



Enter and View Report

St. Andrew's Hospice

10th/17th October 2019

healthwatch

North East Lincolnshire

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Report Details

Address	St Andrew's Hospice Peaks Lane GRIMSBY DN329RP
Service Provider	St. Andrew's Hospice Ltd.
Date of Visit	10 th /17 th October 2019
Type of Visit	Announced (See methodology on page 5)
Representatives	Karen Meadows, Carol Watkinson, Judy Hamilton, Moira Harrison

Acknowledgements

Healthwatch North East Lincolnshire would like to thank the management, patients and staff for their contribution to the Enter & View Programme.

Disclaimer

Please note that this report relates to findings observed on the dates listed above. Our report relates to these specific visits to this service and is not representative of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

This report is written by the Volunteer Coordinator for Healthwatch North East Lincolnshire using the information gathered by the Enter and View Authorised Representatives named above who carried out the visit on behalf of Healthwatch North East Lincolnshire.

What is Enter and View?

Part of the local Healthwatch Programme is to carry out Enter and View visits.

Enter and View visits are conducted by a small team of staff and trained volunteers, who are prepared as “Authorised Representatives” to conduct visits to health and social care premises to find out how they are being run, make recommendations where there are areas for improvement and to identify areas of good practice.

Enter and View is an opportunity for Healthwatch North East Lincolnshire to:

- Enter publicly funded health and social care premises to see and hear consumer experiences about the service
- Observe how the service is delivered, often by using a themed approach
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives
- Observe the nature and quality of services
- Collect evidence-based feedback
- Report to providers, the Care Quality Commission (CQC), Local Authorities, Commissioners, Healthwatch England and other relevant partners

Enter and View visits are carried out as “announced visits,” where arrangements are made between the Healthwatch team and the service provider, or if certain circumstances dictate as “unannounced visits.”

Enter and View visits can happen if people tell us there is a problem with a service but equally they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the services first-hand.

Purpose of the Visit

- To engage with service users of the named service, both inpatients and outpatients, and understand how dignity is being respected in the care environment.
- To observe and hear about the care provided at the hospice, looking at a number of key themes through the use of questionnaires and conversations with staff and patients.
- To observe staff engaging with patients and their surroundings.
- Capture the experience of patients and staff and any ideas they may have for change.

Methodology

These visits were announced Enter & View visits.

This visit was an announced visit, with the setting being informed in advance of the time and dates of our visit. This approach was undertaken to ensure that a member of staff could appropriately facilitate our visit on the days of the visits. Our visits incorporated completion of separate questionnaires for patients, staff and relatives/friends; these are appended to this report.

Our Previous Visit

Healthwatch North East Lincolnshire last visited St Andrew's Hospice in June 2017.

Following our previous visit, we made the following recommendations:

- Staff are reminded to keep noise levels at a minimum during the night.
- Patients are asked whether they are content for blinds (into the corridor) are kept open for observation purposes.
- The comfort of recliner chairs for relatives to sleep on is checked.
- The hospice clarify whether day activities are constrained by staffing and the process for attenders to review the level of programme support provided.
- A response is given over the timing of planned respite arrangements to allow relatives to take a break.

That staff name badges are visibly displayed.

Following this visit, we are able to report the following:

- Staff have all been reminded to keep noise levels to a minimum at night.
- Patients were asked if they were happy for the blinds to remain open and their responses have been documented.
- Recliners were not intended for relatives to sleep on overnight and they are asked to use the overnight attendant couches. They have reminded staff to ensure they offer these to relatives.
- The well being programme has never been constrained by staffing and is a developing service, the provision of sessions increases with demand.
- The Healthwatch team observed staff wearing name badges.

Details of Visit

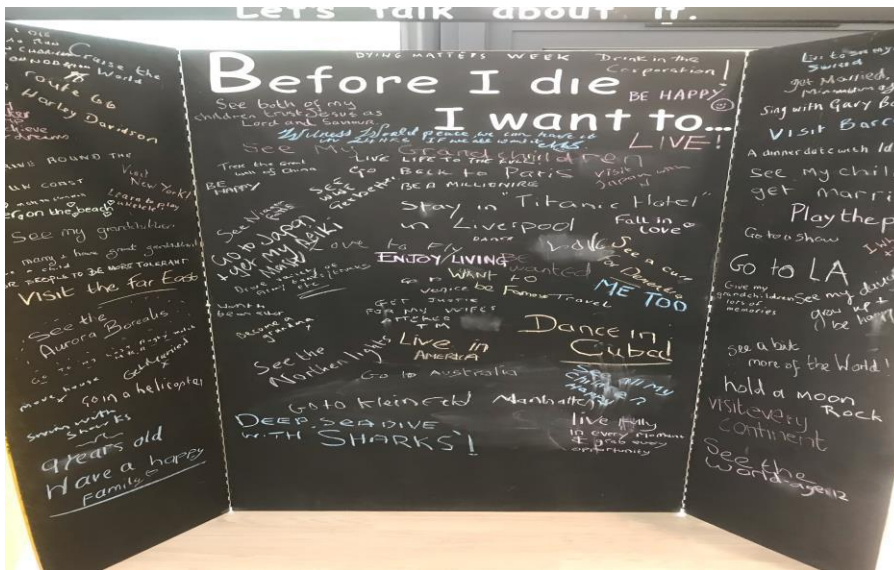
St Andrew's Hospice is a purpose built and extended facility offering palliative, end of life, day and respite care in two units dedicated to Adults and Children. For the purpose of our visit, we will visit both Child and Adult Facilities.

The Hospice has over 5.4 million pounds a year running costs, the NHS funds 18% and the remainder is fundraised by a variety of charity funding streams.

Environment

The Enter & View Team were greeted in a large welcoming reception area. There was a sign in book, hand sanitizer and a small waiting area. This area led into what is referred to as 'The Hub' which is a very large bright space housing a variety of seating (arranged to promote privacy) dining tables and a cafeteria. This facility is open to the general public as well as patients.

This area houses information displays about a number of local services, books and jigsaw puzzles and a large chalkboard display that encourages people to write things they would like to do before they die. This is with the intention of opening up the conversation about death and enabling people to talk more freely about the later stages of their life.



The Hospice environment was observed to be very warm and welcoming with a clear layout and no odour. There was a high standard of hygiene and cleanliness throughout and we observed no hazards or obstructions during the visit.

Patient Unit - Adults

The Adult in patient unit is situated on the ground floor. It has 12 rooms, 2 used for rolling respite care and 10 for emergency admissions and end of life care. This caters for those patients who have a diagnosis of a life limiting illness. On the day of our first visit, there were seven patients in the unit, but only two who could see the team. On the second visit, there were eight patients, with only four being available to see the team.

For those patients on end of life care, the patient had chosen the Hospice as their preferred place to die. However, they can change their mind at any point. End of life care is planned carefully and implemented from the moment the patient arrives.

Patients are treated in the patient unit for a variety of reasons. The unit offers respite care for difficult symptom management such as pain, nausea, breathlessness, and offers psychological support where appropriate.

All Inpatient areas are open plan, bright and comfortable, with tea and coffee making facilities available for staff, patients and their friends/families. The nurse's station is in close proximity to the units and patients can be observed through large floor to ceiling windows to the front and back of patient rooms. These windows have vertical blinds that can be open and closed as appropriate for privacy and comfort.

Lighting was observed to be at a comfortable level throughout the area and we were aware of a pleasant aromatherapy aroma that created a relaxing and calm atmosphere.

Hand wash facilities and sanitizers are placed throughout the corridors of the unit, with small lounge areas at the end of the corridors to maximise use of space and provide 'quiet' areas.

Patient units/rooms are large and well furnished with natural light provided through skylights and patio doors. Each room is purpose built with integrated fixtures and fittings, purposely designed to ensure medical equipment is kept out of view to ensure that the room appears more homely and less clinical. All rooms have high and low raising beds and décor was to an extremely high standard ensuring that the environment was inviting, comfortable and had more of a 'hotel room' feel. Each room has beverages available and each has table/chairs and day beds for relatives and friends.

All rooms had en-suite facilities and each have their own private patio area, which leads onto a well maintained, garden. We were told that beds could be placed in the garden area so that patients could enjoy the summer sunshine if they so wished.

Patient Unit - Children

The children's unit at the Hospice is known as Andy's Unit and provides day care, community care, respite care, symptom management, and end of life care for children and young people from pre-birth to 25 years of age. Once a young person reaches the age of 18, the Hospice begin to plan transition to adult services to ensure a smoother transition as possible. In addition to medical care, emotional support can also be provided for children, young people and their families alongside practical help and assistance in times of need.

Entrance to the unit is via an indoor soft play type area designed for the younger children. This led onto a wider area that housed a variety of other activity areas

such as computer room, activities area and an outside play area. Walls and corridors throughout were wide, bright and displayed colourful artwork and murals, including a dedicated Memory Wall. The Memory Wall is dedicated to the memory of children that have used Hospice services and is presented in the form of a heart made up of badges, each depicting a photograph of the child or young person. We were told that each year all families are invited back to the hospice for a 'Memory day'.

We also observed a Sensory room, equipped with soft mattresses, seating and a range of colourful lights hanging from the ceiling, walls and around some enclosed water features. Soft background music can also be played and the lighting adjusted to different levels.

Children and young people's accommodation was provided in clean, bright bedrooms that are furnished to a high standard. Furniture was designed to be portable so changes could be made to the rooms, dependent on the age of the person using it. This also applied to the soft furnishings etc. On our visit we observed one room had a 'Space' theme, with other themes including 'jungle' and 'under the sea'.

On the day of our visit, we observed a young person having a relaxing day in bed playing on his tablet and two younger children being assisted by staff to eat their breakfast, one having come for respite care and one for day care. Staff were observed by the Enter & View Team to treat the young people with dignity and respect and the children responded well to them.

Another facility, unique to St Andrew's Hospice, is what is known as 'The Butterfly Suite'. This is a separate accommodation area for families to be able to remain with their child/young person after they have passed away. This allows them to stay with their loved one right up to the point of their funeral, which in some cases can take several weeks. This facility is also available to those who have passed away out of area or for those who have specific cultural requirements.

The Butterfly Suite consists of two large double rooms, the first being a family sized lounge and kitchen area with access to an outside balcony area. The second room is a bedroom for the child/young person and is kept at a cool temperature. Families can bring in the child's own bedding and personal items to enable them to provide a more homely and familiar environment.

The Retreat

The Retreat is a facility within the hospice that provides beauty and complimentary therapies, as well as a facility for assisted bathing. It is set out in the style of a Spa, with low lighting, soft music and a pleasant aromatherapy aroma.

The Hair and Beauty Salon, situated within the Retreat, it is open two days a week and is open to the public as well as Hospice service users. Similarly, the assisted bathing facility is also available for public use upon referral. There are several assisted bathing rooms in the retreat, each having a lot of space for ease of manoeuvrability, and equipped with the necessary safety and lifting equipment. These areas were observed to be clean and bright, with the addition of piped music to ease relaxation.

Other facilities in The Retreat include complimentary therapy rooms where service users can access therapies such as Reiki and massage. There is also access to a Lymphedema clinic and a large Hydrotherapy Pool.

The Hydrotherapy pool is housed in a conservatory style part of The Retreat overlooking the garden areas. We observed this area to be equipped with safety and lifesaving equipment as well as floating aid and overhead Hoists. The pool is available for families as well as individual use, with physiotherapists providing therapeutic sessions. Community groups, if required can also access the facility.

The Garden area surrounding the Retreat is well maintained as divided into themed areas. There is a Pirate themed play area for children and more relaxed ‘serenity’ area for adults. There is also a pavilion located in the area that is designed to provide a place of spiritual comfort for all faiths, a place where people can talk through any anxieties or fears in a safe space. The hospice employs a chaplain and a number of volunteers from different faiths. This team provides person centred support of a spiritual and emotional nature to all patients, families, staff and volunteers.

Wellbeing Service

This service provides a free and confidential service that aims to support people to address some of the barriers preventing them from living a healthy and happy life. The aim is to help identify individual wellbeing goals and a team of wellbeing staff and practitioners offer support to help them achieve these both within the Hospice environment, in the individuals home or within the local community. Examples of support offered can include; overcoming barriers, smoking cessation, weight management, physical activities, stress management, and counselling.

St. Andrew’s Hospice also provides a wellbeing service on site that consists of two clinical rooms for a range of treatments including acupuncture, a relaxation room with comfortable reclining chairs, a therapeutic activities room and a garden area.

The Hospice employs an Activity Coordinator who engages service users in a wide range of activities such as quizzes, cultivating house plants, arts and crafts, jewellery making and reminiscence and memory work. The latter of these was said to be a particularly popular activity that enabled people to share memories with family members in a lasting format.

The small garden area housed a shed which provided a place for men to work on tasks and talk to each other, following the ‘Men in Sheds’ initiative that is designed to support men’s health and wellbeing.

Food and Drink

St Andrew's prepares and cooks all meals for patients and the public in their onsite kitchens. Snacks are available to patients at any time and alternatives to meals are always accommodated. Patients, friends and relatives that responded to our questionnaire, all commented positively on the high standard and quality of the food provided. One service user commented, *"Food is good value, particularly the fruitcake and cabbage in sauce"*. Another service user stated *"the food is very good and I was informed that I could have a snack at any time."*

One service user stated that she had a *"fabulous"* Christmas dinner last year and is planning to return again this Christmas.

The Hub area has an onsite cafeteria that provides a varied and healthy menu and is presented in a way that the food can be viewed before purchasing. Prices are reasonable and patients and staff receive discount. The cafeteria promotes a 'coffee of the day' for £1 and caters for group meals and afternoon teas on request. We were fortunate to sample a variety of the dishes available and were impressed with the freshness and quality of this.

Patient Questionnaires - findings

Seven patients completed a questionnaire. Not all Patients answered all of the questions.

The outcomes of these responses are as follows:

- 100% of respondents stated that this was not their first visit to the St Andrew's Hospice. 14% of these stated that this was their second visit, 28% stated that this was their third visit and 58% stated that this was their fourth or more visit.
- 100% of respondents rated their treatment and care as very good. Reasons given for these ratings included; *"the care is second to none"*, *"staff are very friendly and helpful"*, *"I'm treated with the utmost respect and extreme dignity, everything is on a level of excellence here"*, *"everyone helps you as much as they can"* and *"everyone is very good"*.

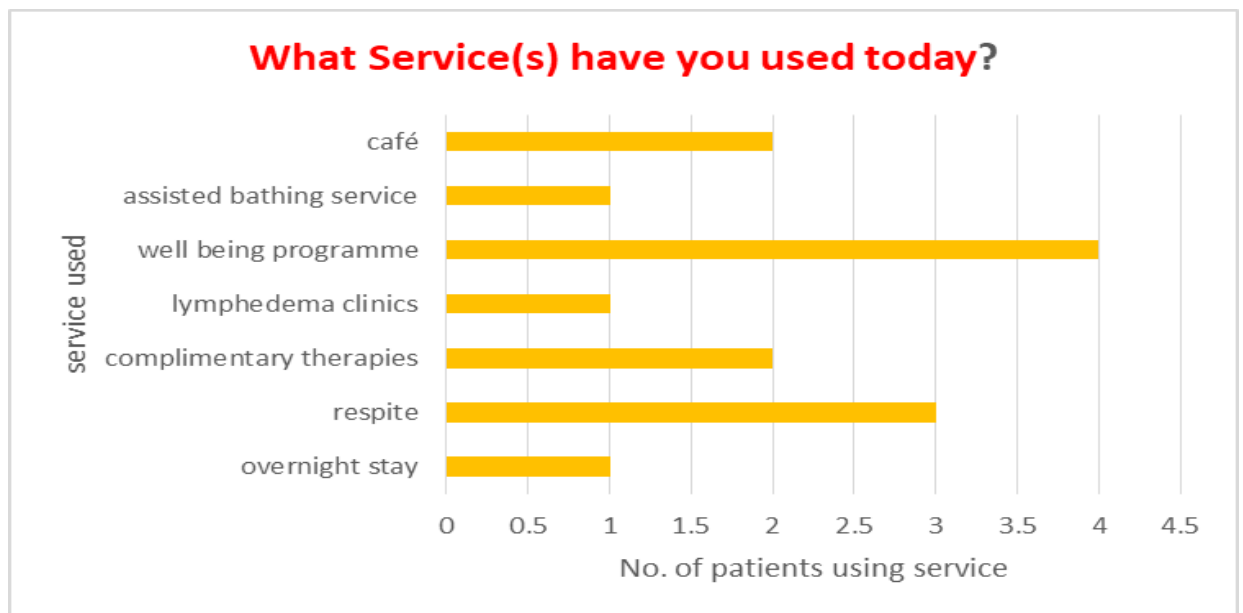
- Reasons for choosing St Andrew's were advised as Proximity to home (2), recommendation (4), part of my care package (3). Some patients gave one or more reasons.
- Patients were asked if they felt they had been involved as much as they wanted in decisions about their care and treatment, both before admission, whilst admitted and as part of an ongoing care package. 89% of respondents felt that they had been involved before admission with 100% of respondents stating that they had been involved whilst admitted and as part of their care package.
- 57% of respondents felt they had been able to talk to a member of the hospice team about any worries or fears they may have had. The remaining 43% of patients stated that they had had no worries or fears.
- 100% of patients that responded stated that they found staff and volunteers helpful, knowledgeable and able to answer their questions.

Overnight stays

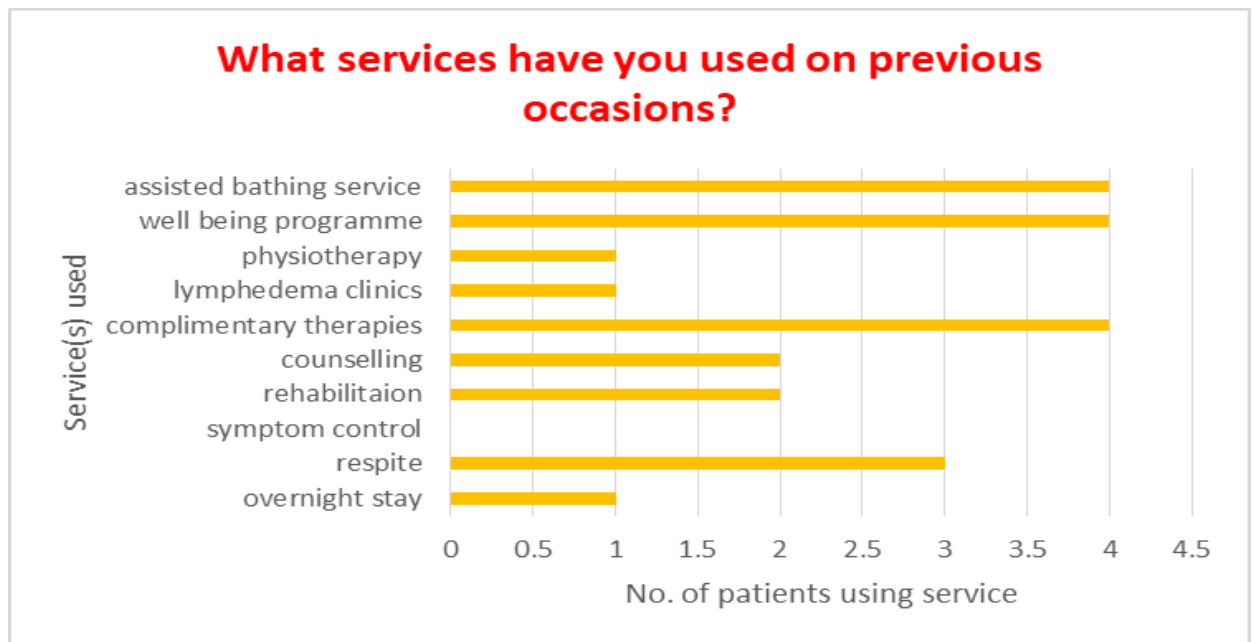
- Of those Patients who had indicated that they had experienced overnight stays at the Hospice, 100% rated the cleanliness of the hospice as very good, with all stating that they did not feel that this could be improved upon.
- 100% of patients stated that hand sanitizer was used at all times and that they encouraged friends and family to use the hand sanitizer.
- 10% of patients commented that they needed assistance with feeding during their stay and that this assistance was provided at all times.
- 100% of patients stated that they had confidence in the nursing care that they received. Reasons for these responses included, *"the attitude of the staff gives you confidence"*, *"I am treated with the utmost respect"*, *"they make you feel good"*.
- 60% of patients stated that they had needed to ring the call bell and staff responded promptly in all of these cases.
- 100% of patients rated that staff communication about pain management was very good.

- 80% of patients stated that they had been given contact details should they have any concerns about their condition once at home. 20% stated that they had not.
- 100% of patients stated that they had been treated with dignity and respect during their stay.

Hospice services used.



86% of respondents stated that the service(s) they had used today were part of their care package. 100% of respondents stated that the service was very good. Reasons given included; “the care is always on the boil”, “I feel part of a team and am able to talk to others in the same boat”, “we have a good laugh”, and “the hairdresser does a wonderful job and is so reasonable”.



70% of respondents stated that these services were part of their care package. 100% of respondents stated that the service was very good. Reasons given included; *“staff make you feel better in yourself”*, *“staff make you feel human and not just a patient”*.

100% of all respondents rated St. Andrew’s Hospice as EXCELLENT overall. Additional comments highlighted the quality of care and the helpfulness of staff:

- *“It is a very good service. I am long term disabled and I come to the hospice regularly. I find the facilities and the staff very helpful”*.
- *“I don’t think that the staff get paid enough for all they do”*.
- *“They treat me with great respect. Before I came here, I was going downhill, now I feel so much better in myself. I feel like I have a purpose, it’s a great outlet for me”*.
- *“On admission, I felt reassured that my condition was understood.”*
- *“I was overwhelmed by the way admission took place, seamless with several agencies involved after having difficulties at home.”*
- *“The best experience of care I have ever had.”*
- *“Staff always show respect and treat me with dignity at all times.”*

Staff

On the day of our visit, we were able to observe a varied staff team, all working together to provide an excellent range of services to St. Andrew's service users. St. Andrews employs not only Nursing Staff and Nursing Lead Practitioners (from a range of specialisms) but also Activity and Volunteer Coordinators, Therapy Staff, Wellbeing Staff, Palliative Care Social Workers, Catering, Cleaning and Office Staff. In all areas of the Hospice we observed notice boards with the photographs and names of all staff on duty that day.

We were able to speak to one of the Activity Coordinators. She was very enthusiastic about her role and told the team all about the range of activities that she promoted and supported. The Palliative Care Social Worker also told us that she "*thoroughly enjoys*" her work with adults, children and their families.

Volunteers are a vital and valued part of the Hospice team. They undertake a wide range of duties, both within the hospice and in the fund raising outlets.

The Healthwatch Enter & View Team were able to observe Hospice staff and volunteers treating patients and visitors with dignity and respect and engaging with them in an empathetic and caring manner.

Staff Questionnaires - findings

Healthwatch Enter & View Team left questionnaires with Hospice staff to complete and post back. We received nine responses from Staff. Responses were not received for all of the questions asked.

The findings were as follows:

Safety

- 100% of staff responded felt that there were adequate numbers of staff on duty in their workplace, all stating that they felt staff absences were managed adequately.

- 100% of staff that responded stated that they understood the systems in place to safeguard patients.
- 100% of staff stated that they felt confident in raising concerns within their setting with 89% of staff stating that they felt that their concerns were acted upon.
- Of the responses received regarding the need for any additional training requirements, 55% of staff indicated that they would like the opportunity to undertake additional training. Training that staff would like to complete include: Piccline training (2 respondents) male catheterisation training (2 respondents), ECG training, tissue viability training and psychological, bereavement and dementia training.

100% of staff that responded felt that their training needs were regularly reviewed and update.

Effectiveness

- 89% of staff that responded felt that they had an adequate induction when they first started their employment with 89% also stating that they had access to regular supervision.
- 89% of staff involved in direct patient care felt that they were adequately able to support patients with their needs.

Caring

- 100% of staff that responded stated that they felt people were treated with kindness and compassion with 66% of these stating that they got to spend enough time with patients.

When asked to comment on the most enjoyable part of their job, staff that responded cited:

- *“Being able to care for patients and families without being rushed.”*
- *“Being involved in memory work.”*

- *“Supporting patients and families at end of life.”*
- *“Enabling patients and families to have the best possible care when approaching end of life.”*
- *“Being with patients and being part of their journey, is such a privilege.”*
- *“Being able to provide opportunities for the children to have ‘the best day ever’.”*

Responsive

- 100% of staff that responded felt that the Hospice provides person centred care and that they felt that they fully understood different patient’s needs, including patient’s preferences for end of life care.
- 89% of staff involved in direct patient care felt that they were able to respond effectively to the needs of patient.
- 100% of staff stated that felt confident in the use of technology

Well Led

- 100 % of staff that responded felt that they were well supported in their role and that they enjoyed working in a Hospice environment.
- When Staff were asked if they felt that the management team were approachable and helpful. 89% of staff replied positively with 11% of staff stating that some of the management were approachable and helpful.

When asked if there was one thing that they could change, staff responses included:

- *“Some parts of the building/fixtures & fittings can be inadequate at times.”*
- *“Spending more time with patients.”*
- *“Improved pay scales in line with hospices in our network.”*
- *“C.U needs more understanding and support.”*
- *“Pay rise in line with NHS pay as we are specialists in this area.”*
- *“Improved communication between teams within the hospice, especially between unit staff and management.”*
- 33% of staff that commented felt, *“our wages do not reflect the specialist role we give, should be matched to NHS levels at least.”*

Additional Comments included:

- *“I love working at the Hospice.”*
- *The hospice is an amazing place to work. I love the job and the environment is special.”*
- *“I feel that the care and compassion that is given by myself and all the team is outstanding. I feel proud of the team I work with.”*
- *“I feel that we should be paid in line with NHS wages as we provide specialist symptom control and end of life.”*
- *“I am proud to work for the Hospice and I am extremely proud to work for the adult unit team as I know we provide excellent care. I find this job incredibly rewarding.”*
- *“I feel very privileged to work at the Hospice and be part of a team that is so caring and compassionate in a person’s last days of life.”*
- *“I love working at the Hospice and I am proud of the care we provide. This is the best care local people will receive.”*

Friends & Family Questionnaires - findings

Questionnaires were left at the Hospice for friends & family members to complete and some were completed on the day of the visit. We received five completed questionnaires. Responses were not received for all of the questions asked. The findings were as follows:

- 100% of respondents stated that this was not their first visit to the St Andrew's Hospice.
- 100% of respondents rated their treatment and care as very good. Reasons given for these ratings included; *“everyone is very good”*, and *“staff are very polite.”*
- Friends and family members when asked if they felt they had been involved as much as they wanted in decisions about the care and treatment of their family member or friend, both before admission, whilst admitted and as part of an ongoing care package. 100% of respondents felt that they had been involved in all three areas.
- 100% of respondents stated that they felt they had been given enough privacy when discussing the care and treatment of their friend or family member.
- 100% of respondents felt they had been able to talk to a member of the hospice team about any worries or fears they may have had when necessary.

Overnight stays

Of those respondents that had indicated that their friend or family member had experienced overnight stays at the Hospice, gave the following responses:

- 100% rated the cleanliness of the hospice as very good, with all stating that they did not feel that this could be improved upon.
- 100% of respondents stated that hand sanitizer was used at all times and that they were encouraged to use the hand sanitizer.

- 20% of respondents commented that their friend or family member had needed assistance with feeding during their stay and that they carried out this task out of choice.
- 100% of respondents rated that staff communication about their friend or family member was very good.
- 100% of respondents stated that they felt their friend or family member had been treated with dignity and respect during their stay.

Hospice services used.

Of the five respondents, two of their friends or family members were using Hospice services on the day of our visit. One was using complimentary therapy services and one assisted bathing services. Both respondents were unsure if this was part of their friend or family members care package but both rated the services as Very good.

Of the five respondents, one stated that their friend or family member had used Hospice services on a previous visit. This was for Terminal Care Services. The respondents stated that this was part of their friend or family members care package and rated the service as Very good, with an additional comment of, *“Hospice services and staff are first class.”*

100% of Friend and family members rated St. Andrew’s Hospice as EXCELLENT overall.

Additional comments highlighted the quality of care and the helpfulness of staff:

- *“The staff always put a smile on my mums face. They help and assist her so well. They are very professional but also make her feel comfortable.”*
- *“Being at the Hospice tends to get you thinking and makes you reflect.”*
- *The Hospice is always very clean and welcoming. Staff are always so helpful and lovely to me and my mum and dad.”*

Recommendations

- For senior management to consider a 'whole staff group' meeting to listen to staff concerns about pay.
- To ensure all service user are given details of who to contact if they have any concerns when they return home
- Senior managers to discuss with Staff training opportunities
- To ensure all staff have access to regular supervision

What Is Working Well?

- Patients felt they had definitely been involved as much as they wanted in decisions about their care and treatment, both before admission, whilst admitted and has part of their care plan.
- Hospice Staff provide an excellent level of Person Centred Care and patients, family members and friends all rated the level of care and treatment provided as 'Excellent' in all cases.

Service Provider Response

Thank you for your visit and report. We enjoyed meeting the team and having the opportunity to show you all some of the work we do here. Your feedback is very useful and look forward to future visits.

Distribution

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