

Relative Liaison Role During Covid-19 Pandemic

Clare Fletcher

SR/SNOD – Northern Region. University Hospital of North Tees – Level 3



Blood and Transplant

Specialist Nurse Communication.....but in a different way

- ❖ Covid-19 forced us all to think outside the box when it came to regular communication strategies as they were no longer feasible.
- ❖ Developed a programme where I could use my SR communication skills to provide regular telephone update on ITU patient condition when visiting was not allowed.
- ❖ Started as a link between ITU and isolated families to ease the burden on medics/nurses who were often in full PPE and unable to facilitate phone calls.
- ❖ Developed into an essential communication link to provide families with vital information, such as managing expectations, plans for DNACPR, Tracheostomies, improvements in conditions and fertility conversations.
- ❖ Provided families with emotional support and facilitated end of life visits.
- ❖ Very welcomed initiative felt positively by both Unit staff and families.

Quotes from Critical Care Staff

“I feel for the family unable to physically come in and be with their loved ones. Clare eased their burden by regularly updating them. As for the Nurses in Charge, it gave us more time to spend/intervene in the clinical area. We are very thankful” Charge Nurse.

“Clare excelled in her role as liaison, dealing with families”. Staff Nurse

Clare was extremely helpful during Covid. I found it difficult to leave the chaos surrounding the patients bed space. It was an unprecedented time and having Clare to update families meant I could concentrate on caring for the patient” Staff Nurse.

“Covid was stressful for staff, patients and their families. Work was so demanding with patient care, having someone to liaise and communicate with families was extremely helpful”. Staff Nurse

“Clare supported families wonderfully. She became the face of our ICU and ensured families were updated every day in a very empathic way. Couldn’t have coped without her” Consultant



Strengths	Weaknesses
Good communication Good working relationships Resilience Families felt supported Allowed staff to concentrate on clinical care Video Calling	Service not the same on my days off Staff missed their role with families Relied on families trusting call would be made to them
Opportunities	Threats
Hospital engagement Supporting staff Overtime payments (NHS Professional)	Donation activity Emotional impact Resilience Families calling unit instead of waiting for their update call