

Placement 2021

Carol Yates



Logo and image used with permission by management. (2021).

Background:

Shalom House officially opened in November 2007.

Professor The Baroness Finlay of Llandlaff

Margaret Burnett M.B.E

Elizabeth De Guise



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What does Shalom House offer?

According to Lunt et al. (2021), a day centre is respite for carers more than those who use them.

- Support is both beneficial to the carer and the individual.
- In-house counsellor, help with advanced care planning, support in own homes.

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The Day Centre

- Many of the complementary therapies we provide promote relaxation, stress reduction, emotional quiet, anxiety relief, and increased confidence and self-esteem (Shalom House, 2021).
- Empathy, congruence, self-disclosure, unconditional positive regard, attentiveness, silence and listening skills (Midwinter & Dickson, 2015; McLeod, 2019)
- Social engagement, physical and mental assistance, symptom management and assessment, access to a multidisciplinary team, and alleviation of the load of caring on family caregivers are all reported advantages (Hasson et al., 2021).

The Facilities



- Room with own bathroom, television, and hoist.
- Lounge for private time.
- Therapy bath.

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Evaluation

Some services were unquestionably regarded as excellent, even though their purpose or efficiency could not be shown. Reviews of respite care also concluded that, despite its popularity, there was insufficient data to support its usefulness or assess its effects on patients with life-limiting illnesses and their caregivers (Rao et al., 2021).

- “the staff are wonderful at Shalom House.....good at listening, caring and reassuring” and “I am very grateful for all the care I have and continue to receive at Shalom House – amazing team”.

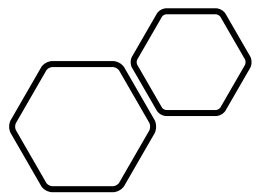
The primary premise of the research, according to Ruiz-Junco and Morrison (2019), is that empathy is useful in palliative care.



Discussion

Day care has been regarded as a transformative gateway to inpatient care, offering a relationship capable of assuaging worries about inpatient palliative care and allowing early access to services for care and support (Hasson et al., 2021).

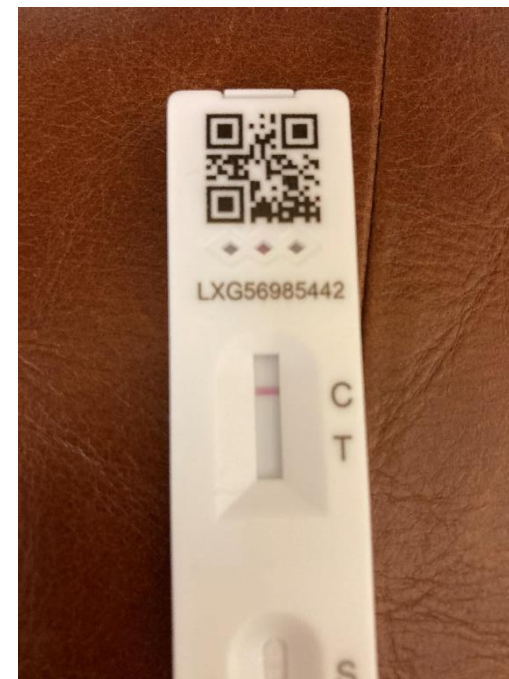
Participants recognised that, while most current attendees were older, with a cancer diagnosis, they comprehended that palliative care was not limited to a specific age group or type of condition. Disparities in the provision of day care have been noted in the literature, generating demands for a reassessment of day hospice development to ensure it is more comprehensive to meet the requirements of patients from different demographic groups, with a broader range of diagnoses and expectations (Hasson et al., 2021).



Future implications



- Implications of another lockdown due to Covid-19.
- I would like to continue working for this charity, but I would like to gain experience in a variety of sectors.
- Fundraising opportunities on the website.



Conclusion

- Working here has helped immensely with getting the confidence to go back into the workforce.
- I have loved meeting the people who work in this field and the individuals and their families who attend.
- The laughter in this place is medicinal for everyone.



Reference List:

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- Christmas Decorations. (2021). [Photograph].
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- Lounge. (2021). [Photograph].

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- Shalom House. (2021). Palliative Care Centre. <https://www.shalomstdavids.org/>
- Shalom House. (n.d.). [Photograph].
- Store room. (2021). [Photograph].
- Therapy bath. (2021). [Photograph].

Slide 1: Introduction to placement: Shalom House:

- The original idea was to volunteer with New Pathways, but it took too long to sort out. Due of Covid, the NHS was not prepared to accept volunteers. I wanted to volunteer with the DPJ Foundation, but they work from home. I was signposted by PAVS to the Volunteering Wales website, where I discovered Shalom House.
- Why did I choose this placement?
- This is a charity that relies on donations and fund-raising events to buy cars, do repairs, buy equipment, staff, and run the house.
- They offer care and support to adults in Pembrokeshire, diagnosed with life limiting illness.
- They also provide support to the families and the carers. They aim to make the lives of the individuals that come to Shalom House more comfortable than otherwise they would have been.
- They work to enable the individuals to do the things that matter to them.
- Symptom management, nursing care and time with the occupational therapist

Slide 2: Background information about Shalom House including:

- Shalom House officially opened in November 2007.
- Photo of the Patron, Professor the Baroness Finlay of Llandaff FRCP, FRCGP. She is a professor of palliative medicine and works with cancer patients and their families. She teaches doctors about palliative care. She is regarded as the “Champion of palliative care”
- Photo of the founder, Margaret Burnet M.B.E, also founded Pembs counselling service. Elizabeth nominated her for the M.B.E. for Queens Community Nursing, Pembs Counselling Service and Shalom House.
- Photo of Elizabeth de Guise, who donated Shalom House to the people of Pembs for respite palliative care. She was a Mills and Boons writer and wrote 80 novels. She needed a service like this and had to use one outside the county. Left her house in the charge of Margaret and bought another in Goodwick.

Slide 3: What does Shalom House Offer:

- Due to grief, poor health, or limited independence, older individuals are more likely to encounter isolation (Lunt et al., 2021).
- In the literature, day care is frequently considered in terms of the respite provided to carers rather than any consequences or advantages that participation at day care services may have on older persons themselves (Lunt et al., 2021).
- I feel that attendance and support at the day centre is of benefit to both individuals and carers.
- improved bereavement support, having an in-house counsellor.
- Provides support with advance care planning.
- support to individuals in their own homes and provides telephone support.
- social and creative activities within the community to raise funds and awareness, for example, the making of decorations for the Christmas tree competition. Grants like the Mark benevolent fund who donated £1000.00.
- the individuals who attend are not downcast or disillusioned.

Slide 4: The Day Centre:

- This room is used by the individuals for:
- Reflexology: this is done by a fully trained nurse; her name is Izzy.
- puzzles, and music: desks provided for puzzles to be worked on and a variety of cd's available dependant on taste.
- foot spas, pedicures, and manicures: this is done by a fully trained support worker; her name is Grace.
- Lunch: this used to be made by a chef but due to Covid this provision is no longer available, and individuals bring their own. We all have lunch together.
- Many of the complementary therapies we provide promote relaxation, stress reduction, emotional quiet, anxiety relief, and increased confidence and self-esteem (Shalom House, 2021).
- The skills I have used are:
- Empathy (Midwinter & Dickson, 2015): individuals have spoken to me about their diagnosis's, about family members who are also ill or have passed, the pain and discomfort and the disbelief or awfulness of their situation.
- Congruence (McLeod, 2019): to be open, genuine, non-defensive and real. I do not pretend I have understood but try to listen as carefully as I can to the person, who finds it very difficult to speak.
- Self-disclosure (McLeod, 2019): understanding of what it feels like to have constant pain.
- unconditional positive regard (Midwinter & Dickson, 2015): acceptance of all views, respectful always and spend time talking to the person who struggles to speak so he feels included.
- Attentiveness (Midwinter & Dickson, 2015): paying attention to what the person is saying and how they are saying it. Knowing when a response is needed.
- Silence (McLeod, 2019): recognising when a person wants to speak or just time on their own or if they are immersed in thoughts or struggling with emotions.
- Listening (McLeod, 2019): concentrating on what the person is saying with both verbal and non-verbal communication.
- Social engagement, physical and mental assistance, symptom management and assessment, access to a multidisciplinary team, and alleviation of the load of caring on family caregivers are all reported advantages (Hasson et al., 2021).

Slide 5: Facilities:

- Rooms with own bathroom, television, and hoist: these are now used for people to change or go to the bathroom. They were occupied but the charity found that it was not viable financially. Now, due to covid, everyone is assigned a room for their own use whilst they are at Shalom House. I must ensure that all the hoists are working in the morning before anyone arrives.
- Lounge for private time: this room has been created for those who wish to have alone time, for meetings with an occupational therapist or other member of staff.
- Therapy bath: this is a floating bath that moves up and down. There is a ceiling hoist to transfer an individual from their wheelchair and a free-standing hoist to help those who cannot get into the bath unaided. A person who came into the centre to use the bath, had what is termed as an 'episode', he almost died. This got the adrenalin flowing, Izzy was called, and I had to fetch his hearing aids. Izzy managed to bring him back and a crisis was averted.
- Need to run the taps for a few minutes on a Monday morning to prevent Legionnaire's disease after the weekend of non-use.

Slide 6: Evaluation:

- Some services were unquestionably regarded as excellent, even though their purpose or efficiency could not be shown. Reviews of respite care also concluded that, despite its popularity, there was insufficient data to support its usefulness or assess its effects on patients with life-limiting illnesses and their caregivers (Rao et al., 2021).
- Feedback from the people who use the facilities: “I love going there to just get pampered.” “Could not do without the help and support.” “Feel like someone cares as they phone once a week.” “Someone is listening.”
- These services are vital to the wellbeing of the people who use them, and it would be a great loss to Pembrokeshire if Shalom House must close.
- During my time with the people at the centre, I have learned a lot about myself and what it means to have empathy. It is unsettling to learn that someone has been given six months to live and will certainly die a horrible death.
- The primary premise of the research, according to Ruiz-Junco and Morrison (2019), is that empathy is useful in palliative care.

Slide 7: Discussion:

- Day care has been regarded as a transformative gateway to inpatient care, offering a relationship capable of assuaging worries about inpatient palliative care and allowing early access to services for care and support (Hasson et al., 2021).
- Participants recognised that, while most current attendees were older, with a cancer diagnosis, they comprehended that palliative care was not limited to a specific age group or type of condition. Disparities in the provision of day care have been noted in the literature, generating demands for a reassessment of day hospice development to ensure it is more comprehensive to meet the requirements of patients from different demographic groups, with a broader range of diagnoses and expectations (Hasson et al., 2021).

Slide 8: Future Implications:

- Implications of another lockdown due to Covid-19: A lockdown implies the centre must close, and its reopening is unlikely owing to a lack of funds, lost income for those who are employed and a loss to those who rely on the service.
- I would like to continue working for this charity, but I would like to gain experience in a variety of sectors.
- Fund-raising: go to the website and you will see all the opportunities there including buying a Christmas raffle ticket.

Slide 9: Conclusion:

- Working here has helped immensely with getting the confidence to go back into the workforce. I have loved meeting the people who work in this field and the individuals and their families who attend. The laughter in this place is medicinal for everyone.