United Lincolnshire Teaching Hospitals NHS Trust

Family Liaison Officer

Reference Number: ULHT-LFT-4056 v1

Issued: September 2025

Review Date: September 2027

At United Lincolnshire Teaching Hospitals NHS Trust (ULTH) we do all we can to make sure that those who use our services receive high quality care. Unfortunately, sometimes people do come to harm whilst in our care. There can be a number of reasons why this happens, but if something unexpected happens it is vital we learn from this. This can help us improve the standard of care we give to patients.

What does this mean for you?

We know this may be a very distressing time for you. It may feel difficult for you to be involved but we want to give you the chance to ask questions and be heard. This is to understand what has happened and to be fully involved in our investigation. You can have as much or as little involvement as you would like and you can change your mind at any point about your participation.

Family Liaison Officer (FLO)

A Family Liaison Officer (FLO) can support you with the investigation process. The role of the FLO is to support patients, families and carers in having the opportunity to ask questions to understand what happened. A FLO will make sure you are treated with compassion and professionalism in respect to your individual needs.

You will be given time and space to share what you know about what happened. A FLO will work with you to understand the questions that you have and will endeavour to answer these as fully as possible within the scope of the investigation. Sometimes investigations won't be able to provide answers to all your questions, but a FLO will do their best to find answers and if they can't they will tell you why.

A FLO is available to support you at any point during the investigation process and can help you:

- Share your experience and what is important to you.
- Describe what you would like to be looked into as part of the investigation.
- Make sure your views and experiences are listened to and included in the investigation.
- Update you on the investigation progress.
- Explain terminology used in the investigation and the report.
- Work with you to meet any support needs you might have.
- Advise you about other organisations and resources that can help.

A FLO is not able to:

- Provide counselling.
- Take over your investigation.
- Provide direct referrals to other health services.
- Investigate or find out about the care provided by another healthcare organisation.

It's really important that you understand what is happening, don't be afraid to ask for support:

Family Liaison Officer

Telephone 07907 701792

Please see below some support services which may be helpful to you:

Cruse

Cruse Bereavement support charity provides a helpline open Monday to Friday, as well as virtual or in person support sessions.

https://www.cruse.org.uk/

Tel: 0808 808 1677

The Good Grief Trust

The Good Grief Trust is a charity that collates support resources for bereaved people, organised by relationship and local area. They also provide virtual grief café's for group support.

https://www.thegoodgrieftrust.org/

Mind

Provides advice and support to anyone experiencing a mental health problem.

Tel: 0300 123 3393

Text: 86463

www.mind.org.uk

The Compassionate Friends

Nationwide organisation formed by and for parents and families who have lost a child, whatever the cause of the loss, at any age.

Tel: 0345 123 2304

Opening hours: 10.00am to 4.00pm/7.00pm to 10.00pm every day

www.tcf.org.uk

helpline@tcf.org.uk

The Bereavement Register

Helping to stop unwanted direct mail to the deceased.

The Bereavement Register

Coroners' Courts Support Service

Independent voluntary organisation with trained volunteers supporting practically and emotionally the family and other witnesses attending the Coroner's Court.

Tel: 0300 111 2141

www.coronerscourtssupportservice.org.uk

info@ccsupport.org.uk

United Lincolnshire Teaching Hospitals NHS Trust has worked with AccessAble to create detailed Access Guides to facilities, wards and departments at our sites.
www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust

United Lincolnshire Teaching Hospitals NHS Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language or alternative format, please email the Patient Information team at ulth.patient.information@nhs.net