

APPENDIX 1 - Themes and Recommendations from Funeral Director Inspections – as at June 2018

Themes	Recommendations (individual and recurring)
<ul style="list-style-type: none"> • Priority around the care of the deceased and bereaved • Awareness of on-going requirements and areas of good and emerging practice within the sector • The importance of good documentation and staff awareness of changed policies and procedures • Ensuring the building blocks are in place prior to any service change or expansion. Discussion of expansion plans and considerations in general. • Good ashes management policies and procedures • Detailed record keeping in general that meets audit standards • Operations matching policies and procedures 	<ul style="list-style-type: none"> • Encouraging an environment of continuous improvement • Working qualifications into a future development strategy • Considering membership of a trade body to access support and information easily • Building in screens to ensure privacy of the deceased • Purchasing appropriate equipment to transfer and care for the deceased appropriately • Using a robust means of ensuring the correct identity of a body (not to use labels, for example, which may be easily damaged) • Incorporating white boards in formal processes, given their common use as an actions management tool • Records kept at all stages of the process and appropriate labelling of bodies / ashes • Lockable ashes storage • Introduction of a first call record, should be retained for future reference

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| <ul style="list-style-type: none">• Staff able to clearly describe their roles and impact of their actions in respect to their duties in the care of the deceased and to bereaved families• What a regulatory framework may mean for a business and the role of an inspector• Appropriate storage solutions for all parts of the business• Signatures / initials / names of staff filling out forms for accountability and audit reasons• Open attitude to learning and adopting best practice• Risk management in general | <ul style="list-style-type: none">• Screens in service vehicle for the privacy of the deceased• First call record includes name of the form filler• Including a record of the wishes of the bereaved or next of kin in respect to ashes• Record kept specifically relating to embalming – permission sought and received by next of kin and documented. Signature required• Formalising informal relationships in respect to wholesale supply of coffins and occasional assistance larger companies offer smaller companies – to manage liability and risk around these arrangements• More secure means of restricting client families from accessing body preparation areas• Complete satisfaction achieved in regards to body ID and on every occasion fitting of FD's own ID bracelet, even if one is already present (from say a hospital)• Logging all actions in a mortuary register• Any changes in the mortuary register are logged alongside original entries, with special care to retaining previous entries, in respect to an audit trail being established |
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	<ul style="list-style-type: none">• Identity checks not completed as outlined in procedural documents highlight the importance of periodic reviews and checks, and reminder training sessions• Use of health and safety gear such as goggles in the embalming process under certain circumstances• Designated, clean and secure ashes storage area required• Importance of checking details on the chain of identity are correct and that the mortuary register is kept up-to-date
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