

NATIONAL AUDIT OF CARE AT THE END OF LIFE

Bereavement Survey

We would like to offer our sympathies to you and those around you following the death of your loved one.

Participating in the survey is voluntary. If you can take part, we are grateful to you for sharing your personal experiences. Your feedback is invaluable and will play a crucial role in enhancing hospital care across England, Wales and Jersey.

About NACEL

NACEL, the National Audit of Care at the End of Life, is an audit which aims to improve end of life care across the UK. The data collected from this survey is a valuable element of NACEL. For more information about all aspects of the NACEL and the audit outputs please visit: www.nacel.nhs.uk.

At this time, the NACEL is reviewing the quality of care delivered to adults (18+) within hospital wards. Unfortunately, the audit does not currently collect feedback regarding the care of children, people who died within an Emergency Department (ED), or for those who died suddenly and unexpectedly.

If your loved one matches any of the above descriptions and you would like to submit feedback regarding the quality of their care, we ask that you please contact the local hospital directly.

Guidance

We value your perspective and experiences; your input can truly make a difference to the quality of end of life care across the UK. However, we understand that this survey may bring back strong memories and emotion. You do not have to continue with the survey, or you can stop to take a break and complete it later. Contact details for bereavement support can be found at the end of the survey.

Please note, the survey is separate from the hospital's compliments and complaints process. If you want to raise a compliment, concern or complaint with the service provided, please contact the hospital directly.

About confidentiality and data protection

The information you provide in the survey is anonymous and confidential.

By completing the Bereavement Survey, you are agreeing to the use of the information you provide in the National Audit of Care at the End of Life reports.

Notes on completing the survey.

The survey will take around 5-10 mins to complete.

Please do not close your browser during completion of the survey as answers will not be saved until the submit button is pressed. Once you have submitted your response, no further changes can be made.

You may be filling in the survey about a relative, friend or someone you cared for. To avoid confusion, we refer to the person who died either as 'the person' or 'they/them/their' throughout the survey.

Thank you for taking part in the survey.

Section 1: About the care provided to the person who died.

1. Did the person have an advance care plan in place before they died?

An advance care plan might describe:

- Future treatment plans
- The place in which they would prefer to be cared for
- The use of life saving treatments
- Their values and beliefs
- End of life care wishes and goals

- ☐ Yes, before admission
- ☐ Yes, during the final admission
- ☐ No
- ☐ Don't know

Below are questions about the care received by the person who died during their **final** hospital admission. How much do you agree or disagree with the below questions?

2. Staff looking after the person treated them with dignity.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable

3. The person was given enough pain relief.

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable

4. The person had enough relief of symptoms other than pain (such as nausea, breathlessness, or restlessness).

- ☐ Strongly agree
- ☐ Agree
- ☐ Neither agree nor disagree
- ☐ Disagree
- ☐ Strongly disagree
- ☐ Not applicable

5. The person had support to drink or receive fluid if they wished.
- ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree
 - ☐ Disagree
 - ☐ Strongly disagree
 - ☐ Not applicable
6. There was a co-ordinated care approach by hospital staff during the final admission. For example, different members of staff worked together where necessary in the person's care, such as doctors, nurses, therapists, social workers, etc.
- ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree
 - ☐ Disagree
 - ☐ Strongly disagree
 - ☐ Not applicable

Section 2: About the care and support YOU and/or other relatives, friends or carers received during the person's final admission to hospital.

7. Did a member of staff at the hospital explain to you that the person was likely to die in the next few days?
- ☐ Yes, appropriately
 - ☐ Yes, but not appropriately
 - ☐ Yes, but only when asked
 - ☐ No, but could have been told
 - ☐ No, died suddenly/unexpectedly
 - ☐ Don't know
8. Did staff offer you a translator or other language support to help communicate?
- ☐ Yes
 - ☐ No
 - ☐ I did not need a translator or other language support

Below are questions about the care received by YOU and other relatives, friends or carers who were present during the final admission. How much do you agree or disagree with the below questions?

9. I was communicated with by staff in a sensitive way.
- ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree
 - ☐ Disagree
 - ☐ Strongly disagree
 - ☐ Not applicable

10. Staff provided me with spiritual/religious/cultural support to meet my needs. (E.g. Were you offered support from an appropriate religious person? Were you asked about your visiting needs? Were your after-death rituals respected?)
- ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree
 - ☐ Disagree
 - ☐ Strongly disagree
 - ☐ Not applicable – I don't have any spiritual/religious/cultural needs
 - ☐ Not applicable – Other
11. Staff behaved with compassion and care.
- ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree
 - ☐ Disagree
 - ☐ Strongly disagree
 - ☐ Not applicable
12. I was supported by hospital staff after the person had died (e.g., signposting to bereavement services, offered emotional/cultural/spiritual support).
- ☐ Strongly agree
 - ☐ Agree
 - ☐ Neither agree nor disagree
 - ☐ Disagree
 - ☐ Strongly disagree
 - ☐ Not applicable
13. Overall, how would you rate the care and support given by the hospital to **the person** who died during the final admission?
- ☐ Excellent
 - ☐ Good
 - ☐ Fair
 - ☐ Poor
14. Overall, how would you rate the care and support given by the hospital to **YOU** and other close relatives or friends during the person's final admission in hospital?
- ☐ Excellent
 - ☐ Good
 - ☐ Fair
 - ☐ Poor

Section 3: Demographics

15. What was your relationship to the person who died? You were their:

- ☐ Wife/Husband/Partner
- ☐ Son/Daughter
- ☐ Son-in-law/Daughter-in-law
- ☐ Brother/Sister
- ☐ Parent
- ☐ Friend
- ☐ Other
- ☐ Prefer not to say

About the person who died

16. When did the death occur?

- ☐ Before January 2026
- ☐ January 2026 - March 2026
- ☐ April 2026 - June 2026
- ☐ July 2026 - September 2026
- ☐ October 2026 - December 2026

The information on the patient's demographic will be used by NACEL to understand health inequalities in the delivery of care.

17. What did the person who died regard as their ethnicity?

White

- ☐ White: British
- ☐ White: Irish
- ☐ White: Any other white background

Mixed

- ☐ Mixed: White and Black Caribbean
- ☐ Mixed: White and Black African
- ☐ Mixed: White and Asian
- ☐ Mixed: Any other mixed background

Asian or Asian British

- ☐ Asian or Asian British: Indian
- ☐ Asian or Asian British: Pakistani
- ☐ Asian or Asian British: Bangladeshi
- ☐ Asian or Asian British: Any other Asian background

Black or Black British

- ☐ Black or Black British: Caribbean
- ☐ Black or Black British: African
- ☐ Black or Black British: Any other Black background

Other Ethnic Groups

- ☐ Other Ethnic Groups: Chinese
- ☐ Other Ethnic Groups: Any other ethnic group

- ☐ Prefer not to say

About you

18. What do you regard as your ethnicity?

White

- ☐ White: British
- ☐ White: Irish
- ☐ White: Any other White background

Mixed

- ☐ Mixed: White and Black Caribbean
- ☐ Mixed: White and Black African
- ☐ Mixed: White and Asian
- ☐ Mixed: Any other mixed background

Asian or Asian British

- ☐ Asian or Asian British: Indian
- ☐ Asian or Asian British: Pakistani
- ☐ Asian or Asian British: Bangladeshi
- ☐ Asian or Asian British: Any other Asian background

Black or Black British

- ☐ Black or Black British: Caribbean
- ☐ Black or Black British: African
- ☐ Black or Black British: Any other Black background

Other Ethnic Groups

- ☐ Other Ethnic Groups: Chinese
- ☐ Other Ethnic Groups: Any other ethnic group

- ☐ Prefer not to say

Thank you very much for taking the time to complete this survey. The valuable information provided will go towards improving end of life care across the UK. For more information about NACEL and how your information will be used please visit www.nacel.nhs.uk

You can find the results of the survey once published within the NACEL State of the Nation Report. This will be available to download from the outputs page via the website www.nacel.nhs.uk/outputs

If filling in the survey made you realise you would like extra support or someone to talk to, you could contact your GP, a local bereavement counsellor, support group or one of the numbers below.

- Cruse Bereavement Care Phone: 0808 808 1677
- The Samaritans Phone: 116 123
- Bereavement Advice Centre Phone: 0800 634 9494

Further resources are available from the NACEL website: www.nacel.nhs.uk

Please note, the survey is separate from the hospital's compliments and complaints process. If you want to raise a compliment, concern, complaint or share any further information on your experience with the service provided, please contact the hospital directly via their Patient Advice and Liaison Service (PALS) or equivalent service.