



SLT (2021) 002

# CHAS SERVICE IMPACT REPORT DECEMBER 2020



“He was a bit apprehensive during the call, but he was definitely excited and chuffed. He’s called everyone to tell them he spoke to Santa. Gutted he forgot to tell Santa he wants a bat cave. LOL”





# CHAS Service Impact: December at a glance

## What families told us

- Many families struggling with restrictions, but also with money due to the impact of COVID
- Families asking for support at home over the festive period
- Families wanting to connect with others and to have some fun

## What we did in December

- 111 bed nights in the hospices
- 270 Homecare visits including Christmas Day
- 193 kindness calls
- 164 hours virtual delivery
- Reached 219 families virtually
- 618 children and their families joined a virtual event

## Impact

- 100% of families responded positively to each episode of care
- Children and families reporting increased quality of life after engaging with our services
- Families supported at a difficult time of year with fun, inclusive and engaging activities

“It’s been so hard for them with COVID, home schooling, not seeing friends, not being able to go out and then all the changes recently having to settle back into a new normal. Thank you from me, you guys are real super heroes and we are more grateful than you could know, for all you do for families like ours.”

# Hospice at Home



## What we did in December

- 218 nursing visits
- Overnight care for families in their own homes over Christmas
- Training care workers to support children in their own homes
- Partnership working NHS and Marie Curie to provide end of life care to a child at home

## Impact

- 100% of families responded positively to each episode of care
- Families supported whenever they need us
- Partnership working in the community offering seamless support
- Adding value to the health and social care system





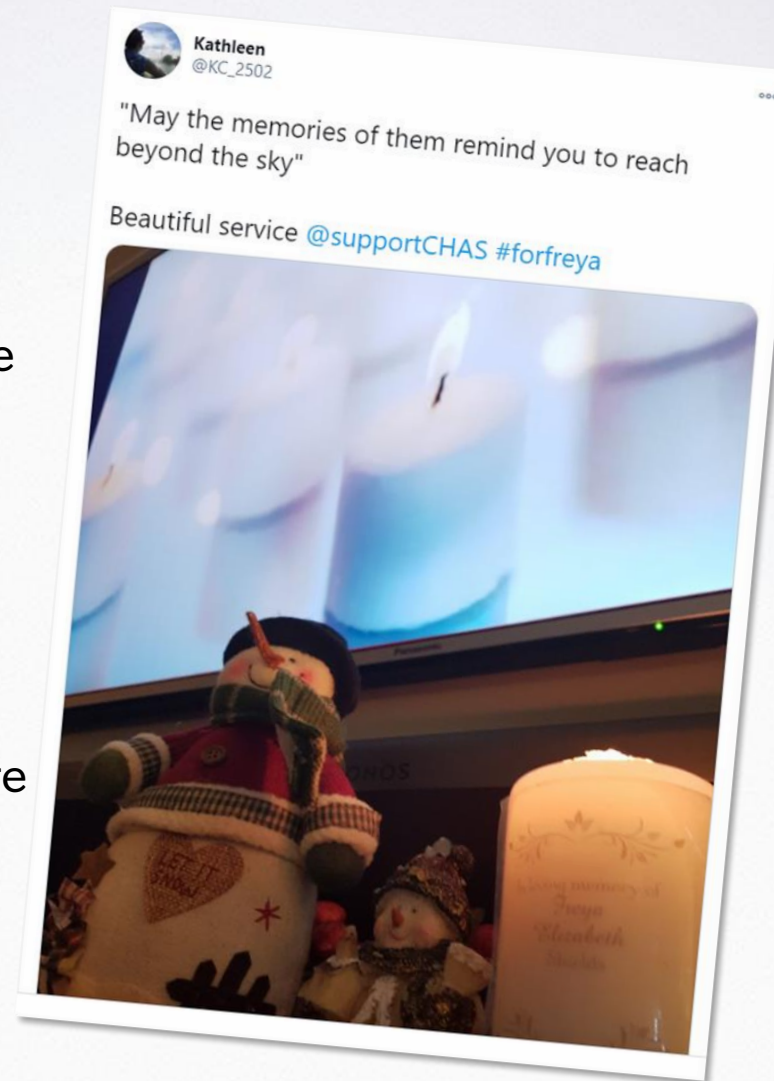
# New Bereavement Service

“Thank you for this time to just sit, and be with my boy x ❤️ 🕯️”

“Thank you to all at CHAS for the support given to my daughter, son in law, my granddaughters and wider family when my grandson went to sleep. God bless every one of the children we miss ❤️ ❄️”

“Remembering our daughter, gone but not forgotten. Forever 4.”

“I can't thank Rachel House enough for the support we received. My little boy died there in February. Forever 7, forever missed ❤️”



## What we did in December

- Candlelight Service
- Bereavement Drop in session
- “Walk and Talk” session
- Christmas memory tree making with materials and hot chocolate sent to families.
- Virtual bereavement support for brothers and sisters

## Impact

- Families build resilience and are empowered to cope with the death of a child at a difficult time of year
- Inclusive service for all, sharing loss and grief
- Powerful and moving messages shared by families throughout the candlelight service.

# CHAS Christmas Candlelight Service

- Virtual Candlelight Service hosted from Ardoch Estate with over 220 attendees
- Music from Rachel Spiers, Helen Brew and the Royal Scottish National Orchestra
- Snowflakes remembering activity, poetry from a CHAS doctor and message from our Chief Executive



<https://www.youtube.com/candlelightservice>

“Incredible tribute to all the beautiful children taken to soon.  
Sending love to all the families and the wonderful staff at CHAS.”





# Santa Calling!

## How Santa supported CHAS

- 18 hours of calls from Santa for 54 children
- Videos sent to those who couldn't get a call
- Christmas themed activity packs sent to all children
- Santa fitness walk via Zoom with parents

<https://twitter.com/supportCHAS/santacalling>

“The Santa video call was so great for the boys! They loved it and it was a great laugh for us too! Brilliant – the activity packs were also a BIG hit”



# CHAS Christmas Parties

“Thank You for today’s Christmas Party. She had such a great day, she is hyper tonight and hasn’t stopped smiling!”

“You put so much effort in to make sure we all had a good time.”

“Thank you for a lovely party and for making the best of a difficult situation.”

“The party pack that you sent in advance – what a lovely idea and was fun making the bell wreath and playing with the light up ball.”

## What we did in December

- Integrated Hospice and Virtual parties
- 37 families joined from Rachel House and 32 from Robin House
- Christmas party just for brothers and sisters
- Party Packs and gifts sent to all children







“We absolutely loved it and he dozed off in front of the computer clutching his wee reindeer as soon as it ended. Lovely afternoon and a special memory for us.”



# Therapeutic Care in the Community

“The girls and I just wanted to say a **HUGE** thank you for this weekend, the girls said it has been brilliant from start to finish. They have giggled, smiled and laughed all the way through! They didn't get chance to say, but they love all super heroes but their favourite one, who has no magic super powers, is their daddy!”

## What we did in December

- 32 hours of Clown Doctors and a Christmas Clowning “S’cool”
- 32 hours of virtual music therapy
- Christmas Bookbug sessions
- Superhero themed virtual weekend

## Impact

- Our biggest month of virtual delivery since the start of the pandemic
- Bringing joy and happiness to children in a very different festive period
- 100% of children responded positively to each episode of care






# CHAS in Hospitals

## What we did in December

- 35 families across Scotland joined Music in Hospitals Sessions
- Supporting early discharge in hospitals and linking with our at home teams to allow children to spend Christmas at home
- Memory making and bereavement support for families in hospital wards

 Nordoff Robbins Music Therapy  
@NordoffRobbins1

Since the pandemic, 7-year-old Thomas has not been able to leave his hospital room at @supportCHAS or have any visitors other than his mum. Music therapy can be a lifeline for children like Thomas. Give the gift of music this Christmas. 🎁 🎵 Donate today.  
[bit.ly/3kRt1ey](https://bit.ly/3kRt1ey)

  
Thomas is 7 years old and is paralysed from the neck down.

▶ 2.2K views the Coronavirus Thomas has been stuck in  
Give the gift of music 0:24 / 1:00

4:50 pm · 19 Dec 2020 · Sprout Social



“Lovely session and we hope you all have a wonderful Christmas – thank you for making the sessions possible!”



# Family Support Outwith Hospices

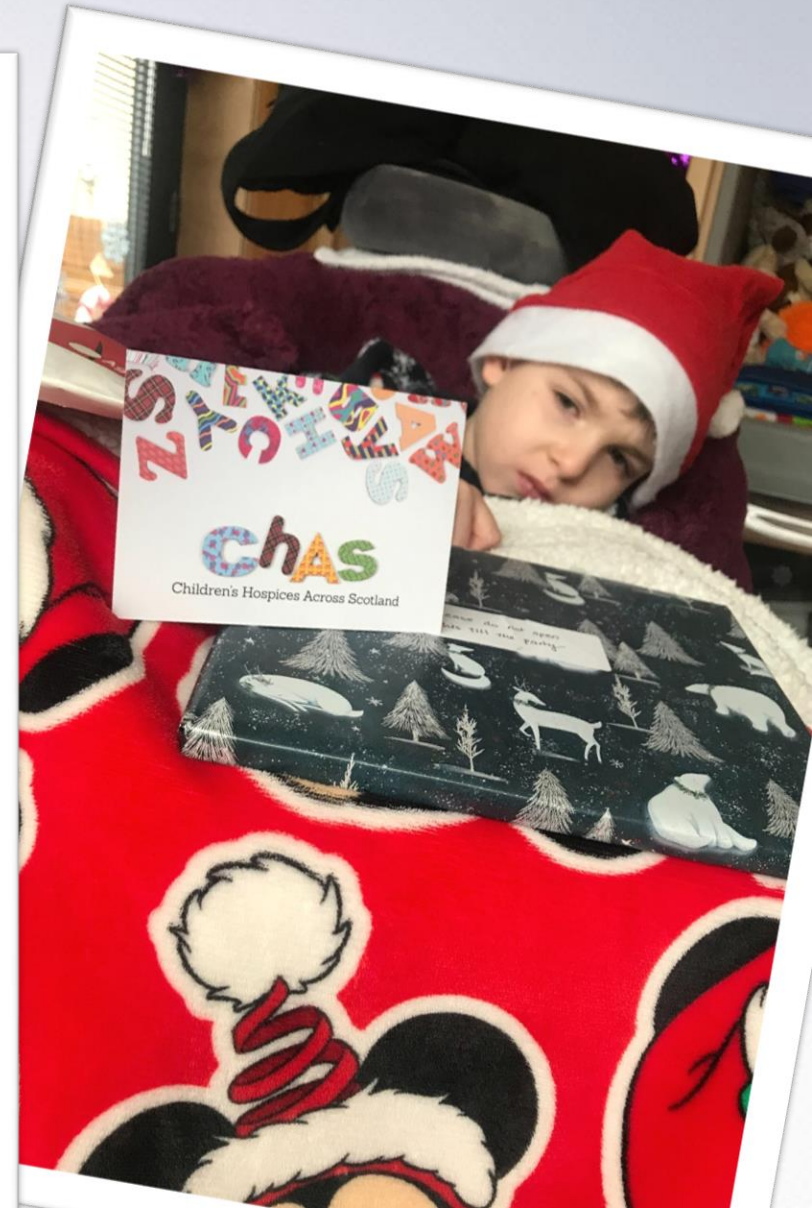


- What we did in December
  - 52 family support home visits
  - 55 hours of virtual family support sessions with 186 participants
  - CHAS families choir
  - We put on a panto... oh no you didn't, oh yes we did!
  - Christmas card making craft session for parents

- Impact
  - Families enjoying being together and having shared activities
  - 100% of families responded positively to each episode of care
  - All families reported improved Quality of Life
  - Families supported with financial advice and vouchers



# Keeping the joy alive for children and families







**Keep the joy alive**

[www.chas.org.uk](http://www.chas.org.uk)



SupportCHAS