LIFE WITH AN INCURABLE CONDITION DOESN’T HAVE TO BE LIMITING.

01
INTRODUCTION TO COMPTON CARE

Introduction from Chairman of the Board and CEO
Compton Care: Who we are and what we do

02
PRIORITIES FOR CARE

Our progress against Priorities for Improvement 2018-19
Our Priorities for Improvement 2019-20

03
CARE QUALITY

Care Quality Commission
Quality in Focus
Research, Audit and Learning and Development
Data Quality and Information Governance
Equality and Diversity
Patient Experience

04
EXPERIENCE

Patient Experience
Community Engagement
Staff and Volunteers

05
WOLVERHAMPTON CLINICAL COMMISSIONING GROUP STATEMENT

Statement from NHS Wolverhampton Clinical Commissioning Group
INTRO FROM CHAIRMAN & CEO
Welcome to Compton Care’s 2018-19 Quality Account.

‘Compton Care’ came into being on 11 April 2018. The new name signalled one of the most significant changes in Compton’s history, not only a new identity driven by the needs and wishes of our patients but also the start of a new vision, mission and a transformation strategy to enable the delivery of truly patient focused responsive services.

As our new vision declares, Compton Care is committed to redefining palliative care excellence. The challenge of transforming a traditional local charity into a leading-edge contemporary healthcare provider cannot be overstated. The internal challenge is the integration of Compton’s many services and the subsequent change in culture this requires as well as the journey of integrating services with primary, acute and social care to provide seamless care that best serves the needs of patients and their families now and in the future.

Year one of our transformation strategy (2018-19)
Wide ranging transformation needs a starting point and the core of Compton’s achievements in the last year have been focused on building strong foundations to provide the right platform - physically, psychologically and culturally - for future service development and the achievement of excellence. Significant improvements have been made in Compton’s infrastructure including:

• Improving Compton’s technology with enhanced security, meeting regulatory standards on data protection, systems for mobile working and the implementation of the EMIS patient information system to enable us to connect our patient records with primary and acute care partners.
• Contemporary facilities and estates; much work has been done to improve Compton’s sites this last year including security, parking and access for staff and visitors, meeting the latest health & safety standards and refurbishing Inpatient rooms and family areas.
• Compton’s new strategy puts people, our staff and volunteers, at the centre of our work. Significant investment has been placed in Human Resources to provide support for staff and managers during this period of transformation. Our Learning and Development team have supported this with a comprehensive management development programme and accessible short form learning opportunities for all staff to promote well-being, build skills and confidence and enhance performance across the organisation.

The achievements of Compton’s Community Development Team have been noteworthy this year. Compton’s compassionate community initiatives have grown a supportive autonomous network of families, carers, and neighbours ready and willing to support people in their communities affected by complex and incurable conditions. The team developed new services including community bereavement hubs across the area and established support groups and coffee and chat sessions for people and their families dealing with specific conditions like Motor Neurone Disease. These initiatives provide a significant support network for patients and carers but also extend Compton’s service offer and enable us to reach more families in need of psychological, social care and support with long-term condition management.

Year two of our transformation strategy (2019-20)
Work will continue this year on building a strong and stable platform for improving the quality of Compton’s services and ultimately for service expansion. The foundations are now there to enable us to focus on deepening and extending our service offer. This year Compton is focused on:

• Continuing our community development work to ensure we extend our reach and build understanding of how we can further develop a strong presence in all our diverse communities.
• Responsive services are the priority this year, the implementation of Compton’s new rapid response service for patients in crisis will be gradually introduced into our community based services alongside the Community Specialist Nursing Team and Compton Care at Home. In addition, a project to assist referrals into Compton’s Inpatient unit is in progress in anticipation of and in readiness for Compton’s plans to develop a care coordination function.
• A Care Coordination Model has been developed to coordinate all End of Life Care across our region in order to improve access and support for patients and referrers and is now being consulted on and refined with health, social care and academic partners. Compton’s Care Coordination Centre will be built this year at the heart of our Compton Hall site to provide a contemporary hub for this new function.
• In addition to the Coordination Centre the new building at Compton Hall will improve reception and visitor facilities, the mortuary area of the site and provide a clinical skills lab for enhanced on-site education of clinicians. Compton Hall is also undergoing refurbishment of the kitchens and staff dining room and a well-being room is being created for staff to have space to pause and reflect. The next phase of building improvement works is also being scoped this year to look at improving outpatients’ facilities, the functioning of the Inpatient Unit and the use of Compton’s Cedars site.
• Our people continue to be our top priority and this year will see the development and implementation of our well-being strategy. This will include a range of staff and volunteer engagement initiatives, health management and psychological support and education sessions as well as examining how we provide an appropriate environment for staff and volunteers to manage their work in a challenging and changing organisation and sector.
• Alongside the new initiatives, Compton continues to strive for excellence, the achievement of clinical quality markers has improved over the last year and this work will continue to ensure that quality patient care is the main priority but that it can also be achieved at the scale future demand will require.

Compton Care is committed to providing contemporary, responsive and expert services to our many communities, now and in the future. The year ahead will be challenging but will deliver another important step towards Compton’s exciting future as a leading provider of services for people with complex and incurable conditions.

To the best of our knowledge the information contained in the Quality Account is accurate.
WE ARE COMPTON CARE

Our Vision:

Compton Care will be a leader in redefining palliative care excellence in the UK.

Our Mission:

Delivering accessible, innovative, influential care that creates extraordinary experiences for the people in our communities living with complex and incurable conditions.

Our Values:

- Excellence and innovation - We define and deliver excellence in every area of our work; achieve it, demonstrate it, celebrate it. We strive to learn and improve every day.
- Respect and accountability - We are helpful, courteous and supportive; we demonstrate individual accountability for our behaviour and performance. We are guardians of Compton standards and reputation in order to create seamless care.
- Community and partnership - We work collaboratively with colleagues within Compton and partner with patients, carers and the health community to achieve the best outcomes for patients and families.
- Passion and determination - We show boldness of vision and clarity of purpose, we inspire and encourage others to manage challenges with determination and are passionate advocates for our patients.
- Compassion and empathy - We listen and engage without judgment, communicate with warmth, kindness and understanding. We put our patients, families and supporters first.
Striving for EXTRAORDINARY CARE

At Compton we strive to be able to deliver nothing less than extraordinary care and experiences for local people living with complex and incurable conditions.

The foundation of our care is based on being truly patient centred and family focused, this is enabled through:

• Strong clinical and managerial leadership.
• Provision of care that is accessible, responsive, coordinated and based on evidence based standards.
• Care that is delivered by competent and up to date professionals who are kind and compassionate and make every care contact count.
• The use of modern technology and systems to record patient’s wishes, preferences and care and the ability to share these with other relevant professionals.
• Seeking insight and feedback from people using our services about what is important to them to inspire continual improvement.
• Collaborative and partnership work with other professionals and local communities to better support patients and families.

Compton Care Services and Activity

Compton Care benefits the public providing services free of charge to patients, families and carers within our catchment area. Services are open to individuals over the age of 18 regardless of race, religion, sexual orientation, age or diagnosis.

During 2018-19 Compton Care provided the following services:

Compton Community Care - delivering specialist clinical expertise and personal care as well as practical and emotional support in a person’s home (or chosen place of care). This service incorporates specialist nursing support from Compton Nurse Specialists and Palliative Care doctors, personal care in the form of day and night visits (subject to location and availability) from our team of Compton Care at Home Healthcare Assistants and practical and emotional support from our physiotherapy, social work and spiritual care teams.

Compton Inpatient Care - an 18-bed unit where patients can access 24-hour clinical expertise, personal care and emotional support from a multidisciplinary team. Patients may be admitted for short stays on the unit for the purposes of symptom control and pain management, for respite care before being discharged or for end of life care.

Compton Day Therapies - patients can visit the centre to access a wide range of support including clinical expertise, therapeutic activities, access to complementary therapies, practical and emotional support and the chance to socialise.

Compton Supportive Care - a collection of services that aim to support a patient’s physical, emotional and spiritual well-being. This type of care combines art therapy, complementary therapies, counselling, physiotherapy, social work and spiritual care support. These services (with the exception of Physiotherapy) are also available to family members, relatives and loved ones of Compton patients.

Compton Lymphoedema Care - offering specialist support for people living with lymphoedema, giving them the tools and confidence to manage and lead an independent life with their condition.

Compton Bereavement Care - supporting family members, relatives and loved ones of Compton patients through their experiences of grief by providing qualified counsellors, trained bereavement volunteers and support groups. Compton Bereavement Care also offers specialist support for children and young people aged between 5 and 17.
Total referrals received

1,954

- Number of telephone contacts with patients, families and other healthcare professionals: 16,184
- Number of admissions to IPU: 298
- Number of attendances at Day Therapies Centre: 1421
- Number of visits in the community: 6028
- Number of care at home day support sessions: 2233
- Number of care at home night support visits: 887
- Total number of people cared for: 2,707
- No. of Learning & Development Sessions Delivered: 68
- No. of Learning & Development Sessions Delivered: 68
- No. of Learning & Development Sessions Delivered: 68
- No. of Learning & Development Sessions Delivered: 68
- Number of bereavement support sessions delivered: 1099
- Number of staff achieving specialist palliative care qualifications: 6

Number of patients receiving lymphoedema care: 1006
The following priorities were identified for 2018-19:

1. Setting the foundation for transformation: Redefining palliative care excellence in the UK. The notion of ‘hospice’ being only a place that offers care in the last days of life is one that has been ingrained in our belief system since the hospice movement was established over 50 years ago. Our own research indicates that even the word ‘hospice’ sparks feelings of fear, disappointment and worry often resulting in both patients and referring healthcare professionals delaying referrals until a person is nearing the end of their life. How could Compton Care, once and for all, break down these misconceptions and remove the negative stigma around our services so that people can access the support they need?

2. The foundation to extend Compton’s reach. As we strive to deliver palliative care excellence, how can Compton extend its reach to provide ongoing support to patients and families in addition to its planned care activities?

3. The foundation for Care Coordination. Patients living with an incurable condition are supported by multiple different healthcare professionals throughout the duration of their illness. How can Compton Care work better with other local health and social care providers to create joined-up care and improve patient experiences?

Priority 1: Redefining Palliative Care Excellence

2018-2019 was the year of transformation for Compton. Compton operates in an ever changing and challenging healthcare environment. The UK’s elderly population is steadily rising, as is the number of people living for longer with complex health conditions. Such trends mean demand for palliative care services is increasing. In 2017 the Compton Board of Trustees and Senior Leadership team took the opportunity to review our current offering and determine how Compton might move forward to support the increased demand for this type of care.

With the support of an independent agency, Orb, we conducted our first organisational perceptions study. We asked our patients and families, staff, volunteers, health and social care partners and stakeholders, donors and supporters and the public to share their views on Compton including our services, processes and our perception to the wider world.

The study findings highlighted a number of themes, namely:

(i) Compton was held in extremely high regard by those who had received direct contact/experience of our services. The view of Compton being a highly skilled, kind and compassionate care provider that delivers exceptional care services with a focus on treating patients as people, not a diagnosis, was widely shared by the majority of respondents.

(ii) Many of Compton’s systems, processes, procedures and large parts of its infrastructure were viewed as outdated and in urgent need of modernisation. In addition, feedback suggested that the greater need for Compton to work collaboratively with other healthcare providers as opposed to working in isolation.

(iii) Referrals to Compton’s services were being adversely affected by the widely negative connotations and associations of the word ‘Hospice’. Sadly, our research indicated that the outdated perception of a hospice being ‘only a place you go to die’ was still very much in existence despite Compton (and many other Hospices across the world) investing heavily in awareness raising campaigns and educational training programmes for healthcare professionals and the public. Our study showed that such stereotypes had caused large amounts of fear and apprehension amongst potential patients, resulting in many being deterred from accessing support. The perception was further demonstrated amongst healthcare professionals, some of whom openly shared that a referral to Compton Hospice would be the ‘final stop’ and was like ‘giving up’ on their patient.

There are two main battles... for one, my patients don’t want to go to Compton Hospice when I refer them. I can recommend them, but they won’t use the services until it’s the end of their life, when all of the time they could have had excellent symptom management. And the second is the fact that as a G.P. it’s difficult to admit there is nothing else you can do for your patient.
The findings left us with a great many things to consider. From May to December 2017 we conducted a series of face-to-face interviews with our patients, focus groups and external stakeholders during which we shared our study findings and asked for feedback on how we should move forward.

The call for change was resounding, most notably from those we exist to serve - our patients - who were emphatic in their belief that Compton should be the instigating force in making a bold change within the sector.

And so, on 11th April 2018, we became Compton Care. Our new vision, mission, organisational values, strategy and brand focuses on offering people who are living with complex and incurable conditions the care, support and encouragement they need to live their best life possible.

The Compton Care brand - who we are and what we do - centres around the key message that life with an incurable condition doesn’t have to be limiting. Our copy, imagery and interactions across all touchpoints reflect this new life-affirming approach in an attempt to reduce the fear traditionally associated with our services and encourage people to access support much earlier in their diagnosis.

“I didn’t like the word ‘hospice’ at all. Compton Hospice was, to me, somewhere you went to die. When I had cancer the first time, I did used to say to my children; ‘Don’t you ever take me in there’. But now, I think Compton is wonderful. I think its really good that the name has changed, its definitely better for everyone. You’re not scared at all. Its Compton Care, because that what Compton does.”

Compton Patient
In addition to a new brand we also launched a new organisational and clinical strategy which are closely linked and focus on six key areas:

1. **Reach**
   - Improving access to services

2. **Partnerships**
   - Focusing on integration and collaboration

3. **Excellence**
   - Focusing on quality and standards

4. **People**
   - Developing the Compton Care Culture and environment

5. **Learning**
   - Focusing on development and innovation

6. **Influence**
   - Developing our brand, reputation and visibility within the palliative care sector

### Priority 2: Extending our Reach

Throughout 2018-19 we have enhanced our offer to our patients and families through the development of emotional and social support networks in partnership with community organisations.

These networks offer patients and families the opportunity to meet with professionals and create connections with others in similar circumstances. They offer valuable extra support which can be accessed in addition to their planned care sessions from Compton.

**Support for people living with Neurological Conditions**

Throughout 2018-19 we enhanced the support available to local people living with the effects of neurological conditions through the delivery of two support groups.

- ‘MND’ Coffee & Chat in partnership with the neurological conditions and ‘Wolverhampton Café Neuro’ in partnership with Healthwatch Wolverhampton and The Black Country Neurological Alliance both offer support in a relaxed informal environment for anyone affected by a neurological/neuromuscular condition.

Both groups attract regular attendance from patients, families, friends, carers and healthcare professionals who are able to talk openly about any concerns, share experiences and create new friendships.

Throughout 2018-19 we support 77 people through the Café Neuro and MND Coffee and Chat groups.

**Bereavement Information Hubs**

Whilst Compton Care offers an exceptional bereavement support service facilitated by qualified counsellors with the support of highly skilled and award-winning volunteers, this service is currently only available to relatives and relations of Compton patients.

With demand for this service growing year by year, and a lack of wider bereavement support services in Wolverhampton and South Staffordshire, we established our monthly Bereavement Information Hubs.

With funding from The Masonic Foundation and in partnership with Cruse Bereavement Care the hubs are led by trained volunteers and offer an informal, friendly place to meet and talk to others who have experienced loss and grief and are also on hand to signpost to additional support services. Hubs have been established in community venues in Whitmore Reans, Bilston, Perton and Wombourne and have so far supported 87 people.

The Bereavement Information Hubs have been very beneficial to me. To be able to share my grief in a safe place is heart-lifting. I always come away from sessions feeling like I can suddenly feel sunlight rather than dark clouds.

Bereavement Information Hub Attendee
Priority 3: Becoming Care Coordinators

When diagnosed with an incurable illness, patients and their families can expect to receive support and input from several statutory and voluntary sector providers. Patients may be accessing support from several providers at the same time or move from one service to another.

The 2016 CQC report titled 'A Different Ending' identified that palliative and end of life care is often fragmented. The report notes that individuals find having a number of different people involved in different aspects of their care confusing and that incidences of people having to repeat information multiple times to different professionals led to inconsistencies in care and a loss of focus on the person and their wishes.

Furthermore the 2015 Parliamentary and Health Service Ombudsman's report 'Dying without Dignity' suggested that ‘Failings in communication within and between clinical teams, and poor co-ordination of care, contribute to inadequate palliative and general care’. Additionally, uncoordinated care was also found to have a significant impact on carers, who may have to step in and attempt to coordinate health and care staff and services themselves.

At Compton Care we recognise that it is vitally important that a person’s care is well coordinated to ensure their needs and preferences are met at every stage. As part of our newly launched strategy, Compton Care will become care-coordinators creating a single point of access for patients and carers and taking responsibility for organising, directing and managing a person’s palliative and end of life care needs.

Steps towards delivering care coordination began in 2016 with the generous gift of £1.5 million from former Goodyear workers towards the build of a dedicated Care Coordination Centre.

2018-19 saw the completion of the tender process to appoint the contractor to construct the coordination centre with the contract being awarded to BAM Construct UK. Preparatory and foundational work commenced in July 2018 with construction expected to commence in summer 2019.

To be an effective coordinator of care it is essential to have the appropriate technology in place. In 2018-19 we took the bold move to change our electronic patient record (EPR), our existing system no longer met the needs of a modern service provider. Our new state of the art EPR system, EMIS, has allowed us to improve communication across the multi professional teams and sites both internally and with external providers. This new technology will grant our clinical staff swift and secure access to the existing health records of patients who have been referred into our care.

Additionally, the system also allows our clinical staff the opportunity to update a person’s health record in real time. This means details of any type of treatment or support delivered by Compton Care is noted directly onto that person’s health record so that other professionals involved in a patient’s care, including GP’s, have access to this information. The new system is expected to greatly enhance the patient care experience. With immediate access to records, Compton Care staff will be able to make informed care decisions in a timely manner, thus helping to reduce any delay in treatment. The move from a paper based to an electronic recording system not only ensure greater security for patient data and support us in our achievement of the Data Security Protection (DSP) Tool kit.

With access to these records, which include important details such as existing health conditions, treatments and medicines, test results and hospital admissions, our staff will be better informed and therefore able to make the best decisions when creating a package of care.

EMIS was functional across all services by 31st March 2019 and went live on 1st April 2019.

A review group is in place to process feedback and review EMIS and its use, this will continue through 2019-20 whilst the system is fully embedded and work to connect with external providers takes place.

We have also recruited the Head of Care Coordination to oversee the development of our coordination model, this work will be evaluated in partnership with Birmingham City University.
Every year we undertake regular reviews and audits to ensure our care offering continues to meet our high standards and identify any areas in which improvements could be made to further enhance patients’ experiences. From this we identify key priority areas of improvement that we commit to delivering to ensure we are able to continue to deliver the extraordinary care our patients need and deserve.

In this section you can see our priorities for improvement in 2019-2020 these are aligned with our strategic priorities.

Priority 1: Build on our community engagement work to improve the experiences for people that use our services.

In 2018-19 we have extended our reach into our local community through our community engagement team. We will continue this work in 2019-20 to strengthen our relationships with patient communities, develop compassionate communities and raise our presence in our local area.

Why is this important?
Feedback from patients, their families and their carers about their experience is fundamentally important to us and enables us to drive improvements to our services. However it is equally important to develop and harness capacity in the community to support patients (and their carers) with incurable conditions to live well.

What will we do?
• Continue to use the friends and family test as an indicator of the quality of care and services provided.
• Develop our community and patient engagement strategy.
• Open new bereavement information hubs in more locations and extend the hours of support available to include evenings and weekends. This will also involve the recruitment of extra bereavement information hub volunteers who will receive training and guidance to provide much needed support for people experiencing grief in Wolverhampton and South Staffordshire.
• Complete a project to understand the barriers to accessing palliative care services faced by the South Asian Community. Throughout 2019-20 Compton Care will speak directly with members of the South Asian community in Wolverhampton to identify the actual and perceived barriers to accessing palliative care (from both Compton Care and other care providers). The findings of the project will then provide insight and recommendations as to how palliative care providers locally, regionally and nationally can improve their services to become more responsive to the needs of this group.
• Identify satellite centres in the community from which our own Compton Care community teams can work and provide support.
• Increase our number of community ambassadors to help create supportive environments and networks in which people can connect, contribute and socialise in the heart of their own community.
• Be visible within the community working with schools and community groups to raise awareness of palliative care and end of life care.

Priority 2: Strengthen our support mechanisms to maintain staff wellbeing

Compton Care recognises that to provide extraordinary care we need to support and develop our staff.

Why is this important?
Our staff have an extraordinary job to do. Only a daily basis our teams witness the physical and emotional effects that life with an incurable illness can have on both patients and their family members. Our staff can carry an enormous burden and will remember patients and their families for many years. At Compton Care we recognise that it isn’t only patients and families that need our support but that our staff need support too.

What will we do?
• Provide a relaxation space away from the work environment for staff where they can have time to unwind and reflect.
• We know that staff who are connected with each other across professions and teams, who are able to contribute to service improvements and who are well supported will have a better work-life quality which in turn positively impacts on patient care. We will introduce the Schwartz Round model across all services, this will give staff from across all services the opportunity to come together to discuss difficult issues arising from the work we do.
• Scope a new occupational health service offer for staff to focus on keeping well with the aim of developing a sustainable culture of a healthy workplace.
• Create our first People Committee, Staff Forum and Wellbeing Strategy.
• Develop our Volunteer charter.
• Develop a new clinical competency framework that supports all staff to be competent and up to date in the knowledge and practice that enable them to play their part in good care. The framework will allow expertise and professionalism to flourish.
Priority 3: Improving the Admission Process to Compton Care Inpatient Unit

Patients may visit our Inpatient Unit for a variety of reasons including help to control difficult symptoms such as pain, breathlessness, emotional and family support or for end of life care.

Why is this important?
We want our admission process to be responsive to people’s needs so that we are able to use our available beds effectively when they are needed and contribute to the wider healthcare system to support people to receive care in their preferred place. With the advent of our care coordination centre and a citywide ambition to move care closer to home it is essential that we now review our existing admission process to ensure that it is fit for future purpose for both patients and referring professionals.

What will we do?
In 2019-20 we will launch our Improving Admissions Quality Project, the first phase of the project will look at our current system and identify opportunities for change and improvement. We envisage a number of small work streams that will concentrate on specific aspects of the admission process with the overall aim of building a responsive, effective admission process that is accessible 7 days a week.

Priority 4: Develop our Care Coordination Model

People who access Compton services can have complex care needs and are often receiving care from multiple providers in different care settings. The connections between these services is fundamental to ensure that people receive appropriate care when they need it from professionals that are well informed with the plan of care and the patient’s preferences and wishes.

Why is this important?
This priority builds on our ambition and priority last year to become care coordinators. Coordinating care around the individual is essential to good care. It ensures people receive the right care, at the right time and in the right place. It means that people feel listened to, that they have greater choice and control over their own care, and that there are fewer unwanted hospital admissions.

What will we do?
During 2019-20 we will develop and establish our care coordination model. This will deliver:

- A single point of access with initial call handling and clinician triage available 24/7 and ability to activate the appropriate intervention.
- Improved referral process.
- Earlier identification of people needing our support.
- Creation of a rapid response team to respond to urgent and changing needs and enable patients to receive care in their preferred place and avoid admission to hospital.
- Full implementation of an electronic health record system to better coordinate care and share patient information with other professionals involved.
- Provide a focal point for hospital discharge coordination.

The coordination centre core team will work with Health Education England and Birmingham City University to evaluate the project.
Quality of Services

Compton Care is registered with and regulated by the Care Quality Commission (CQC) for the following regulated activities:

- Caring for adults under 65 and over 65.
- Treatment of disease, disorder or injury.
- Diagnostic and screening procedures.

Quality in Focus

During 2018-19 we reviewed our governance structure to enhance effectiveness and ensure our systems are robust; the appointment of a Governance Team in late 2019 further strengthened the process.

The Development of a Quality Dashboard was a significant achievement during 2018-19. The dashboard provides information regarding our clinical quality indicators. We will continue to develop our performance dashboard in 2019-20 so that we can be assured that we are collecting the appropriate measurement information based on national and local indicators which measure how safe, caring, effective, responsive and well-led the organisation is.

Compton Care reviews all information available on the quality of care in all of the services we provide. We produce a wide range of reports for both internal and external monitoring and performance management on a quarterly basis. Where we identify trends in activity or quality indicators, reports are produced explaining the reasons for this, actions are put in place to rectify the situation within agreed time limits.

Compton Care’s Clinical Quality Committee meets quarterly and includes representation from clinical service areas as well as a Trustee. The committee receives quarterly assurance reports covering the breadth of quality information including:

- Incidents, accidents or near misses.
- Complaints.
- Service improvements and audit.
- Safeguarding.
- Clinical policies and guidelines.
- Healthcare acquired infections and infection prevention and control.
- Management of medicines.

During 2018-19 we reviewed our governance structure and terms of reference and have strengthened our operational and board governance through the appointment of the Governance Manager.

The Clinical Quality Committee provides assurance to the Board of Trustees.

Incident Reporting

Compton Care promotes an open reporting system, recognising that patient safety is everybody’s business. We support and uphold the Duty of Candour and inform and involve patients and families in understanding any errors or incidents that have resulted in patient harm under our care.

A patient safety incident is any unintended or unexpected incident which could have or did lead to harm for one or more patients receiving care.

Incidents are reported to facilitate learning and to promote a safer environment for patients, staff and visitors. By learning, we mean working out what and why something as gone wrong, so that effective and sustainable actions are then taken locally to reduce the risk of similar incidents occurring again. In many cases it is a legal requirement to report incidents but it is always a moral and contractual responsibility. Any event or near miss that could or did lead to harm to one or more people, patients, buildings, equipment, or damage to operational effectiveness or reputation of the organisation should be reported.

In 2018-19 we invested in technology to support incident reporting, the software has been built and will be implemented across all services in 2019-20. The technology will:

- Facilitate timely reporting and escalation when required.
- Improve the ability to capture trends and improvements.
- Improve incident data accuracy.
- Give managers oversight of all incidents.
- Provide effective management of actions and learning.

Quality Indicators

Quality Indicator 1: Notifiable Safety Incidents

During 2018-19 there was one notifiable safety incident relating to a fall. A full investigation was completed by Compton Care, which concluded that the fall related to a clinical event and that appropriate care was provided prior to the fall.

Any notifiable incident is subject to a full investigation to identify learning, the investigation following this incident recommended that staff would benefit from refresher training in the side effects of specific medications and the impact that these can have on people’s mobility. The refresher training has been incorporated into the medication competency training.

Quality Indicator 2: Clinical Complaints

We value feedback from people using our services as it gives us invaluable insight into areas where improvements can be made.

A total of three formal complaints were received in 2018-19. These were investigated in line with our complaint process and the outcome shared with the complainant if the complaint investigation has concluded.

Reviews of complaints have identified the following areas for improvement:

a. To improve our referral process and communicate this to referrers
b. To integrate our community services and create a rapid response service
c. To introduce a new electronic patient record system
d. To introduce daily reviews of referrals and other contacts
e. To develop a single point of access that coordinates care
f. To review the admission process
g. To introduce the dignity in care model

Quality Indicator 3: Medication Incidents

In 2018-19, there were 35 medication related incidents reported. All incidents were low level and none met the serious incident reporting criteria.

Incidents are broken down into the following categories:

- Administration incidents
- Governance incidents
- Prescribing incidents
- Storage incidents
- Medication omissions
- Dispensing incidents

The nurse medication competency framework was revised and updated in 2018-19, all registered nurses are required to complete the competency framework, and this can be revisited at any point but specifically following an incident.

Further quality improvement initiatives relating to the management of medicines in 2019-20 include a system wide review of our processes for the management of medicines and the introduction of the Management of Medication Error policy.
Quality Indicator 4: Slips, Trips and Falls
This year 64 slips, trips and falls were reported of which 57 occurred on our Inpatient Unit (IPU). Of the 57 occurring on the IPU only one fall met the serious incident reporting criteria.

For all patients at risk of falling, measures are taken to minimise the risks including a risk assessment and one-to-one care if required.

The falls working group was established to review our prevention and management of falls pathway.

Quality Indicator 5: Pressure Ulcers
We have not reported any serious pressure ulcers this year (grade 3 or 4). We reported that 8 patients developed a grade 2 pressure ulcer after admission to the IPU.

All patients have skin assessments on admission and patients identified as at risk are provided with preventative measures to reduce skin breakdown including specialist beds and cushions, repositioning and nutrition and continence assessments.

We seek assurance of care through monthly audits of the skin assessment documentation and care plans, we are enhancing this through the implementation of an electronic audit system which will provide real time data and support staff at operational level to identify areas for improvement.

All grade 2 and above pressure ulcers are investigated to determine whether we could have avoided the pressure ulcer developing.

Quality Indicator 6: Infection Prevention and Control (IPC)
Compton Care invested in its first dedicated Infection Prevention Nurse (IPN) in 2018 who has implemented several initiatives from our detailed annual programme of work created following an external review of our IPC practices.

The IPN key focus throughout 2018-19 has been:
- To implement robust audit and spot checks of IPC practice across services.
- To review equipment and cleaning systems, with a focus on the environment and storage.
- To strengthen education delivery including forging links with external experts and specialists.
- To deliver influenza preparedness and prevention for staff.
- To review personal protective equipment required by staff.
- To improve IPC across the organisation by sharing best practice through IPC champions.

Other Patient Safety Improvement Priorities:

Safe Staffing - recruitment of Compton Care’s first Nursing Associate (NA) Apprentices
Nationally there remains a shortage of nurses and applications to nurse training have started to decrease. Supplying a workforce which is capable of meeting the changing needs of the population and to deliver our clinical strategy may become a future challenge.

The creation of the NA role is a landmark innovation for the nursing and care professions that will be the bridge between the unregulated care assistant workforce and the registered nursing workforce. NA’s will play a key part within the multi-disciplinary workforce that is needed to respond to the future needs of the public and patients and to deliver our clinical strategy.

Compton Care was delighted to employ two staff onto the NA programme last year which is delivered over two years. We look forward to seeing our first recruits successfully progress through the programme.

Dementia Action Alliance
As a member of Wolverhampton Dementia Action Alliance, Compton Care was delighted to have been awarded a National Dementia Friendly Award, recognising our efforts to make our care delivery buildings a welcoming environment for people living with the condition.

Over the last 12 months, we have been working alongside Wolverhampton Dementia Action Alliance to take action to improve services for people living with dementia. Being a member of Wolverhampton Dementia Action Alliance is so important to the care we offer.
Caring Hearts: transforming palliative care for patients with heart failure.

The Caring Hearts project aimed to improve earlier and greater access to specialist palliative care services for patients with heart failure. The objectives were to develop joint working practices between disciplines and to develop a joint heart failure and palliative care Multi-Disciplinary Team (MDT). This included developing bespoke educational days for staff locally. Throughout 2018-19 the Palliative Care Clinical Nurse Specialist and the Heart Failure Nurse Specialist have worked jointly, once a week, sharing best practice and knowledge between disciplines. We were also able to utilise the skills and knowledge of others in developing the MDT of which we can demonstrate has impacted patient care.

Research, Audit and Learning and Development

Participation in Research

During 2018-19, there were no patients receiving NHS funded Compton Care services enlisted to participate in research approved by a research ethics committee.

Compton Care has a robust policy to cover inclusion in research however there were no appropriate national, ethically approved research studies in palliative care conducted in this period.

The Compton Care Medical Team are regularly involved in research through their contractual links with The Royal Wolverhampton NHS Trust with the ultimate aim of enhancing patient care.

Compton Care is a member of both the National Institute for Health Research and the Clinical Research Network and continues to work closely with the local lead in preparation to participate in future research.

Compton Care has expressed an interest in the four research studies listed below this year, however these have not yet commenced.

- CHELsea II Trial - Definitive study investigating the utility of clinically assisted hydration in cancer patients in the last days of life.
- STOIC Study
- Cardium Study
- PROSEC Study

Participation in Clinical Audits

During 2018-19 there were no national clinical audits or confidential enquiries relevant to palliative care.

The Gosport Inquiry Report was published in June 2018, following an initial review of the report Compton Care published a statement to allay any concerns that the report may have raised.

We have since carried out further reviews of the recommendations and as a result have implemented a working group that reviews deaths to identify opportunities to improve our services.

During 2018-19 we have established a new clinical audit group with the aim of identifying areas where quality improvement projects would be most helpful and will improve outcomes for patients. The clinical audit group is principally tasked with overseeing clinical audit throughout the organisation.

Our annual clinical audit program for the year included:

- Infection Prevention and Control
- Medicines Management
- Management of Sharps
- Patient Moving and Handling
- Tissue Viability
- Controlled Drugs
- Transforming MND Care

Our first Clinical Audit Awareness Week took place in November to celebrate the success of clinical audit and to share the findings from audits that had taken place throughout the year with staff and volunteers. We used the week as a way of introducing both clinical and non-clinical staff to audit.
PATIENT MOVING AND HANDLING INFORMATION AUDIT

On our Inpatient unit we use patient moving and handling information forms (PMHI) so that any member of staff can see at a glance how the patient mobilises and what, if any aids are required. We audit compliance with the PMHI annually, the audit evidenced that the forms were accurately completed in some sections and that care plans were in place. However work to increase completion of all sections of the PMHI such as the Mobility Gallery Independence level was required. Actions for improvement have been shared through team meetings and regular reviews are completed to maintain compliance.

AUDITS INFECTION PREVENTION AND CONTROL (IPC)

Our IPC audits highlighted areas for improvement relating to sharps safety. As a result of these audits we have introduced safer sharps and reviewed our processes for sharps waste management so that we are compliant with the most up to date directives.

PREVENTION AND MANAGEMENT OF PRESSURE ULCER AUDIT

We audit compliance with our procedures to prevent patients developing pressure ulcers weekly. The first audit identified that only 50% of patients had an accurately calculated skin assessment and only 45% of documentation was signed and dated by staff. Staff were reminded of the importance of contemporaneous documentation and calculating assessments correctly, and within 6 months 100% compliance was consistently achieved.

MND AUDIT

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<thead>
<tr>
<th>Low Priority</th>
<th>Medium Priority</th>
<th>High Priority</th>
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<tbody>
<tr>
<td>Areas where we achieved 90-100%</td>
<td>Areas where we achieved 50-89.9%</td>
<td>Areas where we achieved 0-49.9%</td>
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<tr>
<td>Cognitive Assessments</td>
<td>Recognition &amp; Referral</td>
<td>Information And Support At Diagnosis</td>
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<tr>
<td>Organisation Of Care</td>
<td>Information And Support At Diagnosis</td>
<td>Nutrition and Hydration</td>
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<tr>
<td>Management For Muscle Problems</td>
<td>Cognitive Assessments</td>
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<td>Equipment And Adaptations</td>
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<td>Gastrostomy</td>
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<td>Respiratory</td>
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<td>Management For Muscle Problems</td>
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AUDIT OF MEDICAL INPUT FOR COMMUNITY PATIENTS

Compton Care Community team provides specialist palliative care advice and support to patients in their own home and local GPs seven days a week. At the time of the audit the team consisted of Band 7, Band 6 and Band 5 Clinical Nurse Specialists (CNS) and support from two palliative medicine consultants and registrar.

Each CNS has a patient caseload and patients are allocated to a CNS according to the locality of their own GP. Each CNS is allocated a doctor to meet on a regular basis to review and discuss their current caseload including recent deaths and discharges.

There is a weekly Multi-disciplinary team (MDT) meeting where each CNS has the opportunity to discuss all new patients and complex patients. Caseload review and MDT meetings allows each patient under the care of the community team to receive indirect medical input, aiming to improve the standard and safety of care delivered.

The audit evidenced that 73% of patients on the caseload for 4 weeks or more were discussed at least once at a MDT meeting and/or caseload reviewed and that 78% of patients received direct or indirect medical input.

The following changes were implemented following the audit:

01 Creation of a standard operating procedure for community multidisciplinary team meetings.
02 An agenda and attendance register has been created which enables better recording of discussions.
03 It is now compulsory for all band 5 community nurses to attend regular caseload reviews.
04 Re-audit annually.
Quality Improvement and Innovation Goals

Compton Care’s income in 2018-19 was not conditional on achieving quality improvement and innovation goals through the Commissioning for Quality and Innovation payment framework.

Data Quality and Information Governance

Organisations are required to collect accurate data to ensure the quality of the services provided.

Data Security and Protection (DSP) Toolkit

Compton Care completed a comprehensive self-assessment of its information governance arrangements by means of the NHS Digital DSP Toolkit. These assessments and the information governance measures themselves are validated through independent internal audit.

Compton successfully submitted its first DSP Toolkit in March this year.

The main Toolkit headings are:

- Personal confidential data;
- Managing data access;
- Staff responsibilities;
- Training;
- Process reviews;
- Responding to incidents;
- Continuity planning;
- Unsupported systems;
- IT protection;
- Accountable suppliers.

We have committed to working towards the ISO 27001 Information Security Standard. The project will run through 2019-20 and provide greater assurance to our service users, commissioners and regulators on our data security.

Equality and Diversity 2018-19

Compton Care completed the annual Workforce Race Equality Standard (WRES) and the Public Sector Equality Duty, however due to the workforce establishment the data is not publicly available because individual staff can be identified. We have a plan aligned to the WRES which is updated quarterly and reported to our internal committee and commissioners.

Our ambition remains to improve access and the experience of all of our patients, carers, visitors, volunteers and staff.

During the past year, we have:

- Finalised our market research to understand the needs of the local community which led to the creation of our new strategy which includes equality values and objectives.
- Commenced a review our methods of engaging with patients and carers, this work will support the development of our patient and public engagement strategy. The new strategy will be inclusive through proactive outreach work with the local communities we serve to actively listen to their feedback and engage in the co-design of our services.
- Implemented a new electronic patient record to enable accurate recording of patient data.
- Strengthened our links with the community through the compassionate community project, working in partnership with other agencies/charities/faith groups to offer support through volunteer networks in the community, helping communities to support each other.
- Commenced the implementation of a new HR information system which will capture staff data.
- Reviewed and updated our recruitment processes and policies. We now use social media and other recruitment streams to extend the recruitment opportunities to a wider audience.
- Reviewed our buildings to ensure that our facilities are modern, fit for purpose enable integration, coordination and reflective of the needs of those accessing our services which has led to the appointment of BAM Construct UK who are building our new coordination centre, clinical skills lab and redeveloping our mortuary facilities and reception area.

During 2019-20 we will be undertaking the Investors in Diversity award.
Patient Experience

Feedback from patients, their families and their carers about their experience is fundamentally important to us and enables us to drive improvements to our services. People can provide feedback by completion of a paper or online survey through our website, by telephone or face to face.

We use the ‘I Want Great Care’ model to capture feedback from patients and carers.

In 2018/19

99%

of people said that they would recommend Compton Care to their friends or family.

Excellent service. It was good to be able to sit and talk through what is happening. (Compton) was able to offer some different solutions to some of the problems that I am encountering and myself and my wife feel that we are no longer fighting this alone.

24.11.18 | Patient

There were not enough words of gratitude to express the wonderful service you provide. The wonderful lady I had with me through the night and at my mother passing, what she did for me after and for myself, I will never ever forget her. There had been another young lady earlier in the week who was a great support. My heartfelt thanks go to you all, God bless you all and the wonderful service you provided.

27.10.18 | Family Member

Choice, compassion, empathy, respect, very approachable (humour). Thank you from all of our family.

24.11.18 | Family Member

Professional, kind and caring. Not only to my mother but to me as well (daughter). I no longer felt on my own in caring for my mother.

5.12.18 | Family Member

Everyone we have come in contact with so far, have been very kind and caring and efficient. We felt that very little could be done to improve the care received.

27.10.18 | Family Member

There had been another young lady earlier in the week who was a great support. My heartfelt thanks go to you all, God bless you all and the wonderful service you provided.

27.10.18 | Family Member

Today was the coffee morning where everyone was friendly, kind, caring and welcoming. Making me feel there was something at Compton just for me. So lovely to be treated as special with others who understand, meet up with friends and chat in such a convivial atmosphere.

27.10.18 | Family Member

My counselling sessions have been amazing. (Counsellor) is a lovely lady. She has let me talk about my bereavement, let me lead where the sessions went. I always left feeling much better, she has helped me realise that I am coping better at the moment than I thought. An amazing service provided at the most difficult of times.

5.12.18 | Family member

I attended Compton Care for complementary treatment today, was excellent. I was able to talk about my current situation and then relax during the therapy. I felt so much better when I came out.

24.11.18 | Patient

Good at listening to me. Was treated with respect and dignity after everything I had been through. Gave me some advice which was useful.

17.10.18 | Patient

Extremely informative. All of my questions answered and help given on issues. I have had someone to listen to me and talk through my worries. Very nice lady, easy to talk to.

27.10.18 | Family Member

Excellent service. It was good to be able to sit and talk through what is happening. (Compton) was able to offer some different solutions to some of the problems that I am encountering and myself and my wife feel that we are no longer fighting this alone.

24.11.18 | Patient

The care I received was first rate, kindness and consideration at all times.

27.09.18 | Patient
Community Engagement – Building Compassionate Communities

Our Community Development Team are actively working across our diverse and dispersed communities in Wolverhampton and South Staffordshire to raise awareness of the Compassionate Communities approach.

Over the last 12 months we have delivered a range of events, initiatives and activities to engage and encourage communities to become more compassionate. We have successfully implemented four Bereavement Information Hubs to help support communities who are affected by pre and post bereavement and this has been facilitated by trained cohort of Compton Care volunteers. The hubs have successfully supported 87 people in our communities and recruited 6 volunteers to help support this initiative.

We have developed two condition focused community support groups – Café Neuro and MND Coffee and Chat. These groups are held in Wolverhampton to encourage people to meet others who are living with a complex, advanced or incurable condition. Over the last 12 months we have seen over 50 people access these groups to obtain information, advice and support from Compton Care, Healthwatch, Motor Neurone Disease Association and nurses from Royal Wolverhampton Trust.

Compton Care Community Development Team have also been busy delivering sessions focusing on difficult conversations and care planning. These have been facilitated utilising tools such as Life Cafés and Life Talks in a range of settings: community centres, support groups, social housing providers, voluntary sector groups and residential homes. These sessions have sparked a positive impact to our communities and encouraged people to think about their future wishes and what good care looks like.

During 2018-19 the Community Development Team have supported Wolverhampton Dementia Action Alliance to work towards creating a Dementia Friendly Community at Compton Care. Key actions and priorities were identified to help make these improvements not only for patients but communities we were successful in receiving an award for ‘Working to become Dementia Friendly’.

Our Staff

Our staff survey took place throughout March 2019 and the results are awaited at the time of this report. Compton Care values all staff and has many mechanisms in place to support staff, during 2018-19 we have offered mindfulness for staff, access to complementary therapy, clinical supervision and counselling services in addition to learning and development opportunities.

We are finalising plans for a refurbishment to our staff dining area which will include the introduction of a staff relaxation room with sofas to allow staff to have time away from the work environment.

In 2019-20 we will develop our staff support further with the introduction of our first well-being strategy, people committee, staff forum, volunteer charter. We are also scoping our occupational health offer to staff.

Employee Wellbeing Policy

- **Attendance Management**
  E.g. Managing sickness absence advice

- **Occupational Health**
  E.g. Fitness for work, vaccinations, counselling, clinical supervision

- **Working Well Together**
  E.g. Acceptable standards of behaviour, code of conduct

- **Education, learning & Developments Opportunities**
  E.g. Corporate induction, performance appraisals, safety training, spotlights & clinics, reflections, employee wellbeing programme

- **Health & Wellbeing**
  E.g. Lone working, manual handling, fire safety training, eye tests, DSE

- **Worklife Balance**
  E.g. Flexible working, family friendly

- **Communications**
  E.g. Intranet, E-briefs, employee surveys, team meetings, 1-1’s

- **Protecting Employees**
  E.g. Acceptable standards of behaviour, whistleblowing
Learning and Development (L&D)

At Compton Care we recognise that our staff are our most valuable resource. Our aim is to ensure that all staff have the right knowledge, skills and abilities for them to carry out their roles effectively and that they feel supported in their day to day roles.

The Learning and Development Team support our key aims and ensure that any courses we run align to the Education Outcomes Framework (DH 2013) and all staff have access to a wide range of learning and development opportunities. Learning and Development comes in a variety of mediums from formal training courses to skills development for clinical and non-clinical staff in the work environment, continuing professional development workshops and bespoke courses to meet team and organisational needs.

Mandatory Training

In 2018-19 we completed a full review of how we deliver our Statutory and Mandatory training in the organisation. We have implemented a new e-Learning platform which is aligned to national and local agendas. In addition to an eLearning platform we are training some staff face to face and other training interventions to meet individual needs. We have developed a new induction programme for new starters at an organisational and departmental level which includes a review of training needs.

Continuing Professional Development

Compton Care values its commitment to Continuing Professional Development (CPD) at all levels in the organisation and believe that it is fundamental to the advancement of all staff and is the mechanism through which high quality is identified and maintained.

The HR and Learning and Development teams work very closely together under the same directorate and have defined roles to support all staff to further develop their knowledge, skills, practical experience and competencies. We use a variety of mechanisms to define these needs:

- Completion of an annual Training Needs Review which is based on both individual learning and development needs identified through appraisals.
- Reviews of events such as near misses, incidents and complaints which enable successful interventions to be analysed and learnt from, as well as learning from what has gone wrong.
- Identification of wider changes at professional / national level. Insights from these review activities are collated and used to inform the programme of CPD offered during the year to ensure that staff are supported to develop the right skills and have the necessary competencies to be effective in their roles.
- Organisational changes following service review and design and the need to upskill and retain skills in the organisation.

During the last twelve months we have undertaken an extensive programme of Learning and Development activities across the organisation including:

- Leadership and Management (Development Programmes for Clinical and Non Clinical leaders)
  - Advance Care Planning
  - Managing Pain and Symptoms in Palliative and End of Life Care
  - Palliative and End of Life Care: The Essentials
  - Advanced Communication Skills
  - Having Difficult Conversations
  - DNACPR
  - Risk Assessment / Risk Management
  - Quality Improvement Tools
  - Clinical Audit Awareness
  - Personal Resilience
  - Revalidation workshops
  - Clinical skills sessions

Compton Learning & Development managed a series of study days, workshops and courses of which 95% were rated ‘very good’ or ‘excellent’.
In addition, the L&D team have been working closely with Clinical Leads to offer additional learning opportunities through ad-hoc workshops offered by external providers and this is something we anticipate will develop further over the coming year as we work in partnership with CCG’s and local Trusts.

The last year has seen a very successful programme of Spotlight sessions. Spotlight sessions are run in house on a regular basis, with a different topic profiled to our clinical teams dependent upon identified needs. We hope to further develop these in the coming year.

In addition to delivering in-house programmes, we also continue to support staff to attend external learning and development opportunities on a wide range of subjects to meet CPD accreditation or personal development.

Competence Frameworks

Clinical and Non Clinical leads and their teams are currently reviewing a competence framework. These are being developed to support continuous assessment and on-going development of staff and provide assurance on the skills, competence, attitudes and behaviours of our staff in line with our visions and values.

All clinical staff who join Compton, but do not hold a professional registration (such as Healthcare Assistants) are required to evidence that they comply with the Care Certificate Framework, introduced across healthcare in response to the recommendations of the 2013 Cavendish Report. The Care Certificate covers 15 standards that set out the learning outcomes, competences and standards of behaviour expected of all healthcare support workers to ensure that they are caring, compassionate and provide quality care.

University Provision

The development of future healthcare professionals is a core strand of our education and professional development offer. The LDC works closely with clinical leads and with our partner universities to ensure the maintenance of high quality educational placements and positive learning experiences. The L&D team supports practice education through the ongoing development and maintenance of our clinical mentors and educators. Compton Care offers undergraduate and postgraduate nursing students the opportunity to undertake placements in a focused range of clinical services. This prepares our future practitioners to respond to the needs of our current and future population as health and social care continues to transform and develop.

Over the last twelve months Compton Care has supported a number of our Health Care Assistants to go through the Nursing Associate Apprenticeships. This is a combined course of placements, the job training and formal tuition at the University. We hope to develop this in the future as part of the work we are undertaking in developing our talent pool and succession planning programme.

Leadership and Development

The last year has seen a large investment in management development across the whole organisation. In support of the Learning organisation developing opportunities for all the Trustees and Executive teams have undertaken a programme of development that has included team and personal development initiatives to support them in their roles.

We have developed a range of Management Development programmes (different Levels) to ensure that managers and team leaders / supervisors will be able to have the key skills required to manage teams. We are working in collaboration as partner with the university in the delivery of university programmes and also we have staff in attendance on course run by the University.

University of Wolverhampton

We are working in collaboration as partner with the university in the delivery of university programmes and also we have staff in attendance on course run by the University.

In 2019-2020 we will continue to develop our Professional Development Framework with a particular focus on accountability, leadership and management, retail management, clinical supervision, customer care, valuing difference, coaching and clinical skills. In addition, we plan to further affirm our commitment to the development of our future workforce through wider access to work experience programmes and through the further development of placements and apprenticeships.

Our learning and development strategy will also be extended to encompass a community facing offer, ensuring that our expertise and knowledge supports not only those in professional roles, but also families, carers and wider members of our local communities.

The Quality Account provides a clear and concise summary of the invaluable work of the staff and volunteers at Compton Care over the past 12 months. It is pleasing to see that Compton care is committed to redefine palliative care excellence. Firstly, by changing its identity to support the breakdown of potential barriers to palliative care utilization, thus promoting a more positive public view of palliative care and secondly by transforming palliative services through integration at Compton’s many services. Further integration of Compton care services with primary, acute and social care is planned to provide seamless care that best serves the needs of patients and their families now and in the future. The WCCG recognises the significant work that the Compton care has undertaken to drive quality improvements throughout the year, particularly in relation to Compton’s compassionate community initiatives which have grown into an autonomous supportive network of families, carers, and neighbours ready and willing to support people in their communities affected by complex and incurable conditions. It is both inspiring and exciting to hear about the development of the community bereavement hubs, which are strengthening the support available to people and families dealing with specific conditions.

Wolverhampton Clinical Commissioning Group is especially pleased to note the following achievements for Compton Care transformation strategy for year 2018/2019:

- Improved Compton’s technology with enhanced security, meeting regulatory standards on data protection, systems for mobile working and the implementation of the EMIS patient information system to enable them to connect their patient records with primary and acute care partners.
- Continuing community development work to ensure that the palliative services extend beyond reach by building an understanding of how Compton Care can further develop a strong presence in all our diverse communities.
- A development of Care Coordination Model to coordinate all End of Life Care across the region in order to improve access and support for patients and referrers and is now being consulted on and refined with health, social care and academic partners.
- The development of Compton’s Community teams, and development of new services such as community bereavement hubs and support groups to support people and their families affected by complex and incurable conditions.

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