

QI Hospice-Led COVID-19 Bereavement ECHO Knowledge Network

Account of Progress Template

This will need to be completed monthly and used at least once as the template for the account of progress to your colleagues within the ECHO. Over time, these will build into an account of the life of your project during the six months of Hospice UK involvement. Please be mindful that this form may be improved over time so confirm with us that you are using the most up to date version at each session.

ECHO ID: *(for administrative use)*

Name of presenter or person creating the template/ Hospice Site: Shahina Haque

Report for month: November 2020

1. Key theme for discussion

Decide: what are the key issues you wish to highlight in discussion and note the objectives of the intervention/change. Consider how you may be able to demonstrate value for your ECHO participant colleagues

- Advertising the service to services working with covid patients and bereavement
- Ensuring the volunteers are on board and support mechanism are in place
- Ensuring paperwork are in place, including outcome measure
- Adding the hospice database

2. Background information/setting the scene

What was the case for change? The aim? Was there introduction of new tools? Was it a new referral criterion? Include here key points that will help participants understand the current situation.

- No change required, as service not yet taken up
- Introduction of outcome measure tools, to ensure confidence with the volunteers

Current situation is getting the service known to those that need it and the professionals who are aware to make the referral. To building confidence in others regarding the service. Without this being effective it leaves a service that is here but not being taken up.

At current all paperwork and processes are in place and volunteers are ready to take the calls.

3. Interventions / development / change

Key points - Interventions/ actions/ activities/stakeholder engagement. What it took to achieve the change / intervention. Were there any barriers / constraints?

-linking with external organisation, raising the profile of the service verbally and within existing contacts, and within meetings held with external stakeholders
- a key aspect of raising awareness was getting to know the leads as there are changes in the NHS trust etc and known leads are being off or re-deployed
- we know currently for our NHS trust there is a demand in supporting covid positive patients and so getting hold of people has been a barrier but one that we have managed to solve.

4. Progress Update; Evaluation and outcomes (what difference did you make and how do you know?).

Key points – What you have achieved

We have been told verbally by our external professionals, colleagues, that this is a much needed service and they are pleased to hear that a) we are providing this and b) there's somewhere they can refer people in need

Completed poster to advertise and for external professionals to give out and advertise on their sites

5. Lasting Impact (what long term difference did you make?)

Any impact on patient/family, you and/or your service, other services or the wider health and social care system. Include here outcomes e.g. the changes that were made as a result of the interventions either by you or by your service. What might have happened without this intervention?

At current there has not been a take up of the service
If we hadn't created poster or advertised verbally we would be behind in timescale on getting the service to those in need and for missing out potential people who will benefit from this service

6. Reflections (what have you learned from the project), questions and points for discussion

- That this service is needed via the verbal conversation being had
- Our existing provisions are functional
- Our volunteers are engaging in supporting this, they see it as worthy cause

Questions to ask, is around what are the unknowns for this time of year when it comes to referrals. I am aware that referrals are low for our existing bereavement service due to the holidays etc, however, have others found this to be different and if so what does this time of year look like for other bereavement service. Is there anything we could be proactive with in ensuring referrals are coming our way? What are the pitfalls etc?

7. Plan for next period

- To continue advertising the service
- The service to be taken up so we can start allocation and reviewing the service

8. Consideration regarding dissemination (how will you share and spread your project?) and sustainability (how will you be continuing the project?)

Who have you talked to about this work? Inside and outside your organisation

Spoken to relevant teams that need to be aware of the status
Whole organisation are aware of the project
External stakeholders

9. Risks, Support needs

- Service not being taken up due to Christmas period and the challenges this holds for many

In keeping with requirements of this grant, this account of progress will be used in grant reporting.