



**St. Richard's Hospice**  
CARING FOR LIFE Reg. Charity No. 515668



# Living Well Centre

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**Information on our virtual services  
and how to access them**

## Virtual services with the Living Well Centre

Due to the coronavirus pandemic, Living Well services have temporarily switched to a virtual model, with support offered using technology. The Living Well Centre team provide a wide variety of virtual services via telephone or video calls.

Our core vision is to enable our patients and their families to live well, have a good quality of life, and feel empowered.

Any support you receive can be tailored to your individual needs and will be discussed with a member of the team.

This booklet details the virtual services offered by the Living Well Team, and how to access resources on the St Richard's website: [www.strichards.org.uk/live-well](http://www.strichards.org.uk/live-well)

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### What support is available?

#### **Therapeutic Day, Nursing Team – Tuesday, Wednesday or Thursday**

Some patients require intensive support to help manage symptoms or psychological needs.

Via telephone call or video call, the Living Well Team will offer support using a multi-disciplinary approach.

This includes access to advice from: palliative doctors and nurses, physiotherapists, occupational therapists, an art therapist, a creative therapist, complementary therapists and chaplaincy support, depending on individual needs. Patients are helped to manage their illness with support.



## **Specialist Clinics - Monday**

The Living Well Centre hosts specialist, palliative, joint-supportive clinics for people affected by Parkinson's Disease, respiratory conditions, heart failure, and renal failure.

The team advises and supports patients, their families, and carers on choices of treatment to control symptoms, on psychological issues, and on making plans for their future care. The clinic reviews will take place via telephone or video call.

## **One to One Psychological Support**

We are offering online psychological therapy by video call for people attending our virtual therapeutic day with specialist psychological or emotional support needs.

## **Occupational Therapy**

Occupational Therapy enables you to maximise your independence and participate in everyday activities.

Following a holistic assessment of your needs, we can give one-to-one advice and practical support to help manage symptoms such as anxiety, breathlessness, fatigue, pain and to help you to sleep. We can also provide equipment and minor adaptations to help you take part in activities of daily living at home.



## **Physiotherapy exercises**

The aim of physiotherapy is to help you move and function in the best way possible to optimise your quality of life, and reduce your dependency. We can do this by assessing your abilities and providing advice on exercises you can do to maximise your potential. These can be from strengthening or stretching exercises, to advice on strategies to cope with breathlessness.



## One-to-One Complementary Therapies

Complementary therapies may help to: improve energy levels, support with breathlessness, reduce anxiety and stress, help with medication, help with relaxation, improve mood and aid sleep.

Following a one-to-one virtual therapy assessment, we can offer relaxation therapy, guided visualisation, the HEARTS process (Hands on Empathy, Aromas, Relaxation, Texture and Sounds), the 'M' Technique®, and Aroma Sticks - a bespoke blend of oils created for you.

We hope to soon be able to demonstrate massage techniques such as hand massage, head massage and self massage, for you, or a family member to learn and provide.

## One-to-One Creative Therapy

There is some availability for creative input via telephone link and, if requested, basic art packs can be put together and sent out to patients and carers.



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## Living Well Courses

### Men's Space

A six-week course, delivered via video call, for men who would like to meet others and engage with a variety of activities in a sociable and relaxed virtual environment.

### Breathlessness Course

The breathlessness course is a six-week course run via video call. We discuss how breathing works, causes of breathlessness and different skills you can use to help manage episodes of breathlessness.



## **Empowerment Webinar series of 10**

This is an online series of information sessions lasting approximately half an hour. The empowerment webinar series is for patients, their carers and bereaved people who are supported by St Richard's. This will be a series of talks and presentations that will offer advice on ways you can help lessen difficult feelings and emotions. You can attend all ten sessions or those sessions that you will find most relevant.

## **Fatigue Management Course**

A four-week course run via video call. We discuss what fatigue is, what it feels like, what causes it and different ways to manage fatigue. We also consider diet, sleep and medication and how these can affect our experience of fatigue.

## **Adapted Tai Chi**

Tai Chi exercises combine deep breathing and relaxation with slow, gentle movements.

The exercises are recognised as being good for stress, breathing, blood pressure, balance, and general health.



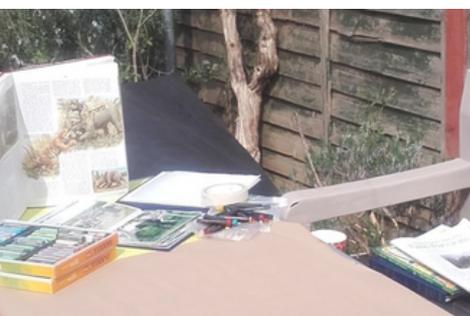
This six-week course, delivered by video call, is suitable for all conditions and the exercises can be adapted to meet individual needs. It is just one way of keeping active.

## **Sharing Stories Course**

This five week course is run in a group virtually via Zoom. Therapeutic, creative and fulfilling - share stories based on memories, images and personal experiences to help express feelings, thoughts and emotions. Build a personal history of your life experiences.

## **Coping with Illness**

This is a group for people living with palliative conditions who wish to join a supportive virtual environment to share ideas and learn coping strategies together.



## Relaxation Course

Through this six-week course, delivered via video call, we will help you learn relaxation techniques which you can practice in the comfort of your own home.

As you progress, you will gain an understanding of the various styles of relaxation. By the end of the course it is hoped that you will have found at least one style that you can relate to well and use in everyday living.

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## Living Well Social Groups

### Nature Therapy Virtual Drop In

Meet up with like-minded people and connect through nature via video call. There is no need to bring anything to these sessions, just yourself. The sessions will engage you with the natural world and may include gardening hints and tips, natural craft ideas, activities to help you relax, like listening to bird song, and the occasional short quiz.



### Social Group Virtual Drop In

Dip into the world of virtual socialising and join us for a chat via video call. Bring your own talents, such as an instrument you play or a topic of conversation you wish to share with us. This group is aside from groups with a medical or nursing agenda, to give time over for having a jolly good natter!

### Love Books Virtual Drop In

There is no set book – just bring along a title you love, have read in the past, or are currently reading. Spaces are limited and you will need to be referred by a staff member to join the group. We plan to add a second group if necessary. Love Books is delivered via video call.



## Art Club Virtual Drop In

Each session is themed and will focus on a different artist or style, with a simple creative activity. No previous art experience is needed. Please have basic materials such as pencil, paper, scissors and a glue stick to hand. If extra materials are needed, they will be listed on our website with each new theme and date. Art Club is delivered via video call.



## Relaxation Virtual Drop In

The purpose of the Living Well Relaxation Drop In session is for you to gain an understanding of a relaxation technique which you can use in everyday living, in the comfort of your own home. We hope this will enable you to: reduce daily stress and anxiety, improve your quality of sleep, lessen muscular tension, boost your energy and mood, and improve your overall health and wellbeing. Relaxation is delivered via video call.

## Quiet Time

Every Monday at 11.30am, the Chaplaincy Team lead drop-in Quiet Time sessions via video call for patients and carers to attend. These sessions offer a time to find inner peace, and to discuss and reflect on topical issues. They also offers a space to address spiritual and religious issues, with sensitivity to the needs and beliefs of those who attend.

## Resources and Activities Web Pages

On the St Richard's website you can find a range of themed activities, which are updated regularly. Each theme has creative ideas, exercises, book recommendations and much more. You will also find tips for restful sleep, ways to relax, nutrition, preventing falls and recipe suggestions. We would love you to get involved and send in photos of things you have done in response to the themes. You can find the resources pages at: [www.strichards.org.uk/living-well-resources](http://www.strichards.org.uk/living-well-resources)



## How to access support

### **If you are not already supported by St Richard's Hospice**

To access any of the support listed here, ask your healthcare professional to refer you to the Living Well Centre by calling the Gateway Team on 01905 763963.

### **If you are a current St Richard's Hospice patient**

Current patients can ring the Living Well Centre directly to ask about any of the services listed here. Call Karen Smith on 01905 958180, or Judy Weaver on 01905 958175 and discuss which activity you would like to attend.

### **To access the social groups**

The social groups and information sessions are for St Richard's Hospice patients.

You can book your place online at [www.strichards.org.uk/events/category/living-well](http://www.strichards.org.uk/events/category/living-well)

Alternatively, call Karen Smith on 01905 958180, or Judy Weaver on 01905 958175.



**Find out more about the Living Well Centre  
at St Richard's Hospice by visiting**

**[www.strichards.org.uk/live-well](http://www.strichards.org.uk/live-well)**

**St Richard's Hospice, Wildwood Drive, Worcester, WR5 2QT**

**01905 763963    [www.strichards.org.uk](http://www.strichards.org.uk)**

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