Network Recording Declaration

During this ECHO session discussions will be recorded so that people who cannot attend will be able to benefit at another time. Filming is regarded as ‘personal data’ under the Data Protection Act 2018 General Data Protection Regulations (GDPR), under that law we need you to be aware that:

- This Data will be stored with password protection on the internet.
- This Data will be available for as long as your network continues to meet and will then be taken down from the internet and either stored securely at the Superhub or deleted.

Your ongoing participation in this ECHO session is assumed to imply your agreement to the use of your data in this way.

If you are NOT willing for your data to be used in this way, please LEAVE the session at this point.
QI Hospice-Led Bereavement COVID-19 ECHO: Week 3

Bringing Services online & Account of progress presentations
Welcome
Bringing services on line during the COVID19 pandemic: reflections, learning and moving forward

Nikki Archer
Supportive Care Director, St Giles Hospice
Bereavement Service – 3 Component Model

A framework for providing support

Pyramid of bereavement care
(adapted from NICE 2004)

1:1 and family counselling
1:1 and family support
Family group support
Peer support
Bereavement Help Point
Compassionate employers
Schools training
March 2019 – our experience of digital working?

Working relationally on Skype

ABSCo Conference 2017
Jonathan Hartley
Crisis decision making
Mitigating the Risk: March 2020

1. Discussion
2. BACP guidance
3. Training on line
4. Platform – Zoom
5. Client contract revision
6. Practice using the platform
7. Launch – PDSA framework
PDSA Review: April /May 2020

• 1:1 – on line / telephone / on hold
  • Volunteers

• Family support group
  • Shared activity but no engagement

• Bereavement Help Point
  • Digital inclusion – teaching people to be connected

• Training – schools on line delivery

• Supervision

• Reflection and learning: Risks and what we didn’t consider:
  - Impact on staff of remote on line working – productivity /health
  - Engagement not didactic
  - NHS shift from zoom to teams
  - New clients / existing clients
Actions following PDSA review

1. BACP guidance
2. Training on line – 80 hour course
3. Platform review – Shifted to Teams
4. Client contract revision
5. Support for staff re health/safety/wellbeing
6. PDSA framework
July 2020 PDSA: review 2

- Microsoft teams not working for clients / practitioners
  - Fewer client sessions being successfully completed:
    - Getting on line more difficult / less successful
    - Stability of connection poor
    - Multi- screens not working
  - Preference for zoom – how can we what are the alternatives?
  - What are the risks?

- Changing for the future – volunteer training revised
Actions following PDSA review

1. BACP guidance
2. Organisational Risk assessment of using zoom
3. Platform review – Shifted back to Zoom but organisation began using ACCURX for patient appointments? Feasible longer term
4. Audit of equipment being used within the department
5. Client contract revision – cover that we cannot guarantee confidentiality and reminded each session
October 2020 PDSA: review 3

- Audit of equipment being used as a result of homeworking completed which highlighted
- large numbers of staff and volunteers using own equipment to remotely access hospice service. Funding of equipment for everyone not feasible.
- Organisational policy and guidance developed

We continue to learn!
PDSA Review: moving forward post COVID

• 1:1 – on line / telephone
  We will continue to offer this as an option, staff and client preferences will need to be matched

• Family support group
  Enabling families to come together as a means of continued support of each other through an on line community will be developed

• Bereavement Help Point
  We will continue to offer this as an option alongside existing face to face help points

• Training – schools on line delivery
  We will continue to offer this as an option alongside existing face to face help points

• Supervision – we will continue to have a blended approach
General learning and reflection this far

- Working with IT / DPO leads has been key
- Understanding risk management and how this can be mitigated has been key
- Not all staff or volunteers have shifted onto online work.
- Client choice is key – it has widened access for some clients who have previously been unable to access, some prefer it, others do not want to engage
Account of Progress presentation & discussion

Rebecca Luty, Counsellor, Mountbatten
Account of Progress presentation & discussion

Marianne Grant, Partnership Development Manager, Compton Care
Compassionate Communities – Bereavement Support

Marianne Grant – Partnership Development Manager
Maz Kull – Community Engagement Coordinator
Project Overview

1. Expanding our offer of Virtual Bereavement Information Hubs, by complementing existing hubs targeting specific vulnerable communities, men and Care Homes

2. Offering more Bereavement Awareness Workshops to a wider audience to help people understand grief. These sessions are practical and activity based to enable people to think, discuss and engage with their loss

Who are we working with?

- Wolves Football Club (Community Foundation Trust)
- Wolverhampton Nursing Homes
Progress to date

- Project overview produced to introduce project with identified partners
- 30 – 60 – 90 Day Plan completed
- SMART Objectives completed
- Initial meetings held with CCG and Wolves Foundation
30 – 60 – 90 Day Plan

30 Day Project Scoping
- Stakeholder Engagement—Introduction of project to identified partners
- Project overview and brief to be produced and shared with partners
- Schedule planning meetings with partner to establish project and agree delivery format

60 Day Project Planning
- Agree frequency of hub sessions for each partner
- Identify volunteer to support hub delivery
- Referral process to be implemented

Comms:
- Amend design template for posters to promote hubs
- Order and print sufficient stock of flyers for distribution
- All website and media pages to be update
- Public comms to be release for project

90 Day Project Delivery
- Attendees sent invite details for hub sessions
- Virtual weekly session held monthly across two partners
- Volunteer supervision
- Activity data to be captured for each session

Evaluation:
- Attendees invited to complete an online feedback of their session
- Case Studies to be produced for service user
- Report findings to Hospice UK for project evaluation
## Project SMART Objectives

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| Establish 3 new specialist Bereavement Information hubs within identified partner organisations | - 3 hubs held per month  
- 5 attendees to visit a hub per month  
- Minimum of 3 Case Studies to be completed by the end of project |
| Produce and design flyers to advertise new sessions for Bereavement Information Hubs and Understanding Bereavement workshop |                                                                         |
| Facilitation of 3 Bereavement Information Hubs:                           |                                                                         |
| Delivery of 3 Understanding Bereavement workshops:                        |                                                                         |
|                                                                           | - minimum of 50 people in attendance  
- Completion of feedback survey (via SurveyMonkey) |
What’s going well, and not so well?

- 30 Day Plan completed
- New Partner signed up! – Wolves Foundation
- Starting on 90 Day Plan
- Reporting and capturing activity data for project

- Further work to be completed with CCG and Nursing Homes
  - Issues with communication
  - Further Lockdowns and increased pressures on healthcare services due to COVID
Summary and close

Cat