

ACCORD through COVID ... Continuing to Care

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Abbreviated abstract: During the height of the COVID-19 pandemic, it became apparent very quickly that our services had to adapt and innovate to maintain the care and support we could offer to our patients and families. Our education transferred to using the Extension of Community Healthcare Outcomes (ECHO®) model, our day services adjusted to virtual delivery of activities and support such as exercise classes, complementary therapy and quizzes and a Renfrewshire wide bereavement response service was created. Patients and families views have been sought to determine the effectiveness of the changes.

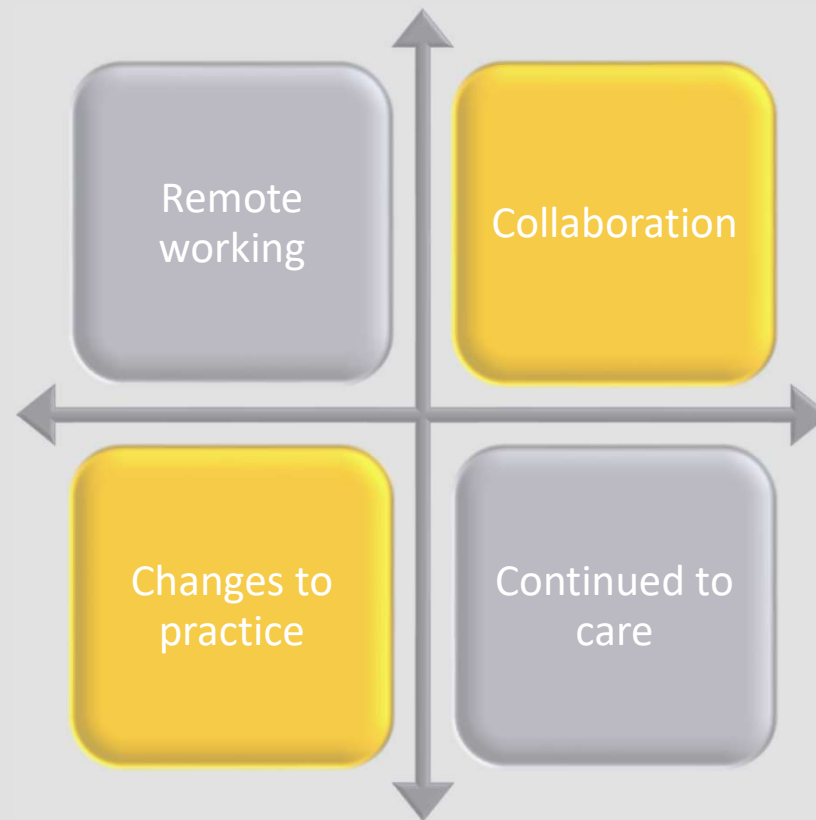
ACCORD
Hospice

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This poster is part of the
SPPC poster
exhibition
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The challenge and our approach....

Like all health care settings COVID-19 affected how we delivered our services. We didn't stand still or stop, instead there was an underlying enthusiasm and willingness from the team to find new ways of working.



What we did.....

CHANGES TO PRACTICE

• Transitioned to the ECHO® model to deliver support to local care homes and medicine management education for nursing staff within GGC Hospices.

ECHO®



• Worked with a local partner hospice to ensure that inpatient care for patients and families could be maintained safely.

Joint working



• Patient and family support, community services and AHP staff worked remotely but continued to provide support to patients using various technologies.

Embraced technology



• Collaboration with other agencies to develop a Renfrewshire wide bereavement support network. Runs in parallel with patient and family support services at ACCORD.

Bereavement



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Moving forward

- Accord will continue to develop the ECHO[®] model for learning and case management support for colleagues in all settings.
- Feedback gained from patients who have received virtual support from community and day services has been very positive and will help shape services for the future.
- Staff have embraced both the changes and the challenges of technology and have developed a new skill set which they will use to enrich patient support.
- The Renfrewshire bereavement network project will enhance the availability of support to those who need it, when they need it.
- Learning and information gained through the challenges of COVID-19 will contribute to the current redesign of hospice community services.