

HIGHLAND HOSPICE ELECTRONICALLY LINKING PEOPLE

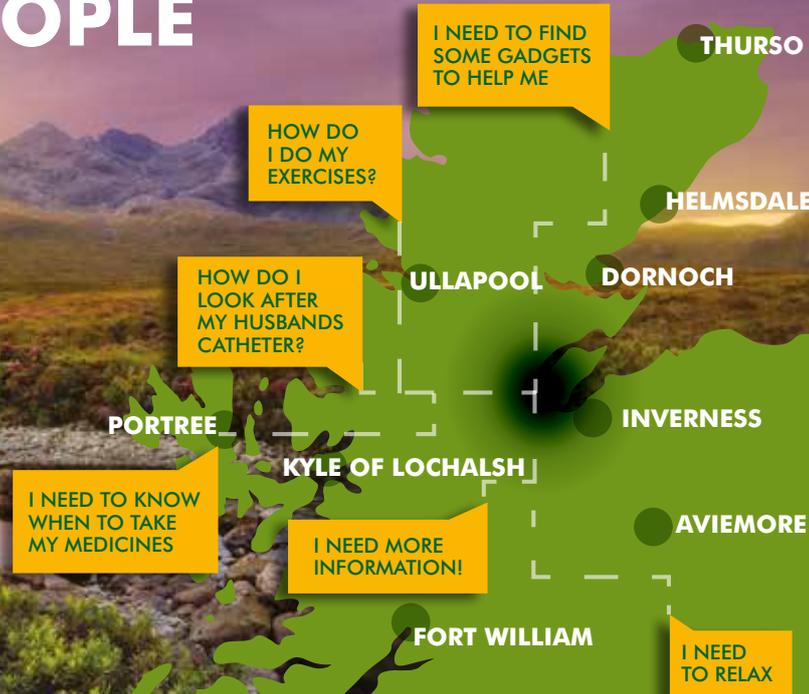


Highland
Hospice

Prescribed resources

video clips; checklists;
Scripts for relaxation;
specialist information.

Chat: with doctor, AHP,
pharmacist, nurse, chaplain



BACKGROUND

The Highland Hospice provides a 10 bed in-patient service, a Day Therapy service, telephone advice for HCPs, outpatients domiciliary visits and a Bereavement Counselling Service to the NHS Highlands area.

This area occupies 10,000 square miles of land representing 50% of Scotland's total area – but with a population of only 220,000. The number of patients supported is the equivalent of 18% of the 2,500 people in this catchment area who die every year.

HHeLP is a ground breaking initiative which could quadruple the reach of current services.

The service and its resources are designed around the 4 core areas of functionality: Resource, Sanctuary, Inspiration and Learning. It offers contact via secure messaging and video calls which allow 'prescription' of individualised 'assets' which reflect the core areas.

HHeLP aims to deliver these services alongside those of primary care teams around the clock to compliment existing care and give greater confidence to patients and their carers in their ability to cope at home (the hope is that the volume of calls to out of hours services will be reduced.)

PROCESS

Once a person is recruited from contact in any of the services they are given a unique identifying access code and login.

They are shown how to access the site and a check is made that their IPAD/Tablet supports the technology. If they do not have an IPAD/Tablet then one will be provided on loan.

The primary care team is informed that they are enrolled on the service and a welcome pack is mailed to the person within the virtual hospice platform.

If nothing is heard from the person a call or visit can be made to ensure that they understand how to use the technology and support given if necessary.

EARLY INDICATIONS/RESULTS/ RECOMMENDATIONS

- Approx 20 users recruited so far
- Good contacts are made when a person is in the rehabilitation phase
- People don't appear to use the service when they are well
- Technology may be a hindrance for some
- When a person is particularly unwell then carers tend to be the interface
- Hoping to introduce carers to the system with resources to help them in their caring role

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