

Issue I5: Whether staff coming into contact with parents who were under stress because of the nature and severity of their child's condition, or who had lost children, showed appropriate sensitivity in their dealings with such parents; and, if not, the importance and effect of any such failures

29. I felt staff showed immense sensitivity when dealing with parents and were supportive every step of the way. They provided comfort throughout and became involved in all cases. Staff too, were upset when patients died, and may have found it difficult because of their own grief or lack of experience, to give parents what they wanted at the time. It can be very difficult to anticipate and give what bereaved parents want in their grief, distress and anger, when, at that moment of time, they may be inconsolable.