Compton Care

specialist palliative and bereavement support

Creating Choice and Connection:

Using a Mobile App to Engage Staff, Volunteers, Patients and Families in Hospice Care

Background

As digital expectations grow, hospices can use technology to improve access, engagement, and choice for patients, families and carers.

Using government funding, we developed a digital solution to complement face-to-face care, enabling support on people's terms while strengthening communication and staff and volunteer engagement.

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Aim

To design and deliver an inclusive mobile app that improves access to hospice services and information, enables two-way communication between patients, families and care teams, and strengthens engagement, communication and wellbeing for staff and volunteers.

Method

The app was developed in partnership with a software development agency using a co-design approach, involving patients, family members, staff and volunteers to shape functionality, tone and accessibility.

It was built as a mobile-first platform, integrating with existing systems to ensure sustainability and minimise duplication.

Accessibility and emotional sensitivity were embedded throughout, with the app designed to meet agreed standards, using plain English, intuitive navigation and flexible personalisation options, including translation functionality. Built-in analytics enable ongoing monitoring of engagement and usage.



Results (anticipated)

The app provides patients and families with a digital platform to explore our services, access bereavement support, manage appointments, submit referrals, receive real-time notifications (including healthcare professional arrival times), and communicate with their care team.

For staff and volunteers, it offers a secure hub for communication, learning and wellbeing, supported by targeted notifications.

Early findings indicate improved communication consistency, increased confidence in accessing support digitally, and stronger engagement across staff and volunteer groups.

Conclusion

This project demonstrates how digital innovation can enhance hospice care by increasing choice, improving access to information and enabling meaningful, two-way communication.

Key learning includes the value of co-design, embedding accessibility from the outset, and integrating with existing systems to ensure sustainability.

This approach is transferable across hospice settings and shows how digital tools can complement person-centred care while strengthening workforce engagement.

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