



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Trust Headquarters

Chief Nurse

Royal Albert Edward Infirmary

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Ref: FOI/2025/10584

Date Received: 11th March 2025

Response Due: 8th April 2025

Date: 1st April 2025

Dear Sir/Madam

With reference to your request for information received on 11th March 2025, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

- 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.**
 - The Trust currently has a team of 2.12 WTE consisting of:
 - x1 Band 7 Chaplain
 - x2 Band 5 Assistant Chaplains.
 - x1 Band 6 Chaplain – vacancy is waiting to be filled.
 - x1 Band 6 RC Chaplain – 18.5 hours per week through a Service Level Agreement with RC Liverpool Archdiocese.
- 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)?**

Core hours are Monday – Friday 8am until 4pm. With a 24-hour/7 day a week on call provision.
- 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.**

Type of Support	Support
Services in the Chapel i.e. Remembrance Day,	Patients, relatives, friends, staff

RC Mass, Easter, Christmas, Holy Communion/RC Communion. Ash Wednesday Holy Mass, Baby Loss Awareness Services, Bond of Love Services. Friday Jumma Prayers.	
One off special events; Staff memorial services for the deaths of colleagues, 75 th Anniversary NHS, 150 th Anniversary of WWI. International Nurses Day.	Staff
Visit each in-patient on every ward on every site once a week.	Patients, relatives, friends
Holy Communion & RC Holy Communion twice a week	Patients, relatives, friends, staff
Contract Funerals and Parallel Funerals	Patients, relatives, friends
Baby Blessings/Naming/Emergency Baptisms	Patients, relatives, friends
Organised and conducted emergency weddings	Patients, relatives, friends
Displays for various festivals across several different faiths, displays on different aspects of Wellbeing, as well as spirituality. Promoting World Religion Day, Interfaith week, Dying Matters week. Covid 19 Reflection Day.	Patients, relatives, friends, staff
Art Club on 4 wards in the trust once a month.	Patients, relatives, friends, staff
"Sad...not Mad" Staff Bereavement Groups.	Staff
"When a colleague is bereaved" manager training	Staff
Training of Chaplaincy and Spiritual Care and Staff Wellbeing in various departments.	Staff & students
We have supported staff during Trust reorganisations, as well as continuing to provide 1:1 support to staff, including taking referrals from Occupational Health, Psychological Support and Line Managers to support staff members in need. This includes support whilst waiting for counselling, support during time off work or on return to work.	Staff
Intranet site information about Chaplaincy & Spiritual Care on the Trust website	Staff
Working in collaboration with Palliative Care and attend weekly MDT meetings.	Patients, relatives, friends
Liaison with community faith groups to foster and develop good working relationships and referrals.	Staff, patients, relatives, friends
Bi-monthly newsletter for trust staff	Staff
Providing training on pastoral, spiritual and religious and bereavement care to healthcare professionals.	Staff
Social media and Communication engagement.	Staff

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.

On-call/Out-of-hours provisions	Internal/external
The usual on call provision is 24-hours/7 days a week, on a rota basis and pro rata to hours worked by each individual Chaplain.	Internal

RC on call provision is separate and is also 24-hours/7 days a week, provided under the SLA.	Internal for 18.5 hrs per week by RC Chaplain Band 6 (through SLA). External for all other times – Usually 8am – 10.30am and 4pm – 8am Mon, Tues Wed & Fri. Thurs, Sat Sun 24/7.
The Trust also has contacts for the following services if required: Jehovah Witness co-ordinator, Muslim Imam, Jewish Rabi, Hindu and Buddhist contacts.	External contacts.

- 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?**

External Service	Support Offered
RC Archdiocese of Liverpool (Service Level Agreement).	<ul style="list-style-type: none"> • End of Life Prayer & Anointing • Baby Blessings • Emergency Baptisms

- 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.**

The Chaplaincy and Spiritual Care department supports on average 200+ patients and 30+ staff members per week. The Trust is unable to provide a more specific answer to this question due the number of volunteers the service has and the Trust not recording multiple visits.

- 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 information is not routinely collected by the Trust. The department has not asked for any feedback on the service to date and no satisfaction survey has been produced within this period.

- 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.**

Supervision is provided by the trust internally:

- Band 8 – Head of Patient experience/Associate Chief Nurse provides supervision to Band 7 and support to Band 5's.
- Band 7 provides supervision to Band 5's, 6 and volunteers.
- Band 5's provides support to volunteers.
- Steps for wellness provide 6 weekly wellbeing support to all Chaplains including RC Chaplain.

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

Joanne McAllister, Head of Patient Experience.

The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we

will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



KEVIN PARKER-EVANS

Kevin Parker-Evans MBA, FCMJ, CMgr. RN Dip HE

Chief Nursing Officer & Director of Infection Prevention and Control

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111