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

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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'

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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

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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