

# You're on Mute

A Day Hospice initiative to maintain services during COVID 19

## BACKGROUND

- Pre COVID-19, Kilbryde Hospice operated an enablement model of Day Services including a person-centred agenda and goal setting.
- In March 2020, in line with Health Protection Scotland guidelines, our traditional face to face model in the Hospice ceased.
- Kilbryde staff were aware of the detrimental effect that COVID-19 was having on society and especially the quality of life of people living with a life-limiting illness.

## CARE OPINION FEEDBACK

*“Great Fun on last weeks Zoom Session, terrific to see everyone and catch up. The session really brighten my day, Loved the personalised poetry and the wig session gave us all a good laugh which is always good for our well being.”*

## Authors

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## AIMS & METHODS

- Continue to provide a Day Service to reduce the physical and psychological impact of COVID 19 on vulnerable patients.
- Retain an emphasis of community and clinical support and decrease social isolation.
- Pre course benchmarking using IPOS. Undertake *pre-course* and *post* course assessments via Zoom to measure patient's levels of wellbeing.
- Deploy a technology solution that provides similar outcomes to a face to face enablement model.



## PRE & POST ANALYSIS

- Conducted initially with a PILOT Group
- Following the success of the PILOT, the service was extended to patient GROUP A
- These sample responses to the IPOS question on feelings is typical of all feedback

PRE

1

ALWAYS

2

MOSTLY

2

SOME

PILOT

ARE YOU ABLE TO SHARE YOUR FEELINGS WITH YOUR FAMILY/FRIENDS?

POST

1

ALWAYS

4

MOSTLY

PRE

3

ALWAYS

1

MOSTLY

1

SOME

GROUP A

ARE YOU ABLE TO SHARE YOUR FEELINGS WITH YOUR FAMILY/FRIENDS?

POST

4

ALWAYS

1

MOSTLY

## CONCLUSIONS

- A comparison of the patient's ability to share feelings pre and post course was undertaken using IPOS. All participants noted an improvement post course.
- The patients benefitted from the person-centred virtual day programme as it was tailored to their individual needs and goals they would like to achieve.
- Using proven technology eased implementation, minimised costs and improved take up rates
- The Pilot Group continued their Zoom sessions post discharge and Group A gained confidence to access other virtual services.

## CARE OPINION FEEDBACK

*“Just completed the Hospice 12 week course for patients. During the course we learned about each other's problems and shared experiences. The staff imparted really useful information and created a great atmosphere to bring out the best in us all”*

*“Care share. Not Despair...  
Where strangers become friends in  
time of need”*