

# No Barriers, Continuing to Care Virtually...

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The onset of COVID changed the way we delivered Day Therapy at ACCORD Hospice. Patients were unable to access the service so we started using Zoom© once a week as a way of connecting with people. It began to take on a life of its own and is now a treatment option and a central part of a new ACCORD Community Hub where people who are physically unable to access the hospice, feel socially isolated or have low mood can connect to the ACCORD community of staff, patients and volunteers.

# More than an hour...

- Meaningful Activity as a valuable psychosocial intervention “...has beneficial effects on quality of life, emotional distress and existential distress” (Warth et al, 2019).
- Zoom© is the catalyst - we asked people to prepare ahead with a theme with materials given out in advance or people could finish or repeat themselves.
- We invite equal partnership with input of ideas for session planning.
- Zoom© provides the opportunity for individuals to self-manage and influencing their own well-being.

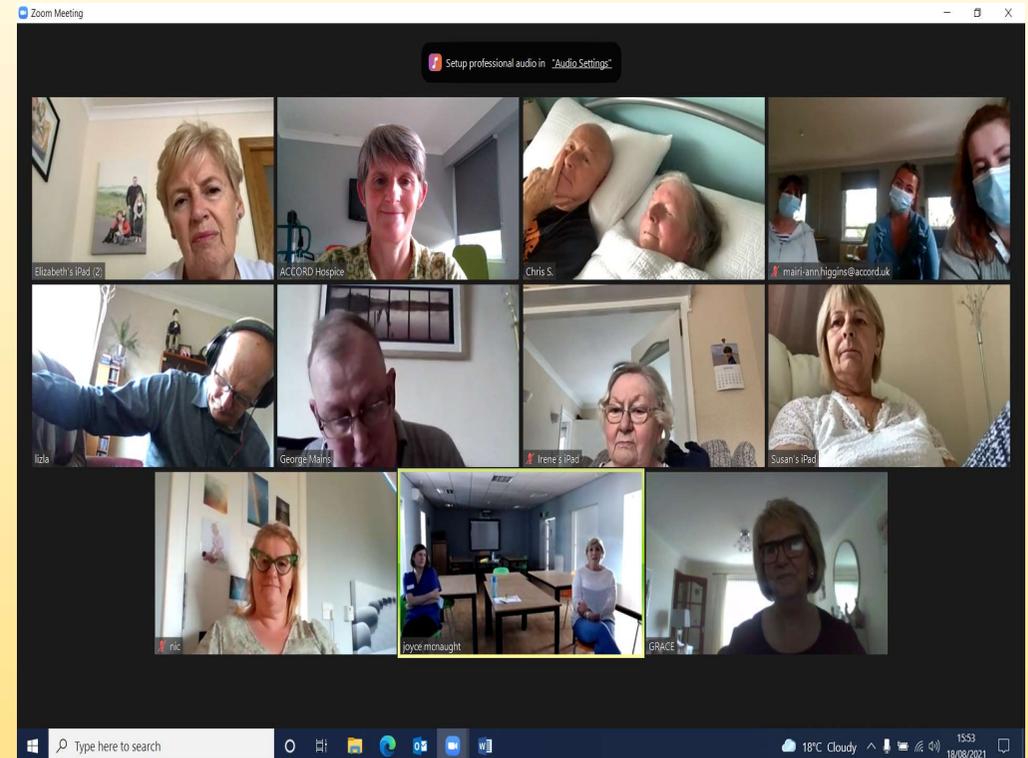


# Zoom impact story ... Nora

When Nora was referred to ACCORD she attended the Day Therapy Unit weekly. This provided Nora with a welcome distraction from the day to day impact of her illness as she participated in group and individual activities and Complementary Therapy. Nora became unable to access ACCORD as her illness progressed. The team remained in touch however the advent of COVID enabled Nora to be an equal participant again through Zoom©.

“Sharing stories can be a cathartic experience, encouraging and enhancing emotional wellbeing through a sense of belonging and integration into the group. Acceptance by others and the resulting feelings of connectedness will help counteract any sense of isolation” (Boog and Tester, 2008).

Recently Nora presented her life story in ‘This Is Your Life’ Zoom© hosted by our volunteer.



# Evaluation

## Head - something I've learned...



- *Sharing within the group is helpful for us all, you realise that there are more people like you*
- *Good to have a structure...helps with isolation*
- *Promotes independence*

## Carrier Bag - something I'll take away...



- *It's the people that matter– your memories are important not your things!*

## Heart - something I've felt ...



- *It's a special appointment you would hate to miss*
- *Zoom© is so important, I can't leave my bed but I can still join in*
- *Banter and camaraderie, keeping in touch*
- *Uplifted after the Zoom© and it lasts longer than the hour*

## Dustbin - something I want to forget or that was not so good ...



- *Some Zooms© are better than others but all are good*
- *If it stopped I would feel as if I was losing a lifeline*