

How to make a Referral to the Chaplaincy/Spiritual Care Service in NHS Grampian

1. When should you make a referral?

Spiritual care addresses the fundamental human need to have a sense of peace, security and hope particularly in the context of injury, illness or loss.

Spiritual care from a chaplain will be appropriate at many stages of the healthcare journey, for example:

- Anxiety upon admission
- Loneliness, worry or upset
- Upon receiving bad news
- Before or following surgery
- Someone needs to talk to an attentive, skilled listener
- Someone is facing death / coping with bereavement
- There is a request for prayer, sacraments, ceremonies and services (e.g. funerals, weddings, baptisms, blessings, remembrance services)

Healthcare Chaplains are available to all patients, their visitors and also to staff.

2. Who can make a Referral and how?

a. NHS STAFF

The Chaplaincy Service provides a 24-hour service of spiritual and religious care to all people, irrespective of faith or belief. The Service depends on partnership with ward staff and other Healthcare Professionals to make it available to everyone who has spiritual needs and would benefit from the support of specialist spiritual care.

It is impossible for Chaplains to visit every patient admitted to hospital or other Healthcare settings. Chaplains are therefore dependant on ward staff /healthcare Professionals recognising the spiritual and / or religious needs of their patients, relatives and carers and making appropriate referrals. The signs of spiritual distress may be obvious, although some people may internalise their experiences:

- Tearfulness and weeping
- Withdrawal and lack of interest
- Restlessness and unable to settle
- Complaining
- Anger
- Sudden religious leanings or abandonment of religious beliefs
- Fear (of being alone, the dark, falling asleep)

Please let whoever you are making a referral for know that you are doing this and seek their agreement that a referral is appropriate and accords with their wishes.

***Referral to the Chaplaincy Service
During Office hours 8.30am-4.30pm***

- Following assessment of the patient / relatives / carers staff may make a referral by:
 - Phoning the Chaplaincy Department office on ext. 53316
 - If you know the ward Chaplain, you may wish to contact them directly or through the switchboard
 - E-mail us at gram.chaplaincy@nhs.scot

Provide details

- Give the following details to the Chaplaincy Department
 - Person's name, hospital and ward (and patients carers name where appropriate)
 - Your name, ward / department / and telephone extension
- Do not leave patient details on a telephone answering machine but simply request a call back.

b. PATIENT, RELATIVE, CARER.

It is important that patients and relatives are made aware of the religious and spiritual care available to them from the Chaplaincy Service. Chaplains offer spiritual care to all people – not just those who are religious. All people may have spiritual needs.

It is good practice for ward staff to inform patients of the provision of religious and spiritual care within the hospital and make a referral if they ask to see the chaplain. (Chaplains do visit wards on a regular basis and speak with patients and relatives, introducing themselves and offering support). Patients and relatives may self refer during this routine visit. Ward staff ought not to rely on this happening but actively make referrals when there are obvious spiritual needs.

All patients, relatives or carers can make a referral to the Chaplaincy service via NHS Staff, as above, or make the referral directly as follows

During Office hours 8.30am-4.30pm

- Phone the Chaplaincy Department office on 01224 553316
- E-mail us at gram.chaplaincy@nhs.scot

Provide details

- Give the following details to the Chaplaincy Department
 - State whether you are a Patient, Relative or Carer
 - State who the referral is for and the nature of the referral
 - State where they are located, e.g., Ward
 - Leave a contact number

c. FAITH/BELIEF GROUP LEADERS

On account of the wide geographical area that we draw our patients from in NHS Grampian we sometimes have patients in our Hospitals who are a long distance from home. On account of this factor it may not be possible for the Faith/Belief group leaders to visit their members. In these circumstances, we are happy to accept referrals and offer our support.

During Office hours 8.30am-4.30pm

- Phone the Chaplaincy Department office on 01224 553316
- E-mail us at gram.chaplaincy@nhs.scot

Provide details

- Give the following details to the Chaplaincy Department
 - State who you are and your connection to patient
 - State who the referral is for and the nature of the referral
 - State where they are located e.g., Ward
 - Leave a contact number

Referrals Out of Hours

The Chaplaincy Service provides an out of hours service (4.30pm – 8.30am and all weekend) to cover emergency situations within hospitals / units. The on-call chaplain can be contacted via the hospital switchboard on 0345 456 6000

Note: At all times, when requesting a Chaplain to be radio-paged, please allow 15 minutes to lapse before repeating the request for a call to be made. The Chaplain may be with another patient, travelling between sites or otherwise unable to respond immediately.

Roman Catholic Support

There is a Roman Catholic Priest available to hospitals / units at all times.

Roman Catholic patients, families or carers may request the Sacraments of the Church. They may request, for example: Communion, Confession and The Sacrament of the Sick (often known as 'The Last Rites').

- The on-call Roman Catholic Priest can be radio-paged via the switchboard 0345 456 6000. Make sure you ask switchboard to page the on call RC Priest, not the on-call Chaplain. Please allow 15 minutes to lapse before repeating the request for a call to be made.
- If there are any problems with this service, please get switchboard to contact the on-call Chaplain.

Ward staff are encouraged to offer the services of the on-call Roman Catholic Priest when this is appropriate. Staff should only contact switchboard **out of hours** for a Priest . During office hours, please contact Chaplaincy Office on ext 53316