

## SFHCHS219

### Perform the viewing of the deceased with relatives and other agencies



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#### Overview

This standard relates to the viewing of the deceased by relatives for identification or personal reasons and discussions regarding the planning, scheduling, assistance or reporting of such examinations and actions to be taken pre, during and after post-mortem examinations.

This will include contact and communication with relatives of the deceased both by telephone and personal contact and agencies involved in autopsies requiring forensic post-mortem examination.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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#### Performance criteria

*You must be able to:*

- P1 work within your level of competence, responsibility and accountability
- P2 confirm the identity and authority of all persons enquiring about, requesting access to or collecting the deceased for transfer
- P3 confirm identity and location of deceased relatives and arrange the viewing appointment
- P4 communicate effectively in the appropriate medium to meet the needs of relatives and other authorised recipients
- P5 follow organisational procedures and practices to enable the deceased person to be correctly identified and viewed
- P6 position deceased individual for viewing in a manner that respects privacy and dignity and is consistent with legal and organisational requirements
- P7 explain sensitively to relatives where the deceased is unsuitable for viewing and agree other options for required identification under the direction of the coroner
- P8 maintain confidentiality and security of information, particularly in respect of forensic cases as directed by relevant authorities
- P9 record accurately any property and valuables that have been released to the relatives and those that remain with the deceased person, in accordance with legal and organisational requirements
- P10 where applicable, confirm details of the planned forensic examination and safeguard the deceased from contamination of possible forensic evidence
- P11 confirm arrangements for security and handling of the deceased within mortuary facilities
- P12 provide relatives with information and advice to assist with access and ultimate release of the deceased for burial or cremation
- P13 maintain full, accurate and legible records and store in the correct location in line with current legislation, guidelines, local policies, protocols and procedures

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#### Knowledge and understanding

*You need to know and understand:*

- K1 your own level of competence, authority and specialist knowledge base
- K2 the range of stakeholders and individuals involved, their information needs and responsibilities
- K3 the legal and organisational requirements on maintaining equality, diversity, discrimination, confidentiality and sharing of information
- K4 the importance of following current legislation, guidelines, policies, procedures and protocols for the identification of the deceased
- K5 the importance of confirming individuals identity and their relationship with the deceased prior to the viewing and implications of failure to do so
- K6 how to respect relatives and relevant others expressed beliefs, preferences and choices, when this may differ from policy and how to prepare a deceased person as far as possible according to their expressed preferences, beliefs, religion and culture prior to and following the viewing
- K7 the importance of maintaining the security of the deceased and their property and how to deal with personal property and possessions of deceased people and the records that are required for this
- K8 how to maintain dignity and respect in the preparation of the deceased prior to viewing
- K9 how to conduct the viewing whilst maintaining the privacy, dignity and respect of the deceased individual
- K10 how to work in partnership with individuals, key people and those within and outside the organisation
- K11 the requirements and methods for labelling, recording and reporting infections including the coding system for type and category of infection and how this will affect the viewing of the deceased
- K12 the importance of the physical changes that occur to people after death and how this may affect the viewing process
- K13 how to communicate effectively and provide appropriate advice and information in the appropriate medium to all recipients needs and preferences
- K14 the importance of taking account of ones own behaviour and its effect on others and how to challenge discriminating behaviour in others
- K15 how to complete the required documentation relevant to viewing and subsequent release of the deceased or the deceased parts and how to complete these correctly
- K16 the current legislation, guidelines, organisational policies and protocols regarding the care of the deceased within your work practice
- K17 the policies and guidance that clarify your scope of practice, accountabilities and the working relationship between yourself and others

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### Additional Information

#### External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core3Health,safety and security

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<b>Developed by</b>	Skills for Health
<b>Version number</b>	1
<b>Date approved</b>	June 2010
<b>Indicative review date</b>	June 2012
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Health
<b>Original URN</b>	CHS 219
<b>Relevant occupations</b>	Health, Public Services and Care; Nursing and Subjects and Vocations Allied; Health Professionals; Healthcare and Related Personal Services
<b>Suite</b>	Clinical Health Skills
<b>Key words</b>	deceased, relatives, identification