

WITHYOU

Ward Staff guide



WithYou

Because no one should be isolated in their time of need

www.withyou.org.uk

Summary

WithYou is a simple way for friends and families to create a music and voice message compilation for people in hospitals.

Following trials in critical care and ICU, Trigger have developed an easy to use digital service which means that people at home can contribute to a playlist that can be played to patients at any time.

WithYou is available for hospitals or care settings. Best results and take-up are in ICU, palliative care and stroke wards around the country.

Contact us to be set up on the service for FREE.

Partner requirements

In order to use WithYou, partners need to provide:

- Tablet or phone with connection to the internet and the ability to play sound through headphones
- An email inbox installed on the device where WithYou messages can be automatically sent to
- Headphones for patients
- Staff who can regularly check the email, deliver messages and press play. Staff do not need to stay with the patient once the compilation is playing



How it works

1. One Key Contact (usually the closest person to the patient), can set up an account online and to create a profile for Patient. They must include Patient's full name and date of birth.
2. Key Contact can automatically invite friends and family members to contribute messages for Patient (either via the phone, or digitally).
3. Key contact can insert music from their online music library, and images.
4. Once more messages have arrived, the key contact can shuffle the tracks and moderate the messages, compiling a complete playlist.
5. Click 'send', to send it to the ward team email account.
6. Staff receive an email notification that a message has arrived, and can click a URL link to autoplay the playlist.
7. Staff can take the device to the patient to listen to the compilation at a convenient time.

How to use

1. Share flyer and Key Contact User Guide with Patient's main contact/ visitor
2. Have a brief 1:2:1 conversation with them, explaining steps above
3. Share hospital name, and ward name and number
4. Wait for an email notification to your email inbox, confirming that a new message has been received, with the patient name and ward number displayed.
5. Follow the link in the email, allowing you to listen to the first few seconds of the track to ensure it has been received safely
6. At a convenient time, take the tablet and headphones to the Patient's bedside, and click the URL to play the message
7. Messages are available to be played again and again
8. At home, the Key Contact will be notified when the compilation has been played to the Patient, and will be able to add new messages on an ongoing basis



FAQs

How is WithYou different from planned video calls?

Unlike Facetime, Zoom etc, Family and friends can make the audio track in their own time. Once it's ready it can be played to the patient at any time that is convenient for the staff or patient. It cuts time out on the hospital side as the messages are in an email box ready to be played. The messages will all play continuously so once you press play there's nothing else you need to do.

Is WithYou the same as WhatsApp and voicemail?

WithYou is for patients who are too ill to use their own device. The service has most take-up in critical care settings.

Do we need to download WithYou?

No. WithYou is a web-based service. You just need to have access to a device that uses the internet (like a ward iPad). Messages will come through to a dedicated email account, and then can be played by following a link to be pasted into an internet browser.

Is it free to use?

Yes. WithYou is free for hospitals and patients.

What if I'm too busy to deliver a message during my shift?

WithYou messages can be delivered to patients' bedside at any time, so please choose a moment that best suits you. Senders will be notified when messages have been played.

How do I protect against Patients hearing sensitive or distressing content?

The key contact will have responsibility for moderating the messages. You can listen to the first few seconds to check the volume and the content if you suspect the key contact is leaving inappropriate messages. If this contains inappropriate content, please refrain from sharing it further, and contact withyou@triggerstuff.co.uk who will take action.

Can Patients respond to messages?

No. WithYou is intended to be a unique gift, given from senders to patients – much like sending a bouquet of flowers to someone who is unwell.

Are messages confidential?

Yes. Our Privacy Policy is here (<https://www.WithYou.org.uk/policies/privacy>). Please refer friends and family members to this, if they have questions around the confidentiality of their messages.



What sort of messages do people leave for Patients?

Loved ones might find it difficult to think of what to say. We suggest a prayer, a poem, a memory or to simply chat as you might if you were on the ward. On the website we have an ideas page that will help them to create their own.

Is it complicated for people to use?

No. We have designed WithYou to be really simple to use, for people of all ages and backgrounds, and with options for people who don't have access to the internet. You can show this short animation (<https://www.WithYou.org.uk/>) to friends and family members, to easily explain how it works.

We've run out of posters/flyers/user packs

Please contact your trust's WithYou supporter. You can also contact the makers of WithYou, at WithYou@triggerstuff.co.uk.

I have a question that's not listed here

Please direct any queries to your trust's designated contact point for promoting WithYou, in the first instance. You can also contact the developers of WithYou, at WithYou@triggerstuff.co.uk.



ANY PROBLEMS/QUESTIONS/FEEDBACK?

Please contact Natalie Adams, Co-Director, Trigger - natalie@triggerstuff.co.uk. We'll get back to you as soon as possible, during weekday working hours.

And please contact Natalie to learn more about offering WithYou in your NHS Trust for free.

Thank you.