

Livewell Southwest

Death in Service Policy

Version No 1.2

Review: APRIL 2023

Notice to staff using a paper copy of this guidance.

The policies and procedures page of LSW intranet holds the most recent version of this document and staff must ensure that they are using the most recent guidance.

Author: Human Resources Department

Asset Number: 621

Reader Information

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Document review history

Version No.	Type of change	Date	Originator of change (Name and job title)	Description of change
1.1	Drafted	April 2020	HR Workforce Policy Group	New Policy
1.2	Update	May 2020	HR	Updating links in Appendix F

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Death in Service Policy

1 Introduction

- 1.1 This policy provides the expected actions required in the event of an employee's death in service to make the situation as uncomplicated as possible.

2 Purpose

- 2.1 The purpose of this policy is to support managers in the sad event of an employee's death to ensure the situation is handled sensitively and effectively at a time of distress.

3 Duties & Responsibilities

- 3.1 The **Chief Executive** is responsible for sending a letter of condolence on behalf of the organisation. Where the death in service occurs in the workplace the Chief Executive has overall responsibility for ensuring the appropriate incident procedures are implemented.
- 3.2 **Directors** are responsible for ensuring the appropriate and sensitive handling of an employee's death in service. They also have responsibility for ensuring the appropriate incident procedures are implemented.
- 3.3 **Line Managers** are responsible for ensuring they inform the HR and Payroll Department as soon as possible completing the necessary processes. It is also their responsibility to notify colleagues in a sensitive way
- 3.4 The **Human Resources Department** will support the line manager in ensuring the necessary processes are followed.
- 3.5 The **Payroll Manager** will notify Shared Business Services Payroll provider and process the necessary information.

4 Procedure

COVID 19 Update – During this time a different process will apply – please see Appendix D

- 4.1 The Chief Executive will ensure that appropriate condolences are expressed at a senior level from the organisation to the next of kin and deceased member of staff's team. However, careful consideration will be given to the appropriateness and circumstances surrounding the individual case. The HR Department will initiate this letter as per Appendix B.

- 4.2 The line manager is likely to be the first person to be advised when a member of staff dies; therefore, it is the manager's responsibility to inform the HR Payroll Manager and the Human Resources Department as soon as possible if this occurs. The manager will also need to complete the Leavers Form. This form should then be sent to the HR Payroll Manager who will process the form and forward to Payroll Shared Services to ensure this information is updated on the Electronic Staff Record (ESR). This will prevent correspondence such as the staff survey being sent out to the deceased staff member's address. The manager should also arrange for the deceased person's email account to be assigned to them so that messages can be dealt with in an appropriate way.
- 4.3 It is the line manager's responsibility to notify colleagues in a sensitive way. It is accepted that a death of a colleague has a major impact on the team. Managers should ensure appropriate support is put in place / offered to colleagues through this difficult and emotional time. Examples of this may include but not exhaustive:
- Support from the staff counselling and support service (EAP)
 - Spiritual and pastoral care
 - Support from the Occupational Health Service
 - Trauma Risk Management (TRIM)
 - One to one support
 - It's all About You – Workplace Wellbeing
<http://pchnet.derriford.phnt.swest.nhs.uk/Home/ItsAllAboutYou.aspx>
- 4.4 The Line Manager may also contact the next of kin in a sensitive way to find out if they are happy for members of staff to attend the funeral and to ask if flowers can be sent.
- 4.5 When advised of the death of a member of staff the Human Resource Department will contact the HR Payroll Manager immediately to notify them of the death of the staff member. They will inform the manager of the next of kin's name and address so that the manager may liaise directly with them. A second letter will be sent within one week of the first letter to the next of kin. The letter will focus on the practical arrangements regarding payment of salary with a request for details of the executors of the estate. An example letter is given at (Appendix C) however; careful consideration should be given to the wording of the letter. The coordination and responsibility for this letter will be the deceased employee's line manager in liaison with HR.
- 4.6 Payroll Shared Services are responsible for liaising with the Pensions Department, if appropriate, where the deceased member of staff was a member of the NHS pension scheme, or member of another scheme provided.
- 4.7 Salary Sacrifice Schemes - where a member of staff has an agreement where payment for goods, i.e., Cycle to Work Scheme, or services, i.e., Childcare

Vouchers, is taken directly from their salary, the agreement will cease if the member of staff dies. No further payments will be deducted from their salary. The outcome of what will happen to any goods obtained in this way will be dependent on the contract signed at the time of agreeing to take part in the scheme.

- 4.8 Sensitivity must be displayed at all times when dealing with the death of a member of staff. Relatives and colleagues must be treated with courtesy and respect. It is recognised that this is a difficult time for colleagues and access to the Employee Assistance Programme will be ensured. The Manager should follow the Manager's Checklist Appendix A to guide them through the process.
- 4.9 The relevant Director / Communications will be responsible for cascading notification of a death in service by e mail to affected managers and colleagues in a sensitive manner.
- 4.10 Where there is likely to be press interest in the death of an employee, the lead Director with support from communications will liaise to agree a strategy for dealing with media interest.

5 Death in pensionable membership information

- 5.1 The NHS Pension Scheme has issued guidance providing a general overview of the benefits payable under each section of the scheme, but we would strongly advise seeking further advice from NHS Pensions for clarity around individual circumstances.

<https://www.nhsemployers.org/-/media/Employers/Publications/Reward/Death-in-pensionable-membership-April-2020.pdf>

- 5.2 If you are a member of a different scheme we would strongly advise seeking further advice from your Pension provider for clarity around individual circumstances.

Local Government Scheme (Peninsula Pensions):

<https://www.peninsulapensions.org.uk/lgps-member/>

Scottish Widows:

https://www.scottishwidows.co.uk/contact_us/individual_customers/pensions.html

6 Training Implications

- 6.1 Any necessary training will identified and implemented as appropriate.

7 Monitoring compliance

7.1 This policy will be monitored through the HR Workforce Policy Group.

All policies are required to be electronically signed by the Lead Director. Proof of the electronic signature is stored in the policies database.

The Lead Director approves this document and any attached appendices. For operational policies this will be the Locality Manager.

The Executive signature is subject to the understanding that the policy owner has followed the organisation process for policy Ratification.

Signed: Director of People and Professionalism

Date: 14th April 2020

Appendix A - Managers Checklist

1.	As soon as notified of the death of a member of staff contact: 1. Human Resource Department 2. HR Payroll Manager	Tick as appropriate:
2	Complete the Employee Leavers Form and send to HR payroll Manager at pchcic.esradminpct@nhs.net The manager will need to state whether the employee has any annual leave entitlement accrued. If the employee owes any time, i.e. has taken more annual leave than their entitlement to date, the organisation would not claim this back.	
3	Notify staff in a sensitive way. If appropriate, offer them details of the Employee Assistance Programme http://pchnet.derriford.phnt.swest.nhs.uk/StaffCentral/OccupationalHealth-TeamPrevent.aspx	
4	Chief Executive to send letter of condolence to next of kin – sample letter shown in Appendix B.	
5	Contact next of kin – Manager to contact next of kin regarding admin arrangements – sample letter in Appendix C. Also find out if they are happy for staff to attend the funeral and whether it will be acceptable for flowers to be sent or if they would prefer a charitable donation.	
6	Arrange to return any personal possessions to the next of kin. Arrange for the return of any laptops, mobile phones, passes, smartcard and any other equipment belonging to the organisation	

Appendix B - Chief Executive Letter to Next of Kin

Personal – Addressee only

Name of next of kin

Address

Date

Dear [Next of kin]

I was truly sorry to hear of the loss of [employee's name]. He/she will be missed by everyone in the [xxxxx department].

Manager may insert a personal paragraph in the letter at this point.

I know that all [employee's name] colleagues would like me to pass on their deepest sympathies at this very difficult time.

If there is anything I can do to help you further at this time, please do not hesitate to contact me on [telephone number].

Yours sincerely

[Name]

[Job title]

Appendix C – Manager Letter to Next of Kin

Personal – Addressee only

Name of next of kin

Address

Date

Dear (insert next of kin)

I was deeply saddened to hear of (employee's name)'s death. I know that (employee's name) was a dedicated and well respected member of the team and that all (our / employee's name as appropriate) colleagues would like to convey their deepest sympathies at this difficult time for you and your family (or similarly worded paragraph).

I am sorry to intrude at this difficult time but there are a number of administrative matters that unfortunately/regrettably need to be addressed. Obviously we will be doing all that can be done to minimise the burden to you at this time. The organisation's payroll department is completing the necessary paperwork for any monies owing. All cheques will be made payable to (employee's first name's estate). Accordingly it would be helpful if you or another family member could provide me with the name and address of the executors.

Please contact me on (telephone number) if there is anything that I can do to help, or if there is anything in this letter you would like to discuss.

Yours sincerely

Manager

cc HR Business Partner
Payroll Manager

Appendix D- COVID 19 PROCEDURE

In the unfortunate circumstance of a death in service due to COVID-19, the NHS understands the need to balance sensitivity with the practical need to administer pay and (if applicable) a pension during a difficult time for the next of kin.

The purpose of this guidance is to provide staff with a clear process that outlines the steps that must be taken.

STEP	MANAGER/DIRECTOR	ON CALL COVID DIRECTOR	HR DEPT	PAYROLL MANAGER
1	When notified of the death of a staff member notify On Call Covid Director and Associate Director of HR <u>as soon as possible and within 24 hours</u>	Inform relevant Director and relevant parties including Chaplain and Head of Communications to agree protocol for staff and public comms.		
2		<p>Rapid process for notification of the death of a colleague due to COVID-19</p> <p>The Central Patient Notification System (CPNS) is the central system for recording and verifying all COVID-19 deaths that occur.</p> <p><u>Within 24 hours of the death of a colleague confirmed to be COVID-19 related, or COVID-19 symptomatic please notify them of:</u></p> <ul style="list-style-type: none"> Any colleague death in an inpatient setting (irrespective of employer): to be reported by the organisation where the death occurred Any colleague death not in an inpatient setting: to be reported by their 		

		employing organisation		
		Please email the details as set out in the information under this table to england.HCWnotification@nhs.net		
3		Ensures that appropriate condolences are expressed at a senior level from the organisation to the next of kin (see Appendix B)	Support On Call Director with drafting of condolence letter (see Appendix B)	
4		Ensures that appropriate communication is made to deceased member of staff's team signposting to appropriate support	Support On Call Director and Manager/Director in signposting team members to appropriate support	
5	Complete leavers form and send to Payroll			Process leavers form and notify SBS
6	Contact next of kin with regards to: <ul style="list-style-type: none"> • funeral details • whether flowers or donations are being accepted • establish details of executors and pass details to Payroll • agree return of Livewell Southwest property • provide the opportunity for the next of kin to give their consent to disclosing their details with the DHSC and NHS England to authorise communication with them 		Once permission has been received, email the next of kin and details to covidnotify@dhsc.gov.uk (HR - see local guidance notes) Follow and action Life Assurance Scheme rules: G:\EmployeeRelations\COVID-19\Life Assurance Scheme	Notify SBS of any executor information

	Forward details of executor to Payroll		https://www.nhsbsa.nhs.uk/sites/default/files/2020-05/NHSandSocialCareCLAS2020_EligibilityFactsheet%28V1%29.pdf	
	Forward consent to disclose next of kind details to HR (See Appendix E)			

INFORMATION TO BE SENT:

Field	Comments
Job Role / Title	From the patient record or ESR
Role of staff member	<ul style="list-style-type: none"> • Directly patient-facing (e.g. nurses, doctors, allied health professionals, porters, etc.) • Non-patient facing but potentially at higher risk of exposure (e.g. domestic and laboratory staff) • Non-clinical (e.g. clerical, administrative, information technology, secretarial etc.)
Date of Death	From the patient record or ESR
Employer	From the patient record or ESR
Place of Death	e.g. hospital / town
Gender	From the patient record or ESR
Age	From the patient record or ESR
Ethnicity	From the patient record or ESR
COVID-19 confirmed or suspected?	If test results not yet received but the patient had COVID-19 symptoms, please do not delay the notification but enter 'suspected'

NOTES:

Definition of a colleague

For the purposes of this process, the following staff groups are in-scope:

- Health Care Workers who die in their employing NHS trust or NHS organisation including Community, Mental Health, Ambulance Services and Ministry of Justice establishment. A Health Care Worker is considered to be an individual who delivers health care services either directly or indirectly.
- Subcontracted staff working in Health Care Worker roles in their host organisation

- c) Volunteers working under a permissive contracted arrangement in an NHS organisation who were working during the COVID-19 phase.
- d) Health Care workers who die in another NHS trust but were declared as a Health Care Worker
- e) Health Care Workers in the four pillars of primary care including clinical and administrative staff
- f) Employees of NHS England and NHS Improvement, Public Health England, NHS Blood & Transplant, Health Education England, other ALBs and Executive Agencies, CCGs and CSUs.

Appendix E – Manager Letter to Next of Kin – COVID-19 only

Personal – Addressee only

Name of next of kin
Address

Date

Dear (insert next of kin)

I was deeply saddened to hear of (employee's name)'s death. I know that (employee's name) was a dedicated and well respected member of the team and that all (our / employee's name as appropriate) colleagues would like to convey their deepest sympathies at this difficult time for you and your family (or similarly worded paragraph).

I am sorry to intrude at this difficult time but there are a number of administrative matters that unfortunately/regrettably need to be addressed. Obviously we will be doing all that can be done to minimise the burden to you at this time. The organisation's payroll department is completing the necessary paperwork for any monies owing. All cheques will be made payable to (employee's first name's estate). Accordingly it would be helpful if you or another family member could provide me with the name and address of the executors.

Furthermore, we would like to request consent to disclosing your details as the next of kin with the Department of Health and Social Care and NHS England to authorise communication with yourself.

Please contact me on (telephone number) if there is anything that I can do to help, or if there is anything in this letter you would like to discuss.

Yours sincerely

Manager

cc HR Business Partner
Payroll Manager

APPENDIX F – COVID 19 HEALTH AND WELLBEING RESOURCES

Leading through bereavement and complex grief



COVID Leading
during bereavement I

Bereavement Toolkit



07-04-20
Bereavement toolkit f

COVID-19 Health and Wellbeing Bereavement Resources: <https://people.nhs.uk/>

Losing a Colleague



Losing a colleague
.docx

Bereavement specific resources for staff:

Confidential staff support line operated by the Samaritans and free to access

Call 0300 131 7000 (7am-11pm, seven days a week)

Text FRONTLINE to 85258 (24/7)

Includes coaching, bereavement, mental health, housing, family, legal, benefits and debt help.

Free access for NHS staff to mental health self-help apps

NHS staff have been given free access to several mental health and wellbeing apps from now until the end of December 2020.

For suicide specific help: Stay Alive

For mental health self-help: Headspace, Unmind, Daylight, Sleepio and SilverCloud

To access click here: <https://people.nhs.uk/help/>