

Wellbeing Your way

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Abbreviated abstract: In response to the national lockdown and suspension of face to face services, St Andrews Hospice introduced a Wellbeing digital platform to support people in the community with life limiting illness. Through evaluation of this service, we learned that patients enjoyed the autonomy of being able to choose which sessions they participate in thus tailoring the service to meet their needs. Moving forward we were keen to develop a new day service which would use a blended model of face to face and digital technology.

Related publications:

Digital participation, Scottish Government (2020)

Realising Realistic Medicine, Health Care Quality & Improvement (2017)



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Previous work, challenge, and approach

Due to the COVID -19 pandemic, SAH has had to suspend all face to face services which lead to the development of a wellbeing digital service which would provide physical, emotional, spiritual and social support through a comprehensive online programme.

In order to tackle the issue of digital exclusion we introduced “Digital Champions” who worked alongside digital health Scotland. Digital Champions are able to provide support over the phone or face to face in the person's home.

Through this service we were also able to issue digital and internet devices to allow access to our services.

On remobilisation, we introduced a blended model of wellbeing, with face to face and digital services being made available.



Techniques and Methods

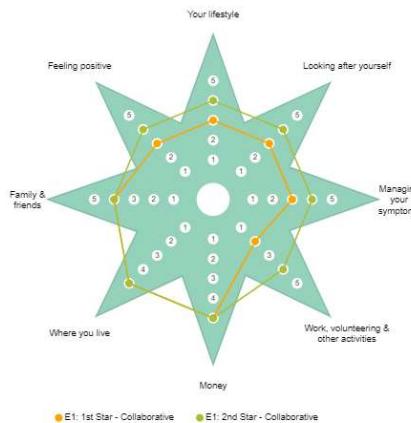
'Wellbeing your way' is a patient-centred program. Each day is made up of therapeutic activity, social interaction, relaxation and exercise. The online digital service runs alongside this and offers patients the opportunity to access useful information that will enable them to manage their condition, as well as encourage social engagement, exercise and relaxation.



Results and Conclusions

We measured the impact of “Wellbeing Your Way” by using the Wellbeing Star as our outcome measure. Patients and Carers also took part in qualitative surveys.

Example Star

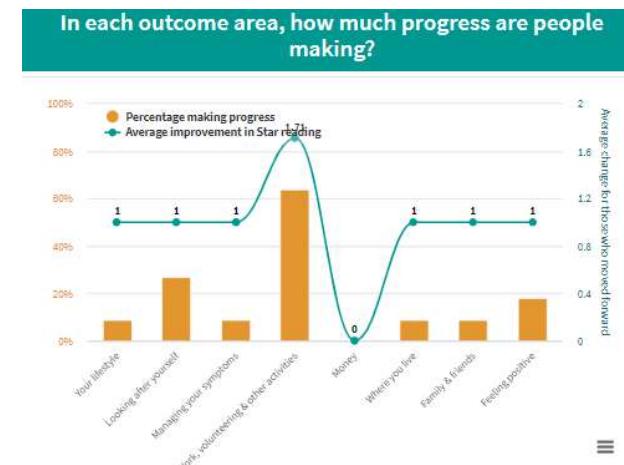


Are people making progress?			
In 1+ outcome areas	In 2+ outcome areas	In 3+ outcome areas	Outcome areas showing progress
Percentage of people making progress in at least one outcome area	Percentage of people making progress in at least two outcome areas	Percentage of people making progress in at least three outcome areas	Average number of outcome areas in which someone is making progress
82%	45%	18%	1.5

- 82% of users seen an improvement in at least 1 outcome area
- 45% seen improvement in at least 2 areas
- 18% seen improvement in 3 or more areas

The average score increase was 1.5 (scale = 1 to 5)

Outcome Measure Results



We have discovered that wellbeing your way not only offers support and advice for people affected by life limiting illness, it is also fully inclusive and gives people the power and choice to access services as and when suits them.

“I love having the choice, some weeks I am too unwell to make it to the hospice, but I know I can still catch up with the staff and other people who attend online.”

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