P018 - Death of a Client

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| Version | Approved: | Comments | Next review date |
| 1.0 | 01/09/2016  15/05/2020 | Review – wording change | 01/09/2019  15/05/2022 |

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| Applies to: |
| All staff |

# PURPOSE

The response to the death of a client is sensitive and appropriate. This includes ensuring that:

* The cultural and religious beliefs and practices of the client and their family are respected.
* The response is dignified and prompt to minimise the distress arising from the event.

# PROCEDURE

## Action

1. If it appears the client has died, medical help should be sought immediately by phoning an ambulance on “**000**”.
2. Provide practical and organisational assistance within normal expected arrangements where required;

## Reporting

1. Notify local police of the event.
2. Notify co-ordinator.
3. If brokerage First Call professional staff or co-ordinator to notify the service provider of the event.
4. In the absence of any service provider or agency, First Call professional staff or the Managing Director is to notify the next of kin, or if the staff member is known to the next of kin, it would be preferable for that person to convey the news.
5. Staff member to complete the First Call Incident/Complaint (Accident/Near Miss) form F017.
6. Submit the form to be recorded and filed.

# DOCUMENTS

F017 - Incident / Complaint Form

**F017 - INCIDENT / COMPLAINT FORM**

**(ACCIDENT/NEAR MISS)**

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| **Staff Member:** |
| **Name of person reporting:** |
| **Time & Date of Complaint/Incident:** |
| **Nature of Incident** – please give a detailed report of the complaint/incident |
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| **Staff Member signature:** |
| **Name & Contact number of Witness:** |
| **Incident reported to:** |
| **Signature of person receiving report:** **Date:** |
| **Describe how the issue was resolved and what action was taken:** |
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| Is counselling required? |
| **Signed:** (Managing Director, Co-ordinator) **Date:** |

The person/employee filing this incident/complaint report will be given a copy after it is signed off on behalf of First Call Nursing.