

Reference Number: FOI202425/548
From: Private Individual
Date: 10 March 2025
Subject: Spiritual, Religious, and / or Chaplaincy Services

- Q1 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.
- A1 Chaplaincy service is provided under a Service Level Agreement by University Hospitals of Liverpool Group.
For LHCH, the following provision is provided:
- 0.53 WTE Roman Catholic faith
 - 0.53 WTE All other faiths.
- Temporary staff may be provided under the SLA on ad hoc basis when required.
- Q2 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)?
- A2 Core hours are 8am to 4pm Monday to Friday plus Sunday.
- Q3 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.
- A3
- Corporate worship (services)
 - Bedside pastoral, religious and sacramental support
 - Ad hoc pastoral religious and spiritual support upon request
 - Celebration services and events for all faiths
 - Bespoke patient celebrations, including weddings and funerals in exceptional circumstances
 - Same service is provided to patients, families and staff
 - Training and awareness sessions for staff and students
- Q4 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.
- A4 24/7 service with out-of-hours provision for emergency requests, particularly for patients at end of life. This service is conducted by employed staff under SLA.

- Q5 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?
- A5 As above, the service is provided under SLA with University Hospitals of Liverpool Group. Support is provided by religious organisations in the community on voluntary basis to support non-Christian faiths.
- Q6 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.
- A6 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.
- Q7 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.
- A7 Information not held – the Trust does not routinely collate or hold this information centrally as part of its management or performance data.
- Q8 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.
- A8 Operational management and supervision is from the Chaplaincy Lead under SLA. Pastoral supervision is provided by the personal religious denomination of the individual chaplain. Lead Laura Allwood Patient and Family Support Lead Nurse. Annual cost Information not held - Chaplaincy services for the Trust are managed by Liverpool University Hospitals. Please contact them directly at www.rbuht.nhs.uk
- Q9 Please provide a contact name and contact email address if there should be any additional queries relating to this Freedom of Information request.
- A9 Laura Allwood Patient and Family Support Lead Nurse, Laura.Allwood@lhch.nhs.uk