

## St Luke's Hospice Quality Account – Mid Year Summary Update

### 1 Introduction

- 1.1 In 2012 St Luke's produced its first quality account outlining its priorities for the financial year of 2012/13.
- 1.2 The hospice welcomed the support and assistance of both its commissioners and Sheffield City Council – Healthier Communities and Adult Social Care Scrutiny Committee officers in finalising its report prior to submission to the Department of Health Quality Framework Programme.
- 1.3 This mid-year report seeks to provide information on progress against the identified priority action areas, any additional quality initiatives undertaken and outline provisional quality priorities for the next financial year.

### 2 2012 – 2013 Priorities

- 2.1 The six priorities identified within the quality account were –
  - Progression of a £5.5 million development to bring our In Patient Unit up to highest standards and ensure its future – a part new build, part refurbishment project creating 14 single rooms and two multi bedded rooms, all with en-suite and family facilities. St Luke's In Patient capacity will remain at 20 beds once completed.
  - Redevelopment of the Patients / Carer Handbook.
  - Replace all MA16A syringe drivers as part of a city wide programme.
  - Improve support and education to city nursing homes in relation to specialist palliative care.
  - Review the current provision of Community Services.
  - Improve learning and development opportunities for staff.

#### 2.2 In Patient Unit



- 2.2.1 Work on Phase 1 of the In Patient Unit development - the demolition of an existing building, construction and internal fitting of a new two storey building housing 11 single en suite rooms and associated clinical facilities - is progressing well, with the building scheduled to be occupied by patients on the 8<sup>th</sup> April 2013
- 2.2.2 Throughout the building works great efforts have been made to minimise the impact on the patients care and experience. To monitor this the Service User Coordinator has undertaken environmental satisfaction surveys, both before work commenced and during the project. These will continue until all work is completed.



2.2.3 Whirlow Hall Farm kindly provided room on its premises where a mock-up of one of the new en suite rooms was laid out. Patient and carer groups have attended and been heavily involved in determining the fixtures, fittings and layout.



- 2.2.4 Phase 2 of the scheme will commence shortly after and will fully redevelop and refurbish the current In Patient Unit, which will then be integrated with the new building. Completion of this work will form one of the hospice quality priorities for 2013 – 2014. It should be noted that the overall capacity for the In Patient Unit following the changes will remain unchanged at 20 beds.
- 2.2.5 The 'Room to Care' Appeal to fund the work is on target having currently raised £2.4 million. *It should be noted that St Luke's has to raise £4.5m annually to operate its services, as it receives only 30% funding from the NHS, and so our appeal is on top of that annual requirement.*
- 2.3 Patient Handbook**
- 2.3.1 The Patient Handbook has been fully redrafted and the hospice is currently awaiting a proof copy prior to printing. Irwin Mitchell has kindly sponsored and funded this project.
- 2.3.2 Once this handbook has been completed and rolled out work will start on a Carer Handbook.
- 2.4 Replacement of MA16A syringe drivers**
- 2.4.1 The city wide healthcare group has identified a preferred replacement which is fully compliant with the NPSA requirement. In its documentation the group stated that feedback from the hospice had been 'pivotal in making the decision'.
- 2.4.2 Purchase of the replacement and associated training are on-going over the next financial year, St Luke's will buy 30 pumps for use at the hospice at a cost of around £875 each to ensure that all MA16A pumps are taken out of service.
- 2.5 Improve support and education to city nursing homes in relation to specialist palliative care**
- 2.5.1 One person has been appointed to help provide support and education. Attempts to fill the second post have been unsuccessful so the decision has been taken to run the project with one post holder for two years rather than the original one year project.
- 2.5.2 Work has commenced with the NHS lead for nursing homes on further developing relationships.
- 2.6 Community Services**
- 2.6.1 In recognition of the focus of care closer to home and as good management practice in a developing health community the hospice is undertaking a strategic review of its services, visions and values. It is anticipated that this review will be completed by early summer 2013
- 2.7 Improve learning and development opportunities for staff**
- 2.7.1 The hospice has a dedicated Learning and Development Coordinator in post whose role focus is to restructure and implement a programme of specific and targeted training to build on generic mandatory and specific local inductions.
- 2.7.2 The revised 'Performance and Development Review' process – which is St Luke's employee development process - identifies further training and development needs and opportunities

### **3 Other Quality Initiatives In Use and Under Consideration**

3.1 A number of other quality initiatives to improve the patient experience have either been started alongside the above priorities or are under consideration for the next financial year.

3.2 The initiatives already underway include:-

- Use of the Patient safety Thermometer to increase episodes of harm free care
- Participation in Help the Hospice patient survey
- A research project on the benefits to patients and relatives of the oral history project
- Participation in an audit on end of life care
- Use of a clinical dashboard as a performance indicator
- Appointment of a Transfer of Care sister to improve the patient experience around discharge

3.3 The initiatives under consideration for priority next year include:-

- Bereavement Quality Markers
- Implementation of the Patient Led Assessment programme
- Development of a Carers handbook
- Development and use of an in house In Patient patients satisfaction survey tool
- Continuing work on community services
- Measurement against the national End of Life Quality Standards
- Full implementation of the peer review programme

Judith Park  
Deputy Chief Executive

1<sup>st</sup> February 2013