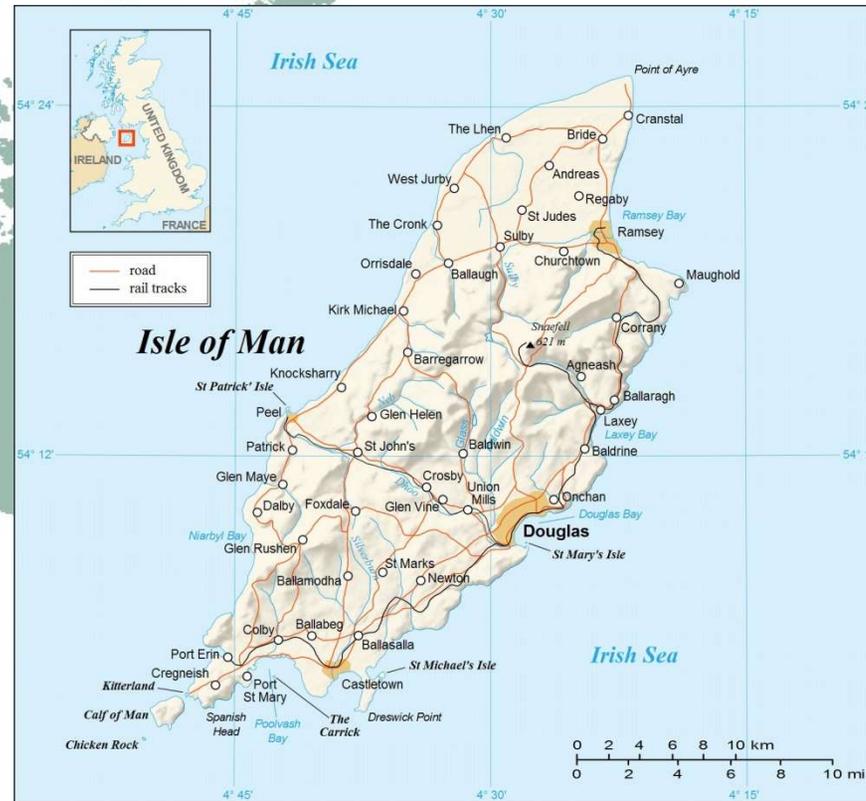


Designing the Hospice of the future: Developing a partnership with the next generation

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Hospice Isle of Man





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Lon: -4.7059200

Images: Orange Smile; Places in the world

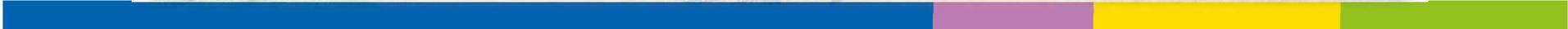




Objectives



1. To **engage** with young people
2. Find out young people's **current knowledge** of Hospice and provide **education**
3. Understand what **matters** most to young people
4. Co-design: **Designing** the Hospice of the future

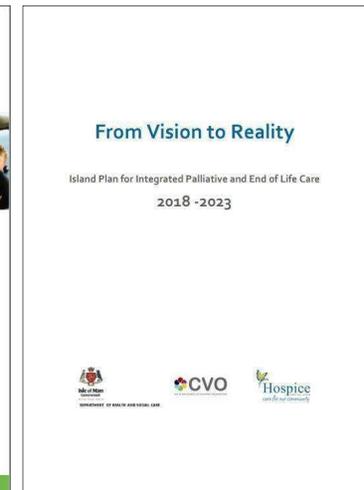
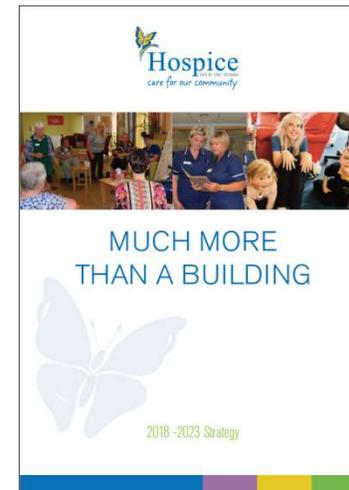




Background



- Hospice Isle of Man 2018-2023 Strategy: **'Much More Than a Building'**
- Isle of Man 2018-2023 Strategy: **'From Vision to Reality, Island Plan for Integrated Palliative and End of Life Care'**
- Integrated and person-centred care
- Community engagement events





Listening Events with Children and Young People 2018: Results



31 Events across 4 schools and colleges

Location	Classes	Male	Female	Total
Ballakermeen High School	4	43	44	87 (14%)
Ramsey Grammar School	1	8	7	15 (2%)
Queen Elizabeth II High School	5	54	47	101 (16%)
University College Isle of Man	21	255	163	418 (67%)
Total	31	360 (58%)	261 (42%)	621





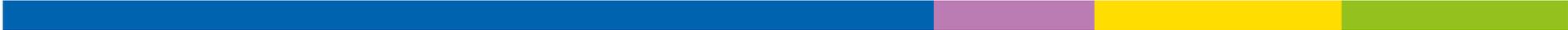
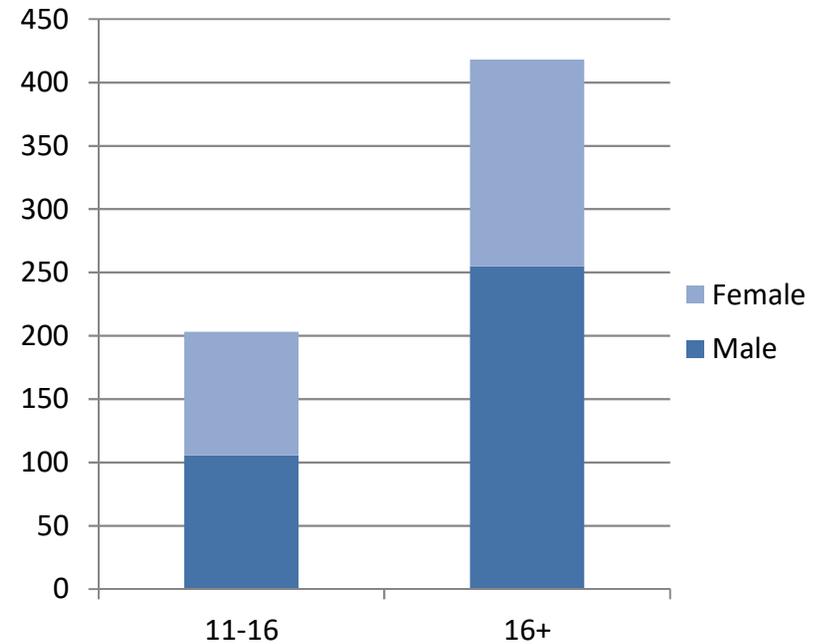
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Students by age category



Methods



High Schools

1. What do you know about Hospice?
2. If you or a member of your family became seriously unwell and needed Hospice's services, what would be most important to you?
3. Thinking about the future, what could we do to make Hospice a better service?

University College Isle of Man

1. Is there such a thing as a 'good' death?
2. Design the Hospice of the future: If you were designing a Hospice, what would it include/look like/offer?

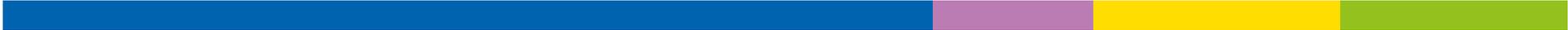
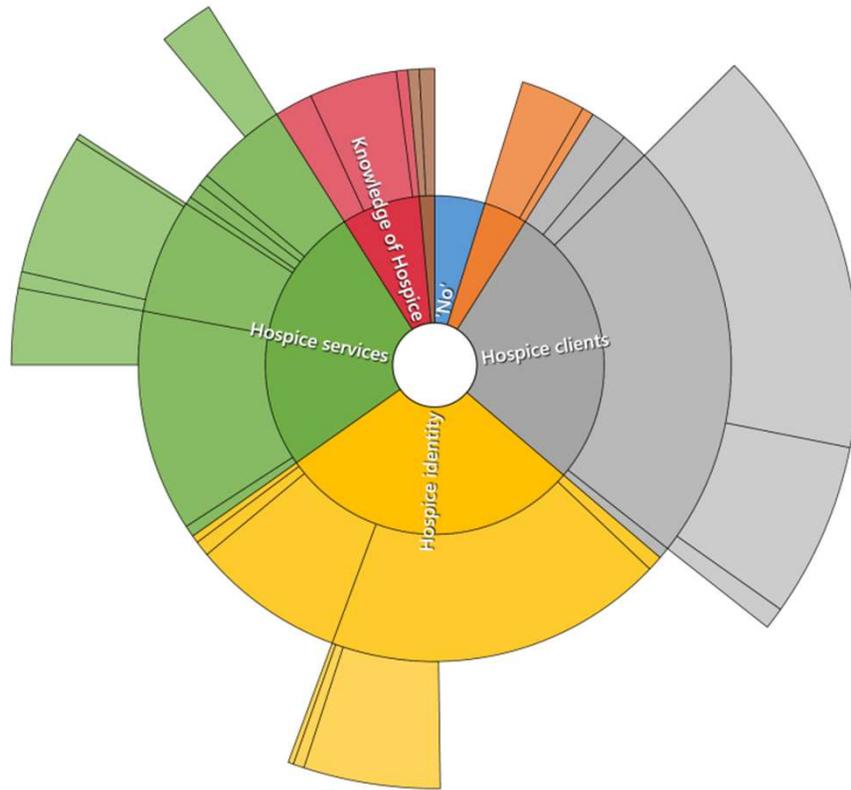
Listening Events
Presentation

Small group
discussions
Post-it notes

Data entry
Thematic analysis



Methods: Analysis







What do you know about Hospice?



Identity

Charity, Medical Setting

"...if they pass away, they don't have to pass away in a hospital"

*Ballakermeen High School, year 10
(age 14-15)*

Clients

Illness - Terminal

Children and young people, elderly, those with disabilities

Perceptions of Hospice

Positive: Caring, friendly, helpful, welcoming
Negative: Sadness

Services

General help and support, Healthcare, support for loved ones

"Where people go to die"

*Queen Elizabeth II High School, year 9
(age 13-14)*

Community activities

Fundraising, Raising Awareness

"I will be honest I have never heard about it"

Queen Elizabeth II High School, year 9 (age 13-14)





What matters to you?

How you feel

Comfortable, happy
Sense of normality, independence and autonomy
Safety and security, cared for

“If I am dying I want to be treated the same as [if] I were to live for 60 years more”

*University College Isle of Man
(age 16+)*

Staff qualities

Kind and caring
Respectful
Honest, fun and helpful

“...I would think the most important things would be knowing that someone cared for them as they passed”

*Ballakermeen High School, year 11
(age 15-16)*

Loved ones

Surrounded by, support for
“Care for my family, nothing for me...”
*Queen Elizabeth II High School, year 9
(age 13-14)*







Design the Hospice of the future



Entertainment, sport and activities

Animals and pets
Technology and electronics

“For a person to still have the best life they can and do what they love”

*University College Isle of Man
(age 16+)*

Hospice services

Psychological support, home care & physiotherapy
Quality
Expansion

“Flexible comforting facilities to cater for all needs...”

*University College Isle of Man
(age 16+)*

“I would want me/family members to be treated personally, individually and not the same as others with the same illness”

*Queen Elizabeth II High School, year 9
(age 13-14)*



Design the Hospice of the future



Environment

Comfortable (home-like)
'Normal', natural, bright and colourful,
peaceful, positive

“The Hospice of the future should be less clinical and more homely”

*University College Isle of Man
(age 16+)*

Age-appropriate care

Environment and activities
Mixing young and old, education

“Have a small area for teenagers”

*Ballakermeen High School, year 10
(age 14-15)*

Community activities

Increase awareness
Increase awareness among young people

“Make it known so you don’t feel different if you need it”

*Ballakermeen High School, year 11
(age 15-16)*





“What could young people tell you?”



“...no-one came to my family when 2 people in my family died”

- Ballakermeen High School, year 10 (age 14-15)

“The first thing that comes to my mind when I hear the word hospice is cancer help because my granddad and auntie had help from hospice because they had cancer...”

- Ballakermeen High School, year 10 (age 14-15)

“...All I want to know is honestly how ill am I (they told my auntie she was fine and she died that night)”

- Ballakermeen High School, year 11 (age 15-16)

“Dad really liked it. It was comfortable. I fell asleep”

- University College Isle of Man (age 16+)





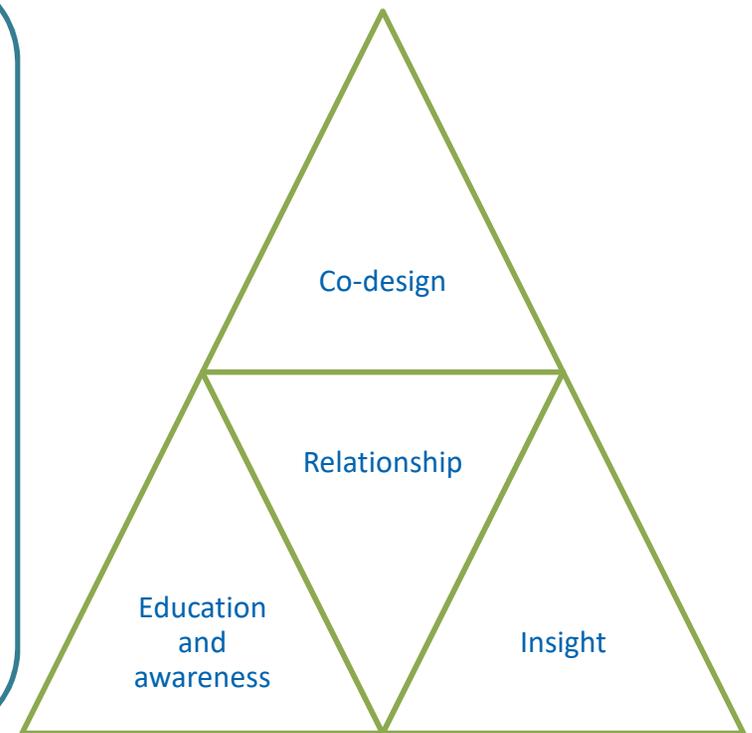
Conclusions and next steps

What did we learn?

- Variation in knowledge
- Young people value comfort, kindness and their loved ones – like adults!
- Variety of recommendations - comfortable environment, activities they enjoy, high-quality care, expansion of services and awareness

Transferring into actions

- Hospice Isle of Man 2018-2023 Strategy: **'Much More Than a Building'**
- Enhancing the healing environment: Future services and spaces
- Community-based integrated care
- Continued engagement





“I would want to be treated as a living person, not a dying one”

- Ballakermeen High School, year 10
(age 14-15)



THANK YOU

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