



Short Case Study

Support from the community

NHS Lanarkshire

NHS Lanarkshire had the support of the local community in helping them through the worst days of the Covid-19 pandemic, boosting staff morale and reinforcing the role of community hospitals not only as a key player in the local health system, but a valued part of the community.

Local communities came together to show their support and provide practical help and kindness to the community hospital settings. These contributions boosted staff and patient morale and helped them feel valued and part of the community. It supplemented staff wellbeing support through one to one or group sessions with a staff care specialist from the spiritual care team.

For Kello and Lady Home Hospitals this support was surprisingly varied and included:

- Local families providing meals for staff
- Local distilleries supplying alcohol gel in individual dispensers for staff personal use
- Schools and other groups making visors to contribute to the supply of PPE
- One local girl from the village coming every week to play the bagpipes outside the windows for patients
- Local school children coming to the windows carol singing for patients at Christmas

- Window displays created in Kello showing support for staff
- Scarecrow competitions became an attraction at Lady Home

Benefits for patients

- Stimulation at a time of restricted visiting
- Feeling connected to the world outside of the Community Hospital

Benefits for staff

- Feeling supported and valued by local communities at a time of immense pressure and uncertainty

Benefits for the Trust

- Recognition of the work being done by staff and support for their wellbeing
- Engagement from the local community

Next steps

- Build on the engagement from communities

What we have learnt

- This engagement has ensured greater awareness of the role Community Hospitals play in their communities, for residents and other health and care partners

Contact



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