

SUDDEN DEATH PROTOCOL

January 2021

SERVICE PROTOCOL STATEMENT

This protocol should be followed in the event of an unexpected / sudden death of a Tenant, or any other individual who is residing or present at the extra care housing scheme.

It is the responsibility of ALL staff to be familiar with and to adhere to this protocol in the event of a sudden death, and should be followed out in full and without hesitation.

In the event of a sudden or unexpected death, staff should:-

- Alert the Team Leader or scheme Manager
If out of office hours, the on-call protocol should be followed (see supporting document) and the on-call Manager should be prepared to attend the scheme if required.
- The alerted Team Leader / Scheme Manager will advise that
 - 999 is called by the care team on site and that both the ambulance and police are requested.
 - The care team on site should follow the instructions of the telephone operator until the emergency services arrive.
 - All relevant information is gathered in preparation for handover to the emergency services.
- The care team on site should ensure that all relevant information is collated and made available for hand over to the emergency services in attendance. This should include:
 - The Tenants Full name
 - The Tenants Date of Birth
 - The Tenants GP details
 - The Tenants Next of Kin / Emergency contact details
 - The care package in place (if any)
 - Confirmation of the last instance when the Tenant was seen alive and well
 - Any relevant information about the circumstances leading up to the sudden death
- The Manager of the scheme or On-call duty Manager should liaise directly with the police and local coroner.
- The Manager of the Scheme or On-call duty Manager may be asked by the police to contact the NOK / emergency contact to inform them of the passing of their loved one.
- The Manager of the Scheme or On-call duty Manager should follow up with the care team on site:
 - Ensure the wellbeing and fitness to continue working, of all staff on site
 - Provide details of the Employee Assistance Programme for the support of those affected/involved.
 - Request factual statements about the incident, from the care team on site.
This should be completed as soon after the incident as possible, to ensure a thorough account is recorded.
 - Inform the Service Manager via telephone.

Further Actions – To be completed by 10:00am the next working day:-

- The Scheme Manager or On-call Duty Manager should compile a full account of the incident, and send via email, to the Service Manager. This report should include the following:-
 - A completed Incident form
 - Statements recorded by ALL care staff on duty at the time of the incident
 - Copies of the Tenant log notes and/or handover logs, from the last welfare check prior to the incident.
 - Copy of the coroner's report (if available)
 - Details of the full care plan in place for the Tenant
 - Date of last care plan review
 - Date and details of the last Safeguarding concern OR contact with Croydon Adult Support.
- The Scheme Manager should send an overview of the incident, via email, to Croydon Adult Support / allocated Social Worker.
- The Scheme Manager should complete and submit a CQC notification
- The Scheme Manager should maintain support and welfare checks with the staff involved in the incident and remind them of access to the Employee Assistance Programme.
- The Scheme Manager to follow up with the Tenant's NOK / emergency contact, where appropriate
- The Scheme Manager should email the tenancy sustainment officer to inform them of the Tenants death.

Final Actions – To be completed within 24 hours of the incident:-

- A full debrief should be held with the Scheme Manager, On-call duty Manager (as required) and the Service Manager to reflect upon the incident, the actions taken and any lessons learnt.