

ellenor.^x
hospice care in your home or ours



Living Well during a pandemic

How to access **ellenor's** range of
virtual services

Introduction

The Covid-19 pandemic has gone on longer than many of us hoped. It is clear that face-to-face, in-person contact will not resume for many months. However, that does not mean you cannot see your friends and healthcare professionals at **ellenor**.

On the contrary, we have a range of services available on telephone, smartphone, tablet and computer so that you can keep in touch with us. This factsheet explains how.





Nursing Support – 24/7

Our Living Well staff: Carol, May and Shania are available Monday to Thursday and have been making many hundreds of telephone calls every day to ensure our Living Well patients and their families are keeping well.

For some patients, this is simply a quick catch up. For others, this might involve reviewing medications or checking up on worrying symptoms. If you have not been receiving regular calls from the team and would like to, please contact the Living Well team on **01474 320007** and we will do our best to call you back as soon as possible.

If you have access to a smartphone, tablet or computer, we can make this a Zoom call so that you can actually talk to your nurse face-to-face. We can also arrange for an **ellenor** doctor to contact you via telephone or Zoom if you are concerned about your condition.

We also work closely with the Homecare Team and with the Inpatient Ward at **ellenor**, ensuring 24hour availability if you have concerns day or night.

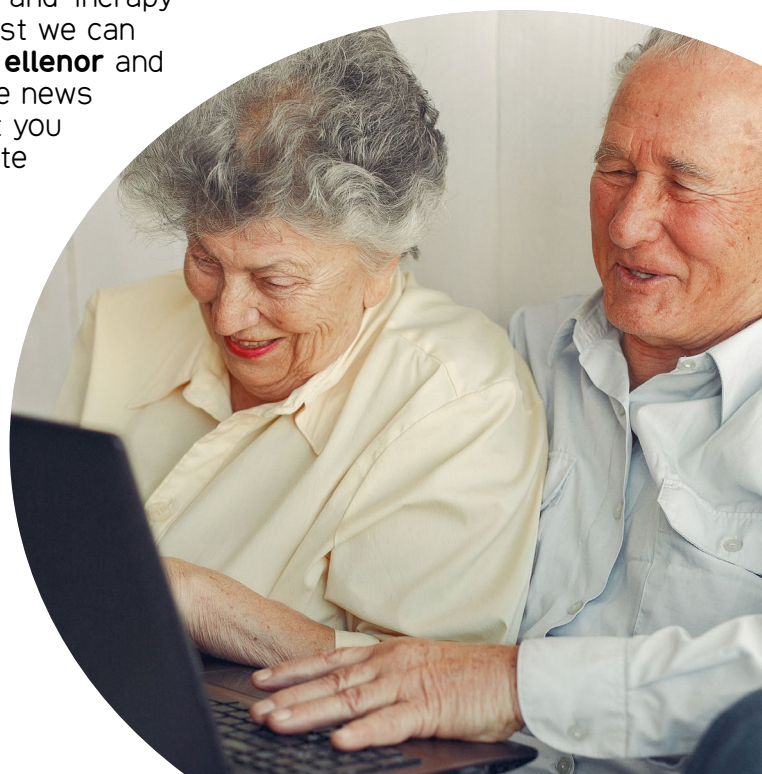
How? Contact the Living Well Team on **01474 320007** and we will arrange a phone call to discuss how best to contact you. If you call outside of normal office hours, you will speak to a nurse on our Inpatient Ward.

Living Well Zoom Sessions

Every Tuesday and Wednesday morning, our nurses and Therapy Assistant run Living Well via Zoom. This is the closest we can currently come to meeting all of your old friends at **ellenor** and offers a great opportunity to catch up with all of the news and gossip. If you have any medical concerns whilst you are on the call, we can even send you off to a private 'virtual room' with a nurse where you can discuss your concerns.

If you are worried about using Zoom, or need help setting it up, we can help you so that you don't miss out on your weekly **ellenor** drop-in.

How? Contact us on **01474 320007** or **telh.clinical-admin@nhs.net** (marking your email 'Living Well Zoom') and we can send you a Zoom link to be used on either a Tuesday or Wednesday morning.



Music for Wellbeing

Every Wednesday morning, we have a lively and enjoyable music session on Zoom. Whether you want to sing to your heart's content, or simply listen to others singing, this is a lovely opportunity to connect with your friends and health professionals at **ellenor**.

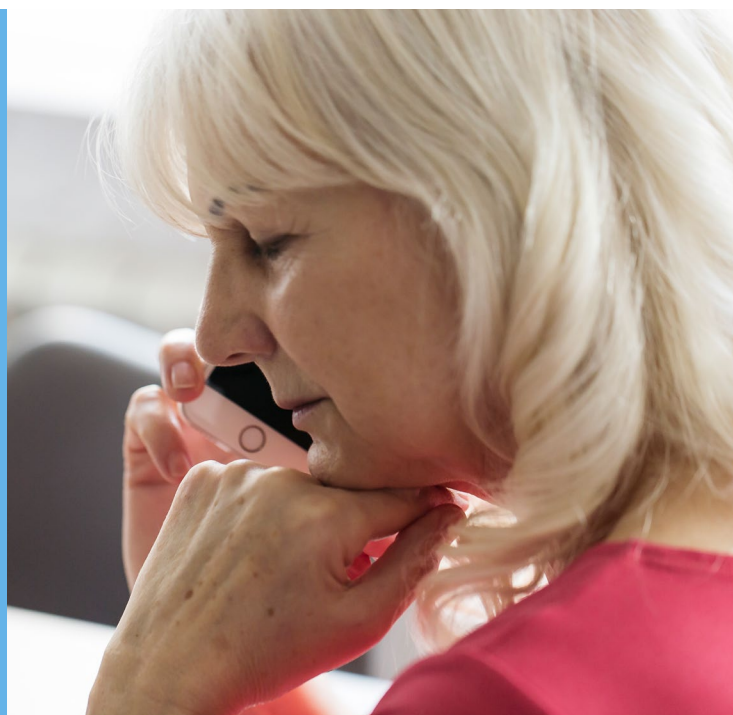
How? Contact the Living Well Team on **01474 320007** or **telh.clinical-admin@nhs.net** (marking your email 'Music for Wellbeing') for a Zoom link and use this on Wednesdays at 10am.



One-to-one Counselling

We have a team of 30 counsellors available to support you through this difficult time. We can do this via telephone or Zoom at a regular time every week. Once we receive your referral, we will set you up with an assessment session over the phone. We will then assign a counsellor to you for up to 12 sessions of emotional support.

How? Contact us on **01474 320007** or email **telh.clinical-admin@nhs.net** (marking your email 'Counselling') and ask for a referral to our Counselling Team.





Complementary Therapies

Although we cannot currently offer hands-on therapies, this doesn't stop Sally and her team working their magic! You can contact Sally and she will make up 'Aromasticks' for you. These are a small device that looks like an inhaler, filled with wonderful essential oils and made specifically for you and your symptoms.

Sally is available by phone and is also setting up a new Zoom group, 'Therapies for the Senses': A Zoom session to explore complementary therapies and techniques to feel calm, balanced and stress free. Sally also runs our Mindfulness Relaxation groups (see below).

How? Sally can be emailed at telh.clinical-admin@nhs.net (mark your email 'Complementary Therapy').

Occupational Therapy

Occupational Therapy (or 'OT') can help you to remain independent for as long as possible or support you to achieve your goals. This can be done with support, advice, equipment or rehabilitation. OT can also help you to manage symptoms of fatigue and anxiety. This can all be done over the phone or a visit can be arranged to your house if needed.

How? If you are under the Living Well team then speak to them and they will make a referral to Claire our Occupational Therapist.



Physiotherapy

Our Lead Physiotherapist, Andy, is available throughout the week for advice on breathlessness, support with mobility issues, or the development of personalised exercise programmes to maintain your strength and function.

Home visits are available, or if you would prefer a telephone or Zoom consultation, and these can be arranged during normal office hours.

How? Andy can be reached via email at telh.clinical-admin@nhs.net (marking your email 'Physio') and can see you over Zoom or via telephone **01474 320007**.



Seated Exercise

Every Thursday, you can find Andy and his Seated Exercise class on Facebook Live.

This is an enjoyable class which you can join from the comfort of your own home and at a pace that suits you.

How? Simply login to your Facebook account on Thursday just before 11am and head to the **ellenor** page:

www.facebook.com/ellenorcharity

You can also access the seated exercise class on our YouTube channel.

Click here to watch the video.

Chaplaincy

Our Lead Chaplain, Ben, can be found every week on Facebook with his inspirational messages of hope.

How? Simply go to our Facebook page **www.facebook.com/ellenorcharity** for some uplifting spiritual care from your friendly Rev!

Please don't forget to like and follow our page.



Arts and Crafts sessions

Every Thursday afternoon, you will find the wonderful Natalie Abadzis on Zoom. Natalie is a professional artist and illustrator who will guide you through simple activities to do from home.

You will also see some of the other participants on the call giving a real sense of a group activity. The session lasts for 40 minutes and you are welcome to dip in and out each week.

How? Contact a member of the Living Well Team via email **telh.clinical-admin@nhs.net** and we will send you the Zoom link to be used on Thursday afternoons at 2pm.





Mindfulness Relaxation Group

Every Monday morning, Sally, Angela and Anne run our Mindfulness groups over Zoom. You don't have to be an expert meditator to join. They will talk you through some of the most relaxing visualisations and meditations, all free of charge and from the comfort of your own home.

This is all about taking your mind to happier places and helping you to feel less anxious and stressed.

How? Simply email **telh.clinical-admin@nhs.net** (marking your email 'Relaxation') and we will send you a Zoom link to be used on Mondays at 11am.

Family Support

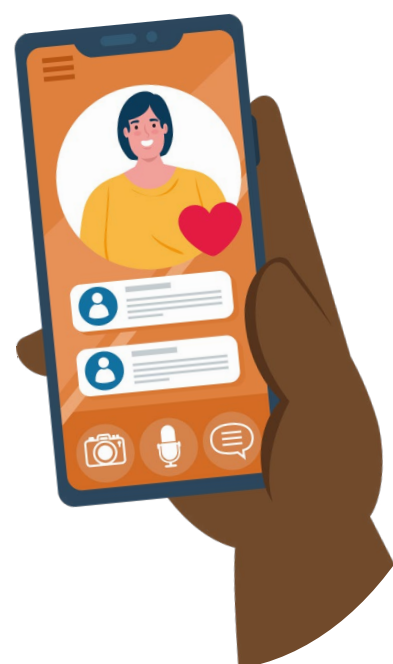
We have always been aware that when somebody becomes ill, it is not just the patient that is affected. This is where Family Support come in. Our Family Support workers, Terrie and Rebecca, will keep in touch with your loved ones throughout your illness, offering emotional support and signposting to other services.

How? You can reach Terrie and Rebecca on **telh.clinical-admin@nhs.net** (marking your email 'Family Support') or by calling **01474 320007**.

Bereavement Support

Bereavement can be a lonely experience at the best of times. During the pandemic, this has become even more difficult, especially if your loved one died during lockdown. As mentioned above, you can refer yourself to our Counselling Service. Whilst our Bereavement Cuppas cannot currently meet in person, we do have a bereavement WhatsApp group which offers peer support every day. Our Family Support Team are also available to offer you one-to-one bereavement support should you need it.

How? Contact **telh.clinical-admin@nhs.net** and ask for Rebecca or Terrie – they will contact you as soon as possible.



Living Well with Dementia

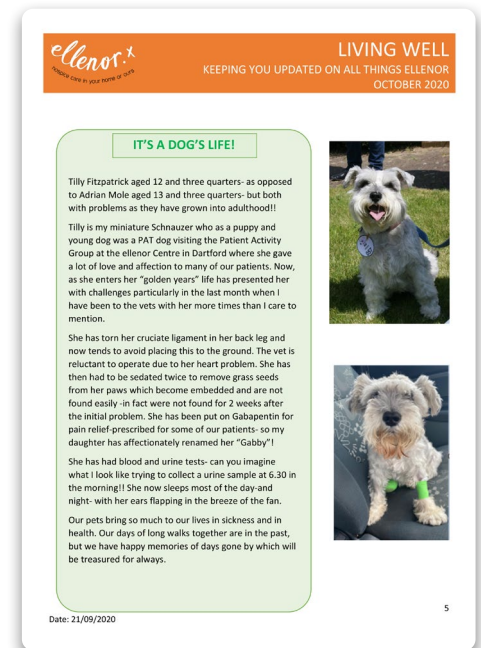
Throughout the week our Therapy Assistant, Shania, is here to provide support and advice for carers and their loved ones living with Dementia. As we all know, lockdown has made things so much more difficult to access. Whilst the Living Well with Dementia Group cannot take place physically, Shania is here offering weekly to monthly phone calls and advising on support within **ellenor** and within the local area, too!

How? Simply email **telh.clinical-admin@nhs.net** (marking your email 'Living Well with Dementia') and she will contact you. Other teams within **ellenor** or even your GP can refer too.

Newsletter

During lockdown, the Living Well Service are producing a newsletter full of general interest articles and filling you in on all things **ellenor**. We love to include your stories, recipes, anything that you think might appeal to your fellow Living Well patients.

How? If you have not received a copy, simply email **telh.clinical-admin@nhs.net** (marking your email 'Living Well Newsletter') for either an electronic version or a paper copy can be mailed to you.



What next?

We would love to hear from you with suggestions of what you would like to see in future. Don't be shy, no suggestion will be dismissed, however silly you might think it is. We are always looking for new ways to support you through these unusual times.

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