

INTRODUCTION & AIMS

Annual referral numbers to Kilbryde Hospice Day Services (KHDS) in 2023/24 remained unchanged compared to previous years.

Post COVID-19, coupled with late diagnosis and delayed referrals, the number of patients attending and completing the 12 week KHDS programme was diminishing.

Bradley et al (2022) cite a multi-interventional model as the evolving picture of UK hospice day services and promotes the efficacy of a social model as equitable to the impact of a more clinical model.

Through a test of change, the KHDS team aimed to change one of their Day Service deliveries to a more informal social delivery thereby offering increased choice to staff and patients.



METHODOLOGY



- Benchmark
- Education sessions
- Staff involvement
- Target referral sources (e.g. increased non-malignant disease referrals)
- Raise awareness of change with staff and volunteers

- Start Feb 2024
- Encourage self-referral
- Utilisation of *What Matters to Me?* as assessment and goal setting
- Independent travel
- Utilize Zoom where necessary
- Exit strategy in place – onward referral if condition deteriorates



- Choice of informal/clinical day service
- Enhanced ability to promptly assess and start Day Services.
- Eliminate waiting lists
- Patients have increased confidence, satisfaction
- Enhanced staff support
- Highlighted areas for improvement/ sustainability

- Analysis of staff and volunteer evaluations
- Benchmark patient evaluations

Taylor, et al (2014)

RESULTS

- Improved outcomes for “fully involved in all decisions” and “received appropriate care”
- 100% positive response to hospice staff have shown compassion and were sensitive to my needs.
- 100% overall excellent rating of care.
- All patients advised of improved confidence & social interaction and agreed that mood and emotions have improved.
- Staff and volunteers overwhelmingly positive of the change.

Patients find so much to discuss without mentioning the burden of their condition

Day Services now provides better patient care because we no longer have a one-size-fits-all approach”

I am much more confident about my care and support moving forward. Thank you all

REFERENCES

Bradley, N.M., Dowrick, C.F., Lloyd-Williams, M. (2022) A survey of hospice day services in the United Kingdom & Republic of Ireland: how did hospices offer social support to palliative care patients, pre-pandemic? *BMC Palliative Care* (2022) 21:1702022.

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