

Transcript

Hospital Interviews: Deny – ITU Matron

Deny Chacko, ITU Matron:

My name is Deny, I'm one of the matrons in ITU. You will never, ever stop learning in ITU. I've got now almost 22 years of experience. I am still learning. 2020 nobody has seen any year like this in any profession especially in ITU. During COVID time there was lots of deaths and that many deaths I haven't seen in such a short period of time. At that point, family was not here to support us through so you, you took that challenge as to be there, to be a human, not a nurse or a doctor or anybody, to be human. You want somebody there like you know somebody, somebody is dying and then even though it is so busy you go and hold that hand, the last second we try our best to do it. If I don't do that, I won't sleep on that night. When you go out from here, you need to kind of forget about it because you need to come back and look after other patients tomorrow. Hospital Bereavements they do a great job they supported us well.

Shaan Malhotra, Head of Bereavement and Mortuary Services:

It's not the most you know, it's not the most glamorous service in the hospital and many people will admittedly shy away from it, but actually it's a really, really important service. You know we've provided, for however long, care to this patient and service to that family. We're here to help them through it. Every death in the country will eventually need to be scrutinized by a senior level clinician of five or more years. It's most important that we keep the family at the centre. It's an opportunity for them to ask any questions to things they didn't understand, or to raise any concerns that they may have had around treatment at any point during the journey. During COVID we upped our service to seven days a week including the weekends, all the bank Holidays, and we introduced an on-call service.

Deny Chacko, ITU Matron:

See that, that's all the thank yous! So good to see. Of course, you know, when anybody gets discharged from ITU it's good news. But we had with COVID, we had patients almost like 100 days in ITU and when they're discharged it's really, really happy news for the team. The satisfaction you get, that is your reward from this profession.