

Truacanta Event: Bring Death, Dying and Bereavement Work Online

Discussion Notes - chat in your groups, nominate a scribe, and add your thoughts to each question - just click on the plus sign!

SPPC OCT 23, 2020 02:42PM

What have been the main challenges you've faced over the last few months?

ANONYMOUS OCT 29, 2020 11:24AM

Keeping up volunteer engagement

ANONYMOUS OCT 29, 2020 11:31AM

Barriers to connecting

Helping people get online and getting used to technology.
Lots of clients not having technology - calls on landlines.
Exploring other mediums.
Getting to know people online - being human and connecting people.

SPPC OCT 29, 2020 11:26AM

Technology - small team and big change from face to face to phone. A challenge because often speaking with people who have recently been bereaved. It went better than expected - people didn't have a choice.

We offered video, but people tended to choose phone. — SPPC

ANONYMOUS OCT 29, 2020 11:33AM

The waiting to return to 'normal' groups but then the realisation that we need to look at virtual working. People struggled with online and how we engage them.

Adapting to the new normal, feeling safe using online tools, selecting the right ones.
The challenge of supporting patients, family and staff to adapt to virtual assessment and support.
How do you ensure the quality of the services provided are not affected by a virtual approach.

ANONYMOUS OCT 29, 2020 11:30AM

Technology - people were not prepared to live a life online and having to get used to this. The difference between face to face, and online/telephone causes issues with boundaries sometime. What is the procedure if someone is distressed? Or shares too much? Disinhibition Effect.

SPPC OCT 29, 2020 11:31AM

Change

Moving a counselling service online (but also delivering from home-base: practical issues about being remote from usual base, confidentiality, learning new tech. Also phone/screen is exhausting at times. Also, less clear barriers between home/work when it all happens in the same place. A challenge to keep separate, and to decompress/transition between.

ANONYMOUS OCT 29, 2020 11:31AM

Older population

limited knowledge on use of tech or having the tech

ANONYMOUS OCT 29, 2020 11:33AM

Loosing transition time

We move from meeting to meeting and don't have the usual time to decompress(e.g. travel time, or prioritising meetings due to locations etc) We think we should be "on, on, on" and there is no down time. hard for professionals to have the boundaries that we would naturally have in a non tech world.

SPPC OCT 29, 2020 11:35AM

Service Delivery Role

Carried on working and delivering busy service in the real (ie not virtual) world. Challenges for clients and also staff - resilience. Local authority has been good on supporting. What if staff don't want to talk about mental health/resilience challenges? Huge challenges for management / team leaders. Changed domestic circumstances for many people too.

ANONYMOUS OCT 29, 2020 11:36AM

Lack of paid care workers

not getting any respite either by choice or reduced service. limited with what we can do to practically help

ANONYMOUS OCT 29, 2020 11:51AM

getting 'zoomed' out

ANONYMOUS OCT 29, 2020 05:19PM

that my own and people in the community group i supports technology wasn't good and as a sessional worker, the organisation going to help me. dealing with recent bereavements of people who would have helped me cope with lockdown was hard

What have been your success stories?

ANONYMOUS OCT 29, 2020 11:29AM

Making beautiful rituals online - that it is possible

ANONYMOUS OCT 29, 2020 11:30AM

Staying connected

When carer was returning was returning to work meant the person was unable to stay engaged with online groups but we were able to provide new technology meant he was able to stay connected and try other groups

ANONYMOUS OCT 29, 2020 11:35AM

Sharing

Someone sharing experiences of someone being with someone who was dying. Fact they could share such a pivotal moment in the online context. Led others to share too.

ANONYMOUS OCT 29, 2020 11:34AM

Wealth of Networking Opportunities

No travel time required, can go to events that you wouldn't usually. Meet people you wouldn't normal connect with. Hearing different ideas.

ANONYMOUS OCT 29, 2020 11:36AM

The positives aspects of different ways of doing funerals as some felt it was more intimate as smaller numbers attended and also people who could not attend being able to attend virtually.

Better training options available online and smaller organisations/teams

ANONYMOUS OCT 29, 2020 11:35AM

Opportunity to be creative

Having to think in creative ways in terms of engagement and resources. Have to try new things like videos, polls, podcasts

ANONYMOUS OCT 29, 2020 04:31PM

meeting online with people who have previously only spoken on phone or indeed haven't engaged at all.

ANONYMOUS OCT 29, 2020 05:21PM

using funding from good life good death to help with good discussions and create informality in a group. thank you!

ANONYMOUS OCT 29, 2020 05:26PM

getting free laptops and tablets for my community group etc although i couldnt get any funding to pay for my time so had to do Lots of extra work unpaid, happily in the pandemic, but not ideal

Share a lightbulb moment from the last few months!

ANONYMOUS OCT 29, 2020 11:26AM

Need for deeper self care

Intent, human connection can create wonderful healing spaces. a
— ANONYMOUS

Tech help - multiple facilitators — ANONYMOUS

ANONYMOUS OCT 29, 2020 11:33AM

Blog!

Starting a blog on the website for more elderly who use smartphones etc less. Sharing good news stories. Brought people to website, shared information for carers.

why di I not connect with family and friends this way before???
— ANONYMOUS

ANONYMOUS OCT 29, 2020 11:34AM

MS Teams, GoTo & Attend Anywhere

ANONYMOUS OCT 29, 2020 05:24PM

that doing work on end of life planning and having opened up scarey subjects has allowed me to focus on living more, get out of bad situations and enjoy living, even enjoy a lot of lockdown. Ive learned to connect with nature in my own area in a way i never had time to

What app/software/tech has been most useful to you?

ANONYMOUS OCT 29, 2020 11:26AM

Zoom

ANONYMOUS OCT 29, 2020 05:22PM

changing from pay as you go top ups due to low income to a negotiated phone package before lockdown, so i have access to data. i would have been so isolated without more data

Any other pearls you'd like to share?

ANONYMOUS OCT 29, 2020 04:34PM

having a digital worker is worth every penny!!!
