



STANDING OPERATING PROCEDURE

Subject	Wellbeing Service SOP008
Applicable to	Staff of Wellbeing Service
Date issued	July 2024
Next review date	July 2027
Lead responsible for Policy	Director of Care
Policy Reviewed by	Deputy Director of Care
Notified to	Policy Working Group 23 April 2024
Authorised by	Senior Leadership Team May 2024
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 for the most up to date Policy. If the review date of this document has passed, 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 Complementary Therapy • Hospice in your Home incorporating Hospice at Home (H@H), and Hospice Night Support Service (HNSS). • 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 Hospice 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 care 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 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 maintain their resilience, 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 team which can also include volunteers and students on 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, Monday- Friday, for 52 weeks a year, excluding bank holidays. <p>Record Keeping</p> <p>Up to date patient records will be kept on SystemOne. Carer records will be maintained on the IIZUKA system along with the Complementary Therapy caseload.</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).</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, the patient will be placed onto the Wellbeing Service caseload on SystemOne.

Contact will be made within 10 days of the referral being made to offer an appointment.

Patients

- should be identified with a palliative diagnosis.
- must be registered with a City Care or South Nottinghamshire GP
- must be over 18
- Patients care needs will be assessed to ensure that we can accommodate those who may require additional support.
- Patients will be required to arrange their own transport where possible. However, following individual assessment it may be possible to provide Hospice transport, but this is a limited service.
- Patients may be accompanied by family or friends (in line with the Patient Visiting the Hospice Policy)

General Exclusion criteria

- Patients who are unable to travel due to their health needs.
- Patients who reside in a Care Home.
- Whilst patients that smoke/vape are not excluded from referral criteria, any patients that smoke are will be required to do so in the external 'smoking shelter' in the Hospice Gardens.

7.	<p>Assessment</p> <p>New patients will be assessed by a Registered Nurse or Complementary Therapist (patients for Complementary Therapy only). When the assessment is completed a group or therapy session(s) will be arranged.</p>
8.	<p>Transport</p> <p>In most cases patients will be expected to arrange their own transport. For those needing transport an assessment will be performed and if suitable and safe, Hospice only transport will be booked through the Wellbeing Team.</p>
9.	<p>Sessions</p> <p>Group sessions are available twice weekly on Tuesdays & Thursdays mornings. Activities will change to meet the needs of the group.</p> <p>Complementary Therapy is available and individuals will be assessed and given an individual plan of care to suit their needs.</p>
10.	<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 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>

11.

Occupancy and Discharge

The Wellbeing Team will ensure that the number of attendees is based on the sessions available and the dependency of the patients, the regulatory guidelines and staffing levels.

Where appropriate a Clinician will write to the patients GP or referrer detailing the patient's outcome of attending Wellbeing.