



Development of a Wellbeing Café



The St Richard's Hospice building has undergone significant development in recent years.

Our Build 2020 project created a social, dining, and therapeutic space for all to use at the heart of the hospice – The Green.

While the pandemic delayed the full opening of this area, in 2023 the Living Well Team were ready to make the most of the space and launch a Wellbeing Café.

This is a service where people diagnosed with a serious, progressive illness and

their loved ones can access expert advice, signposting, the chance to meet others and share experiences.

People can self-refer to the hospice via this service.

Background

The Ambitions for Palliative and End of Life Care¹ national framework highlights the positive impact of early access to palliative care following research by Temel et al².

It recognises the impact on symptoms of “social or spiritual distress”. Shared experiences are important for patients with advanced cancer creating a sense of “understanding, normalcy and encouragement”³.

Service evaluation shows 43 per cent of St Richard's patients value the social aspect of our current service⁴. Therefore, we wanted to create more opportunities for patients and carers to access holistic rehabilitative palliative care.

Aims of the Wellbeing Café:

- Broaden the reach of our service
- Increase collaborative working
- Enable self-referral to the hospice
- Offer patients more choice about how they access hospice services
- Provide a softer approach to hospice care

How did we do this?

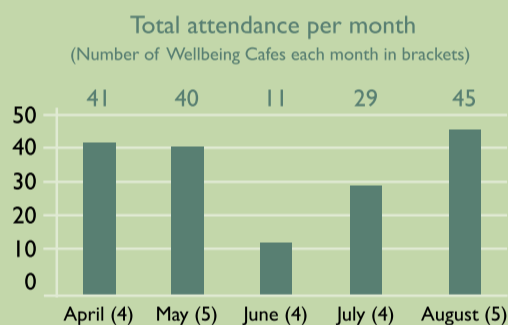
October to December 2022: planning, literature review, evaluation of current service provision, service model planning.

January to March 2023: visit to another hospice to observe its model of working, volunteer recruitment, presentation of concept paper to senior management for approval.

April 2023 onward: first Wellbeing Café. Ongoing evaluation of service via electronic patient record monitoring, number of repeat visitors and qualitative user feedback.

What are our results so far?

- To date (August 30 2023), **22** weekly Wellbeing Cafés have taken place
- The attendance total is **166**
- **47** people have attended more than once, representing **28 per cent** of the total
- **324 referrals** generated to hospice services, such as symptom management courses, the Family Support Team and Hospice at Home



Reasons for attending the Wellbeing Café

Advanced Care Planning

Symptom management support including physiotherapy and occupational therapy support

Carer and family support, including social work

Socialisation

To familiarise self and family with the hospice

Diversional activities

Financial advice

Feedback

“Love the unhurried and caring atmosphere. I was given lots of useful practical information. Thank you.”



Feedback

“It has given my Mum a true vision of what a hospice is like and reassured her in many ways. Thank you.”

What have we learned so far?

- To complete an Integrated Palliative care Outcome Scale at the Wellbeing Café for better signposting and referrals on to services.
- To book a full assessment for a person at a later date. It has not worked to complete this at the Wellbeing Café.
- It is beneficial for Family Support Team members to attend Wellbeing Cafés.
- Weather impacts attendance: we see lower numbers when it is very hot or rainy.

We have been delighted with the success of the Wellbeing Café.

It achieves many of the aims we set when starting this service and we look forward to developing it further.

References

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2. Temel JS, Greer JA, Muzikansky, MA, et al. Early palliative care for patients with metastatic non-small-cell lung cancer: N Engl J Med 2010;363:733-42
3. Rukowski NA, Lebel S, Richardson K, Butsaers B, Chasn M, Feldstanin A. A little help from my friends: social support in palliative rehabilitation. Curr Oncol. 2018 Dec;25(6):358-365
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