

# 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



We are  
supportive  
respectful  
innovative  
collaborative.  
We are UHBW.

# 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....

## The starting point...

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

## How and where?

**Christmas activities 2020 (BRHC)**

25 videos • 382 views • Last updated on Mar 2, 2021

Bristol Royal Hospital for Children presents their virtual Christmas activity and entertainment videos for 2020. It includes videos from our very own staff and families and lots of activities and entertainment from external partners and is delivered in partnership with The Grand Appeal.

Online activities have been created in the absence of having entertainers visiting the hospital in 2020 because of restrictions due to Covid. So our virtual playlist has been created especially for our patients and families.

University Hospitals Bristol and Weston NHS FT

**SUBSCRIBE**

**Live Music Now - Christmas concert with Katie and Daisy for Bristol Royal Hospital for Children**

University Hospitals Bristol and Weston NHS FT

**Doodling with artist 'Silent Hobo' for Bristol Royal Hospital for Children.**

University Hospitals Bristol and Weston NHS FT

**Krazy Kev and Dinky Dino - Magic Show for Bristol Royal Hospital for Children**

University Hospitals Bristol and Weston NHS FT

**Lauren Balasco - Christmas and Disney songs for Bristol Royal Hospital for Children**

University Hospitals Bristol and Weston NHS FT

**Bristol Sport Foundation 'Balloon Blast' for Bristol Royal Hospital for Children (feat. Pat Lam)**

University Hospitals Bristol and Weston NHS FT

**Japanese phrases and festive words from Make a Smile for Bristol Royal Hospital for Children**

University Hospitals Bristol and Weston NHS FT

**Krazy Kev and Dinky Dino - Christmas Show for Bristol Royal Hospital for Children**

University Hospitals Bristol and Weston NHS FT

**Bristol Sport Foundation Festive Workout for Bristol Royal Hospital for Children (feat. Tommy Rowe)**

University Hospitals Bristol and Weston NHS FT

**Bristol Royal Hospital for Children**

Published by Danielle Fletcher Liaise · 16 December 2020 ·

As part of our virtual Christmas activity and entertainment videos, we're delighted to present: **Festive Fimo with Charlotte Stowell.**

<https://youtu.be/DEujddAPbyQ>

Grab some craft materials and follow along as Charlotte takes us through how to use the Fimo, shows us some demonstrations and highlights the fun ideas you can try! Scroll through the photos to find out more.

Craft packs will also be delivered to some of our wards so that our patients can watch and try out the Fimo modelling whilst in hospital with us.

This activity video is generously funded by [Wallace & Gromit's Grand Appeal](#) as part of their dedicated arts programme Arts Unleashed. We're so pleased to be working together with them and the artists to bring you some fantastic virtual activities and entertainment this year!

[#VirtualChristmas](#)
[#ChristmasInHospital](#)
[#Festive2020](#)
[#ArtsUnleashed](#)

We are  
 supportive  
 respectful  
 innovative  
 collaborative.  
 We are UHBW.

Inspected and rated  
**Good**



# Drawing on the talents of patients and staff



# 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.”



# Evaluation

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)

ANSWER CHOICES	RESPONSES
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** — in 2021 we started work in September and asked for contributions by 1<sup>st</sup> November!
- **Reaching more families who are less electronically engaged** — increased access to ward based tech
- **Tech poverty** — ongoing challenges
- **Increasing visibility of other faith festivals throughout the year** — new content developed in 2022 but needs more work
- **Increasing publicity further** — earlier and wider promotion including business card with link left at the bedside

# 2021 – what changed?

- Partial reopening of the hospital meant a mix of activities could be offered although still no external visitors
- As a result virtual activity was reduced but still proved popular
- Increased focus on older patients
- Some of 2022 content able to be reused



