

Hope House Children's Hospice

Massage and Aromatherapy Service Evaluation

Jan 2012 to April 2013

Family members are able to access massage and aromatherapy sessions in the therapy room at the Sunstone Centre 2 days per month. One day per month the service is provided by a Care Assistant from the hospice and a volunteer delivers the service on a different day each month; both are qualified in massage and 1 is also qualified in aromatherapy. Families are made aware of the service via word of mouth from staff, posters in the Sunstone Centre and through the Family Newsletter.

Between January 2012 and April 2013 a total of 86 hours of massage and aromatherapy were provided to 40 people. Of these 40 individuals, 70% were parents whose child accessed Hope House and 30% were parents referred for bereavement support and counselling.

Evaluation forms were given to all recipients of the service and a response rate of 50% was achieved.

Summary of results

How did you hear about the massage service?

All respondents had been told about the massage service by staff members. Hospice staff had made 35% of parents aware and counselling staff 65%.

How long did you have to wait for your first appointment?

Less than 2 weeks	Less than 1 month	1 – 2 months	More than 2 months
55%	30%	10%	5%

Did your massage meet your expectations?

100% of respondents stated that their massage met their expectations with many commenting that their experience exceeded all their expectations.

What would have made your session better?

The majority of respondents did not feel their massage could have been better. Some suggestions for improvement included:

- *To be made aware on booking to allow time to sit for a while afterwards to relax and have a drink*

- *Massage to be longer*
- *Not having to wait so long for an appointment*
- *To be able to have the massage more often*

Do you feel the service may be beneficial to you in the future?

100% of parents who responded felt that they would benefit from the massage and aromatherapy service in the future and all stated that ideally they would like the service either on a 2 weekly or monthly basis.

Other comments

At the end of the survey respondents were asked for any further feedback or suggestions. The comments made in this section gave a very clear idea of just how important this service is to those that have received it:

- *A lovely calm time away from life's stresses and strains which my body needed very much. Thank you.*
- *Fantastic idea and service to run alongside the counselling, targeting body instead of mind. Thank you.*
- *For me I would love to see this a more regular thing as I really benefited from it, felt like a totally different person and so much calmer.*
- *It is wonderful to feel that my needs are being addressed at last, rather than having to put the family first. My massage made me feel valued. Thank you very much.*
- *I am so grateful for the opportunity, what a joy to be treated. I feel so lucky today. Thank you so much.*
- *I had forgotten what it felt like to be relaxed. Thank you.*

We are grateful to all those who took the time to tell us how they felt about their massage and aromatherapy. It is very clear that this service is valued extremely highly and we will endeavour to find ways to make this service available to more people within the resources currently available. Initially we will increase the massage hours provided by the care team member by 1 additional day per month. We will also post the results of this survey on our website on the volunteering page to see if we can identify any more suitably qualified and experienced volunteers.

Kath Jones
Director of Care
June 2013