

Ref. No: 1601
Date: 11/03/25
Subject: Spiritual, Religious, and / or Chaplaincy Services

REQUEST and RESPONSE

As part of a piece of work I am undertaking to review the spiritual, religious, and / or chaplaincy services offered by NHS England, I am contacting you to ask for the following information to please be provided.

1. How many whole-time equivalents are employed in the spiritual, religious, and / or chaplaincy service(s) and what are their bandings? Please differentiate between staff on substantive and temporary contracts, as well as staff working in the service on bank or agency contracts.

Across the trust there are 7.6 WTE chaplains, working in the following ways:

Substantive Chaplains employed by the trust:

Band	Hours	Comments
7	37.5	
7	37.5	Currently vacant
6	37.5	
6	30	
5	15	
5	3.75	
5	3.75	
Total	165	4.4 WTE

Bank / NHSP Chaplains

Band	Regular Hours	Comments
5	11.25	
5	7.5	
5	22.5	
5	3.75	
5	3.75	
5	4	
5	0	On call only
5	0	On call only
5	0	On call only
Total	52.75	1.4

Roman Catholic Chaplains (See 4 / 5 below)

Roman Catholic Chaplains work under a service level agreement between the trust and the Liverpool Archdiocese

Band	Regular Hours	Comments
6	18.75	
6	18.75	
6	11.25	
5	15	
5	1	
5	1	
Total	65.75	1.75 WTE

2. What are the typical core hours of the spiritual, religious, and / or chaplaincy service(s) on offer? How are these service(s) provided over the week (i.e. weekdays only, seven days a week, etc)?

Chaplains work across the sites 9-5pm Monday – Friday.

A small number of chaplains work on Sunday on limited sites.

On Saturday there are no core hours worked.

A 24/7 on call service is offered 365 days a year across the trust, by at least two chaplains,

3. What type of support (such as regular activities, events, or gatherings) is offered by the spiritual, religious, and / or chaplaincy service(s)? Please differentiate this between support offered to patients, support offered to family / friends, and support offered to staff members.

- Daily ward rounds for patients, family, friends and staff
- Daily drop-in Sessions for patients, family, friends and staff (Limited sites)
- Weekly Sunday Mass (Roman Catholic) for patients, family, friends and staff (limited sites)
- Weekly Exposition (Roman Catholic) for patients, family, friends and staff (limited sites)
- Weekly Friday Prayers Muslim for patients, family, friends and staff.
- Monthly Volunteer Training.
- Monthly Staff Preceptorship for staff.
- Monthly Baby Memorial Service for family and friends.
- Annual Baby Loss Awareness Week for family, friends and staff.
- Annual Critical Care Remembrance Service for family, friends and staff.
- Annual Seasonal Services: EID, Diwali, Christmas and Easter for patients, family, friends and staff.
- Availability for spontaneous or planned support for staff, patients and those important to them
- We facilitate a quiet safe place for patients to share their deepest concerns and draw support from being listened to. We give patients the time they need to explore their emotions.
- We provide a space where an individual's spiritual expression can be supported.
- We stand with family members as life support machines are withdrawn.
- We conduct wedding services for end-of-life patients.
- We provide support to patients and those important to them at the End of Life.
- We provide bereavement support, and, if requested, funeral planning and conducting
- We support day surgery and cancer patients at clinics.
- We manage quiet places and prayer spaces for Muslim, Hindu, Christian and non-faith patients, family members and staff.
- We support ward areas following the death of a staff member and conduct funeral services of staff.
- We provide funeral service for babies
- We provide support and opportunities to reflect following major incidents
- Reactive and ongoing support for staff, patients, and the community following a major incident

4. What on-call or out-of-hours provisions are made by the spiritual, religious, and / or chaplaincy service(s) at your Trust? Please differentiate between provisions offered by staff members employed by the Trust, and provisions offered by external contractors / arrangements.

A 24/7 – 365 On Call Service is provided by NHS Generic Chaplains to all patients, family, friends and staff who request support. There are always at least 2 chaplains covering all sites. Sometimes this is covered by bank / NHSP staff.

There is Roman Catholic On Call service. This is part of the service level agreement with the archdiocese. There are occasions when there is no priest available and this is then covered by the generic NHS chaplains

There is also a network of voluntary faith representatives, within the local community, who are available to all patients, family, friends should their specific support be requested.

5. What support is offered to the spiritual, religious, and / or chaplaincy services(s) by external organisations? For instance, what contracts are held by the Trust for this / these service(s) and who are these contracts with?

A Service Level Agreement is in place between the trust and the Archdiocese of Liverpool for the provision of Roman Catholic Chaplaincy Services.

As well as the internal bank system some regular chaplaincy and on call chaplaincy is provided by NHSP.

6. On average, how many service users are supported by the spiritual, religious, and / or chaplaincy service(s) in a week? Please take an average of service users supported between January and December 2024.

January to December 2024:

Totals Patient visits: 15771

Weekly Average of Patient support: 303.28

There is no current record about staff support.

7. What is the overall satisfaction for the spiritual, religious, and / or chaplaincy service(s) offered by your Trust? Please provide the overall satisfaction for the period January 2024 to December 2024.

This is measured through compliments, concerns raised and complaints / datix raised. Some sites ask for feedback through forms handed out.

In the last year there have been no complaints or datix.

There have been around 30 completed forms or spontaneous feedback received, all of which have been very complimentary.

8. What supervision, if any, is provided to staff working in the spiritual, religious, and / or chaplaincy service(s)? Please identify whether this is provided by your Trust or by an external provider, and the average annual cost for this provision.

The Deputy Director of Governance and Clinical Governance oversees the chaplaincy services within the Trust.

Regular one to one meeting take place between her, or the Matron for Patient Experience, with the Chaplaincy Managers.

The Chaplaincy managers hold regular, scheduled, face to face meetings with other staff in the team. Meetings include reflective practice, needs of patients and those important to them, emotional impact on the chaplains and future planning.

The team provide more ad hoc support to each other on a daily basis.

All staff have an annual PDR, and out of that the need for training and support is highlighted. From this staff have attended internal and external training and support events. Chaplaincy specific events include The Collage of Health Care Chaplains and Free Church Federal Council.

Some staff have been supported in a series of external coaching. The cost of these is set by the coaching / training agencies.

Staff also have access to local training and Health and Wellbeing support.

9. Please provide a contact name and contact email address if there should be any additional queries relating to this Freedom of Information request.

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