





NHS Foundation Irus

#### Christmas isn't cancelled -

Supporting patients and families with virtual Christmas activities and entertainment

Category: Support for Caregivers, Friends and Family

#### Contributors:

Lisa Smith, Joint Lead for Child and Family Support Danielle Fletcher, Communication and Engagement Coordinator Sara Reynolds, Young Persons' Involvement Worker Organisation:

University Hospitals Bristol and Weston NHS Foundation Trust









# "We might just as well cancel Christmas..."

Ward Matrons Meeting – September 2020





























#### The Christmas Meeting Challenge...

#### How do we make Christmas virtual?

#### The team:

- Lead Matron
- LIAISE Family Support Team
- Grand Appeal Charity partners
- Music Therapy

- Play team
- Chaplaincy
- School team
- Youth Involvement and many others....









A call out to our regular visitors to see if they were able to contribute virtually.

#### **Professional**

- Storytelling
- Magic
- Puppet show
- Tailored sport activities
- Fun Christmas crafts

#### Volunteers

- Disney princess song book
- Message from Batman
- University chamber music
- Hospital scouts storytelling
- Staff poems and music





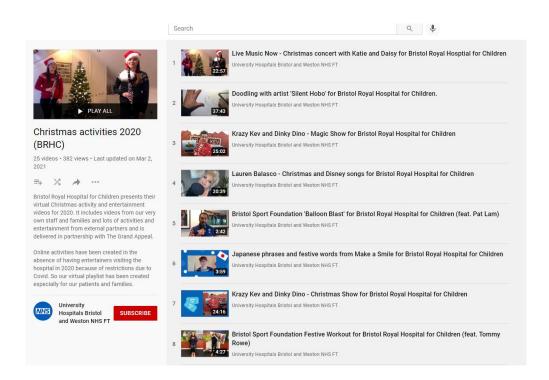






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## Drawing on the talents of patients and staff



# Bristol Children's Hospital's Got Talent







#### **Festive Celebrations**

#### The Nativity

Retelling of the story on video, by James, with the hospital school team



#### Service of Light

A short film created by Chaplaincy, Bereavement Support Team, Play Team and Music Therapy











#### Ensuring inclusivity...











#### And what about Santa...?









### Reaching patients, caregivers, and families



- Posters with QR codes
- Ward IPads alongside school and play team resources
- Links on dedicated hospital web page
- New content shared via Facebook
- Giant IPad touring the wards
- Santa's message attached to each child's Christmas stocking via QR code







#### Some statistics



#### 25 videos released over 22 days

Video with the most YouTube views =



Total YouTube views (as of Jan 2021) = 1700



11892 = Amount of people who saw the 'Service of Light' on our Facebook page







#### Feedback



"What a lovely thing to do. Well done to all who took part."

"Well done, you were all brilliant especially L and her amazing dancing. You all and this hospital have a special place in my heart."

"Beautiful. Thank you so much for putting this together and making this happen in such a difficult year"

"Thank you for sharing this. A special message from a very special place."











Where did you find out about the virtual entertainment and activities?

ANSWER CHOICES	RESPONSES
BRHC Facebook page	62.50%
BRHC website	12.50%
Staff email	25.00%
Newsbeat staff newsletter	12.50%
Word of mouth from families	0.00%
Word of mouth from staff	12.50%
Grand Appeal	0.00%
Posters or leaflets in the hospital	12.50%
Other (please specify)	12.50%





#### Evaluation (continued)



#### What did you enjoy about the videos you watched?

They were fun	
	86.67%
I learned something new	13.33%
It was a distraction from things in hospital	33.33%
I know/like the person in the video so wanted to watch them	40.00%
They made me laugh	40.00%
I liked doing something active	13.33%
I liked doing something creative	26.67%
I liked listening to the stories	13.33%
I liked sharing them with my friend/family member/work colleagues	20.00%





#### Our Learning



#### **Benefits:**

- Videos created connection between patients and families at home
- Videos can be watched anytime 24 hour access to distraction
- Wider range of activities available
- Infection control easily maintained





#### Our Learning (continued)



#### **Challenges:**

- Start earlier!
- Reaching more families who are less electronically engaged
- Tech poverty
- Increasing visibility of other faith festivals throughout the year
- Increasing publicity further











