

6 May 2020

Caring for Patients and Families affected by COVID: meeting the psychological needs of those we serve

**Susan Hannah:** Great to see such great representation from across Europe - welcome everyone....

**Corinna Parisi:** You can find the harvesting tool at this link:

<http://www.ihl.org/regions/Europe/Pages/Resources.aspx> It is included in the resources under the recording of the 22 April webinar

**Susan Hannah:** WMTY world is very exciting next stage of the global movement :)

**Jessica Perlo:** A link to the white paper Shaun just mentioned is available here:

<http://www.ihl.org/resources/Pages/IHIWhitePapers/Framework-Improving-Joy-in-Work.aspx>

**Eydna Lindenskov:** Thank you for your story

**Catherine Maguire:** Power of listening and being present with people

**Dickie:** so true Shaun, the art of listening, present in the moment and just being so someone is so important

**Susan Hannah:** Great message about our work being so much more than following the guidelines - the human skills we bring to work every day.

**Craig White:** This recently published resource from WHO will be of interest - although based on the psychological therapy called Acceptance and Commitment Therapy it contains many useful illustrations of how we make choices that create space and also make moves towards values/what matters:

<https://www.who.int/publications-detail/9789240003927>

**Susan Hannah:** thanks Craig - really helpful to get this link...

**Catherine Maguire:** In NI Social Care Council developed resources to support difficult conversations

<https://learningzone.niscc.info/learning-resources/100/hope-hints-and-how-to-helping-you-respond-to-living-and-dying-issues-during-covid-19>

**Brook Howells:** I am working with clinicians to help them develop their skills /processes to embed person centred care and it is really helpful to frame it around needing time and space for deliberate practice.

**Craig White:** Great to hear the ways in which Susan and Shaun have developed care planning documentation built around WMTY concept.....so often it can be difficult to build processes that support people and teams to reliably respond to what matters when the conditions are created for people to express and connect with caregivers about that :-)

**Brook Howells:** We've been encouraging people to talk about "important conversations" rather than "difficult conversations", helping people (professionals and patients/families alike) to feel confident about having those discussions

**Eydna Lindenskov:** Can I read anything about the care planning documentation built around WMTY ?

**Maureen Bisognano:** Thanks for that shift from "difficult" to "important", Brook. Great reframing!

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**Pedro Delgado:** like the reframing to important Brook

**Jessica Perlo:** One tool for this is the Conversation Guide for WMTY around COVID-19:

<http://www.ihl.org/resources/Pages/Tools/Conversation-Guide-to-Support-Staff-Wellbeing-Joy-in-Work-COVID-19.aspx>

**Heather Shearer:** Important - that is so helpful, thank you

**Susan Hannah:** A few enhancements made to the documentation at time of admission/assessment to ensure WMTY is up front and central....simple questions and prompts for staff - and daily goal setting for families and patients 'what would you like to happen today' conversation starter....

**Maureen Bisognano:** I'm working on a project to get old Ipads and Iphones to hospitals to make these connections easier. Also, engaging the hospital's volunteer department to keep up their important work by connecting them electronically with patients.

**Brook Howells:** Thanks for the link to the conversation guide.

**Gill smith:** We set up virtual visiting and virtual end of life conversations as part of our family liaison service established in response to COVID, Feedback has been positive

**Brook Howells:** AQUA have put together a couple of pieces about how people are overcoming the challenges of communicating in PPE and some of this has brought up the innovations teams are using to communicate with patients and families. The footprints tool from Hamilton in Canada, and having dedicated email/phone lines for families to keep communicating with patients ([www.aquakx.co.uk](http://www.aquakx.co.uk))

**Lucinda Gabriel:** Kings health partners are offering support with electronic tablets via Life Line project in the UK please get in touch if you don't have any in your unit...

<https://www.kingshealthpartners.org/our-work/lifelines> these are being donated to EVERY ITU in the UK. <https://www.kingshealthpartners.org/our-work/lifelines/information-for-clinical-teams> Please contact [lifelines@kcl.ac.uk](mailto:lifelines@kcl.ac.uk)

**Susan Hannah:** Thanks Brook, yes on twitter there are many great stories also sharing how people are overcoming face to face barriers - large photo on name badges was a great one I see a lot

**S Dickie:** ipads in use to support virtual visiting connections across inpatient areas to support that lifeline.

**Brook Howells:** Exactly those Susan - my favourite was the face masks that had been adapted to be cartoon characters/a bit more fun; intended for children's teams but would bring a smile to anyone's face and ease some tensions I hope

**Susan Hannah:** that's fantastic Lucinda - what a fabulous resource. Nice Brooks :)

**Maureen Bisognano:** My dog's vet sent us a quick email and photo of Eva while she was in hospital every 12 hours...really comforting!

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**Brook Howells:** This tool kit they are describing sounds fantastic; is it available online somewhere to share?

**Susan Hannah:** this resource to help staff build skills in non face to face communication....really important to staff who are very unfamiliar with having such difficult conversations over the phone

**S Dickie:** spiritual care considerations and contributions can bring great comfort at this time

**Susan Hannah:** Maureen, what a great story! pets are often so important to patients

**Maureen Bisognano:** Love the challenge to reframe communication for the future...overdue and so key to humanistic care!

**Brook Howells:** thank you for a really helpful and moving story

**Craig White:** This has been helpful to many in thinking about the communications mentioned in presentation: <https://twitter.com/drkathrynmannix/status/1251550837723324418?s=20>

**Catherine Maguire:** Thank you that was really helpful

**Brook Howells:** We are expecting that a lot of conversations will happen virtually for eg people preparing for surgery as elective cases begin to restart, and we are working to consider how these virtual conversations can be really person centred so this is really helpful

**Susan Hannah:** Great point Brook - recent learning in communicating virtually will help staff to move into this next phase of healthcare work as systems begin to reactivate back other services....

**Amelia Cook:** Life Lines is a charitably funded organisation that is supplying 4G enabled tablets with secure video calling software to UK based ICUs (and hopefully soon other clinical areas). More information here including guidance on how to conduct calls and apply for tablets:

<https://www.kingshealthpartners.org/our-work/lifelines>

**Heather Shearer:** This is fab - is anyone aware of similar work in care homes? Can you point me in the right direction?

**Gill smith:** Some of our nursing and social work colleagues are supporting in care homes and we are supporting virtual GP calls and visits in those most affected by COVID

**Brook Howells:** AQuA are working with care homes across the north west to help them in this area; I don't know the details but can link people to colleagues who do

**Craig White:** <https://scottishcare.org/techdevicenetwork/>

**Olivia Butkowski:** As near the end of the call, we wanted to point out that all resources (recording, slides, chat, materials) will be posted on <http://www.ihl.org/regions/Europe/Pages/Resources.aspx> and circulated via email.

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**Gill smith:** I think the follow up post bereavement is also very important. Contact immediately and then 1 wk after we have found families appreciate that - helping also to signpost them to other supporting resources

**Maureen Bisognano:** Join us all in What Matters to You? Day on June 9th this year, and you might add WMTY for all your team members in this challenging time. Thanks for these amazing presentations. Has the Hub spread yet? So helpful for patients, families and the team.

**Eydna Lindenskov:** We will join you Maureen and all the others :) on WMTY Day

**Gill smith:** Thanks to all the presenters

**Carole Cumino:** Thanks everyone - really useful

**Craig White:** Thanks Susan, Pedro, Corrina and everyone. Stay safe :-)

**Rhoda Iranloye:** Thanks to all presenters, very inspiring

**Jane Ross:** Thanks, Wonderful !

**Angela Zambeaux (IHI):** Thanks, everyone!

**Heather Shearer:** Thanks to organisers and presenters. Heartwarming

**Ann McLinton:** Thank you