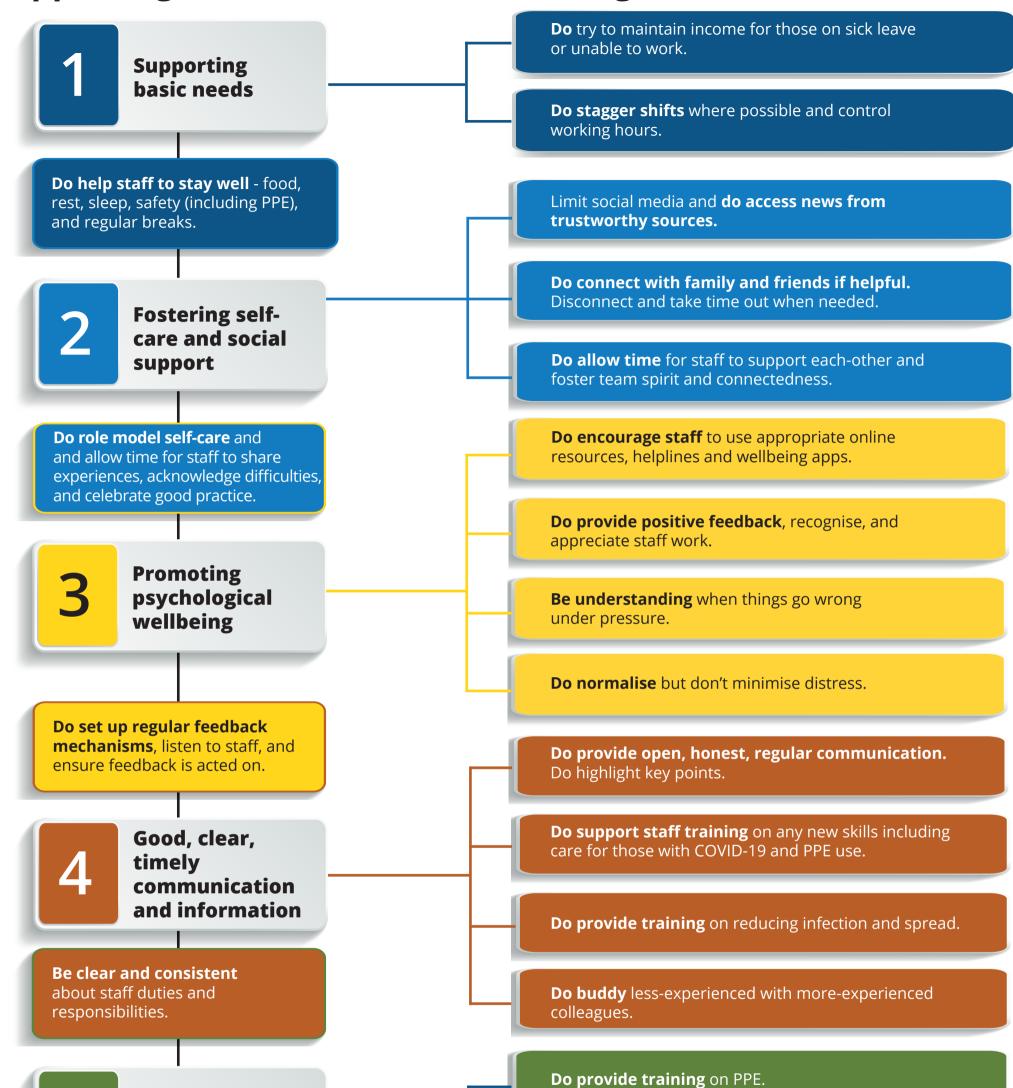
## **Recommendations for Managers and Decision Makers in Supporting Care Home Workers during COVID-19**





6

## Developing clear and systematic protocols

**Do advise staff how to communicate** with relatives about a resident's death in the COVID-19 context

> Providing grief and bereavement training and support

**Do have plans** for resident isolation with confirmed or suspected COVID-19.

**Do let all staff know** of a residents' death and provide training and information.

**Do encourage staff** to reminisce about residents after they have died.

**Do make information clearly visible** and available for staff, residents, families. Include helplines and online information sources.

Prepared by palliAGED based on guidance developed by the COVID Trauma Response Group, www.traumagroup.org.uk