



STANDING OPERATING PROCEDURE

Subject	Wellbeing Service SOP007
Applicable to	Staff of Wellbeing Service
Date issued	20 June 2023
Next review date	20 June 2026
Lead responsible for Policy	Director of Care
Policy Reviewed by	Lead Nurse/Clinical Lead (Wellbeing)
Notified to	Quality and Safety Committee 20 June 2023
Authorised by	Quality and Safety Committee 20 June 2023
CQC Standard	Safe, Responsive, Caring, Effective
Links to other Policies/Procedures	
Summary	This SOP outlines the model of care for the Wellbeing Service
Target Audience	All care services staff

IMPORTANT NOTICE

Staff should refer to the Hospice website or Policies and Procedures folder on the 'N' drive for the most up to date Policy. If the review date of this document has expired, it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

1.	<p>Introduction</p> <p>There are three main service areas that make up the total service offer from the Hospice. These are:</p> <ul style="list-style-type: none"> • Wellbeing Service including Therapy and Café and Care • Hospice in your Home incorporating Hospice at Home (H@H), Hospice Outreach and Discharge Support (HODS) and Hospice Night Support (HNS). • Carer and Bereavement Support Service.
2.	<p>Aim</p> <p>The aim of this Standard Operating Procedure is to describe the model of care that underpins the Nottinghamshire Wellbeing Service.</p>
3.	<p>Principles</p> <ul style="list-style-type: none"> • The needs of the patient, carer and family (family and carers will be referred to as carers throughout this document) will be core to the service offer. • Self-care and building resilience will be promoted at all times. • Choices will be offered to meet the individual goals of patients and carers.
4.	<p>Model of Care</p> <p>The Wellbeing Service provides a holistic approach to palliative reablement within the context of End-of-Life Care through personalised assessment and intervention to meet identified goals and needs identified by patients and carers.</p> <p>It provides both individual and group education and activities to promote wellbeing and self-care to enable patients to live well and remain in their preferred place of care for as long as possible.</p>

	<p>It also provides education and support to carers to reduce fatigue enabling them to look after their own physical, mental and spiritual health and continue in their long-term role of caring.</p>
<p>5.</p>	<p>Service Overview</p> <p>The Wellbeing Service is delivered by a multi-disciplinary team which can also include volunteers and student placements.</p> <p>Location and Hours</p> <ul style="list-style-type: none"> • The Wellbeing Service is located at the Nottinghamshire Hospice, 384 Woodborough Road, Mapperley, Nottingham NG3 4JF. • It operates from 08:30-16:30, between Monday and Friday, five days a week for 52 weeks a year, excluding bank holidays. • The service may operate in the community or in a persons' home if their needs and goals identify it as appropriate <p>Record Keeping</p> <p>Up to date Patient records will be kept on SystemOne.</p> <p>Records will be shared within the organisation where necessary following strict data protection and GDPR.</p>
<p>6.</p>	<p>Referral and Inclusion Criteria</p> <p>Patients and carers can self-refer or be referred by a health or care worker via telephone, 0115 9621222, e-referral, email (info@nottshospice.org) or through drop-in to Café and Care.</p> <p>All referrals will be taken by the Care Services Coordination team and then will be reviewed and triaged by a Wellbeing clinician; if appropriate, referred to the Wellbeing Service caseload on SystemOne.</p>

	<p>Contact will be made within 10 days of the referral being made to offer an appointment at Wellbeing through Welcome Wednesday or individual invite.</p> <p>Patients:</p> <ul style="list-style-type: none"> • should be identified with a palliative diagnosis. • must be registered with a Nottinghamshire GP • must be over 18 • should be mobile and independent or can attend with a carer who can support their needs. • will be required to arrange their own transport as Hospice transport is limited and subject to assessment. <p>Patients with a palliative care diagnosis but outside of these criterion may be assessed by the Deputy Director of Care or the Director of Care as suitable to access the service in a bespoke way where there is an identified need.</p> <p>General Exclusion criteria</p> <ul style="list-style-type: none"> • Patients who are unable to travel due to their health needs. • Patients who live in a Nursing Home • Whilst patients that smoke are not excluded from referral criteria, the Hospice is a No Smoking site and therefore any patients that smoke are not able to smoke whilst attending. Advice and support will be given as appropriate.
<p>7.</p>	<p>Assessment</p> <p>A Wellbeing appointment will be offered to attend either via ‘Welcome Wednesday’ or an individual assessment lasting approximately one hour. These will be carried out by a clinician and include the patient’s Support Needs Approach for Patients (SNAP) using the “How are you?” booklet, a baseline Integrated Palliative Outcome Scale (IPOS) and Goal setting.</p>

	<p>The patient will then be offered a bespoke treatment and intervention plan linking in with an appropriate wellbeing session or individual therapy. A regular review will be performed and evaluation prior to discharge or signposting to other services.</p> <p>Risk Assessment</p> <p>All patients will undergo a COVID-19 screening questionnaire prior to attending the Wellbeing Service (Appendix 1). This will be kept under review in line with the evolving situation and official guidance. The COVID-19 Safety Screening is designed to ensure patients requiring treatment and support at the hospice are suitable and do not have signs and symptoms of infection.</p>
<p>8.</p>	<p>Transport</p> <p>Patients will be expected to arrange their own transport. Those unable to access Wellbeing services without it, an assessment will be performed and if suitable Hospice only transport will be booked through Wellbeing ensuring they are safe to travel.</p>
<p>9.</p>	<p>Respite, Reablement and Wellbeing Treatment Plan</p> <p>The plan will detail what interventions the patient will receive and the expected date of discharge from the Wellbeing Service. The plan involves several choices that are individualised to meet the needs of the patient and carer. These will include:</p> <ul style="list-style-type: none"> • 1:1 or group sessions in the form of physio and /or complementary therapy treatment, therapeutic activities, creative therapies and social opportunities. • support for the emotional and spiritual needs of the patient and carer. • any requirements to meet the cultural needs of the patient and carer. • any requirements the patient may have with respect to the nine characteristics of the Equality Act 2010

	<p>https://www.equalityhumanrights.com/en/equality-act/protected-characteristics</p> <ul style="list-style-type: none"> • bereavement interventions tailored to meet the needs of the patient and carer. <p>These offers will be made in accordance with the patient specific goals and centred around, Reablement and Wellbeing activities.</p> <p>A personalised care plan if required will reflect the care needs of the patients whilst at the unit and ensure collaboration with community nursing and therapy services over any shared requirements.</p>
<p>10.</p>	<p>Disease Specific programme</p> <p>These sessions can include:</p> <ul style="list-style-type: none"> • complementary, physio and occupational therapy sessions • symptom management workshops such as breathlessness, fatigue and anxiety • education and advice on advance care planning, exercise, nutrition, diet and relaxation
<p>11.</p>	<p>Carers</p> <p>At initial assessment, the patient-focused plan will be agreed with the carer where appropriate.</p> <p>Carers may be offered support if needs are identified.</p> <p>Carers will be able to pre-book to counselling and complementary therapies if appropriate and availability allows.</p> <p>Carers will be offered the opportunity where appropriate to attend education, advice sessions and carers groups.</p>

<p>12.</p>	<p>Occupancy and Discharge</p> <p>Wellbeing will decide the number of attendees based on the sessions available and the dependency of the patients, the IPC UK GOV guidelines and staffing levels.</p> <p>On completion of individual Therapy and Wellbeing programmes, the patient and/or carer will complete a final review to ascertain whether their goals have been met. We understand that discharge from the service may be distressing and raise anxieties and concerns for some patients and their careers. For this reason, before discharge they will be offered, if appropriate:</p> <ul style="list-style-type: none"> • follow up appointments in person or via Zoom. • details on how to access future alternative drop-in sessions including Café and Care. • Signposting on to other agencies that may be able to support with wellbeing and selfcare in line with their identified goals. <p>Where appropriate an identified Clinician will write to the patients GP or referrer detailing the patient's outcome of attending Wellbeing.</p>
<p>13.</p>	<p>Café and Care</p> <p>The hospice will operate a drop-in Café and Care service between the hours of 10am and 1pm from Tuesday-Thursday. This will be staffed primarily by volunteers, but an identified clinician will be available for advice and support.</p> <p>This facility will allow people to drop in, without a pre-existing appointment to find out more about the hospice and its services or to reconnect with others. It will provide an opportunity for reflection, friendship and support.</p> <p>Tea and coffee will be available alongside a range of light refreshments.</p>

14. **Monitoring and Evaluation**

The following performance data will be collected:

- Occupancy rates
- MyCaw outcome measure and specific measures e.g., breathlessness scores pre and post intervention, IPOS, and Views on Care
- Goal attainment through review.
- I Want Great Care Patient Feedback Surveys
- Clinical incidents and complaints

Evaluation of services will be supported through the attendees and the support of the volunteers and staff where necessary.

The Director of Care will present the information to the Quality and Safety Committee quarterly and to others as required.