

P-185 **HELPING OUR STAFF FEEL VALUED AND RECOGNISED THROUGH POSITIVE FEEDBACK DURING THE COVID-19 PANDEMIC**

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In our hospice we work with an amazing group of colleagues who frequently go above and beyond for our patients. During the COVID-19 pandemic staff continued a fantastic level of patient-centred care, however, due to COVID-19 restrictions events such as parties and family gatherings couldn't be arranged. These events are some of the ways in which we make each day matter for our patients and we felt that staff often gained value from this. We wanted our staff to feel valued and recognised for small things, still possible despite COVID-19 restrictions, which they do everyday without thinking, that help to brighten a patient's day.

We designed a system to supply positive feedback to staff that was both COVID-19 safe and efficient. We designed a poster which could be laminated and distributed around the organisation with a QR code linking to a Google form. This could be scanned by any colleague and asked for the information to be fed back with an option of anonymity. An email was then sent from a 'positive feedback' mail box to the recipient with the positive feedback.

Over a four month period, over 100 messages of positive feedback have been sent out amongst colleagues. Overwhelmingly these have received a positive response and helped colleagues feel 'valued' and 'empowered'. Feedback forms have been submitted across a wide range of staff groups and have contained a huge range of feedback; from general words of encouragement to tales of amazing teachers, fantastic hair-dressing and fixed glasses.

This project has been important for staff morale through difficult times. We hugely value the effort made every day by our colleagues and it is important to ensure our colleagues feel valued for the work that they do. We now plan to extend this project beyond the COVID-19 pandemic.

P-186 **'WELLNESS WEDNESDAY' – THE LITTLE THINGS THAT MAKE A BIG DIFFERENCE**

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Background The COVID-19 pandemic has had a significant effect on mental health (Pierce, Hope, Ford, et al., 2020; Chartered Institute of Personnel and Development, 2020). Workplace challenges like home-working, furlough, shielding, self-isolating and concerns about safety, meant that everybody was affected by the circumstances (Chandola, Kumari, Booker C, et al., 2020; White & Van Der Boor, 2020). Early on, feelings of isolation, anxiety, worry, grief, uncertainty and stress were becoming *the norm*. This led to a recognition that paying attention to mental health and wellbeing was as important as the direct health consequences of the virus.

Aim A Wellbeing Survey was conducted in May 2020. In response to the feedback, and as part of a wider plan to support physical and mental wellbeing, we developed the following objectives:

- To keep in touch with staff regularly.
- To mitigate feelings of isolation and disengagement.
- To provide advice on how to look after oneself during challenging times.

Method A 'Wellness Wednesday' email was identified as a way of raising awareness of wellbeing. Our staff receive a weekly email about mental health and wellbeing-related subjects, including resilience, coping with change and uncertainty, and anxiety management. Online talks, webinars and events are also shared, along with raising awareness about diversity and inclusion. The email is written in a relaxed and upbeat tone to facilitate connections with staff.

Results A survey reflected that 91% of staff working from home, and 92% of staff working at the hospice valued email as the most useful form of communication. Feedback received about our 'Wellness Wednesday' emails reflects that staff find the support valuable and useful during these challenging times: 'Thank you, that's exactly what I needed to hear today!'

Conclusions Our 'Wellness Wednesday' email is an example of how small things can have a significant impact. We have identified this email as contributing to positive levels of staff engagement and we plan to continue to support our staff in this way going forward.

P-187 **NOT TRYING TO FIX YOU!**

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Background As a result of the pandemic, the hospice's approach to supporting and engaging with staff and volunteers concerning resilience and wellbeing has evolved significantly over the past 18 months. There has been a clear need to be responsive, proactive, creative and engaging whilst encouraging staff and volunteers to take responsibility for developing their own resilience.

Aims

- To have regular engagement with staff (furloughed and not) to offer appropriate support.
- To be responsive to and anticipate the needs of the workforce, offering creative and wide-ranging options.
- To align with and support wellbeing initiatives across Somerset.

Methods Wide-ranging approaches from weekly webinars, virtual staff gatherings, taster and regular classes, learning opportunities, and a core resilience programme for managers, focusing on all aspects of resilience.

Results Staff resilience was measured initially by weekly 'temperature checks' and then the 'emotions thermometer' which was introduced as the length and impact of the pandemic continued. We then adapted the offer to match the need. Staff understanding of their needs developed from support to wellbeing and then into resilience.

Unintended consequences – greater take up for clinical supervision and new online clinical update and education sessions created, linking across departments and services.

Reduction in sickness or attrition. New starters commented on level of support on offer at their three-months reviews.

Adaptive learning - Not all sessions were well attended but we continued to run them to be visible before deciding to finish one activity and shift to another approach.