

P-119 RE-ESTABLISHING HOSPICE DAY SERVICES WITH USER INVOLVEMENT

Christine Bagan, Paul Hutton, Jemma Storrar, Lucy Whyte. *St Michael's Hospice (North Hampshire), Basingstoke, UK*

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Background Hospice day services enable those living with a life-limiting illness to access a range of services within a safe environment while at the same time providing respite and support to their family caregivers. We recognised the need for a more therapeutic service model and set about developing a new proposal, incorporating user involvement to improve the quality of the service.

Aim To develop and implement a new day service proposal, providing a more therapeutic environment which gives the patient an increased sense of confidence and empowerment to support them in living with their illness as well as providing support to carers.

Methods In July 2021 a working group was established to generate thoughts on our new day service. A survey was also sent to patients and carers to establish their wishes and our local Hospice User Group was asked to contribute.

Results The working group came up with a 5-day service offering a person-centred day service programme comprising a range of group sessions and physical well-being classes.

User Feedback = Top 5 service needs - complementary therapy (92%); long term condition clinics (84%); listening support (77%), counselling (62%); coffee mornings (62%); health and wellbeing services (62%). Other suggestions included a Progressive Supranuclear Palsy clinic, specific support for an illness, keep fit classes and various workshops i.e., how to deal with loss, what to expect before death.

Conclusion A re-evaluation of hospice day services involving staff and users has enabled us to develop a comprehensive day service proposal which we are now in the process of implementing. Progress to date includes an increased complementary therapy service, the establishment of a carer support group, and more recently a weekly coffee and cake morning. The implementation plan is still underway, and we aim to have our new hospice day service - 'The Hive' - fully up and running within three months.

P-120 REDESIGN OF HOSPICE DAY SERVICES FOLLOWING COVID-19 PANDEMIC

Anne Huntley, Julia O'Neill. *Pendleside Hospice, Burnley, UK*

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Background The temporary closure of day services due to the pandemic afforded the opportunity to re-model in order to increase accessibility and efficiency. Patients were offered a traditional full day attendance encompassing socialisation, exercise, therapy and a nutritious meal. Patients reported the length of the day was tiring with many too tired to join in afternoon activities. Approximately 15 patients attended per day, with a model that did not allow any flexibility to increase capacity.

Aim

- Launch a Health, Wellbeing and Rehabilitation (HWR) service which is therapy led, strongly emphasising a

rehabilitative approach, promoting positive health and wellbeing.

- Operate six days/week (previous model five days/week).

Method Patients are invited to join interactive three hour group sessions for an eight week programme. The variety of groups (disease or symptom specific) enable patients to attend a session bespoke to their individual needs. Groups vary between; educational, symptom management, creative and those specifically for carers, running concurrently throughout the day, supported by volunteers and therapy staff. There is a mixture of patient, mixed and peer support groups. Patient progress is reviewed every eight weeks and those requiring ongoing support are offered an extended programme or an alternative group which including peer support or hospice community sessions.

Results Results have shown a 164% increase in face-to-face contacts (19/20 = 1988 contacts; 20/21 = 5251) and a 30% increase in patient/carer caseload, more than doubling patient/carer attendances per day.

Conclusion In conclusion, the re-modelling of the pre-pandemic day services has resulted in more patients and carers accessing services with a more varied programme on offer. Outcome measures and feedback are currently being analysed to demonstrate the effectiveness of these changes.

Innovation Several hospices reduced or closed their day services programmes permanently in the North-West region, this service redesign has proven that a change in service can increase access to care.

P-121 TEAMWORK IN TIMES OF CRISIS, REBUILDING DAY SERVICES

Lucy Heaps. *Garden House Hospice Care, Letchworth Garden City, UK*

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Background Day services provide a crucial role in hospice care, providing a wide variety of support for palliative patients (Stevens, Martin & White, 2011. *Palliat Med.* 25:153). The pandemic closed the face-to-face services offered, and online interactions did not have the same uptake (Swann, Easton, McGuinness, et al., 2021. *BMJ Support Palliat Care.* April 29). Early 2022 saw a significant downsizing of staff from 13 to 6 members. Rebuilding our services needed a different management approach and a strong focus on teamwork (Kaushik & Guleria, 2020. *Eur J Business Management.* 12:12).

Aims To rebuild focused, streamlined and effective day services. To fully utilise the skills and strengths of the small staff team.

Methods Keeping morale high and working effectively together was key (Wilson-Evered, Härtel & Neale, 2001). Regular supervision, monthly team meetings, and collaborative work practices encouraged a high degree of problem-solving. Key skills within the team were used to upscale digital solutions, develop education for patients, and find solutions for bottlenecking of patients within the system.

Results The patient case load was re-evaluated and streamlined into specific support pathways. A loose patient portfolio of over 300 names has been streamlined to 190. A new digital flow of services to track each patient is being established so