



Quality Account

2017 - 2018



Contents

- Statement from the Chair of Trustees
- What Is a Quality Account?
- Statements of Assurance from the Board
- Review of Priorities for Improvement 2017 – 18
- Feedback from Patients and Relatives
- Clinical Governance Overview
- Care Quality Commission Report
- In – Patient Unit Refurbishment
- Equality and Diversity
- Infection Prevention and Control
- Priorities for Improvement 2018 – 2019
- Statements on This Quality Account
- Opportunity to Provide Feedback

Statement from the Chair of Trustees

It gives me great pleasure to present this, the Halton Haven Hospice Quality Account 2018.

Halton Haven Hospice has a culture of continuous improvement and is always looking for innovative ways through which our already high standard service can get better or be extended for the benefit of the people of Halton.

Quality continues to sit at the centre of all that we do and we aim to achieve high standards not just by meeting targets, but through ensuring that the services we provide are person centred; an approach that aims to ensure that we always remember that we are caring for other human beings and looking to put their individual needs and preferences first.

In this Quality Account we will look back over the past year and present what we believe we have done well. We will also prioritise some improvements that we think we can achieve over the coming year.

We would not be able to provide such a high standard of care at Halton Haven without our hardworking staff and volunteers, and together with the Board of Trustees, I would like to thank them all very much for all they do to maintain the high standard of service they continue to achieve.

We also owe a debt of gratitude to our many loyal supporters who give generously of their time, skills and money. As a charity Halton Haven Hospice is dependent upon a number of different sources of income including donations, gifts in wills, fundraising events, shops, and a lottery. These voluntary sources of income are just as vital as the NHS funding we receive as we would not be able to continue with the work we do within Halton without them.

It is our hope that we continue to receive the positive feedback the people of Halton have given us this past year. You will find in this Quality Account just a few of the comments people have made on their own personal experience of the service we provide and it is this, as much as anything, that provides us with a level of assurance in the quality of care we have delivered and inspires and motivates us to always be looking ahead for ways to overcome any challenges to our continued high quality service delivery.

As Chair of Halton Haven Hospice Trustees, I am responsible for the preparation of this Quality Account and its contents, and to the best of my knowledge the information contained therein is accurate and a fair representation of the quality of the NHS healthcare services provided by Halton Haven Hospice.

Phil Hallam
Chair of Halton Haven Hospice Trustees

What is a Quality Account?

Producing a Quality Account is a requirement of the Health Care Act (2009) and according to the Department of Health, 'Quality Accounts aim to enhance accountability to the public and engage the leaders of an organisation in their quality improvement agenda'.

The Quality Account should provide information about the quality of the services that the organisation delivers and their main purpose is to encourage providers to take a robust approach to quality.

All providers of NHS healthcare services, including independent organisations such as Halton Haven Hospice, should produce a Quality Account and in doing so each provider, led by their Board, is committing to improve the quality of care it delivers locally and invites the public to hold them to account.

The Quality Account covers two main areas;

- A review of how we performed last year, covering three main areas of quality; patient safety, patient experience and clinical effectiveness
- A set of key priorities for improvement next year

The public, patients and other interested parties can use the Quality Account to understand;

- What an organisation is doing well
- Where improvements in service quality are required
- What the organisation's priorities for improvement are for the coming year
- How the organisation has involved people who use their services, staff and others with an interest in their organisation in determining these priorities for improvement

Statements of Assurance from the Board

The following are formal statements, under various headings that all providers of NHS healthcare services must include in their Quality Account, even though many of the statements are not directly applicable to us as a Specialist Palliative Care provider.

Review of Services

During 2017/18 Halton Haven Hospice provided Specialist Palliative Care Services to the NHS.

Halton Haven Hospice has reviewed all the data available to us on the quality of care in these NHS services.

The income generated by the NHS services reviewed in 2017/18 represents 54% of the total income generated from the provision of NHS services by Halton Haven Hospice for 2017/18. This 54% represents only part of the funding required to provide services at Halton Haven Hospice; the remaining 46% of income is generated through fundraising and the generosity of the local community.

There is an additional £300,000 worth of value provided by the team of volunteers, who generously give of their time to work at the Hospice.

Participation in Clinical Audits

During 2017/18 no national clinical audits and no national confidential enquiries covered NHS services that Halton Haven Hospice provides.

During that period Halton Haven Hospice participated in 0% national clinical audits and 0% national confidential enquiries of the national clinical audits and national confidential enquiries which it was eligible to participate in.

The national clinical audits and national confidential enquiries that Halton Haven Hospice was eligible to participate in during 2017/18 was none.

Research

The number of patients receiving NHS services provided by Halton Haven Hospice in 2017/18 that were recruited during that period to participate in research approved by a research ethics committee was none. The Hospice would be open to participate in research projects subject to eligibility.

Use of the CQUIN Payment Framework

A proportion of Halton Haven Hospice's income in 2017/2018 was not conditional on achieving quality improvement and innovation goals agreed between Halton Haven Hospice and the commissioning bodies they entered into a contract, agreement or arrangement with for the provision of NHS services, through the Commissioning for Quality and Innovation payment framework.

Care Quality Commission (CQC)

Halton Haven Hospice is required to register with the Care Quality Commission and its current registration status is Independent Hospice for Adults. It is registered to provide the following regulated activities:

- Diagnostic and screening procedures
- Treatment of disease, disorder or injury

Halton Haven Hospice has the following conditions on registration:

- The establishment is registered for the provision of supportive and palliative care services.
- The establishment will provide overnight treatment to a maximum of 12 (twelve) persons aged 18 (eighteen) years or over.
- The establishment may provide day services for 12 (twelve) patients at any one time for patients aged 18 (eighteen) years or over.
- The prior written approval of the Care Quality Commission must be obtained at least 4 (four) weeks in advance if providing any treatment or service not detailed in the Statement of Purpose.

The CQC has not taken enforcement action against Halton Haven Hospice during 2017/18.

Halton Haven Hospice has not participated in special reviews or investigations by the CQC during 2017/18.

Halton Haven Hospice was last inspected by the CQC on the 1st March 2016 and at that time received an overall rating of GOOD.

Data Quality

Halton Haven Hospice did not submit records during 2017/18 to the Secondary Uses Service for inclusion in the Hospital Episode Statistics which are included in the latest published data.

Information Governance Toolkit Attainment Levels

The current Halton Haven Hospice Information Governance Assessment Report overall score is 66% and is graded Green (satisfactory), meaning that we achieved Attainment Level 2 or above on all requirements (Version 14).

The Information Quality and Records Management attainment levels assessed within the Information Governance Toolkit (IGT) provide an overall measure of the quality of data systems, standards and processes within an organisation.

The Information Governance Toolkit is available on the Connecting for Health website as follows:

<https://www.igt.hscic.gov.uk/Home.aspx?tk=428144399468925&cb=4553c4b1-adaf-49b0-b3ec-70fb79d055b7&Inv=7&clnav=YES>

Clinical Coding Error Rate

Halton Haven Hospice was not subject to the Payment by Results clinical coding audit during 2017/18 by the Audit Commission.



Review of Priorities for Improvement 2017 - 2018

PRIORITY ONE - was to work with Warrington Collegiate to provide possible opportunities for Health Care Assistants to undertake elective Apprenticeships in Health and Social Care.

We are pleased to report that since presenting this offer to our Health Care Assistants this past year, one staff member has completed Level 2 Apprenticeship in Health and Social Care and has since enrolled to work towards Level 3.

Two other staff members also took up the offer and are currently working towards Level 3 Apprenticeship in Health and Social Care.

Apprenticeships will continue to be offered to our Health Care Assistants as part of our elective Education and Training Programme. The Hospice will encourage participation in apprenticeships and will be looking to expand further the education and training of its Health Care Assistants.

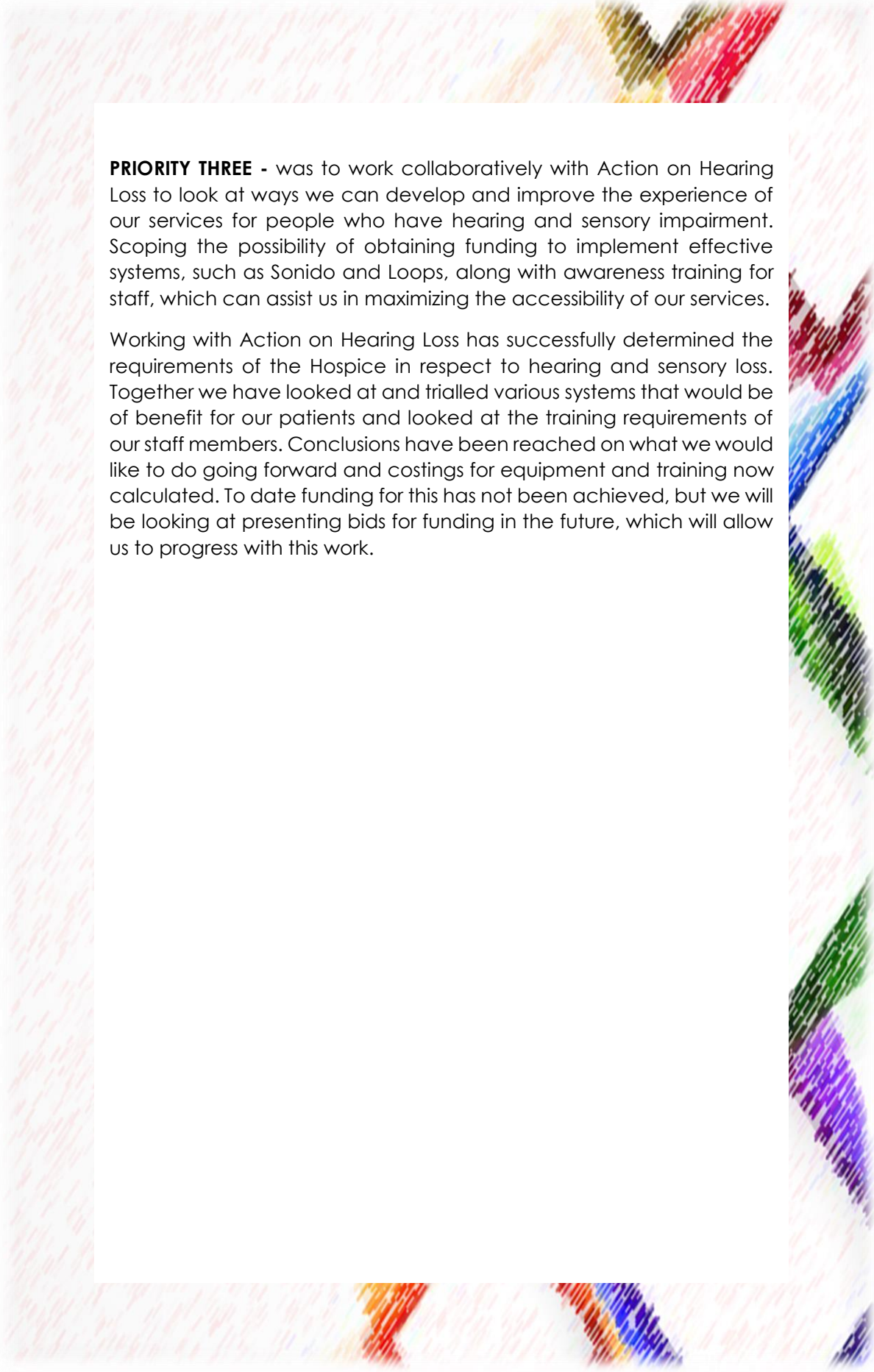
PRIORITY TWO - was to explore the implications of the prospect of increasing numbers of patients living with dementia being referred to us for palliative and end of life care. Scope how we can provide an environment that can have a positive impact on a person living with dementia's wellbeing while they are with us.

Four members of staff at the Hospice took on Dementia Link Roles this past year and through their work we have increased our awareness that ensuring that the Hospice environment is conducive to the wellbeing of people living with dementia was an imperative.

We came to understand that we had work to do in respect to this and we are pleased to be able to say that we have begun making facilitating changes.

The Hospice has been undertaking a major refurbishment of its In – Patient Unit this past year. This work was, in part, instigated and informed by the need to make the environment have a positive impact on people living with dementia. We have taken advice and ensured that colour schemes and patterns used in the refurbishment would be most appropriate.

Increased awareness will now ensure that we will be always mindful of the needs of people living with dementia in all our procurements and operating as the Hospice goes forward.



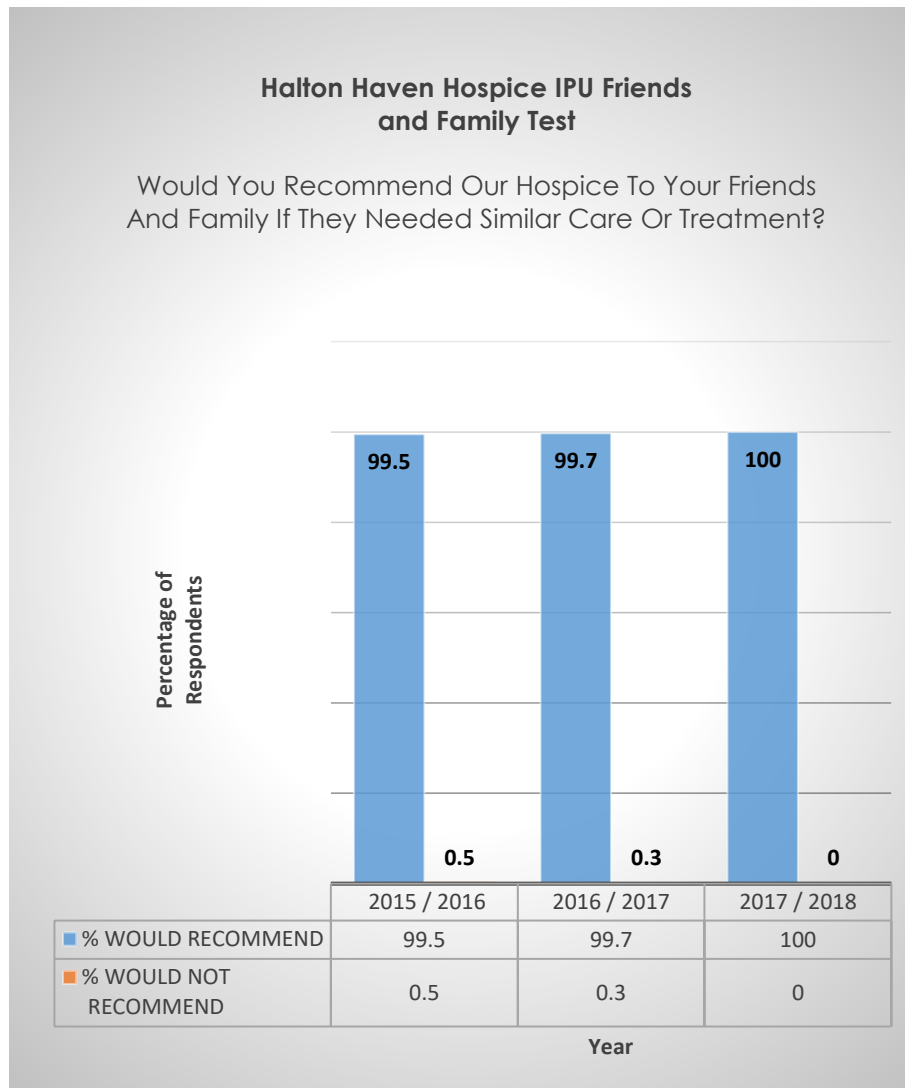
PRIORITY THREE - was to work collaboratively with Action on Hearing Loss to look at ways we can develop and improve the experience of our services for people who have hearing and sensory impairment. Scoping the possibility of obtaining funding to implement effective systems, such as Sonido and Loops, along with awareness training for staff, which can assist us in maximizing the accessibility of our services.

Working with Action on Hearing Loss has successfully determined the requirements of the Hospice in respect to hearing and sensory loss. Together we have looked at and trialled various systems that would be of benefit for our patients and looked at the training requirements of our staff members. Conclusions have been reached on what we would like to do going forward and costings for equipment and training now calculated. To date funding for this has not been achieved, but we will be looking at presenting bids for funding in the future, which will allow us to progress with this work.

Feedback from Patients and Relatives

Throughout 2017/2018 we have continued to seek feedback from Patients and Carers. This past year we have been using the Friends and Family Test to determine the extent to which our service users would recommend Halton Haven Hospice. This test has formed part of our survey questionnaire in the past, but we have changed to making it the main focus of our survey this past year.

As can be seen in the graph below the Hospice has achieved and maintained a 100% Recommended score over this past year.





A Sample of Comments made by Patients and Carers


"Found all staff, from the Consultant to the Domestics, to be supportive and helpful. Nothing was too much trouble. My husband felt safe and cared for and felt that he was being treated well though he would never sadly be cured. Bringing my daughter's dog in to see him and meeting the pony boosted his morale"

"Throughout the time my husband was in the Hospice we could not have asked or expected better treatment. The patient care, along with the care given to family members and friends was top class. The staff made everyone feel as comfortable as possible and nothing was too much trouble. The surroundings, food, cleanliness, staff attitude and all round care and support given was amazing"

"Provided my dad with excellent level of care we could never have been able to give at home. Supportive, friendly and helpful staff. Doctors were informative and provided a high level of care to my dad"

"The treatment my late father received from each and every caring person. As a family this was something we could have dreamed of. Nothing was too much trouble for the staff to complete, the time, affection and care my father, and us as relatives, received was truly amazing. It was like we are of their own family"

"The care given to my mother was exemplary and my mother responded well to the care, attention and love which she received. I cannot speak highly enough of the work that you all do. It must be very demanding, but everyone seemed to take it in their stride, which was inspiring and very humbling for me to see"



“The care my husband was given each time he stayed at the Hospice was second to none. All the staff at the Haven are very caring and go above and beyond their duties. Nothing was too much trouble for them. My husband was always treated with respect and maintained his dignity at all times. All my family were made welcome and they looked after us at all times. My husband was made comfortable at all times”

“My husband was a patient for a short time in May. During that time he received nothing but kindness and help from everyone concerned. My family and I were all treated with kindness and sympathy, which helped us all a great deal”

“I was an In-Patient at Halton Haven. When I went in I was extremely ill and they got me back on my feet and sorted me out with their very special care. Everyone was so caring I would definitely recommend Halton Haven Hospice”

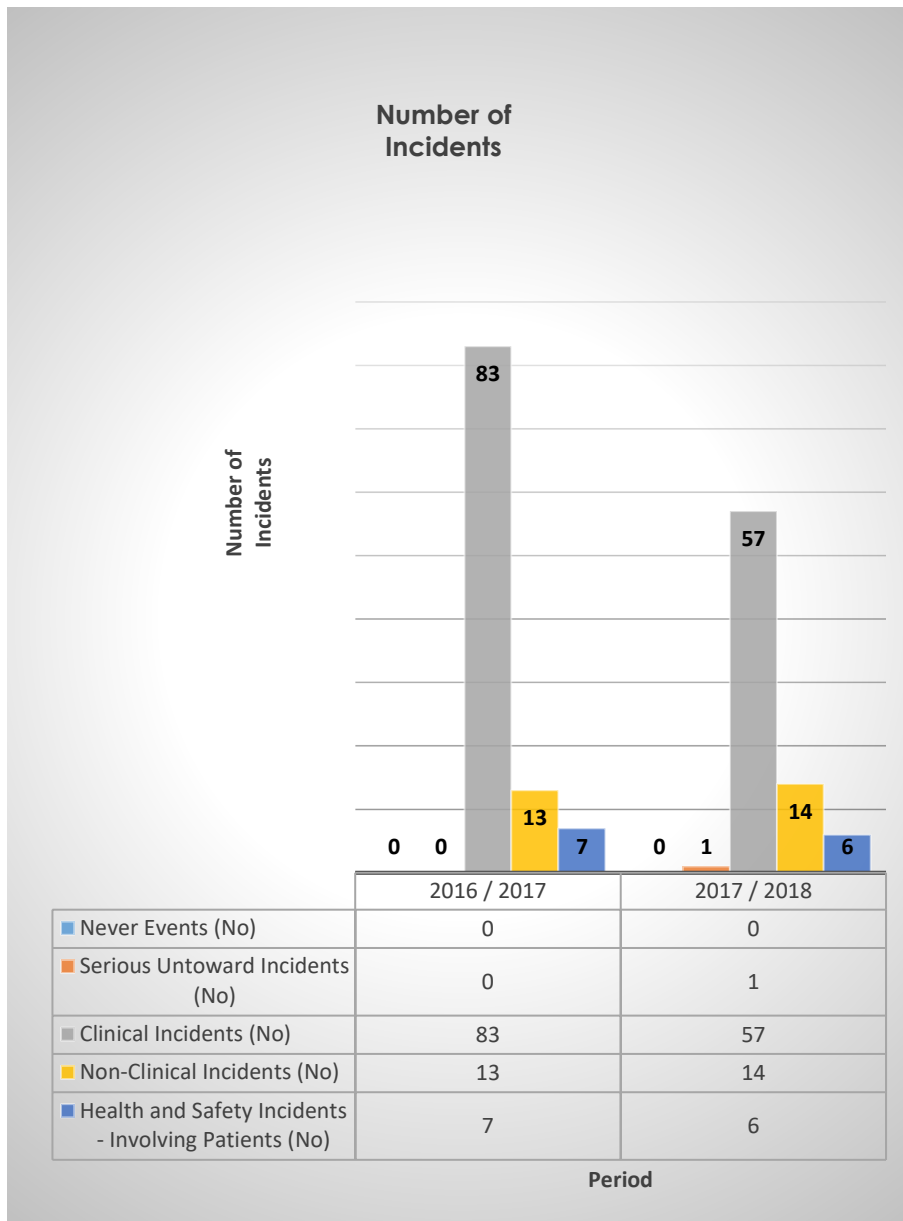
“Although my wife only spent three days in the Hospice, from arrival until her death she was treated with the utmost care. Also the staff could not do enough in looking after relatives – drinks, food etc. Much appreciated”

“My husband was only there for a short time, we were well looked after as a family and was well cared for. The staff, doctor and consultant were first class, could not praise them all enough. Thank you to all who looked after us as a family”

“I found the Hospice to be a place of calm and relaxation. I was made very welcome as soon as I entered the building. The staff were so kind and helpful, they put me at ease in a most difficult time in my life. I felt I was able to share my worries with the staff, who took time out to listen to my questions. I wish to state that the young doctor who attended my late father was without doubt one of the kindest and caring doctors I have met in my entire life. Nothing was too much trouble for him and he kept me informed at regular intervals about my father's condition A true gentleman. All I can say now is that if my father could not pass away at home, this Hospice was the next best place to peacefully leave the world. You have my sincerest thanks for looking after my father so well. I wish you all at the Hospice everything that is good”

Clinical Governance Overview

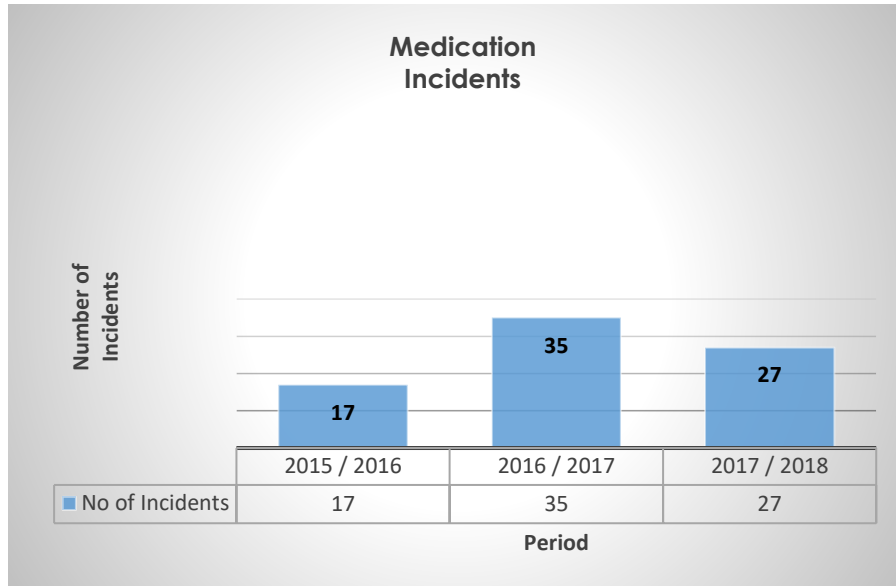
Incidents



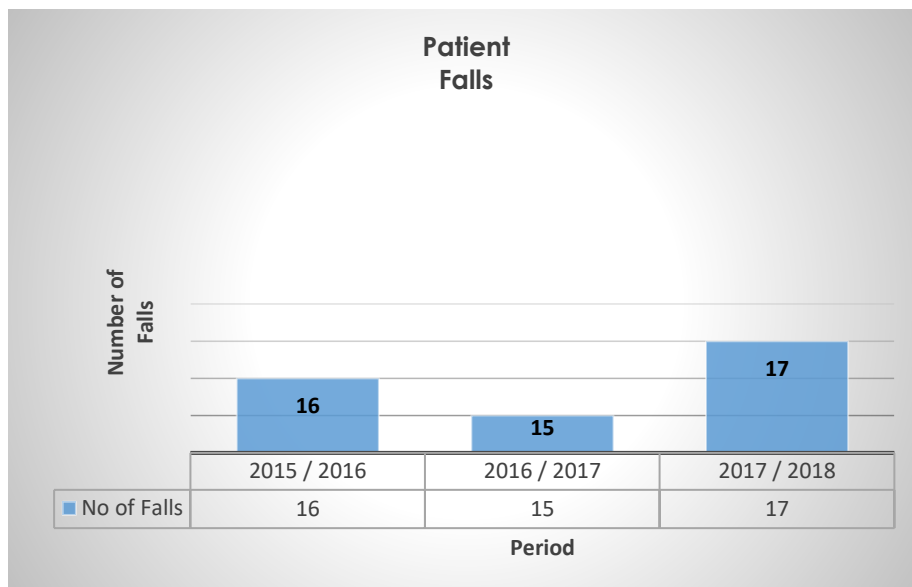
We are pleased to note the reduction in clinical incidents over the past year.

The following three graphs look a little closer to show what has been happening at the Hospice.

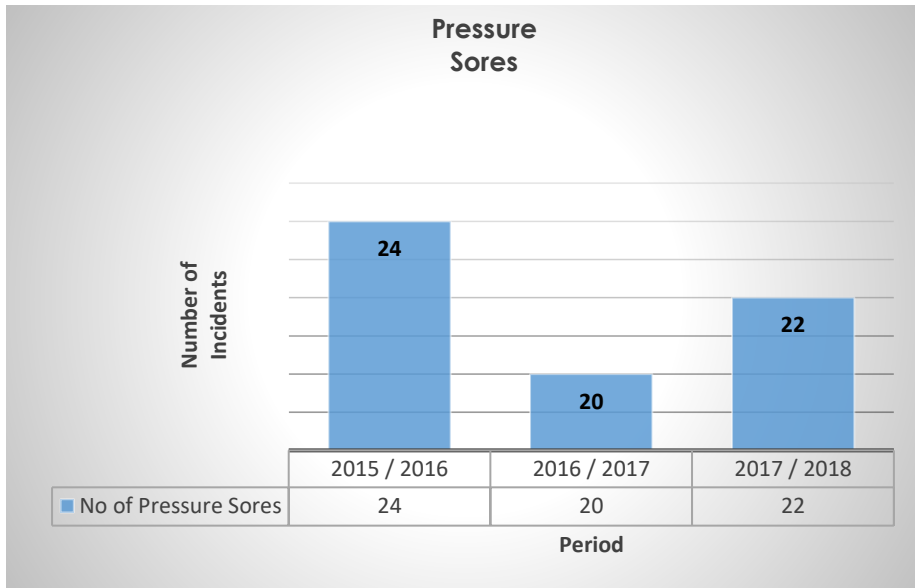
Medication Incidents:



Patient Falls:

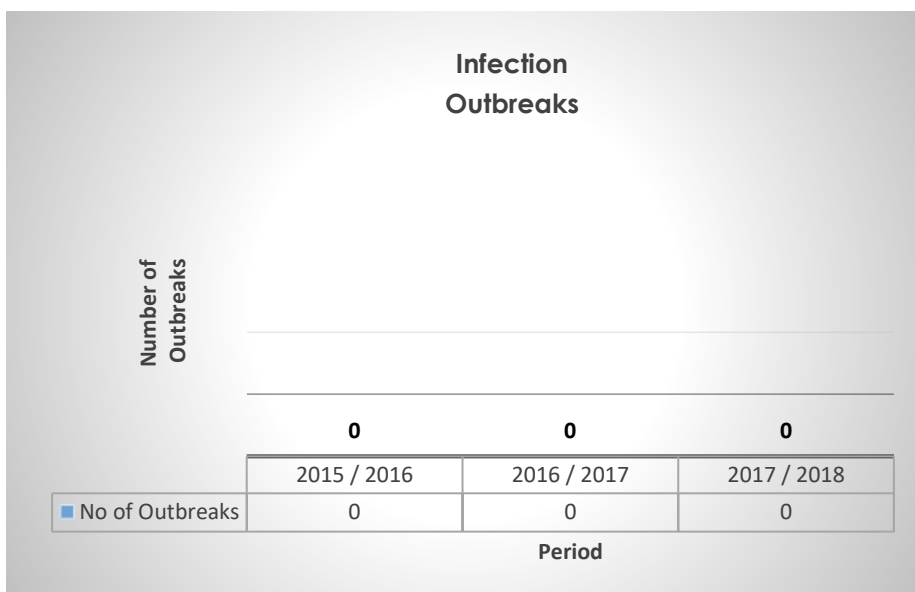


Pressure Sores Developed After Admission:



Infections Outbreaks

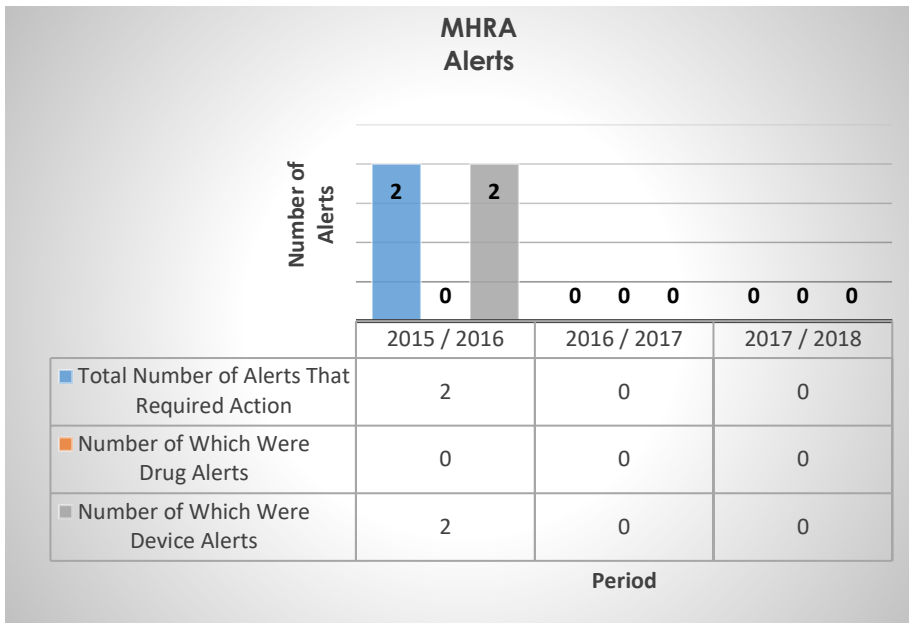
The Hospice continues to maintain a record of no Infection outbreaks over the past year



Medicines and Healthcare Products Regulatory

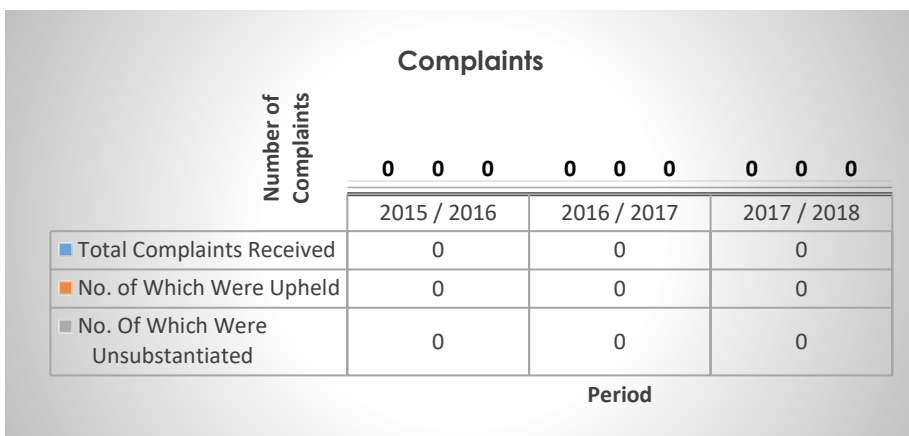
Agency (MHRA) Alerts

The Hospice has processes in place to receive and act upon safety alerts such as those provided by the Medicines and Healthcare Products Regulatory Agency (MHRA). There have been no alerts over the past year that have required the Hospice to take any action in respect to medicines or medical devices used at the Hospice.



Complaints

We are pleased to report that the Hospice has not had a complaint for a number of years, as the following graphs shows.



Care Quality Commission Report

The Hospice is regulated by the Care Quality Commission (CQC) whose role it is to check that the services we provide meet Fundamental Standards.

Halton Haven Hospice was last inspected by CQC on the 1st March 2016 with their full inspection report being available at:

<http://www.cqc.org.uk/location/1-134598723>

Our last inspection by CQC resulted in the following Rating of our services:



Halton Haven Hospice

Last rated
28 June 2016

Halton Haven Hospice



Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Outstanding ☆
Well led?	Good

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at www.cqc.org.uk/location/1-134598723. We would like to hear about your experience of the care you have received, whether good or bad. Call us on 03000 61 61 61, e-mail enquiries@cqc.org.uk, or go to www.cqc.org.uk/share-your-experience-finder



In –Patient Unit Refurbishment

Halton Haven embarked upon a major refurbishment of its In – Patient Unit in 2017, which is ongoing. This work was not documented as one of the Hospice's priorities for improvement in our previous Quality Account, but since the publication of that document the opportunity for the refurbishment presented itself and major improvements to the In – Patient Unit began to take shape.

Many people have been contributing to this work through financial donation, time, skills and labour and the Hospice is very appreciative of everything that has been given and done. We extend our thanks to all concerned and will ensure that all contributions are appropriately acknowledged.

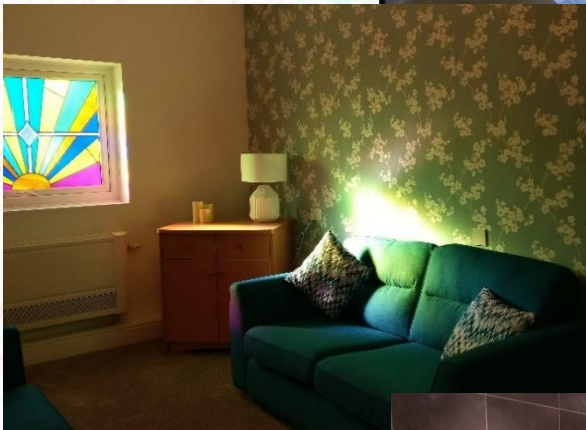
The refurbishment aims to keep the In-Patient Unit contemporaneous in many respects and, in response to occasional comments made by service users, avoid the environment appearing too clinical. It is, obviously, a clinical area, but it is hoped that when finished it will be an effective and efficient working environment that is, at the same time, homely and welcoming to all.

The work is not yet finished but we wanted to show you what we have done so far to improve service user experience of our In – Patient Unit this past year.

What do you think?

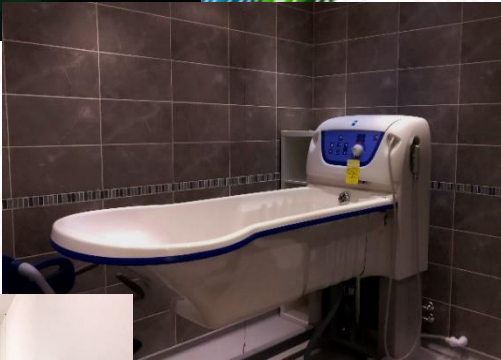


Bed Rooms



Quiet Room

Bath Room



Clinical Room



Visitors Room



Nurses Station

Welcome to
HALTON HAVEN

for a special kind of caring



Equality and Diversity

Demonstration of Due Regard

It is a requirement of the Equality Act (2010) that Halton Haven Hospice demonstrates due regard for the following three aims;

1. *Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act*

Halton Haven Hospice recognises that while we cannot solve the problems of discrimination within wider society, we can aim to take practical steps to minimize the potential of it occurring within our own organisation.

To help us to achieve this, we acknowledge our responsibility to equality and diversity and to adhere to the various legislation that governs this. The Hospice is committed to promoting equality, embracing diversity and viewing fair treatment not only as a legal duty but as a moral responsibility and business imperative.

We are committed to providing equality for all, with our services being open to all sections of the local community and by striving to have a workforce that is representative of the communities from which it is drawn. Halton Haven Hospice will not tolerate any kind of direct or indirect discrimination, harassment or oppressive practices and is committed to eliminating these wherever possible.

To actively demonstrate this commitment, the Hospice has a number of equality and diversity policies in place and undertakes a comprehensive equality impact assessment on each of the Hospices policies. Any breach of Hospice policy is taken very seriously and can lead to disciplinary action and possible dismissal.

The Hospice adheres to a robust recruitment system, which aims to ensure fair treatment for all applicants.

All Hospice employees undertake mandatory equality and diversity training.

2. Advance equality of opportunity between people who share a protected characteristic and people who do not share it.

At Halton Haven Hospice no one, staff or service user, receives less favourable treatment on the grounds of disability, gender, age, religion or belief, race, sexual orientation, gender reassignment, marriage and civil partnership status, pregnancy and maternity status, nationality, caring responsibilities, political opinion or part time/fixed term working status.

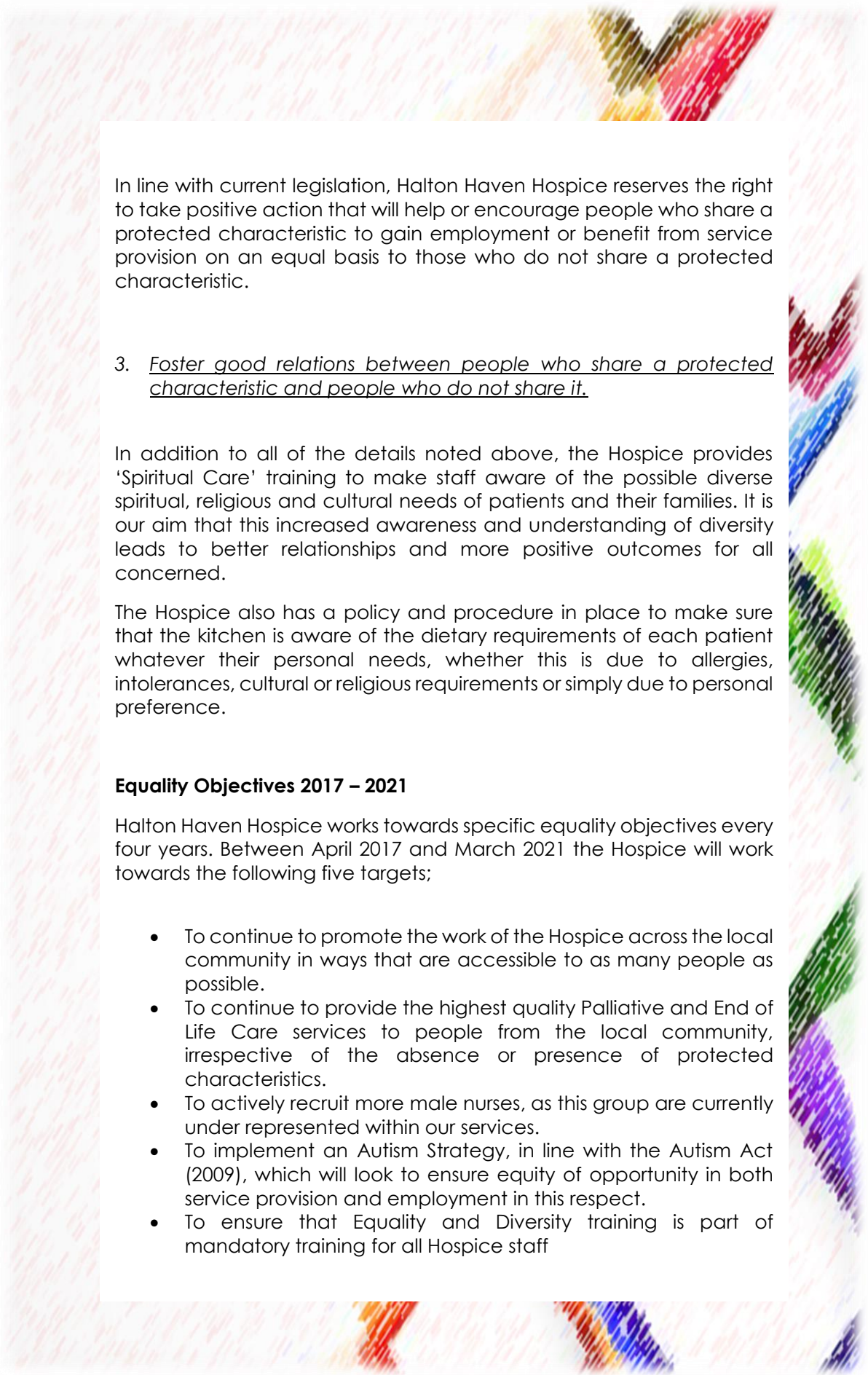
The Hospice is committed to ensuring that no one is disadvantaged by unjustifiable provisions, criteria or practices. This commitment extends to all areas of employment e.g. recruitment and selection, pay, benefits and other terms and conditions of employment; supervision and performance, appraisal, opportunities for promotion/transfer, access to training, discipline and dismissal (including redundancy and retirement) and also to all areas of our service provision.

It is the policy of the Hospice to recruit and promote people on the basis of their suitability for the role, as defined by a comprehensive and contemporaneous job description and person specification. Vacancies are advertised to the widest possible audience and utilise sources that, as far as is reasonably practicable, ensure that all sections of the community have the opportunity to apply.

All applicants for employment or volunteering vacancies receive an equal opportunities monitoring form as part of the recruitment process.

If under-representation of any particular group (e.g. disabled people, people from ethnic minorities or people of a certain gender or age) is found we will, where appropriate, make every effort to:

- Include a statement in our job advertisements, positively encouraging people from those groups to apply
- Ensure our job advertisements reach them
- Consider using targeted or specialist media for our job advertisements
- Consult specialist agencies, such as Job Centre Plus, for advice
- Make sure the criteria for selection are entirely job-related
- Review and revise the organisation's policies, practices and procedures; and consider taking positive action to provide training specifically for under-represented groups



In line with current legislation, Halton Haven Hospice reserves the right to take positive action that will help or encourage people who share a protected characteristic to gain employment or benefit from service provision on an equal basis to those who do not share a protected characteristic.

3. *Foster good relations between people who share a protected characteristic and people who do not share it.*

In addition to all of the details noted above, the Hospice provides 'Spiritual Care' training to make staff aware of the possible diverse spiritual, religious and cultural needs of patients and their families. It is our aim that this increased awareness and understanding of diversity leads to better relationships and more positive outcomes for all concerned.

The Hospice also has a policy and procedure in place to make sure that the kitchen is aware of the dietary requirements of each patient whatever their personal needs, whether this is due to allergies, intolerances, cultural or religious requirements or simply due to personal preference.

Equality Objectives 2017 – 2021

Halton Haven Hospice works towards specific equality objectives every four years. Between April 2017 and March 2021 the Hospice will work towards the following five targets;

- To continue to promote the work of the Hospice across the local community in ways that are accessible to as many people as possible.
- To continue to provide the highest quality Palliative and End of Life Care services to people from the local community, irrespective of the absence or presence of protected characteristics.
- To actively recruit more male nurses, as this group are currently under represented within our services.
- To implement an Autism Strategy, in line with the Autism Act (2009), which will look to ensure equity of opportunity in both service provision and employment in this respect.
- To ensure that Equality and Diversity training is part of mandatory training for all Hospice staff

Infection Prevention and Control

As documented earlier, in the Clinical Governance Overview section of this Quality Account, there were no infections developed at the Hospice during the year 2017 / 2018. Therefore, no actions following infection have been necessary at the Hospice during this period.

The Hospice's Infection Prevention and Control Policy was reviewed in September 2017 and is again scheduled for review in September 2018.

Infection Prevention and Control Training has taken place for staff at the Hospice with attendance as follows:

Infection Prevention and Control Training	
Non – Clinical Staff	14
Clinical Staff	21

There is more training scheduled for the coming year 2018 / 2019.

The Hospice undertakes full internal audit of Infection Prevention and Control. Auditing over the past year has not identified any major concerns.

There was also an external Infection Prevention and Control audit conducted at the Hospice by the Infection Prevention and Control Team from Bridgewater Community Healthcare NHS Foundation Trust in 2016. This was arranged to provide the Hospice with an added level of governance in respect to Infection Prevention and Control, through engagement with an independent specialist.

The external Infection Prevention and Control Audit report summary, provided by the team from Bridgewater Community Healthcare NHS Foundation Trust, is set out below:

Section	Description	% Score
1	Management	92%
2	Environmental Cleaning	100%
3	Sluice	100%
4	Treatment Room	100%
5	Bedrooms	100%
6	Bathrooms and toilets	92%
7	Hand Hygiene	89%
8	Personal Protective Equipment	100%
9	Management of Sharps	100%
10	Management of Blood and body fluid spills	100%
11	Decontamination	100%
12	Management of Laundry	100%
13	Waste Management	86%
14	Enteral Feeding	100%
15	Urinary Catheters	100%
	Overall score	97%

- Scores 85% and above are compliant
- Scores between 76% and 84% are partially compliant
- Scores 75% or below are non – compliant

Action plans have been put into place to rectify minor variances identified by this audit.

Priorities for Improvement 2018 - 2019

Reviews of our service help to inform the development and identify the priorities for future improvements at Halton Haven Hospice.

The Hospice has identified through such reviews three Priorities for Quality Improvement for 2018 – 2019 as follows:

PRIORITY ONE - Following on from last year's successful introduction of elective apprenticeships for Health Care Assistants (HCAs), the Hospice will be looking this coming year to add to the mandatory training for HCAs.

We want all of our HCAs to have gained the Care Certificate. It has been the Hospice policy that any new HCAs to the Hospice undertake the Care Certificate where they hadn't already, but going forward it will be mandatory for all HCAs, regardless of how long they have worked here, to have gained the Care Certificate.

We will be working towards this aim commencing this year.

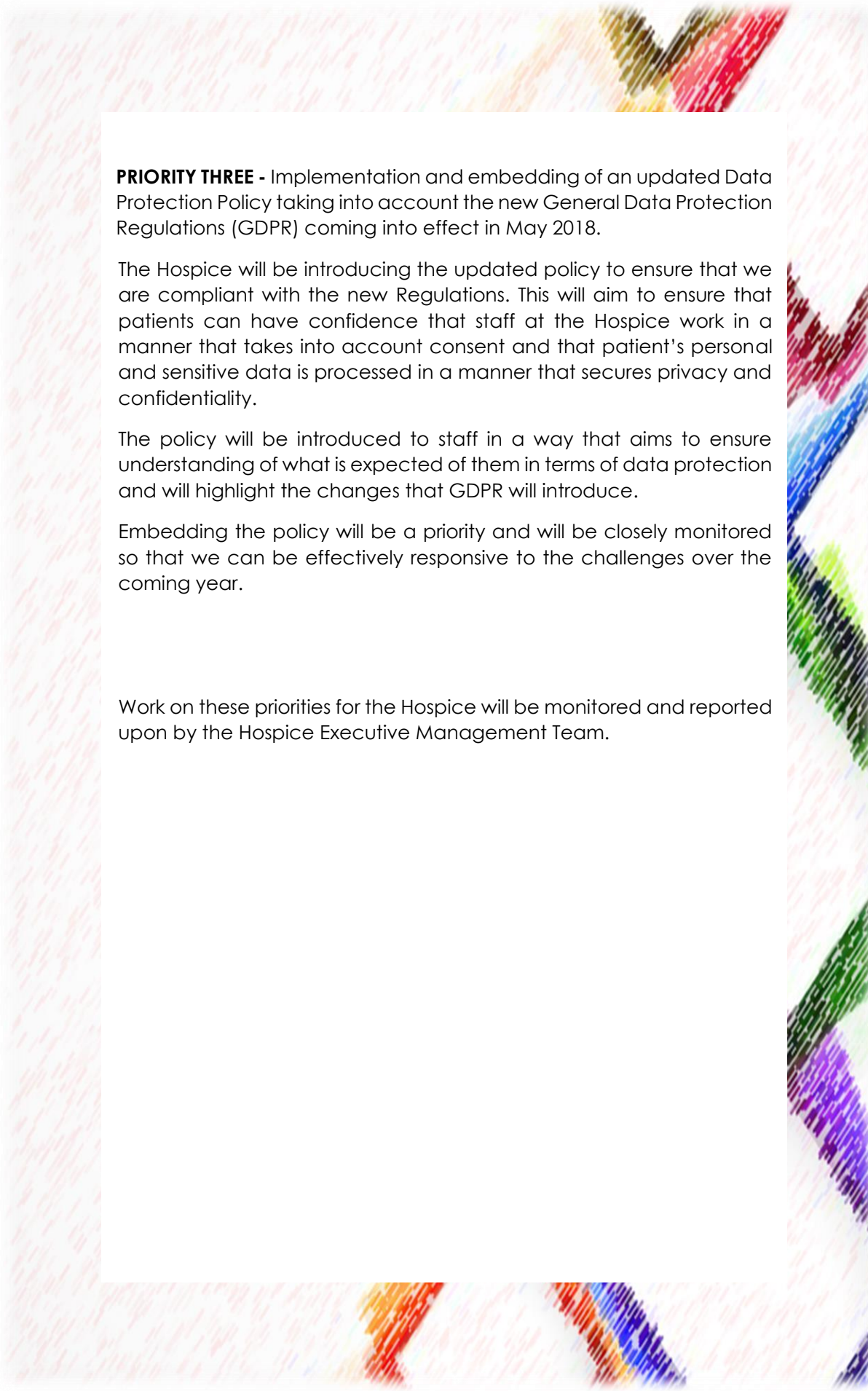
PRIORITY TWO - Patient Menus at the Hospice will be developed over the coming year and changes will be made that will look to introduce a menu full of new and exciting recipes, enhance patient choice further and ensure the nutritional value of the menu is optimised.

New recipes will be trialled and tested with staff and patients, with feedback informing decisions on whether to include them in the final version of the Hospice menu. Obviously any new recipe will need to gain approval from taste tests.

It is intended that the food we serve will be cooked from scratch utilising fresh ingredients while eliminating, as far as possible, the inclusion of processed foods and ingredients.

We will also be looking at our current menu to see where we can implement guidelines to reduce salt and sugar content. This, along with the use of fresh ingredients and skilled cooking, will have the aim optimising the nutritional content of what we present to our patients.

Feedback on patient and carer experience of the Hospice is always very positive but it is our hope that these developments will improve experience even more.



PRIORITY THREE - Implementation and embedding of an updated Data Protection Policy taking into account the new General Data Protection Regulations (GDPR) coming into effect in May 2018.

The Hospice will be introducing the updated policy to ensure that we are compliant with the new Regulations. This will aim to ensure that patients can have confidence that staff at the Hospice work in a manner that takes into account consent and that patient's personal and sensitive data is processed in a manner that secures privacy and confidentiality.

The policy will be introduced to staff in a way that aims to ensure understanding of what is expected of them in terms of data protection and will highlight the changes that GDPR will introduce.

Embedding the policy will be a priority and will be closely monitored so that we can be effectively responsive to the challenges over the coming year.

Work on these priorities for the Hospice will be monitored and reported upon by the Hospice Executive Management Team.

Statements on This Quality Account

The following organisations have been offered the opportunity to comment on this Quality Account:

- Healthwatch Halton
- Health Policy and Performance Board
- Halton Clinical Commissioning Group

At the time of publication Halton Haven Hospice has received the following statements:

Healthwatch Halton Statement


We welcome this opportunity to provide a commentary on the Halton Haven Hospice Quality Account report for 2017-18.

We would like congratulate Halton Haven for once again producing a clear and easy to follow Quality Account.

In responding to this year's Quality Account we have tried to answer the following questions:

1. Does the draft Quality Account reflect people's real experiences as told to local Healthwatch by service users and their families and carers over the past year?
2. From what people have told Healthwatch Halton, is there evidence that any of the basic things are not being done well by the provider?
3. Is it clear from the draft Quality Account that there is a learning culture within the Hospice that allows people's real experiences to be captured and used to enable the provider to get better at what it does year on year?
4. Are the priorities for improvement as set out in the draft Quality Account challenging enough to drive improvement and it is clear how improvement has been measured in the past and how it will be measured in the future?

From the experiences we hear of local people whose family members have used the Hospice we believe that this year's Quality Account reflects people's real experiences of using the service. We feel that the inclusion of comments from patients and carers helps to build a picture of a service providing high standards of care and support to patients and relatives.



We were pleased to note the reduction in clinical incidents this year. The drop in the number of medication incidents is a positive sign which we hope will continue over the coming year. We would like to see a more in-depth breakdown of the charts for 'Falls' and 'Pressure Sores' to include the grades of pressure sores and the severity of falls in next year's QA.

The inclusion of photographs on the refurbishment of the In-Patient unit gave us a real flavour of the improvements that have taken place so far.

We appreciated the update on last year's priorities for improvement and were pleased to read about work that has taken place to help meet those targets. We were sorry to read that the hospice had been unsuccessful, so far, in finding funding for the introduction of a system to improve the experience of the service for people with hearing and sensory impairment. We hope that they continue to look at bidding for funding to allow this work to progress.

We welcome the new priorities for improvement for the coming year. The additional mandatory training for all HCAs is a positive move. We're very much in favour of the development of a new patient menu. This provides an excellent opportunity for patients to be offered food that is both freshly cooked and using fresh ingredients. This can only help improve patient experience at the hospice.

The implementation of an updated Data Protection Policy should help ensure that privacy and dignity of patients is maintained.

We note that all these priorities will be monitored and reported on by the Hospice's Executive Management Team.

We look forward to receiving next year's Quality Account to comment on and to note the improvements made.

Dave Wilson

Manager

Healthwatch Halton

Health Policy and Performance Board Statement

Further to receiving a copy of your draft Quality Accounts, I am writing with the Health Policy and Performance Board comments. The Health Policy and Performance Board particularly noted the following key areas:

During the year 2017/18 Halton Haven identified three priorities to be achieved during this year. The Board was pleased to note Halton Haven achieved all three:

- **Priority 1 Apprenticeships in Health and Social Care:** The Board noted that one staff member has completed Level 2 Apprenticeship in Health and Social Care and has since enrolled to work towards Level 3. Two other staff members are currently working towards Level 3 Apprenticeship in Health and Social Care.
- **Priority 2 Knowledgeable Dementia End of Life Care** – The Board were pleased to note that the Hospice has been undertaking major refurbishment, adapting the environment to have a more positive impact on people living with dementia.
- **Priority 3 Action on Hearing Loss** – The Board were interested to read about the trial of various systems that would benefit patients and the necessary training requirements for staff members. Halton Haven is looking for funding which will allow for further progress.

The Board are pleased to note the following Priorities for 2018 – 2019:

- **Mandatory Care Certificate Training** - Following on from last year's successful introduction of elective apprenticeships for Health Care Assistants (HCAs), the Hospice will be looking this coming year to add to their mandatory training.
- **Review of Patient Menus** – Patient Menus at the Hospice will be developed over the coming year and changes will be made to ensure that food is cooked from scratch, utilising fresh ingredients while eliminating, as far as possible, the inclusion of processed foods and ingredients.
- **Implementation of GDPR** – Halton Haven will be working to implement and embed an updated Data Protection Policy taking into account the new General Data Protection Regulations (GDPR) coming into effect in May 2018.



The Board would like to thank Halton Haven Hospice for the opportunity to comment on these Quality Accounts.

Yours sincerely,

Councillor Joan Lowe
Chair, Health Policy and Performance Board

Halton Clinical Commissioning Group Statement

I am writing to express my thanks for the submission of Halton Haven Quality Report for 2017-2018. This letter provides the response from NHS Halton Clinical Commissioning Group to the Quality Report.

NHS Halton CCG understands the pressures and challenges for the Hospice and the local health economy in the last year and would like to congratulate and thank you for the level of partnership working and support in this year in relation to the One Halton Programme and for improving end of life care for patients, their families and carers.

NHS Halton CCG noted service improvement initiatives and patient safety in 2017-2018:

- 1. Action on hearing loss** has seen the Hospice scoping the possibility of implementing effective systems along with awareness training for staff, which will assist in maximizing the accessibility of services for people with hearing loss.
- 2. Dementia awareness** has resulted in the promotion of an environment that will have a positive impact on a person living with dementia's wellbeing while they are in your care following refurbishment of the in-patient unit. The Hospice now has 4 Dementia Link members of staff who will support facilitate change.

3. Apprenticeship Programme has been developed in partnership with Warrington Collegiate to provide opportunities for Health Care Assistants to undertake elective Apprenticeships in Health and Social Care. This has resulted in one staff member completing Level 2 Apprenticeship in Health and Social Care and has since enrolled to work towards Level 3 and a two staff members also took up the offer and are currently working towards Level 3 Apprenticeship in Health and Social Care.

We have noted the improvements made in terms of incident, serious incident, medicines management, pressure ulcer care and infection control management in ensuring patient safety is paramount.

NHS Halton CCG recognises the challenges for providers in the coming year but we look forward to working with Halton Haven Hospice during 2018-2019 to deliver continued improvement in service quality, safety and patient experience and also on the partnership work as we move forward with our One Halton model of service delivery.

We have noted the priorities for 2018/19 are:

- **PRIORITY ONE** - Following on from last year's successful introduction of elective apprenticeships for Health Care Assistants (HCAs), the Hospice will be looking this coming year to add to the mandatory training for HCAs and to enable them to gain a Care Certificate.
- **PRIORITY TWO** - Patient Menus at the Hospice will be developed over the coming year and changes will be made that will look to introduce a menu full of new and exciting recipes, enhance patient choice further and ensure the nutritional value of the menu is optimised.
- **PRIORITY THREE** - Implementation and embedding of an updated Data Protection Policy taking into account the new General Data Protection Regulations (GDPR) coming into effect in May 2018.

NHS Halton CCG would like to congratulate you on the hard work of your staff and their commitment to the end of life care of the people of Halton, we have noted this is also reflected by the patient, family and carer feedback the Hospice has received in year and we would like to thank local staff and managers for their on-going commitment locally and for the opportunity to comment on the draft Quality Account for 2017/2018.

Yours sincerely,

Michelle Creed
Chief Nurse

Feedback

Feedback, from service users and the general public, on our Quality Account is very welcome.

If you have any comments or queries please do not hesitate to contact;

Chair of Trustees
Halton Haven Hospice
Barnfield Avenue
Murdishaw
Runcorn
Cheshire
WA7 6EP

HALTON HAVEN 
Hospice for a special kind of caring