



Transformation of Living Well Services

Services before Covid-19

Core vision: A three stepped model of care comprising social drop-in groups, courses, therapeutic day and clinics is delivered face-to-face at the hospice in Worcester.

Patients access services appropriate to their needs, empowering them with choice and helping them live as well as possible with their illnesses.

Staff realise the pandemic will disrupt services, and plan how to adapt the stepped model of care



**Lockdown
Isolation Fear**

March 2020: Everything changes

- Doors to the Living Well Centre close
- Two staff members work from hospice, all others work from home
- Daily multi-disciplinary team meetings via Zoom
- Courses and drop-in groups postponed
- Clinic and Therapeutic Day patients supported via telephone and video calls
- Resource and activity website pages developed, offering holistic support and information
- Resources posted to patients and carers, including: Living Well virtual services booklets, creative materials, tai chi DVDs and relaxation CDs
- Occupational therapists and physiotherapists continue to provide essential home visits, within strict Covid-secure guidelines, to ensure the safety and mobility of patients is maintained
- Living Well staff supported the hospice's Community, Hospice at Home, and In-patient Unit Teams where required



Staff feel uncomfortable in the Personal Protective Equipment (PPE) required for home visits, but adhere to strict Covid-secure guidelines.

"You have made me feel safe and supported, from letters to all the phone calls and the speed in which everything has happened. My new commode came the next day. Thank you again for everything."

Positive actions

- Support from IT department
- Steep learning curve with technology for staff
- IT and phone systems already in place to enable remote working

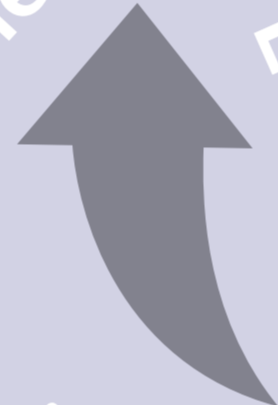
Resilience



Proactive



Flexibility



Learning

Adaptability



Future care plan

Core vision: The three stepped model of care continues.

Hybrid model of care: This is a mixture of face-to-face and virtual support, allowing patients to have flexibility and choice over their care.

During the pandemic, staff constantly adapt to the 'new normal'. With continued support from the Living Well Team, the number of service users increases.

Summer 2021

The face-to-face therapeutic programme resumes, July 2021: Patients and volunteers safely welcomed back to the hospice for face-to-face care. Staff adapt to being back on site.



Staff say a virtual goodbye to a retiring colleague, with no hugs. New staff are embraced virtually onto a caring team.

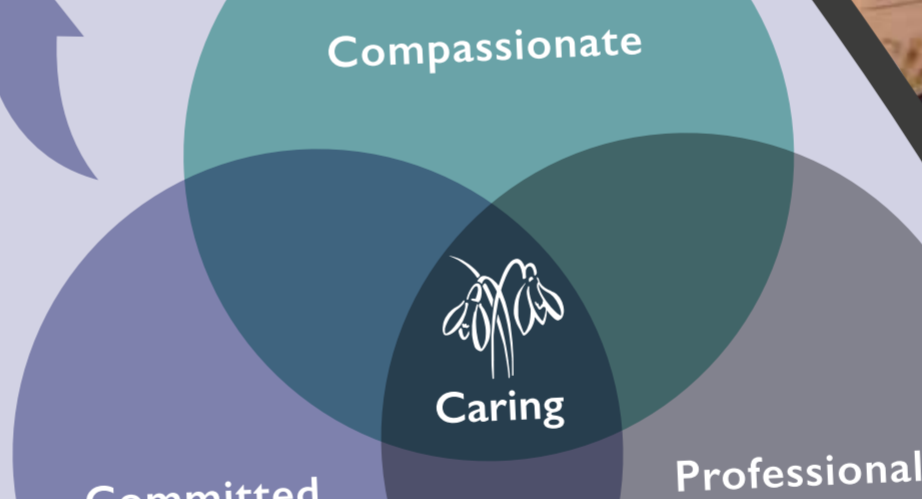


Eight team members complete a 35-mile Paddle Plod and Pedal challenge, raising more than £2,000 for St Richard's Hospice.

Spring 2021

The Living Well Team win a Worcestershire Health and Social Care Award for their innovative work during the pandemic.

The team develop a hybrid model of care, mixing face-to-face and virtual support depending on individual need.



Courses in card making, journaling and drawing developed throughout the year. Patients created sunflower artwork for an outdoor community gallery.

Drawing a Day challenge launched in October 2020. Five more monthly art challenges devised and sent to patients and carers for creative motivation.

Autumn/Winter 2020

- Living Well, Family Support and Chaplaincy teams create Empowerment Webinars to be available on the hospice website for patients, carers and bereaved clients.
- Christmas will go on! Four virtual Christmas social drop-in sessions were held for patients and carers.



The team hold virtual tai chi sessions for patients to aid mobility, and enhance physical and mental wellbeing.



Staff make the most of working from home.

Social drop-in groups start on Zoom, such as Cuppa and Chat, Nature Therapy, and art clubs.



Confidence with technology grows. This leads to staff supporting patients to get online too. Relaxation drop-in sessions, complementary therapy treatments, breathlessness and fatigue advice delivered online.

"Thank you for the PowerPoint and the interesting and engaging sessions. You give such inspiration."

"Just wanted to say a big thank you for all your help this year. You made me feel so safe knowing you are there if I need you."