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 4

Voice of Lived Experience & Account of progress presentations
Welcome
Voices of Lived Experience

Lesley Goodburn
• How will you use the voices to influence commissioning and outcomes?
• How will you measure the impact?
• How will those voices of lived experience influence the quality improvement?
The Glove
Account of Progress presentation & discussion

Christine Warner, Bereavement Help Points Project Lead, St Christopher’s
Virtual Bereavement Help Points
Christine Warner
Can we be SMART

• **Specific** – Provide informal support to bereaved people based on our existing proven model of Bereavement Help Points being delivered virtually in order to reach those who lack access to this type of support particularly following COVID-19.

• **Measurable** –
  - **Quantitative**: Numbers of Virtual Sessions provided – 6 minimum
  - Numbers of upskilled volunteers who have attended training
  - Numbers of attendees to Virtual Sessions
  - Website monitoring of visitors to online resources
  - **Qualitative**: Feedback from volunteers and visitors to Help Points and monitoring via SurveyMonkey
  - Evaluation of training

• **Achievable** – Realistically the spaces can be provided. Attendance will depend on success of outreach. Plan to work with Community Action team to ensure success.

• **Time-bound** – 6 months from November 2020-end April 2021.
30

- Adapt existing Listening Skills Training to zoom for volunteers to be trained.
- Set up Mailbox for BHP@stchristophers.org.uk for access to Virtual Help Points
- Source website designer. Meet to put spec together to include measurement of traffic for quantitative stats.
- Meet with Community Team to plan forward working collaboratively on project and delivery of training.
- Design posters for advertising the service.
- Get posters printed
- Book zoom dates for the virtual Help Point sessions
- Upload dates to website and confirm booking process.
- Speak at Carers Collaborative Forum 1/12/20 to update and inform others of both Lambeth Virtual Help Point and extra spaces to be opened.
- Source tablets for use by project from IT
- Source training on zoom for volunteers and visitors who need it.
60
• Test website and build in resources
• Launch website
• Deliver training 10th December 2020
• Distribute Posters via Community volunteers as well as putting up in venues already hosting Face to Face Help Points
• Inform all Actively Involved and ‘Keep up to date’ stakeholders of service
• Populate groups, set up rotas for volunteers and log attendance and feedback information
• Distribute tablets for those who need ie volunteers and visitors.
• Collate data from website hits and Help Points.

90
• Repeat Training
• Attend podcast to update about services ‘Library Lunch’ Crystal Palace.
• Report on figures quantitative stats. Collate feedback for qualitative stats.
• Continue to advertise service contacting relevant stakeholders listed.
Enable further outreach of virtual services

Aim/Outcome

Primary Drivers

Engage with communities who struggle to access services

Capture evidence of growth in outreach.

Communicate project information to St Christopher’s Hospice

Secondary Drivers

Train public and volunteers in use of technology

Provide tech for those who have no access to their own

Publicise via leaflets, posters and social media

Develop website and inform stakeholders via email and posters

Contact via Supervision and Bereavement Service Vols

Use existing social media channels and newsletters

Use website for recording hits on information and Virtual HPs

Record numbers and feedback from each Virtual HP

Case studies and qualitative feedback.

Change ideas

Record training evaluation
Repeat and re-evaluate training
Log stats on VHPs
Capture where visitors come from (survey monkey)

Hits on website
Feedback from BSVs/community action
Views of podcast

Use survey monkey to evaluate visitors
Regular stats ongoing received from website
Gather qualitative feedback
Process for accessing the Help Points

Enquiry via: Telephone Bereavement Team Follow Up calls

Give website address link: https://www.stchristophers.org.uk/bereavement-help-points/

Autogenerates form to visitor who fills in and returns to BHP mailbox

Reply sent with zoom link details to visitor (AL or CW currently will be admin)

Email with details moved to relevant folder in email cc facilitators. Tick to show action completed.

Details added to spreadsheet accessed by AL and CW (in CAT folder g: drive)
Website Design and implementation

BEREAVEMENT HELP POINT SESSIONS

We are running Virtual Bereavement Help Point sessions every week.

These informal spaces are open to anyone who would like to join with others who have experienced loss and are facilitated by volunteers who offer a listening ear as well as information and signposting where required.

If you would like to join us or find out more about these virtual sessions, you can register below.

If you have any queries about the Virtual Bereavement Help Point sessions please email BHPB@stchristophers.org.uk or telephone 07842 608342.

BEREAVEMENT RESOURCES

If you require more information please take a look at our helpful bereavement resources below.

You may also find the numbers below useful in order to access bereavement advice and support. If you are in crisis please phone the Samaritans on the number below, contact your local GP or go to A&E.
Training

- **10\textsuperscript{th} December 2020 – 10 attendees**

Feedback: 40%

“I found the current thinking on approach to clients/customers useful, especially discussion around experiences and possible outcomes”

“Very good presentation though some role play may be useful”

- **28\textsuperscript{th} January 2021 – 10 attendees**

Feedback: 50%

“I thought that given the short time of the session we covered a lot plus the handouts gave lots of information to take away. I found that I was able to reflect on my own practice in detail and improve it which was helpful.”

“I left the session feeling very positive and enjoyed meeting some lovely people – thank you”

- Interest from 7 new volunteers in Virtual Help Point facilitating – more training offered in zoom and Q & A with existing volunteers
Challenges

• Time

• Administration

• Volunteer engagement

• Ongoing measurement – data processing
Benefits across the Hospice

Collaborative approach by Community Team and Bereavement Team:

- Collaboratively working for referrals into the Help Points through follow up calls.
- IT – training new volunteers in order that they can facilitate VHPs.
- Listening skills workshop: available to wider volunteering community; in the last 2 workshops 12 Community action volunteers attended the training. Volunteers from different projects get to know each other, therefore have better understanding of what is available for STC Community members.
- Bereaved community members known to Community Aid are invited to attend Virtual Bereavement Help Points, so they could be supported by their peers.
- Bereaved people attending VBHP who are lonely and isolated are referred to Community Action Team to be matched with a Community Aid participant/volunteer for social and emotional support.
- During Christmas lonely people who were attending VBHP were referred to Community Aid to get a Christmas call and also received Christmas parcel.
Case 1: Miss X returned to our bereavement service 2020 having suffered multiple losses. Considered high risk. Came through Community Team back into formal support via Bereavement Team then after 10 sessions decided this was too intensive for her. Referred to Virtual Help Point which she now attends regularly. Has now been able to access her grief.

Case 2: Mr Z was contacted by Bereavement Team as part of follow-up process soon after the death of his mother. He was given information on how to access VHP and did so that day – he continues to attend this help point.
Thank you for listening
Christine Warner – Bereavement Help Point Project Lead
Tel: 0208 768 4599
Email: c.warner@stchristophers.org.uk
Account of Progress presentation & discussion

Shelagh Hatton, Family Support Services Manager, Hospice of the Good Shepherd
HOSPICE OF THE GOOD SHEPHERD
Dedicated care and support when you need it most

Hospice UK QI Hospice-led Covid-19 Bereavement Programme Summary
Online Bereavement Groups

We will offer at least 3 online groups or services aimed at engaging hard-to-reach bereaved individuals:

**Bereavement-based ‘Storytime Sessions’ for younger children (plus associated parent Q&A session)**
- Regular pre-recorded storytime video screened on Hospice YouTube page and service Facebook page.
- Drop-in parent Q&A held within 48 hours of video via Facebook Live or similar to deal with queries from parents following the video.
- The under-8s have so far not engaged in remote support as much as other ages, and we are unable to get into schools to support them face-to-face.
Online Bereavement Groups

Reflect Storytime Sessions

- First Story Time video went live on Friday 29th January
- First Facebook live q&a took place Monday 1st Feb
- What have we learnt?
  - The introduction to the video was too long, some people turned off the video. This have been reviewed and altered for next video
  - Facebook Live q&a wasn’t as interactive as we had hoped, also we had not planned enough content to fill the time. We have since reviewed this and hope to see more interactions take place
- Second story time to be filmed by 15th February and sent for editing. Video to go live Friday 26th Feb
- Theme of second video is ‘Remembering’ where children will be guide through creating a memory book
Online Bereavement Groups

- Support group for the homeless (facilitated in partnership with St Werburgh’s Centre)
  - Regular drop-in support groups held on Zoom (space and equipment provided at St Werburgh’s)
  - This community has been unable to access remote support thus far, and face-to-face group support is not possible
  - Individual support sessions when needed
Online Bereavement Groups

Support for the Homeless:

- Face to face – offered 3 session per week in St Werburghs GP practice for the Homeless, under strict Covid safe regulations
- Contacted two main providers of support to the homeless in Chester, CATH & Mulberry Centre, who had immediate referrals for individual remote counselling sessions
- Other accommodation providers contacted to promote service – no referrals for group support
- Offered further 3 sessions for remote support for individuals, one further hour available for individual/group session as demand dictates
- Considered management of risk on waiting list
- Tightened referral processes and criteria – tightened boundaries and contribution to Mental Health Team reviews
- Dealt with Safeguarding incident
Online Bereavement Groups

Community peer support groups for those where talking therapies alone may be too intense

✓ Weekly managed groups for up to 4 at a time held via Zoom
✓ May include journaling or book groups depending on demand
✓ ‘Tech support’ and some equipment provided by service
✓ This group has been hard hit by Covid-19 and may be most isolated by lockdown conditions/removal of face-to-face support
Online Bereavement Journalling Group

- Planned 2 x groups, one evening and one daytime, for 6 sessions each on Zoom
- Advertised on service social media pages and via volunteer counsellors and support workers in service
- Group 1 started end of Jan with 5 attendees
- Group 2 planned to start end of Feb with 3 attendees enrolled so far
- Materials provided, though not everyone took us up on this
- Outcome measures completed first and last session + evaluation form after last session
- Pre-session info provided, including on self-care
- Sessions cover different types of writing exercises on grief-related themes with emphasis on sharing experience within the group – not on sharing the writing itself
- Writing prompts provided to work on between sessions and continue using after group has ended
Tweaks being made as we go along include:

- Changes to timing, ensuring more space for attendees to share experiences as well as discuss writing
- Removing break as no-one used it
- Facilitator creating slides to illustrate techniques or examples instead of trying to explain them!
- Reviewing choice and format of Outcome Measures
Context
We already run a busy community bereavement service, so will build on our existing experience, contacts, safeguarding processes and community profile to launch these groups to the public. All groups will be repeated regularly over the 6-month project period, and structure may alter based on feedback and demand.

Concern
The challenge of facilitating these groups in engaging with technology and support in the tight timeframe

Hope
With sufficient assistance from us, St Werburgh’s Centre and associated project volunteers we can work around the barrier of technology to allow engagement from these hard-to-reach groups
Account of Progress presentation & discussion

Laura Baker, Counselling and Bereavement Lead, Great Oaks Forest of Dean Hospice
SERVICE UPDATE

Laura Baker - Counselling and Bereavement Lead

16.02.2021
WE AIM TO:

• Hold an online evening remembrance service.

• Increase our 1:1 online and telephone counselling service provision by proving evening appointments.

• Deliver a monthly online evening (social) bereavement support group.

• Deliver 3 x Saturday online ‘Supporting Bereaved Adults’ Training sessions to professionals in the local community who support the BAME community.

• Develop bereavement support information for people who have been bereaved and for professionals.
ONLINE REMEMBRANCE SERVICE

What have we done?
• Remembrance bags developed
• Advertising – Radio/Invite Letters/Social Media Posts/Posters in local community
• Live streamed service on Friday 4\textsuperscript{th} December 2020. Had 52 views on evening and now 276 views
  https://www.youtube.com/watch?v=JpZLXZ49ok0
• Asked for donations

What do we need to do?
• Review service – feedback from staff and volunteers. Analyze public feedback from Survey Monkey.

Challenges
• Technology - updated website with troubleshooting ideas
• Shops being closed – loss of advertising
• Across organization meetings – lots of part time workers
What have we done?
- Produced role description for an Online and Telephone Sessional Counsellor – will offer 3 counselling sessions on a Thursday evening.
- Interviewed and have filled the position.
- Produced a contract for the role.
- Produced a risk assessment for the role - developed safeguarding/GDPR processes etc.
- DBS.

What do we need to do?
- Induct counsellor.
- Allocate clients to counsellor – we have a waiting list for this service.
- Advertise service.

Challenges
- Recruiting over the Christmas period.
- Developing governance – especially for safeguarding and support ‘out of hours’. No IT support after 5pm.
ONLINE BEREAVEMENT SUPPORT GROUP

What have we done?
• Group sessions arranged 7pm to 8.30pm on last Thursday of the month between January and March 2021.
• Invites letters sent – asking people for reasons if they didn’t want to attend.
• Produced group agreement.
• Produced a risk assessment for the group - developed safeguarding/GDPR/IT failure processes etc. etc.
• Practice zoom session for participant who was not confident in using technology.
• Practice zoom session for facilitators.
• First group session has taken place and we have received positive feedback from participants.
• Delivered ‘Facilitating Groups’ training to Family Support Team.

What do we need to do?
• Send link for each sessions.
• Produce evaluation process for service.
• Review service.

Challenges
• Technology.
• Developing governance – especially for safeguarding.
SUPPORTING BEREAVED ADULTS TRAINING

What have we done?
• Training sessions arranged 9.30am to 12.30pm on last Saturday of the month between January and March 2021.
• Produced a risk assessment for the training sessions - developed GDPR/IT failure processes etc. etc.
• Advertising the training – website/professional networks/targeting marketing i.e. nursing homes.
• Produce training course and resource pack (includes a list of local and national support options)
• Produced pre and post course questionnaires.

What do we need to do?
• Deliver February and March training sessions.
• Produce and send out 1 month post course questionnaires.
• Analyse feedback.

Challenges
• Technology.
• Developing governance especially for ‘out of hours’ working. No IT support on weekends.
• Last minute cancellations/not completing electronic forms.
• Demand for service.
BEREAVEMENT SUPPORT INFORMATION

What have we done?
• Bereavement Support page added to our website which has:
  - What to expect when grieving
  - Ways to cope
  - What bereavement support we can offer
  - Local and national support options

What do we need to do?
• Review content – public, staff and volunteer feedback.

Challenges
• Limited time to consult public, staff and volunteers before uploading information.
WHAT CAN YOU HELP US WITH?

Please can you share any lessons learnt from any of the following:

- Delivering an online remembrance service
- Out of Hours - 1:1 Online and Telephone Counselling Provision – Out of Hours
- Online Bereavement Support Group (Social)
- Delivering online training
- Bereavement information for website
Summary and close

Cat