**P-210 MAN SHED – EXTENDING THE REACH AND ENGAGING THE COMMUNITY**

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**Background** Historically certain groups of people have been less likely to access hospice support, for example of every three women accessing bereavement care support only one man did. Men’s Sheds have grown in popularity but only one hospice had a shed specifically for people affected by life-limiting illnesses.

**Aims**
- To provide alternative support for patients, carers and bereaved relatives
- To diversify volunteering roles
- To demystify hospice care by engaging the local community.

**Methods** A cross-organisational steering group of staff, volunteers and users was formed and a fundraising project launched which exceeded £112 000. Plans were agreed and a 12.5 m × 5.5 m structure was built by contractors to accommodate a fully functioning wood workshop and social area designed and fitted out by volunteers. Health and Safety, Facilties, Volunteering and Education teams supported induction processes, development of risk assessments and training.

**Results**
- Cross-organisational project brought together clinical and non-clinical staff and volunteers
- New roles have been created for volunteers
- New links have been forged with businesses and the local community donating wood and consumables

During the first nine months:
- six volunteers have been recruited and trained to lead sessions
- one volunteer provides administrative support, one volunteer ambassador sources equipment and consumables
- Opens three days a week
- 53 ‘shadders’ have been referred, resulting in 357 attendances.
- Patients, carers and bereaved relatives have attended woodworking sessions
- A basic computer literacy course has taken place
- Feedback is positive and the service valued by people who would not have accessed traditional services
- Items produced have raised funds to sustain the project
- A local woodcarving group also uses the building.

**Conclusions** The Man Shed has created opportunities for people to be offered ‘shoulder-to-shoulder’ support while engaging in practical activities. This informal approach has helped to break down pre-conceived barriers and misconceptions about hospice care. A number of other hospices are now planning their own sheds.

**P-212 IMPROVING THE PATIENT’S JOURNEY BY DESIGNING AND IMPLEMENTING A BESPOKE, DEDICATED TRIAGE SERVICE**

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**Background** A comprehensive review was carried out in 2013/2014 with the support of Macmillan Cancer Support focusing on workforce development for the Palliative Care Specialist Nurse team working in the community. It recommended the provision of a more responsive and accessible service for patients, carers and health care professionals by developing a bespoke, dedicated Triage and 24/7 Advice Line.

**Aims** To analyse and explore the most effective referral processes ready for Test and Launch of a bespoke robust model, implementation of systems and processes ready for Test and Launch

**Method** In September 2016 a two-year project commenced on workforce development for the Palliative Care Specialist Nurse team working in the community. It recommended the provision of a more responsive and accessible service for patients, carers and health care professionals by developing a bespoke, dedicated Triage and 24/7 Advice Line.

**Results** The results of the test in May 2017 demonstrated a clear need for a dedicated Triage referral service Monday to Friday.