

# Well, Well, Well -

## An adapted approach at delivering a wellbeing service using digital technology

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**Abbreviated abstract:** Wellbeing @ St Andrew's, Day Service was suspended at the beginning of the COVID 19 pandemic. In response we developed 'Wellbeing@Home' which aims to provide physical, emotional, spiritual and social support through a comprehensive online programme for those with a life limiting illness. The program provides education, exercise and activities to promote self-management and wellbeing. Activities offered include Tai Chi, seated exercise, mindfulness, social interaction and remote Complementary Therapy.



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This poster is part of the  
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The logo for the Scottish Partnership for Palliative Care, featuring a stylized blue 'C' shape.

# Previous work, challenge, and approach

**Wellbeing@ St Andrew's** offered patients a set day they could visit the hospice. Patients would attend weekly for 12 weeks. The 12 week patient centered programme would provide information, exercise and activities to promote self-management and wellbeing.

At the onset of the Covid19 pandemic and subsequent lockdown our services were adapted to meet the needs of our patients while also demonstrating safe practice according to government guidance. At this stage we introduced **Wellbeing@Home**.

## Strategy for overcoming the challenge

Develop a comprehensive **Wellbeing@Home** service to provide physical, emotional, spiritual and social support via digital technology.



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# Techniques and Methods

- Our new model works with patients who are isolated at home using digital technology including mobile phones, computers and tablets. **“While digital health is a simple concept — using technology to help improve individuals' health and wellness — it's a broad and growing sector.”** (Connecting Scotland, 2020)
- To support this model we have introduced a Digital Champion (DC). We believe this role is key to achieving digital inclusion and helping people with what they need and want to do online.
- The DC works with service users identifying their area of need and exploring their options.
- The support we can offer includes provision of a device and/ or Wi-Fi. The DC will also assist service users to set up email, social media, Zoom and any other platform required to meet their needs.
- 20% of respondents in our evaluation received loan of IT Equipment and 50% received support in their own home to set up and access [Wellbeing@home](mailto:Wellbeing@home)



# Results and Conclusions

- A total of 27 patients have attended 332 online sessions between 1<sup>st</sup> June – 18<sup>th</sup> Sept
- Our evaluation shows that despite 30% never having used technology before and 80% expressing concerns about using technology for healthcare, 100% of respondents found the **Wellbeing@Home** service to be beneficial
- Informal feedback from the participants shows that the patients are enjoying the autonomy of being able to choose which sessions they participate in thus tailoring the service to meet their needs.
- Going forward **Wellbeing@Home** will also mean patients who are housebound, further afield or have other commitments which hinders them from accessing our usual Wellbeing@St Andrew's service, can still reap the benefits of the programme from the comfort of their own home.

