



Enter & View  
St Andrews Hospice  
June 2023

**healthwatch**  
North East Lincolnshire

## Enter and View Report

Name of Setting: St Andrews Hospice

Director of Governance and Quality: Shelley Burrows

CEO: Michelle Rollinson

Insert address: Peaks Lane, Grimsby, DN32 9RP

Date of visit: Thursday 29 Jun 2023, 10am -12.00pm Date of publication:

Healthwatch staff & volunteers involved in the visit: Tracy Slattery, Annabel Tindale & Helena Hancocks

Disclaimer: This report relates only to the service viewed on the date of the visit and is representative of the views of the residents who contributed to the report on that date.

## What is Enter and View?

Enter and View is the statutory power granted to every local Healthwatch which allows authorised ambassadors to observe how publicly funded health and social care services are being delivered. Healthwatch North East Lincolnshire use powers of entry to find out about the quality of services within North East Lincolnshire.

Enter and View is not an inspection, it is a genuine opportunity to build positive relationships with local Health and Social Care providers and gives service users an opportunity to share their views in order to improve service delivery. Enter & View allows Healthwatch to-;

- Observe the nature and quality of services
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives of service users
- Collate evidence-based feedback
- Enter and View can be announced or unannounced

## Purpose of Visit

- To engage with service users of the named service and understand how dignity is being respected in St Andrews Hospice
- To observe the care provided at this hospice, looking at a number of key themes, environment, food & drink, safeguarding, staffing and personal care.
- To observe service users and relatives engaging with the staff and their surroundings.
- Capture the experience of service users and relatives and any ideas they may have for change.

## St Andrews Hospice Background

St Andrews Hospice is registered with the CQC, the last CQC inspection was March 2015. St Andrews Hospice rating overall is 'Good' with an outstanding for care.

At the time of the visit, 11 service users were inpatients on the adult unit, 1 service user was accessing the Children and Young People's Unit and 6 service users were accessing the Wellbeing unit.

Staff work within one of the units specifically; however a member of staff said that they know who the other staff are as they do not work in silo's and due to the person centred approach with service users/patients, they work as a team to provide the best care for individuals as they can. Staff were welcoming and friendly and HWNEL got the sense that everyone supported each other, it was one big family.

360 volunteers support St Andrews across the Peaks Lane site, including Adults Inpatient Unit and Andy's Unit, as well as the wider retail units in the local area, Lincolnshire and Hull. Volunteers maintain the gardens and the Trustees are active volunteers in their roles.

## The Visit - On Arrival

On arrival we signed in with Reception. The reception area was clean and tidy and the Reception staff were polite. Masks and hand sanitiser are available, along with umbrellas. This is a small touch but it makes it feel more like a hotel than a hospice. There is a monthly Quality Standards board which shows patient feedback and a 'You Said, We did'.

There is also a memorial tree where family and friends can buy a leaf in memory of a loved one. There is also a similar Memory Tree out in the remembrance garden, which is easily accessible from the car park.

The main waiting area is large with a range of seating and is set out in small groups with a coffee table, within this area is a café. Pre-lockdown this café was open to the public, however due to increased infection control and patient and family feedback received this has been changed. The café is now only open to service users/patients

and their families, staff and volunteers. Families prefer this as patients who have medical equipment or have medical issues, such as difficulty swallowing, feel more at ease. The area has a range of seating and is bright and modern, you can also sit outside within a courtyard area that has a bistro feel to it.

There is a café open to the general public, that isn't part of the main care facility, and this can be accessed directly from the car park. Service users/patients and their family and friends still have access to this if they wish.

The central area leads to all other areas of the Hospice and is easily navigated by service users/patients.

## Adult Unit

On entering the Adult Unit the Quality & Standards Board is clearly visible (image 1).

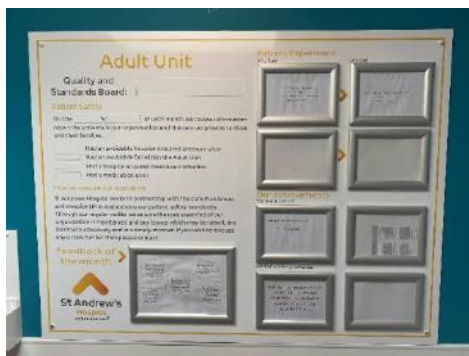


Image 1. Quality and Standards Board

The Healthwatch Team visited on the last day of the month so the information was to be updated the following day. This is 'Good Practice' as it shows what patients/families have said and what the Hospice will do about it. It is a visual image for families and shows the comments. There is opportunity all around the building for patients and families to leave comments and feedback about the services they have received.

Individuals have their own rooms with en-suite bathrooms. The bathrooms were clean and also designed in a dementia friendly way, as you can see in the photograph the walls are blue which highlights the sink and ensures service users/patients can navigate the bathroom. The bathrooms also have a non-clinical feel to them (image 2).



**Image 2: Bathroom**

The rooms have the equipment they need however are given a hotel like feel. Service users/patients and family and friends can access drinks as and when they require them (image 3).



**Image 3: Visitor drinks station**

All medication is locked away in cabinets within the wardrobe, see below, so patients do not feel they are in a hospital setting. This is also to avoid the use of medication trolleys. There is also a safe so valuables can be locked away (image 4).





**Image 4: Medication cabinet and safe (in each patient room)**

Each room also has its own small patio area (image 5) and the doors can be opened and a bed can be pushed outside, if the patient wishes. The rooms contain a small dining room table so service users/patients can eat with their families if they wish.



**Image 5: Patio doors leading to the garden from a patient's room**

The beds can be changed to fulfill individual needs, there are bariatric and cuddle beds available to ensure the service user/patient is comfortable. The cuddle beds are to ensure that the service user/patients can sleep alongside a loved one, if this is what they wish. Due to the size of the rooms a family member can be provided a bed, again if the family require it. For those service/users/patients who wish to and with consultation with the Hospice can also bring in their pet.

There is also a separate area for family and friends, which has a fully equipped kitchen and living room. This allows family and friends to have a space where they can take a few minutes make some food etc.

## **What did inpatients say?**

Due to the individuals who were inpatients at the Hospice and the care they were receiving it was only appropriate for us to speak to one patient on the day who was accessing the Adult Unit.

The gentleman that HWNEL spoke to said “**the staff give a five star service**”. He also said that staff “**get him anything he wants, when he wants it**”. The gentleman said that he eats a good variety of food and that it is very nice.

He also told HWNEL that he couldn’t think of anything to improve because it is everything he could hope for. He also said that he likes to watch the birds out of the window and admire the rose bushes. He also said that he doesn’t like to watch TV as he only likes war films but he is allowed to choose what he does.

## What did staff say?

The Lead Nurse for the inpatient unit explained that the staff all supported each other and that it was a very rewarding place to work.

## Children’s Unit (Andy’s)

The Children’s Unit caters for children with complex needs and life limiting conditions. The Children’s Unit offers symptom management, end of life care and respite for children and their families, this is dependent upon need. St Andrews Hospice caters for the individuals needs in a very person centred way.

Image 6, is a picture of the mood board which allows children and young people to record how they are feeling today but also how they have felt about their experience of being at the Hospice.



**Image 6: Patient mood board**

Each bedroom can be altered for the individual needs for the Children and Young People. The Hospice has a range of beds available, these are dependent on the child’s age and requirements. When a Child or Young Person is attending the unit their name is placed on their rooms door and their rooms are personalised. Each room also has colourful and child friendly curtains and blinds, (see image 7 below).



**Image 7: Example décor in the children and young people unit**

Andy's has a range of activities for the children and young people, this is dependent on need but also the individual preferences of the child or young person. The following photographs are examples of the activities provided. There is also a sensory room, at the time of our visit there was child using it so did not observe this area.

There are soft play areas for children and young people this is to encourage different sensory experiences but also to ensure children and young people are safe (images 8, 9 and 10).



**Image 8: Soft and sensory play areas**



**Image 9: Soft and sensory play areas**





**Image 10: Soft and sensory play areas**

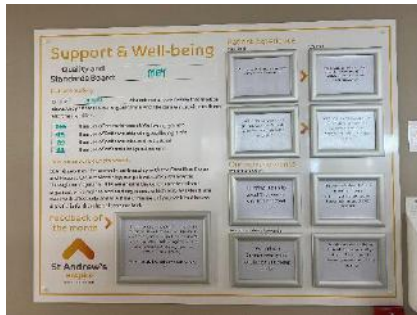
There is an outside area within Andy's (image 11) which has a trampoline but also contains a mud kitchen. This is to ensure sensory play, there was also sensory boards on the walls.



**Image 11: Outdoor play area**

## Wellbeing Service

On entering the Support and Wellbeing Service, there is a board with information and 'You Said, We Did' information (image 12). It also contains feedback from service users. The Wellbeing Service offers a clinic on a Friday in case service users/patients need health information or advice. This was developed directly from feedback the Hospice has received from its service users.



**Image 12: ‘You said, we did’ information board**

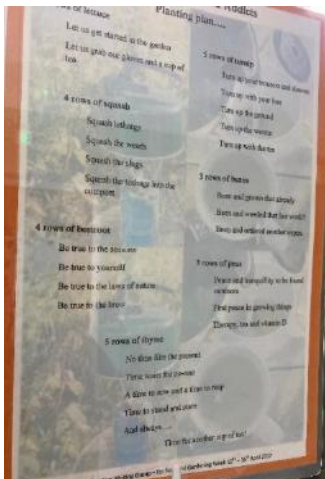
The wellbeing suite has 10 groups per week and these range from gardening and crafts to a group for those specifically with dementia and their carers.

The gardening groups spend time growing fruit and vegetables but can also access nursing care when they are at the groups. This enables service users to take part in activities that would otherwise be difficult for them to access and loved ones can be assured that they are being cared for. The gardening groups enable service users to get outside in a safe way, one gentleman who loves to garden said **“I enjoy coming to the group”**. Another service user said **“I come to the Thursday group every week without fail”**

Images 13, 14 and 15 show examples of some of the projects they have been working on. The group also gives service users the opportunity to not feel isolated or different, if they have equipment with them. From the photographs you can see that all the beds are at wheelchair height and easily accessible by all. The planting area has been carefully thought about to allow wheelchair access but allowed for that homely feel to it.



**Image 13**



**Image 14**



**Image 15**

**Patient projects**

In the main room inside where the groups take place there are lots of projects that service users have on the go and they are free to choose their activities. There are art projects, a group are currently making memory bears. Within the Wellbeing Suite everything is organized in a person centred way and is part of their wider care plan.

Staff said they often have singers or entertainment, they have recently had an ABBA Tribute band.

As part of the wellbeing programme St Andrews Hospice has regular therapy animals visit. This is used as a non-clinical therapy to provide comfort, distraction and stimulation for service users/patients. As part of developing this further a member of the staff team is training their own dog so this opportunity can be provided more widely. Image 16 shows part of the facilities that has enabled this training to start.



**Image 16: Therapy dog training**

## What Did Staff Say?

HWNEL spoke to a volunteer who had been volunteering at St Andrews Hospice for 9 years at both Peaks lane and one of the charity shops. She said that she enjoyed volunteering and giving something back to the community.

Staff in the Wellbeing service said that it is nice that if a service user is having issues and things have changed with regards their health you can speak to other staff in other departments really quickly and sort things out for them. Staff explained that they work in their own areas, however they do know staff from all over St Andrews Hospice and they do not feel they work in silos.

## The Retreat

The Retreat is a facility where service users/patients can have a “Spa” experience. The hair salon only caters for one client at a time and staff are experienced working with people with a range of complex needs. The facility is all on one level so is accessible for all, including those that may need to bring medical equipment with them. Due to only one client in the salon at a time, it can be easily adapted for an individual’s needs.



**Image 17: The Retreat**



**Image 18: Treatment room**

There are also therapy rooms where service users/patients can have complimentary therapies as part of their wider care package.

The whole retreat area was clean and decorated in such a way as to feel like any hair studio or therapy spa.

There is also a hydrotherapy pool (image19), this is used for physiotherapy session but also families can hire it for fun sessions as it has disabled access. Staff said that families find it easier to use than public swimming pools as it can be tricky with equipment but also it is private for them.



**Image 19: Hydrotherapy pool**

## **Family Space/facilities**

For families that may need accommodation or may need accommodation for a respite visit can use the facilities upstairs, which consists of a shared kitchen/dining room and living room. Families will have their own bedrooms. Staff explained for families accessing the Children's Unit may need to travel from outside of the local area so this facility enables them to not worry about where they stay.





**Image 20 & 21: Shared accommodation**

As seen in image 20 and 21 the shared spaces are clean and well decorated, they have a modern look and it is kept in the feel of not looking clinical.

## **The Garden/Outside Space**

The gardens and outside space and managed by 6 to 10 volunteers. The gardens offer some space for children with park equipment that can be accessed by those in wheelchairs (image 22 and 23).



**Image 22 & 23: Children's accessible outdoor play area**

The gardens offer a range of areas from where service users/patients and their families can play and make noise to more tranquil areas.





**Image 24: Gardens**

Staff said that the gardens have also been used for weddings and naming ceremonies. There are also quiet spots where you can sit and think.



**Image 25: Gardens**

The gardens offer the opportunity for service users/patients and their families to have fun times but also quiet times and get out in the fresh air. Staff can enable all users to access the garden.

## **Butterfly Suite**

The Butterfly Suite is a facility that St Andrews Hospice offers to loved ones to allow them time after their child has passed away. The room is temperature controlled and families can spend time with their loved ones. There are facilities that allow families to make drinks and spend time with their loved one.

## **What did Family and Friends Say?**

On this visit we did not speak to any family and friends.

## **Conclusion**

In conclusion, HWNEL found St Andrew Hospice to be a friendly and welcoming place. The hospice was clean and HWNEL did not observe any issues. Even though the hospice is designed for those that have life-limiting illnesses, or on a palliative care

pathway or on an end of life pathway the hospice feels bright and non-clinical. The design of the building has been thought about carefully and provides a range of services that promote wellbeing. At the core of all services provided is the service user/patient and their families.

St Andrews Hospice listens to the service user/patient and makes improvements to services they provide. This ensures that all services are designed with the service user/patient at the heart of everything they do.

## Highlighting Good Practice, Themes & Recommendations

### Highlighting Good Practice

St Andrews Hospice provides person centred care and takes into account a service users/patient's wishes and feelings. Staff at the hospice have those difficult conversations around end of life and other professionals could learn from their approach. These conversations, for many, could happen sooner and plans could be put in place earlier. St Andrews Hospice has a range of services that could be utilised better, if only people are aware of them.

### Themes & Recommendations

HWNEL has no recommendations at this time, HWNEL would just like to commend St Andrews Hospice on the services they provide both within the hospice and within the community.

### Providers Response

“St Andrew’s Hospice is extremely grateful for the support of Healthwatch in engaging the views of our patients, families and staff and observing how care is delivered within the Hospice facility. We are extremely pleased with the positive feedback contained within this report and would like to thank Tracy Slattery, Annabel Tindale & Helena Hancocks for taking the time to visit St Andrew’s. We appreciate all independent feedback, providing the opportunity to review our services, and in turn offering assurance on the quality and standards of care and support being delivered. Thank you to everyone involved in this visit, your feedback and contributions are immensely valuable and will help to widen the awareness and understanding of the hospice services at St Andrew’s.

Michelle Rollinson  
CEO

Signed on behalf of Healthwatch North East Lincolnshire:	Date: 31 July 2023
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