff such as flashcards, communication charts, PPE labels, and conversation guides.</p> <p>End of Life Conducting end-of-life when families have been separated is extremely difficult as staff need to provide comfort at distance. HIS have collected examples of prompt sheets and guidance for these types of conversations.</p>			

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