

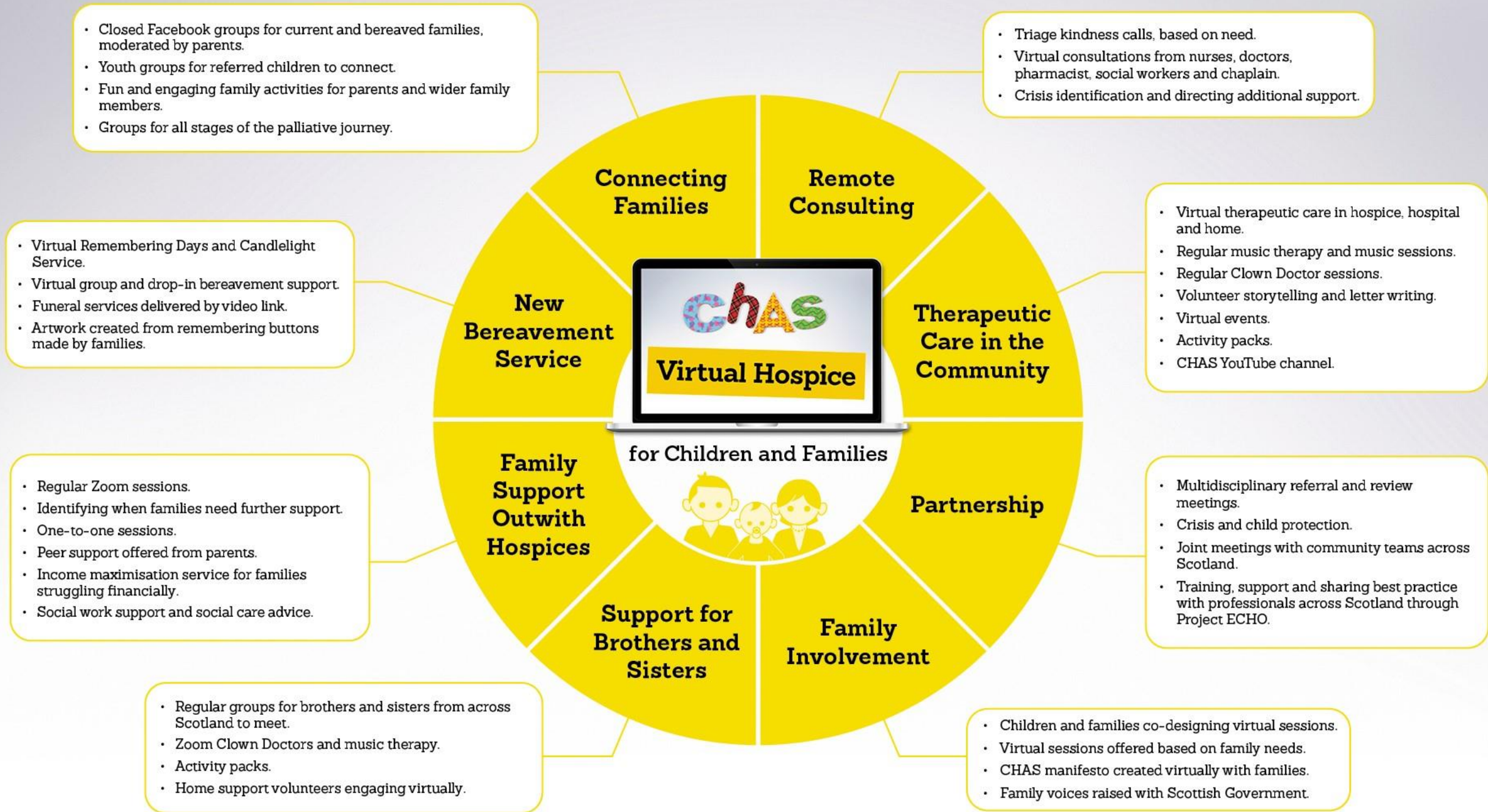


CHAS VIRTUAL HOSPICE
IMPACT REPORT 2020-2021

For families who can't come to the hospice,
we will take our hospice to them

In March 2020 CHAS launched
the world's first virtual children's
hospice to support children with
life-shortening conditions and
their families during the
coronavirus crisis, and beyond.





CHAS Virtual Hospice: 2020-2021 at a glance

What we did in 2020-21

- 1,583 hours virtual delivery
- 374 unique families accessed a virtual service
- On average we reached 170 unique families virtually every month
- 5,319 children and their families accessed a virtual service



Impact

- All families reported increased quality of life after engaging with our services
- Families built resilience and were supported to cope with the isolation of lockdown
- Families across the whole of Scotland accessed paediatric palliative care

“Although we are all apart we are still together”

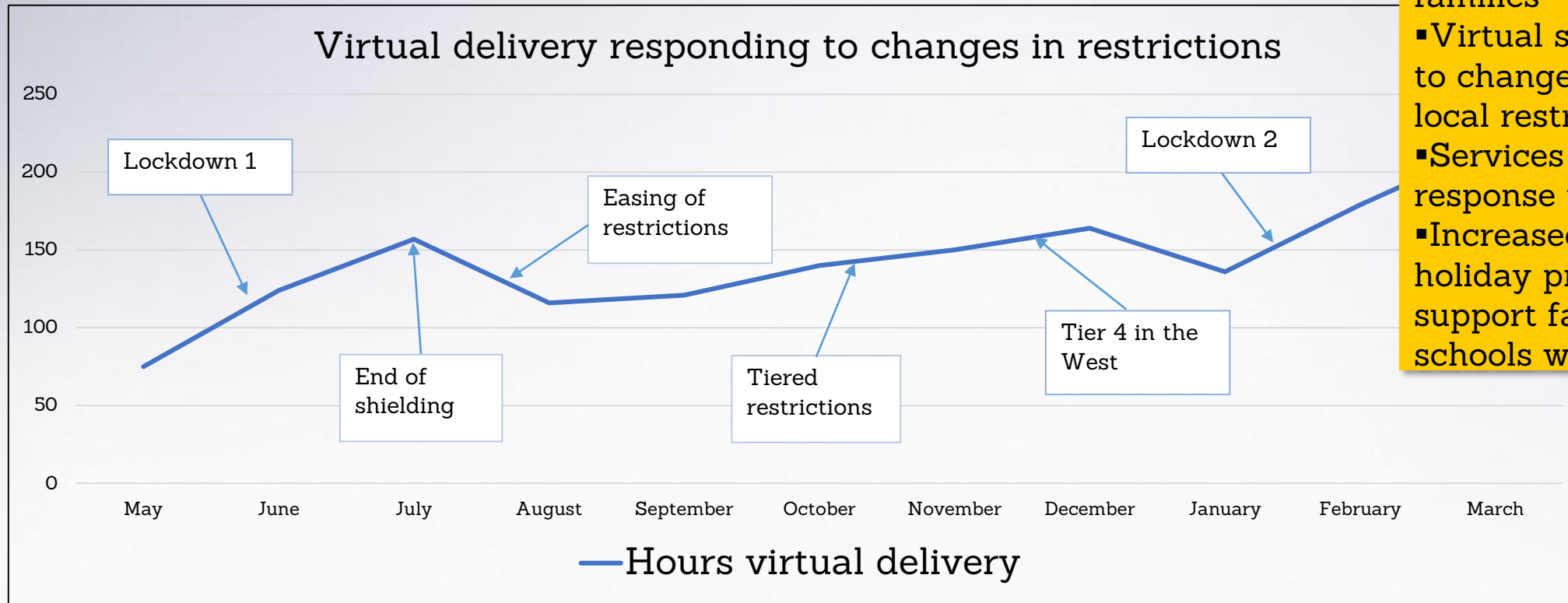
Reaching families across Scotland

CHAS Virtual Hospice Service Delivery 2020-21	May	June	July	August	Sept	Oct	Nov	Dec	Jan	Feb	March
Unique families reached virtually	101	173	202	148	118	142	254	219	161	180	201
Hours virtual delivery	75	124	157	116	121	140	150	164	136	179	221
Participants in virtual services	337	503	598	407	425	464	559	612	377	470	567

“When you’re shielded at home and struggling to find different things to do every day, these activities are invaluable in breaking up the day and bringing a smile to all of our faces!”



A reactive and responsive service



- Responding to need**
- Services co-designed with families
 - Virtual services reacted to changes in national and local restrictions
 - Services delivered in response to family need
 - Increased lockdown and holiday programmes to support families when schools were closed

Family Involvement



**Time is precious,
time to act**



What we did in 2020-21

- Children and families co-designing virtual sessions
- CHAS manifesto created virtually by families and launched by supported teen Emily Kidd
- Families responding to the Scottish Government's shielding consultation
- Family Q&A with Jason Leitch

Impact

- Virtual services designed by the people accessing them
- The voices of children and families raised and heard at a national level
- A manifesto prioritising paediatric palliative care
- Families involved in CHAS and having a say in their own care

Remote Consulting

What we did in 2020-2021

- 1,664 kindness calls made over the year, frequency based on family need
- 633 hours of remote consulting by telephone, NHS Near Me, Zoom and Teams
- Partnership working with NHS and local authorities
- Multidisciplinary referral and review meetings

Impact

- Continuity of care for families
- Identifying families in crisis and getting them further support
- 100% families found each episode of care positive
- Families reporting increased quality of life
- All families found kindness calls beneficial

“We’re not going near anybody. We’ve not seen anybody. Your calls have been absolutely amazing.”

Partnership

What we did in 2020-21

- Multidisciplinary referral and review meetings
- Joint meetings with community teams across Scotland
- Sharing best practice with professionals through Project ECHO sessions including “Young Adults – Transition & Beyond”

“No family wants to hear that their child might have a condition that they could die from. It's unimaginable. But CHAS, and our colleagues in the NHS, are only too aware of the awful reality that is: every week in Scotland there are families facing that devastating experience.”



Therapeutic care in the community

Throughout 2020-21 CHAS staff and volunteers, and partner organisations delivered fun and creative activities for children and their brothers and sisters.

Music Therapy

What we did in 2020-21

- Partnership working with Nordoff Robbins and Rachel Drury
- Delivered therapeutic music sessions to children and families
- Children accessing regular weekly music sessions
- Music in hospice, hospital and home

In 2020-21 we delivered
320 hours of
music therapy to
1,126 children

Impact

- Families telling us the importance of music for children with life-shortening conditions
- Supported children across Scotland
- Building trusting relationships through music
- 100% positive feedback to all music sessions

“his smile during his music sessions is infectious, you cannot help but join in.”



“So nice to see his reactions and interacting in his own way. Thank you so much. Forever grateful to you all for organizing the music sessions.”



“ Polly is singing to Ruby while I write this email - so **exquisite** and **tailored**.

I wish I had the words for you - when she plays and sings Ruby's name it brings so much calm into the house. Initially I noticed the difference as Ruby's breathing relaxed during her sessions and she was so chilled. Ruby is getting to know Polly's voice and engages more each week.

They are building a relationship through music

Ruby has started **laughing** during her sessions which makes me cry - it's so **magical** to see her light up! I really hope that people understand how important getting this service each week has been, especially as we have been shielding for almost a year.

This is something **special** - just for Ruby! ”



What we did in 2020-21

- Partnership working with Hearts and Minds
- Increased sessions based on family needs and requests
- Regular Clown Doctor sessions for children and their brothers and sisters
- Special “Clowning S’cool” events

In 2020-21 we delivered
376 hours of
Clown Doctor
consultations to
1,284 children

Impact

- 100% of children responded positively to every session
- Supported children across Scotland in hospice, hospital and home
- Children laugh and have fun with the Clown Doctors in sessions just for them

CLOWN DOCTORS



“The clown doctors make me laugh. We’re great friends”





“Moments like these are so important. They help create precious memories to last a lifetime and to see our warriors smile and laugh is priceless.”



“clowning S’cool was an absolutely brilliant experience for all the children who took part. They were super excited to be a Clown Doctor.”



Activities

What we did in 2020-21

- Superhero and Princess visits for children and their brothers and sisters
- Volunteers writing letters to children
- Volunteer storytelling
- Specially themed activity packs sent to children and their brothers and sisters
- Virtual art and crafts
- CHAS YouTube channel

This year **689 children** joined **208 hours** of virtual activities, and we sent out over **1,000 activity packs**



Impact

- 100% of participants responded positively to each episode of care
- Reduced isolation for children and their families
- Parents reported feeling energised after activities and getting great ideas for craft and parties
- Breaking the boredom of lockdown and restrictions





“Such a lovely thing to help him feel utterly special! He can't wait to tell his classmates and teacher all about it tomorrow on his video call. He thinks it's amazing to be best pals with Spiderman! ♥”

Themed Virtual Events

What we did in 2020-21

- 476 children and their whole families joined events
- Integrated virtual events in hospice and home
- Included activity and pamper packs, treats and takeaway vouchers
- Collaboration with academic and corporate partners

134 hours of virtual events were held in 2020-21 for children and their whole families

Teen and gaming
Christmas
We're Going on a Bear Hunt
Mother's Day
Halloween
Easter
Burns Night
Valentines
St Patricks
Superheroes
Brothers and Sisters

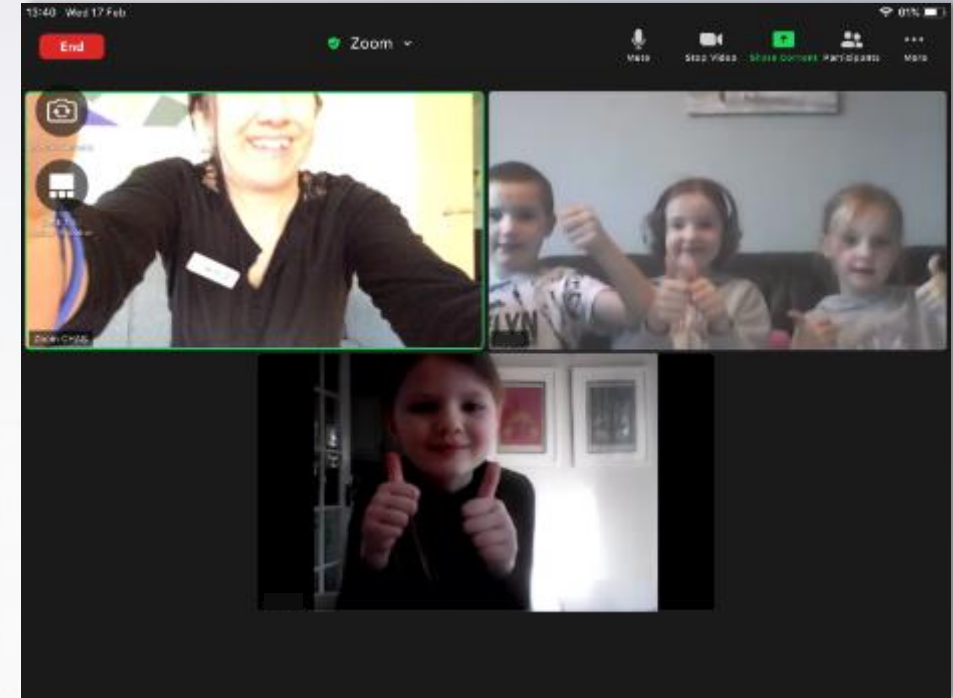
Wellbeing and Mindfulness



“the bear hunt brought us so much laughter”



Support for Brothers and Sisters



“I am actually shocked she is doing the Zoom chat cos she is so shy, it's been brilliant that she has found enough confidence to do it and is really enjoying it...
...thanks for helping look after her and giving her something each week to look forward to!!”

Support for Brothers and Sisters

What we did in 2020-21

- 30 hours of groups for 176 brothers and sisters
- Group for older brothers and sisters to meet
- Brothers and sisters accessing Zoom Clown Doctors and music therapy
- Activity packs
- Home support volunteers engaging with brothers and sisters virtually



Impact

- Brothers and sisters reported improved quality of life
- Reduced isolation and boredom during lockdown and restrictions
- Brothers and sisters reported improved confidence and resilience
- 100% positive response to online group sessions

Family Support Outwith Hospices

What we did in 2020-21

- Regular family support Zoom sessions
- Identifying when families need further support
- One-to-one sessions through NHS Near Me
- Peer support offered from parents
- Income maximisation service for families struggling financially

In 2020-21
1,513 parents, caregivers and family members joined **451** hours of virtual support sessions

Impact

- Families prevented from going into crisis
- Families reporting reduced anxiety
- Families reporting increased confidence
- All families reported improved Quality of Life
- Families learning from each other

“This is brilliant, I wish I had access to this sooner. To share your thought or actions and have others nod, agree and share similar things is life changing.”

Family Support Outwith Hospices

“ Since joining the family zoom sessions I feel more informed on a range of subjects like Covid-19, PPE, money and loads of other stuff. This became clear when I was talking to other parents that don't use CHAS. They get their information from social media, they feel extremely anxious, confused, alone and overwhelmed. I feel very fortunate to have support from an experienced team that helps navigate this stormy journey.

I'm coping because CHAS are alongside me ”



New Bereavement Service

What we did in 2020-21

- Virtual Remembering Days and Candlelight service supported by partners
- Virtual group and drop-in bereavement support
- Funeral services delivered by video link
- Artwork created from remembering buttons made by families

Impact

- Families build resilience and are empowered to cope with the death of a child
- Families felt connected to each other
- Families shared their grief
- Families found a different way to remember and be involved with CHAS



“Thank you again for a lovely service. It was very emotional. It was our first time using Zoom and even though the service was done remotely we thought it was intimate and personal.”



Connecting Families

“I have previously used a Facebook page linked to my child’s condition for bereavement support. Its OK, but it’s really about families stuck in their grief. Having a group run by someone who has experience and resources helps me to see things differently and begin to live a new life without my child.”

What we did in 2020-21

- Closed Facebook groups for current and bereaved families, moderated by parents
- Youth groups for referred children to connect
- Fun and engaging family activities for parents and wider family members
- Groups for all stages of the palliative journey

Impact

- Families supporting each other, sharing their journey and experiences
- Families connecting and building relationships
- Families reporting increased resilience
- All families reported improved Quality of Life
- Families reported learning from each other



“Having fun at home. We’ve enjoyed CHAS by Zoom. It’s helped us so much as a family”



“CHAS has helped us in so many ways throughout. From the weekly kindness calls you made to us for a chat to see that we were okay, to the Virtual Hospice activities that brightened all our days with fun music sessions and of course the Clown Doctors bringing smiles to our faces.

You guys are real super heroes and we are more grateful than you could know, for all you do for families like ours.”





Keep the joy alive

www.chas.org.uk



SupportCHAS