



BACKGROUND



Four patient deaths occurred during a single morning shift in our small hospice.



As the Professional Nurse Advocate (PNA), restorative support was offered through reflective conversations with staff.



During these discussions, staff expressed a desire to improve the Chapel of Rest environment to better support patients and families.



Staff had already personalised the Chapel for a patient who found spiritual comfort in woodlands and wanted to further enhance the space for all.



With more families using direct cremation services, the Chapel may be their last opportunity to spend time with their loved one.

FROM CONVERSATION TO CHANGE



A questionnaire was distributed to the multidisciplinary team.



Most staff felt the Chapel environment could be significantly improved.



Donations received were allocated to enhance the Chapel for patients and families.



The Quality Improvement initiative was approved by the Hospice Quality Improvement Team.

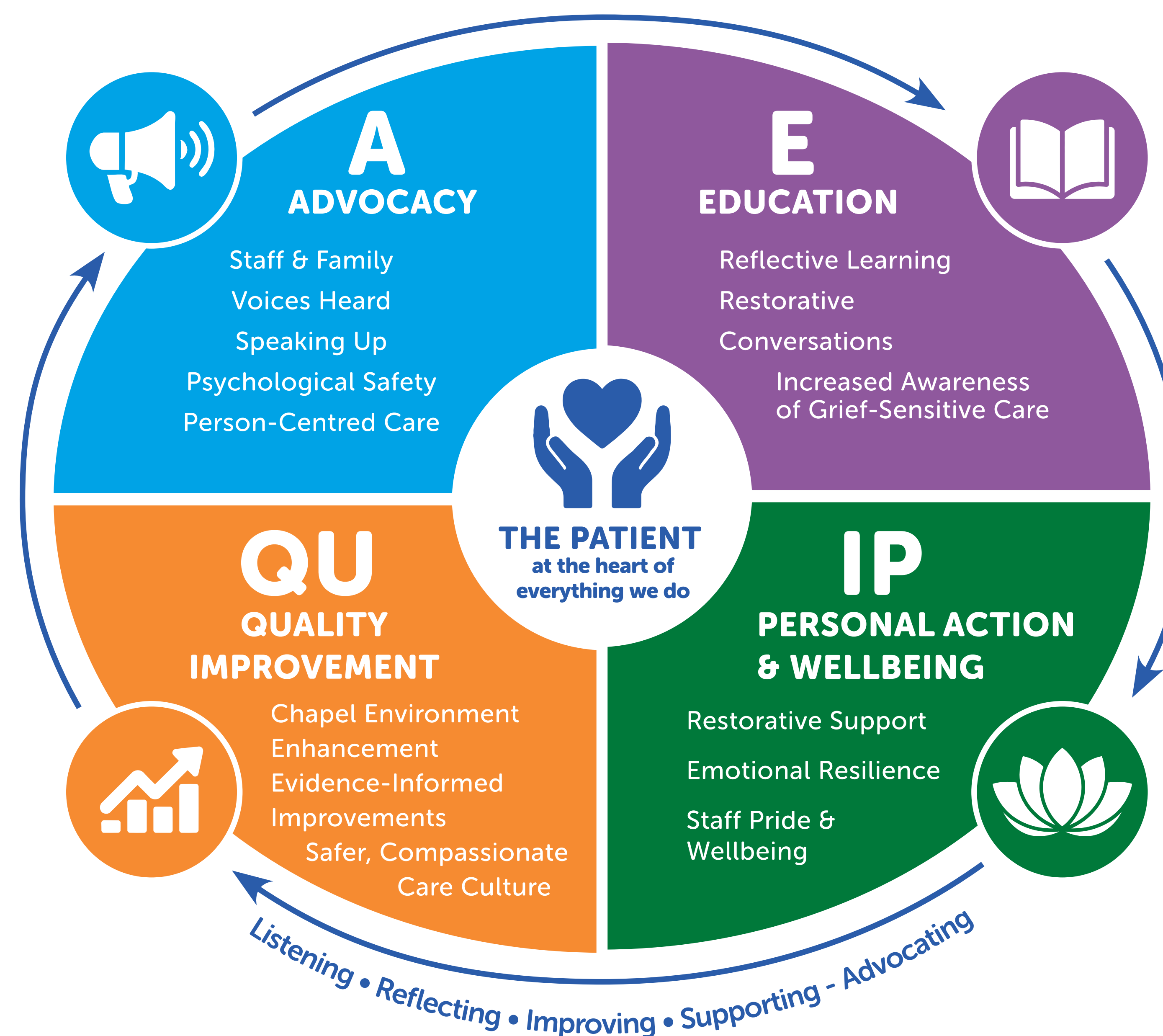


Restorative supervision provides protected time for reflection, enabling staff to process emotional labour and enhance compassionate care.

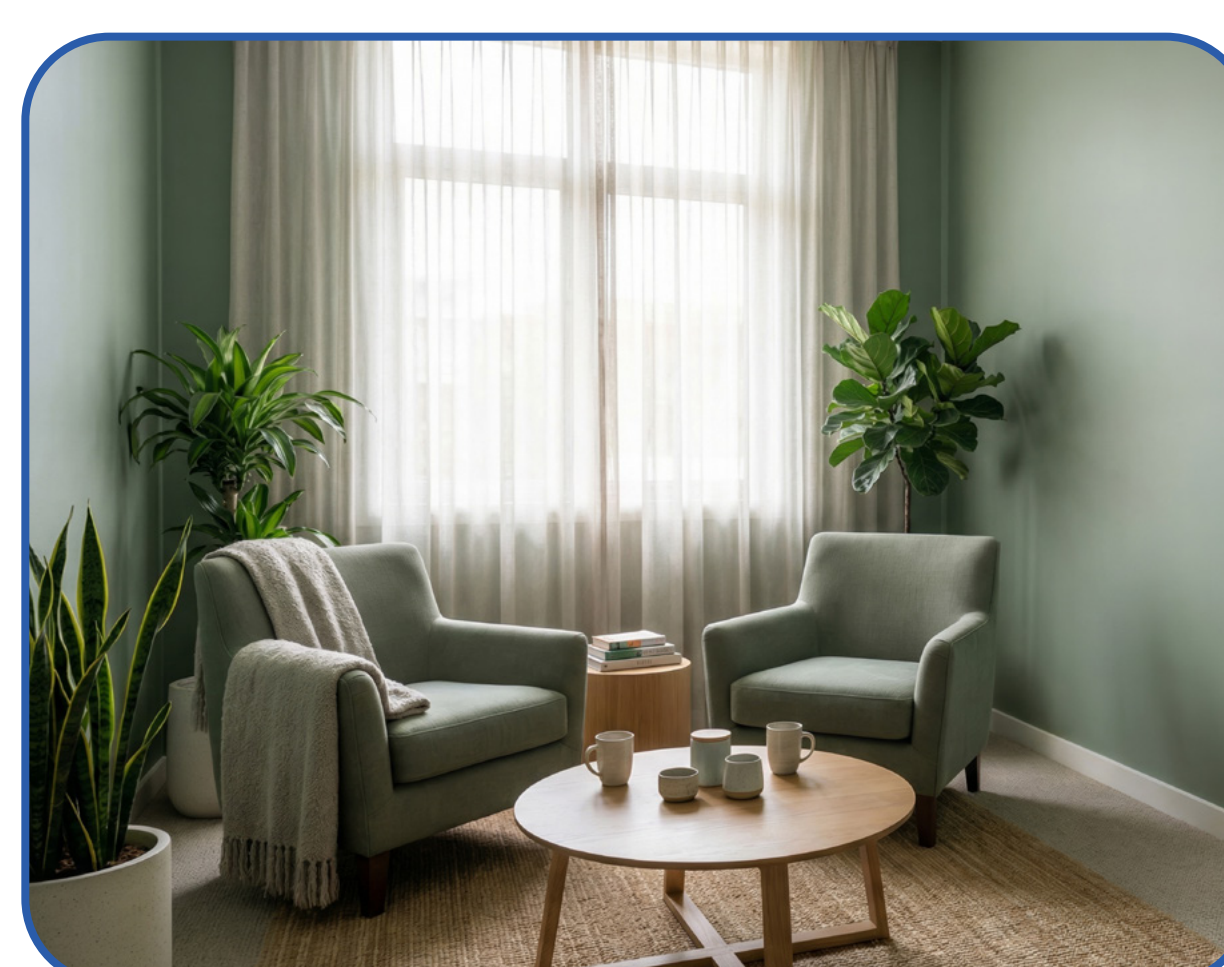


THE A-EQUIP MODEL

Advocating and Educating for Quality Improvement



Restoration, reflection and resilience through professional nurse advocacy.



WHY ENVIRONMENT MATTERS IN GRIEF AND BEREAVEMENT

Research shows that supportive physical environments can reduce emotional distress, enhance psychological comfort, promote feelings of dignity and support the grieving process.

A calm, personalised environment helps families feel supported during final visits and bereavement rituals.



CHAPEL OF REST QUALITY IMPROVEMENT PROJECT



Staff Voices Heard

Restorative discussions highlighted the need for a more peaceful, comforting and personalised environment for families.



Environmental Enhancements

Donations were used to improve the Chapel with softer décor, calming lighting, nature-based imagery and enhanced comfort.



Purpose

To improve the experience for bereaved families, support staff wellbeing and pride, and ensure compassionate end-of-life care.



Approval

The project was reviewed and approved by the Hospice Quality Improvement Team.

OUTCOMES ANTICIPATED

FOR FAMILIES



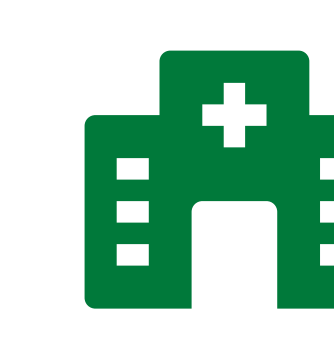
- Improved comfort during final visits
- Enhanced dignity and peacefulness
- Supportive memory-making opportunities

FOR FAMILIES



- Increased pride in the care environment
- Improved wellbeing
- Enhanced confidence supporting bereaved relatives

FOR FAMILIES



- Improved quality of end-of-life care experience
- Demonstration of compassionate leadership
- Staff engagement in meaningful QI



REFLECTION

This project demonstrates how restorative clinical supervision can create opportunities for meaningful quality improvement. Through compassionate listening and advocacy, staff experiences were transformed into practical action that may positively influence both bereaved families and the workforce.

The A-EQUIP model enabled restorative conversations to move beyond emotional support alone and into sustainable quality improvement.



SUPPORTING NURSES.
STRENGTHENING CARE.
IMPROVING LIVES.



KEY MESSAGE

When we listen, staff feel valued.
When we act, families benefit.
Together, we create meaningful change.



Every detail of the environment speaks to the heart of care...

- Hospice UK



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Poster produced by Professional Nurse Advocates Julie Bishop and Nikki Lambert
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