

## New Service Information Revised during the Covid 19 pandemic

### The Being You Centre

As many of you are now aware, The Being You Centre at St Ann's Hospice was launched in October 2019, replacing the traditional day care model.

### The new, modern service:

- Enables people to access services earlier in their diagnosis of a life-limiting illness.
- Better represents a flexible, responsive, patient-centred service, with a holistic, MDT approach.
- Incorporates a rehabilitative approach to palliative day services as per Hospice UK guidance.
- Meets the needs of people in an effective, timely, flexible and individualised manner.
- Offers a gentler introduction to the hospice setting.

A key outcome for The Being You Centre service is to have a positive impact on quality of life. One of the important ways we aim to achieve this is through empowering, promoting independence, and affirming life by providing people with physical, social, and emotional opportunity, and a sense of control in their own lives.

### Impact of Covid 19

From mid-March 2020, The Being You Centre, including Medical Outpatients, had to stop all face-to-face consultations and The Neil Cliffe Centre (NCC), including Medical Outpatients, also stopped all face-to-face consultations and has been relocated to the Heald Green site until further notice.

We have continued to offer support to our patients/carers either over the telephone or via video consultation. We have also been exploring alternative ways of offering support, as we are still not in a position to resume face to face services as they were. Therefore, since September 2020, we have rolled out a new virtual service. Predominantly this will be over the telephone or video link. We will also be offering some face-to-face appointments, but only if this has been assessed as being the most suitable option.

We would therefore encourage you to refer those patients/carers you feel would be able to benefit from a virtual service. As previously, The Being You Centre is a central point of access and we will triage all patients, set goals and offer a programme of support that best fits their individual needs and goals.

### Referrals to the Being You Centre:

- Access our referral form via the St Ann's website: <https://www.sah.org.uk/how-we-help/how-to-refer-a-patient/>
- Tick the box to refer to The Being You Centre, Medical Outpatients or NCC. If you feel a patient will benefit from a particular service, please provide this information in additional comments.

- Once a referral is accepted, the patient / carer will be invited for triage. This is an informal chat, over the telephone or by video link, (a face-to-face appointment will be considered if these options are assessed as not being suitable). It is an opportunity for the patients and those they rely on for support, to tell us their story, explore what matters to them, what they want to be able to do and what is stopping them from achieving this. At this appointment, we will discuss our services and offer an individualised, goals based plan.

## The Being You Centre Virtual Service

The virtual services we will be offering via The Being You Centre are:

- **Individual support with a keyworker**
- **Individual support with a member of the Multidisciplinary Team [MDT]** (Occupational therapy, physiotherapy, social worker, dietitian, creative therapy, complementary therapy or chaplaincy)
- **Medical Consultations**

### Online Groups:

#### Relax and Unwind at Home

A 5-week programme, weekly 1 hr sessions, led by complementary therapists. An educational programme, which aims to teach a variety of relaxation techniques, to promote self-management and relaxation into daily routines. Open to patients and carers.

#### Breathing Space

A 5-week programme, weekly 1 hr sessions, includes non-pharmaceutical breathlessness management and educational programme. The programme follows the Cambridge model and is facilitated by physiotherapists, occupational therapists and a dietitian.

*Early consideration of both of the above groups is recommended, to enable patients to learn techniques whilst symptoms are more manageable, rather than waiting for patients to reach a crisis point.*

#### Being You Programme

A 6 week programme led by a doctor/nurse keyworker and pharmacist, includes sessions on:

- Introduction to the Being You Programme and the hospice.
- Symptom management. Advice and discussion about the most common symptoms: pain, nausea, vomiting etc.
- Medicine management: advice and discussion regarding the use of medicines.
- Advance care planning: advice and discussion.

#### Creative Therapy

A 5-week programme of creative activities or individual sessions led by a creative therapist. Pre-recorded craft sessions will also be available, demonstrating a range of different craft activities that patients and carers can engage in at a time they feel comfortable to do so.

#### Being Together Group

A 5 week programme led by volunteers, offering social activities, including reminiscence, quizzes etc.

**Move More at Home** A 5-week programme of chair based exercises led by a physiotherapist.

### For further information, please contact:

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