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### Overview

Most families of donors like to learn about the recipients of donated organs, and this standard deals with facilitating the passing of information and even the direct contact between donors' families and recipients. It is an important part of the donor co-ordination process.

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

# SFHRenDD18

## Follow up the donor's family

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### Performance criteria

*You must be able to:*

- P1 contact the family via telephone within 24 hours of the donation to thank them and advise them of the outcome if that was agreed
- P2 write to the donor's family within two weeks to tell them about the recipients of the donated organs and the outcome of the donation(s) unless the family have said they do not want this information
- P3 give specific information about the recipients (e.g. ages, sex, family background, progress)
- P4 where the donor's family express disappointment at some aspect of the donation, identify the nature of the objection and maintain focus on the wishes of the donor and the altruistic nature of the donation
- P5 facilitate correspondence between the donor's family and the recipient when both want this
- P6 encourage recipients to write thanking the donor's family and highlighting personal information and the actual or potential impact on the transplant, or pass on information
- P7 maintain confidentiality unless both parties wish to break it
- P8 provide facilities for the donor's family and the recipient to meet if they wish to do so and help each party to understand the feelings and reaction of the other
- P9 identify further help the donor's family may need and trigger or refer (e.g. specialist bereavement care)
- P10 provide details of how the transplant coordinator can be contacted later when one of the parties doesn't want (further) contact and help the other party to understand the feelings that have led to this choice

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### Knowledge and understanding

*You need to know and understand:*

- K1 psychological care skills/loss counselling
- K2 risks and benefits of transplantation (e.g. enhanced life prospects and lifestyle, side effects of immunosuppression, rejection, psychological issues)
- K3 the legal frameworks used to protect organ donors, their families and the recipients
- K4 legal, ethical and consent issues for organ and tissue donation for transplantation and research
- K5 issues of maintenance of patient confidentiality in the critical care and donation contexts
- K6 evidence of beliefs about donation and transplantation among informed and uninformed religious and cultural groups (e.g. typical mistaken beliefs that a religion opposes transplantation, religious pronouncements such as Muslim fatwa in favour of transplantation)
- K7 UKT family care protocol
- K8 psychology of altruistic action
- K9 beliefs about death and dying
- K10 sources of on-going support to families of organ donors at the time of donation
- K11 availability of bereavement services both locally and nationally
- K12 roles of other members of the multidisciplinary team
- K13 how to adapt communication styles in ways which are appropriate to different people (e.g. culture, language or special needs)
- K14 the importance of establishing rapport and how to do so
- K15 how to ask questions, listen carefully and summarise back
- K16 the importance of encouraging individuals to ask questions and how to do so
- K17 the religious beliefs of different cultures
- K18 the effects of different cultures and religions on care management and the effect on family dynamics
- K19 the importance of involving individuals in discussions, and how to do so
- K20 how to negotiate effectively with individuals, families and other professionals
- K21 the principles of evidence-based practice, and how to apply them
- K22 how to explain difficult subjects in an emotional context

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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: Core 1 Communication

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