

Trend analysis showed participants report improvements in confidence that were equivalent between the two courses. Thematic analysis demonstrated clear constructive alignment between learning outcomes, course content and participant learning. Our findings indicate that communications skills training delivered via blended learning can deliver equivalent outcomes to face-to-face learning.

P-53 'ARTSI' (ART FOR SELF-ISOLATION) – A LOCKDOWN EMAIL SERIES TO STAY CONNECTED

Emily Santos, Caroline Allen. *Peace Hospice, Watford, UK*

10.1136/spcare-2021-Hospice.71

Background Engaging in a creative process can help improve social functioning (Lefevre, Economos, Tricou, et al., 2020) and reduce symptom intensity (Collette, Guell, Farinas, et al., 2020), anxiety and depression (Bosman, Bood, Scherer-Rath, et al., 2021) for palliative individuals. The pandemic suspended all in-person creative services at two hospices, so a move to virtual support was required. An email series, 'ArtSi', was developed to continue providing creative arts support remotely.

Aims Weekly emails were designed at enhancing wellbeing through creative practice and generating a sense of connection (Jensen, Bonde, 2018). They offered a channel for patients, carers and bereaved individuals to stay present and mindful, relieve stress, play, momentarily forget distressing factors and find relief from overwhelming emotions.

Method Each Monday, a creative prompt/activity was emailed to 280+ individuals who the hospices support. Participants were encouraged to reply with a photo of their completed artwork by the following Sunday, so everyone's creations could be shared together in the next week's email - creating a sense of connection and community.

Results The email series spanned over 20 weeks and we received 500+ artworks from individuals (emailed and physical). Participants reported that they looked forward to receiving the new email each Monday as it often provided some light on darker days and a way to find pleasure and healing through enjoyment, creation and communication.

Conclusion The ArtSi emails were successful in keeping us in touch with those who we usually support through the arts, and highlighted the positive influence that creative practice and reflection can have on an individual's life (Stuckey & Nobel, 2010). The email series provided a means for continued engagement and connection (especially for those who were particularly vulnerable or socially isolated) throughout the difficult and uncertain lockdown period.

'ArtSi has really kept me sane during lockdown. Once the art journaling sessions at the hospice had to end, I wasn't sure how to go forward... ArtSi and keeping creative have been a real life-saver.'

P-54 CREATING AN INFORMATION HUB TO SUPPORT PEOPLE LIVING WITH TERMINAL ILLNESS DURING A GLOBAL PANDEMIC

Matthew Williams. *Marie Curie, London, United Kingdom*

10.1136/spcare-2021-Hospice.72

Background When the UK went into national lockdown in March 2020, there were many questions about what that would mean for someone with a terminal illness. At a time when many face-to-face services had to stop, people had more questions than ever before. There was little government guidance for specific questions related to terminal illness and caring. Many carers, family members and people with an illness felt more isolated than ever before.

Aim We wanted to make a dedicated online information hub to provide a place where these questions could be answered, linking to our wider support offer.

Method We streamlined our usual content production process to get this information to our audience at the time they needed it. This allowed a small team to continually update our pages in plain English, providing guidance for all four nations of the UK as rules regularly changed. We maintained a high level of involvement from health and social care professionals, as well as policy stakeholders, ensuring the content was accurate, up-to-date, and relevant for our audience. The hub is available free on our website, and consists of 23 pages. The comprehensive resource answers questions related to coronavirus (and restrictions) for those at different stages of the caring journey - it is not just aimed at people who have (or had) COVID-19.

Results We monitored impact using Google Analytics and page surveys. Between 1 April 2020 and 31 March 2021, the hub had been accessed by 879,653 users. The page views for the hub were regularly between 25k-30k per week during this period. Three quarters of our users found the page they were reading useful, and said they felt better informed and reassured. The resource was shortlisted (final five from over 260 entries) for the BMA Patient Information award in 2021.

P-55 DEVELOPING A 'KEEP CONNECTED' HELPLINE DURING THE COVID-19 PANDEMIC

Jane Hazeldine. *Mountbatten, Isle of Wight, UK*

10.1136/spcare-2021-Hospice.73

The COVID-19 pandemic had significant impact on how services, such as the hospice social programme and bereavement groups, were able to operate; many were either suspended or had to move to an online model. Understandably this affected individuals who relied on that social contact to manage and cope with their well-being and grief. In recognition of this Mountbatten created a helpline for all individuals living on the Isle of Wight affected by isolation, loneliness and bereavement. The 24/7 'Keep Connected Helpline' was developed in March 2020 and was supported by both staff and volunteers. Mountbatten recruited volunteers with the willingness and skills to manage the helpline. All volunteers received comprehensive training to respond to sometimes very complex calls. They received regular support and supervision from trained staff.

Outcomes The numbers of calls received were low but these calls were often complex. It was clear that some individuals with mental health needs were finding it hard to manage in the lockdown, and many bereaved individuals were struggling to cope with their grief in the absence of their usual peer and social network. One call was received

on a bank holiday from a couple who were expressing suicidal thoughts and intentions. The volunteer was able to listen to their distress, contact the local crisis team and ensure they had access to the appropriate services to help them cope with their mental health needs. Another caller rang to talk through their experience of loss and grief following the death of a family member. They didn't have a close support network and needed a listening ear to help with their grief.

Impact It's clear the helpline provided a vital service during very stressful times for many needing a listening ear at any time of day or night. The helpline will remain part of Mountbatten's clinical services.

P-56 COMMUNITY RESPONSE DURING THE COVID-19 PANDEMIC

Gemma Allen, Claire Towns. *The Mary Stevens Hospice, Stourbridge, UK*

10.1136/spcare-2021-Hospice.74

Background The Advice Hub launched on 15 April 2020 as an immediate community response during COVID-19, increasing capacity and providing community support. The aim was to build community capability and establish an Advice Hub for people with palliative care needs, care homes, health care professionals and members of the public.

Methods Emergency response funding was received from commissioners. The hospice converted a building into an Advice Hub with equipment, resources, and a wobble room, with staff available seven days a week providing advice and support. An online platform was developed with downloadable resources and information including:

- Advice Hub information.
- Caring for someone dying at home - advice for carers.
- Bereavement.
- Information for health care professionals.
- Advance care planning.
- Guidance for care homes.
- Palliative care for people with intellectual disabilities and COVID-19 information.
- Death and dying.
- Community support.
- Supporting someone living with dementia.

Results Initial evaluations indicated contact from care homes (51%), carers (26%), members of the public (18%) and health care professionals (5%). Data demonstrated contact related to practical advice (47%), symptom control (18%), signposting (14%) bereavement (9%), crisis intervention (4%), advance care planning (4%), and other (4%). 13% of people received follow up contact. 34% of website users accessed the online resource. Between April and June 2020 the Advice Hub provided 440 hours of telephone support, with five admissions to the hospice.

Conclusion With an aging population and more people living with long term health conditions and co-morbidities, people requiring support during COVID-19 has increased. With calls from friends, neighbours, and family members it confirms that end of life care is everyone's business, with each community prepared to help (National Palliative and End of Life Care Partnership, 2021).

P-57 'MAINTAINING EMOTIONAL BONDS DURING COVID-19 PANDEMIC'

Debby Veigas, M Sandra Wild, Sarah Cook. *Wakefield Hospice, Wakefield, UK*

10.1136/spcare-2021-Hospice.75

Background Visiting restrictions have been challenging, fewer interactions increase anxiety and isolation (Mansfield, Mathur, Tazare, et al., 2021). Finding ways to maintain emotional bonds has been crucial to hospice care (Aghaei, Vanaki, Mohammadi, 2020; Mental Health Safety Improvement Team, [Royal College of Psychiatrists]) to help maintain connections (Azoulay, Kentish-Barnes, 2020). Using recordable cards and albums has had a positive impact on our service users, their family and on hospice staff.

Aims To maintain emotional connections between those receiving hospice care and their family given the impact of COVID-19. To elucidate the experiences of those using recordable cards and albums, those who received them and hospice staff who supported their use.

Methods In 2018/19 the Hospice Admiral Nurse (HAN) started the use of recordable albums as part of life story work. When the pandemic hit the hospice introduced recordable cards and provided them free for all service users using grant funding and the HAN continued to support the community in their use, finding carers whose loved one had transitioned into a care home particularly benefitted. An evaluation form was attached to each card or album given out, with a good return rate.

Results People receiving inpatient hospice care preferred the recordable cards due to fatigue (age range 57-89). Evaluation received 5 out of 5 rating -'Comforting', 'Meaningful' and 'Worthwhile' were the most used words -with some family members crying with joy at receiving a recorded card. Albums were mostly used in the community and given a 5 rating; carers described the comfort of sending their album into the care home which not only maintained an emotional connection but also allowed staff to get to know the person quickly.

Conclusions Evaluations demonstrated the emotional impact using recordable cards and albums had on hospice service users and their family. Hospice staff found being alongside, supporting people recording messages improved their own mental wellbeing and job satisfaction.

P-58 ONLINE DELIVERY OF MINDFULNESS AND MEDITATION PSYCHOLOGICAL SUPPORT GROUP

Abigail Naylor. *Health and Wellbeing Centre, North London Hospice, London, UK*

10.1136/spcare-2021-Hospice.76

Background Social connectedness is a strong predictor of mental health (Saeri, Cruwys, Barlow, et al., 2018), yet the COVID-19 pandemic and ensuing government-ordered lockdowns forced the UK population to limit their social contact. This presented a challenge to the provision of in-person psychological services to the clinically vulnerable patients of the Health and Wellbeing Centre at North London Hospice. Online social contact has been associated with positive psychological outcomes (Grieve, Indian, Witteveen, et al., 2013) and online mindfulness-based interventions have shown to reduce psychological distress (Ma, She, Siu, et al., 2018). After a