

Date: 23rd July 2026

New support leaflet launched for relatives and carers

WUTH has launched a new [Support for Relatives and Carers leaflet](#), providing practical information and compassionate support for families whose loved one is receiving end of life care in our hospitals.

The leaflet has been developed as part of the Trust's emerging Bereavement Care Strategy, which will provide a clear framework for delivering compassionate, person centred end of life and bereavement care across WUTH.

The strategy will bring together a range of initiatives, including the Making Memories keepsake programme, advance care planning, spiritual and chaplaincy support, staff education and training, and a commitment to listening to and learning from the experiences of patients and families.

Importantly, the new leaflet has been co designed with patients, relatives and carers, ensuring it reflects the real experiences of those who have received end of life care at WUTH.

Families told us they wanted clearer information, warmer language and practical guidance at the time they needed it most. Every section of the leaflet has been shaped by that feedback.

The leaflet includes information on:

- Staying with your loved one, including overnight arrangements
- Accommodation available for relatives
- Comfort packs for those staying on the ward
- Food and drink facilities across our hospital sites
- Accessing the hospital outside normal visiting hours
- Free parking for relatives of patients receiving end of life care
- Spiritual and chaplaincy support
- Additional ward information, rapid discharge guidance and bereavement resources

The development of both the leaflet and the wider Bereavement Care Strategy has also been informed by the experiences of families, including WUTH colleague Carl, who shared his personal experience following the loss of his wife, Lorraine. While praising the compassionate care provided by staff, Carl highlighted the need for more practical support for relatives during such a difficult time. His feedback has helped shape improvements that will benefit future families.



Support for Relatives and Carers

Information leaflet to help you while your loved one is receiving end-of-life care at Wirral University Teaching Hospital

Staying with your loved one

In line with the principles of John's Campaign, you are welcome to spend time with your loved one, including outside standard visiting hours where appropriate. Overnight stays may be possible.

Support may include

- Blankets
- Reclining chairs on some wards
- Trundle bed



We understand many families would prefer a private room. However, accommodation is limited and clinical need takes priority. Please discuss availability with the nursing staff or Palliative Care Team. Dedicated relatives' rooms are also available in Children, Young People's Services and Critical Care areas.

Please note: side rooms are allocated based on clinical need. We will always try to accommodate requests where possible, but this cannot be guaranteed.



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The leaflet is available via [this link](#) and in print from ward staff across WUTH.

Colleagues are encouraged to familiarise themselves with the resource and ensure it is offered to families who may benefit from the support it provides.