



**Spiritual Care  
Strategy  
2023-2026**

# Contents



Foreword	3
1. Purpose	4
2. Objectives	4
3. Engagement and consultation	4
4. Setting the scene	4
5. Legal framework and other drivers	6
6. Spiritual Care in practice	6
7. Spiritual Care Strategy 2023-2026	7
Focus 1 - Raising the visibility of Spiritual Care	8
Focus 2 - Loss, grief and bereavement	9
Focus 3 - Care planning that reflects the holistic nature of healthcare	10
Focus 4 - Development and delivery of education and training specific to spiritual care and wellbeing and reflective practice	11
8. Financial implications	11
9. Action plan	12
10. References	13

## Foreword

It is with great pleasure that I introduce and endorse NHS Golden Jubilee's Spiritual Care Strategy. I am passionate in my belief that both spiritual and pastoral care must be an integral part of all of our day to day roles in health and social care.

This document highlights that, as a team, we can make it clear that integrating spiritual care into everything we do is our way of life, and is key to delivering high quality person centred care.

Leadership in spiritual care is very important and as Board Chair I believe in leading, influencing and creating this culture within our organisation. It is my privilege and my duty to ensure I am a role model in this, so that spiritual care is visible through every part of our day to day activity.

For me, behaving in a spiritual and pastoral way means caring and metaphorically walking alongside all of our patients and service users, as well as those who deliver our services.

Everyone has their own personal journey in terms of what spirituality, faith and belief means to them, and together we aim to embrace and support everyone through this in whatever way is most beneficial for them.

We value an inclusive approach which means that we can offer pastoral support which ensures that everyone's core beliefs, whatever makes them feel whole, are cared for alongside all their health and other wellbeing needs.

NHS Golden Jubilee has a large and complex portfolio, so there are many people we interact with as an organisation. My wish is that all of those touchpoints are caring, supportive, loving and compassionate.

I personally commit to my part and I commit to really showing that I care through being person centred, empathetic and compassionate in my approach and interactions with others.

This document enshrines what we mean by person centred spiritual care. It sets out what we aim to achieve when spiritual care is at the heart and centre of all we do. It captures how we have developed as a caring and empathetic organisation and lays out what we at NHS Golden Jubilee believe to be best practice.

I believe spirituality is something we all experience on some level, and within a values based organisation like NHS Golden Jubilee, this strategy is of key importance. I look forward to working with everyone to embed spiritual care, indeed love, respect, kindness and equality into further action and thank everyone who has worked to get us to this place.

Susan Douglas-Scott CBE  
Board Chair  
NHS Golden Jubilee





## 1. Purpose

The Spiritual Care Strategy promotes a culture in which spiritual care is at the centre of what we do: providing love, kindness and compassion in our day to day activity.

Everyone in #TeamJubilee has a part to play in delivering spiritual care.

## 2. Objectives

This strategy ensures that spiritual care is an integral part of the whole person centred approach in how we deliver wellbeing, engage in recovery, ensuring sustainability and promoting diversity and inclusion. It's about thinking with both our heads and our hearts.

Informed by our recent audit of the Spiritual Care Service Standards (UKBHC, 2020), this strategy will raise the visibility of spiritual care to our patients and staff:

- recognising their spiritual, religious and philosophical beliefs;
- having an informed workforce on spiritual care through training and development to ensure this is considered in assessment and care planning; and
- in service planning and delivery within the organisation.

## 3. Engagement and consultation

We have developed this strategy in consultation with volunteers and staff and taken into consideration our current spiritual care policy.

## 4. Setting the scene

The Spiritual Care and Wellbeing Service recognises the richness of a diverse population who seek support while receiving NHS care and treatment. Essentially, it is about the highest quality of care which takes into consideration what matters most to the individual including values and deeply-held beliefs.

When we ask the question of what matters to you, it allows you to identify and express your needs and hopefully gain a greater sense of empowerment in your healthcare journey. As staff and volunteers we are invited on your journey, walking alongside you every step of the way.

Spirituality can be seen as an umbrella term for religious and philosophical belief. Spirituality is a natural part of what it means to be human.

As people we can seek to find connection and discover meaning, purpose and hope in our life experience. We often search for our own truth about what gives our life most value and what matters to us. This is often referred to as spirituality. This search can inform the whole of our lives; influencing personal values and beliefs; affirming that tears and laughter, pain and joy are all part of the human experience.

Spiritual Care can empower and benefit both carer and cared for; nurturing the individual to celebrate and flourish during times of joy and growth. It can support people to find strength and comfort during times of transition, uncertainty and illness.

During times of change our needs can become more pronounced. Health and social care staff all play a part appropriate to their role in supporting people with their spiritual care needs. Together everyone contributes in some way to achieve person centred spiritual care (NHS Education Scotland, draft of the National Definition on Spiritual Care).

Over the past 20 years, NHS Scotland has actively sought to promote and support a broader understanding of human spirituality, shifting away from the perception that chaplains mainly provide religious care. They are now appointed as spiritual care specialists rather than to faith-specific roles.

Spirituality deals with issues of hope, meaning, purpose and belief, all of which can be vital to people experiencing ill health and those who are offering care and support to them (NHS Education for Scotland, 2022).

The Spiritual Care and Wellbeing department is integral to ensuring NHS Golden Jubilee has a wide focus for Spiritual Care delivery. In collaboration with NHS Education for Scotland (NES) and spiritual care leads throughout Scotland, we are committed to quality that meets the NHS Scotland quality ambitions – person centred, safe and effective. (Scottish Government, 2010).

The role of specialist spiritual care providers - healthcare chaplains - includes helping to resource, enable and affirm colleagues of different disciplines in their delivery of spiritual care. This involves supporting them in reflecting on their own spirituality and that of patients and their significant others.

Spiritual Care has changed from the sole domain of chaplains and recognises as healthcare staff all have a part to play. Essentially, spiritual care is everybody's business, with healthcare chaplains providing expertise in this specialty. There is a range of services from staff who provide 'routine spiritual care' to chaplains providing 'complex spiritual pastoral care' (NHS Scotland, 2009. pg.25).

## 5. Legal framework and other drivers

There are a number of key drivers that ensure the delivery of spiritual and religious care:

- The Equality Act 2010 that includes religion and belief as a protected characteristic.
- The European Convention on Human Rights (Freedom of thought, conscience and religion) as given effect by The Human Rights Act 1998.

In addition, a National Spiritual Care Strategy is in development. We will review this and add any appropriate actions to our own strategy action plan.

## 6. Spiritual Care in practice

Spiritual Care and Wellbeing continues to deliver a high quality of spiritual care service to NHS Golden Jubilee in line with our organisation values:

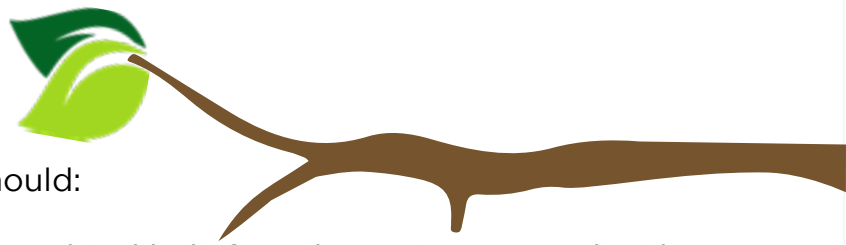


### Patients and Carers

NHS Golden Jubilee believes that people who use its services should expect:

- Holistic assessment and care planning that recognises and responds to their spiritual needs.
- Their spiritual, religious and philosophical beliefs to be respected.
- Access to a faith and belief leader from their own community when requested.
- Access to an environment allowing them to express their spirituality.
- Access to readily available and up-to-date information on Spiritual Care and Chaplaincy services.

## Staff and Volunteers



NHS Golden Jubilee expects that staff should:

- Have their spiritual, religious and philosophical beliefs and practices treated with respect.
- Have training to support them in providing assessment and care planning in relation to the spiritual, religious and philosophical beliefs of patients.
- Be encouraged to be involved in the work of Spiritual Care and Wellbeing to provide the highest quality of care and support to patients, carers, colleagues and volunteers.
- Be supported to promote their wellbeing to release their human potential, bringing the 'whole person' to work, using their innate strengths of creativity and empathy in providing care and in their working relationships.

## Spiritual Care Team

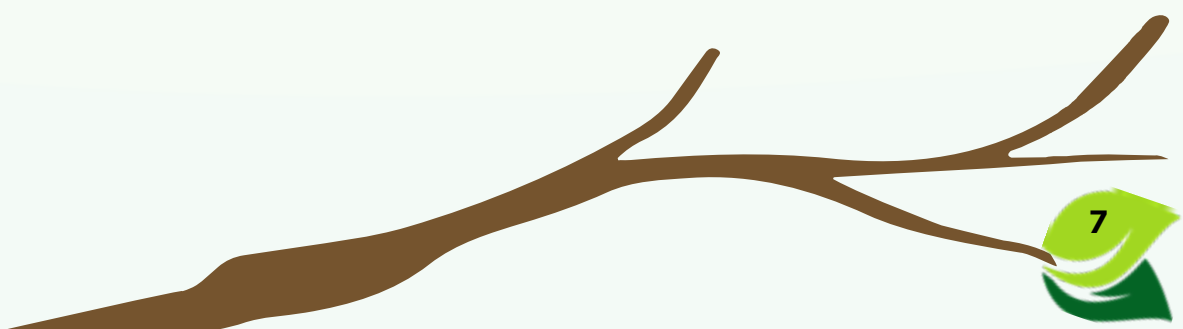
The Spiritual Care team is responsible for:

- Leading, encouraging and promoting a confident approach to spiritual care and facilitation of relevant staff training and developmental needs.
- Providing general spiritual care as requested by patients, carers, staff and volunteers.
- Providing spiritual and religious care to patients, carers, staff and volunteers with sensitivity to their backgrounds and cultures.
- Advising the NHS Golden Jubilee Board in responses in matters of spiritual, pastoral and religious care.
- Helping promote a healthy, strongly motivated and spiritually aware workforce by providing effective support, pastoral supervision, reflective practice to staff and volunteers.

## 7. Spiritual Care Strategy 2023-2026

The 3-year Spiritual Care Strategy will have 4 focused areas of work.

- Raising the visibility of Spiritual Care
- Loss, grief and bereavement
- Care planning that reflects the holistic nature of healthcare
- Development and delivery of education and training specific to spiritual care and wellbeing and reflective practice.



## Focus 1 – Raising the visibility of Spiritual Care

The Spiritual Care and Wellbeing service aims to lead the way in providing inclusive care for all patients, families, volunteers and staff.

We are passionate about delivering spiritual care that is person centred, attending to the whole person.

No matter who we are, we may have doubts and questions as we try to find meaning in our lives. This can be more so when we experiencing pain and suffering.

Spiritual Care and Wellbeing provides a space to explore these issues and support you in your spiritual, religious and philosophical beliefs.

Raising the visibility of spiritual care ensures that people are aware of and have access to Spiritual Care services.

Our Spiritual Care and Wellbeing Centre is a physical space. For some this provides a sacred space to pray. For everyone, it provides a quiet zone with a different pace to slow down and reflect.

### The Spiritual Care and Wellbeing Centre has 3 areas:

- Reception area – an informal relaxed space to pause, write your thoughts and prayers in the book of reflections, or sit quietly.
- The Sanctuary provides a small reflective space with access to comfortable seating, reflective and religious materials. This is an ideal place for intentional quiet and reflection.
- The Prayer Room is an additional area for people of spiritual, religious and philosophical belief to either pray and/or meditate.

### What we will do

- We will work with staff and volunteers to promote the spiritual care and wellbeing service and centre.
- We will review and update our printed and digital resources.
- We will also engage with staff, visitors, patients and our volunteers to promote the benefits of accessing our services.





## Focus 2 – Loss, grief and bereavement

We will support patients, carers, families and staff experiencing loss, grief and bereavement in line with the Bereavement Charter Scotland (NHS Education for Scotland).

The question ‘What matters to you?’ remains important during palliative and end of life care. The Spiritual Care and Wellbeing team support patients, families and staff as part of the multidisciplinary team.

It is important that we also attend to the wellbeing of staff either 1-to-1 or in groups, a space to reflect on the work they do to support the patient journey and families; to promote education and training to inform the workforce on loss, grief and bereavement.

### What we will do

- We will review and update information available to support our people in living through loss, grief and bereavement.
- We will continue to provide high quality spiritual care support for staff, visitors, patients and our volunteers experiencing loss, grief and bereavement.
- In addition we will provide education and training to staff and volunteers to support them to support colleagues, visitors and patients.



### Focus 3 – Care planning that reflects the holistic nature of healthcare

This area of focus is connected to focus 1, raising the visibility of spiritual care.

Care planning is person centred, safe and effective and takes into account the whole person and promotes their wellbeing.

The World Health Organization defined health as not only the absence of disease but also took into account the social, economic, emotional, psychological and spiritual dimensions of health.

Therefore, the best practice in health and social care attends to the whole person – the physical, mental, social and spiritual aspects of human living.

When emotional and spiritual needs are addressed, people experience a greater sense of resilience in dealing with ill-health and social issues.

All of our staff have a responsibility to provide an appropriate level of spiritual care for patients and relatives in their area of work (NHS Education for Scotland, 2009).

**By asking these questions, patients feel heard and valued for who they are:**

- Do you have a way of making sense of the things that happen to you?
- What sources of support/help do you look to when life is difficult?
- Would you like to see someone who can help you talk or think through the impact of this illness/ life event?

**What we will do**

- We will work with, and provide training and support for, our staff and volunteers to increase their confidence and capability to provide care planning that is holistic and person-centred.



#### Focus 4 – Development and delivery of education and training specific to spiritual care and wellbeing and reflective practice

Staff are our best asset and it is important that they feel valued (World Health Organization, 2020).

A number of themes emerge across professions like compassion fatigue and a cultural shift in thinking that includes realistic medicine.

We are mindful that, since the pandemic, staff continue to process the sense of moral injury experienced and the continued psychological impact of caring for others.

The Spiritual Care and Wellbeing Team can contribute to their professional development and support their wellbeing and resilience.

#### What we will do

- We will deliver an increased number and range of training and education opportunities for staff and our volunteers to embed spiritual care, including reflective practice in how we work.

## 8. Financial implications

Progress of the strategy will be reported to the Staff Governance Group and the Staff Governance and Person Centred Committee. Any additional funding will be agreed with Finance.



## 9. Action plan


Service Users	Measurable impact	Deliverables
<b>1. Raising the visibility of spiritual care</b>		
Patients	<ul style="list-style-type: none"> <li>5% increase in patients accessing Spiritual Care</li> </ul>	<ul style="list-style-type: none"> <li>Patient Information Leaflet</li> <li>Update Spiritual Care page on NHS Golden Jubilee website</li> </ul>
Families and Carers	<ul style="list-style-type: none"> <li>3% increase in families and carers accessing Spiritual Care</li> </ul>	<ul style="list-style-type: none"> <li>Family and Carer Information Leaflet</li> <li>Update Spiritual Care page on NHS Golden Jubilee website</li> </ul>
Staff	<ul style="list-style-type: none"> <li>Increase in staff who engage in 1-2-1 support</li> </ul>	<ul style="list-style-type: none"> <li>Staff Care Information Leaflet</li> </ul>
<b>2. Loss, grief and bereavement policy</b>		
Families and Carers	<ul style="list-style-type: none"> <li>Baseline year for referral numbers</li> </ul>	<ul style="list-style-type: none"> <li>Information leaflet: support following the death of a loved one.</li> </ul>
	<ul style="list-style-type: none"> <li>Creating connections with family and friends who will respond to the invitation to contribute To Absent Friends</li> </ul>	<ul style="list-style-type: none"> <li>Family and friends of the patient who has died represented on the memory tree during 'To Absent Friends Week'</li> </ul>
Staff	<ul style="list-style-type: none"> <li>Increase in staff who engage in 1-2-1 support following the death of a relative or friend</li> </ul>	<ul style="list-style-type: none"> <li>Information Leaflet</li> </ul>
Staff	<ul style="list-style-type: none"> <li>Increase in staff who engage in 1-2-1 and group support following the death of a colleague</li> </ul>	<ul style="list-style-type: none"> <li>Providing 1-2-1 and group support following bereavement in the workplace.</li> </ul>
<b>3. Caring planning that reflects the holistic nature of healthcare</b>		
Staff	<ul style="list-style-type: none"> <li>Increase in referrals from staff (contributes to the 5% increase of patients who access spiritual care)</li> </ul>	<ul style="list-style-type: none"> <li>Improved accessibility to Spiritual Care (e.g. visible pathway, pager and availability Monday-Friday until 8pm).</li> </ul>
<b>4. Development and delivery of education and training specific to spiritual care</b>		
Staff	<ul style="list-style-type: none"> <li>Evaluation of each deliverable (e.g. Team forms)</li> </ul>	Courses available for staff on: <ul style="list-style-type: none"> <li>Spiritual Care Assessment;</li> <li>Loss, Grief and Bereavement</li> <li>Spiritual Care at the End of Life</li> <li>Values Based Reflective Practice (VBRP)</li> <li>VBRP Taster Sessions</li> <li>VBRP Sessions</li> <li>Mindfulness</li> </ul>

## 10. References

Reference title	Link
Bereavement Charter Scotland: A Bereavement Charter for Children and Adults in Scotland.	<a href="#">Click here</a>
NHS Education for Scotland. (2022). Scoping Study of Spiritual Care Services in NHS Scotland.	
Health Improvement Scotland: What matters to you?	<a href="#">Click here</a>
NHS Education for Scotland: Support Around Death	<a href="#">Click here</a>
Scottish Government. (2009). Spiritual Care and Chaplaincy: Guidance on Spiritual Care in the NHS in Scotland.	<a href="#">Click here</a>
Scottish Government. (2010). Healthcare Quality Strategy for NHS Scotland.	<a href="#">Click here</a>
UK Board of Healthcare Chaplaincy. (2020). Standards for Spiritual Care Services.	<a href="#">Click here</a>
World Health Organization. (2020). Charter: Health worker safety: a priority for patient safety. Launched on World Patient Safety Day, 17 September 2020.	



**NHS Golden Jubilee  
Beardmore Street  
Clydebank  
G81 4DY**

 **0141 951 5000**

 **[nhsgoldenjubilee.co.uk](http://nhsgoldenjubilee.co.uk)**

