



ST ANDREW'S HOSPICE QUALITY ACCOUNT 2023-2024



St Andrew's
Hospice

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WELCOME TO ST ANDREW'S HOSPICE

St Andrew's Hospice is a charity providing care at no cost to patients, their families and carers. The hospice has been providing palliative care, advice and support to people with life-limiting illnesses for 45 years.





INTRODUCTORY STATEMENT FROM THE CHIEF EXECUTIVE

On behalf of the Board of Trustee Directors and Senior Management Team, it gives me great pleasure to present the 2023-2024 Quality Account for St Andrew's Hospice.

Our aim is to be open, transparent and engaging, and give assurance of the quality and safety of care and support we provide. The account reviews the achievements we have made during the last year, outlines our key priorities for improvement to services for patients and their families, and communicates the excellent work of our hospice teams.

This report demonstrates how, building on the accomplishments of previous years, we have continued to deliver and design services in response to the needs of the community, with the patient and their family at the very centre of all we do. It is a reflection of how we strive, year on year, to improve the quality and responsiveness of our specialist palliative and end-of-life care services to our patients and those important to them. This is an opportunity to celebrate our successes, learnings and achievements through challenging economic times.

The landscape of hospice care is ever changing, with challenges of reducing income and increasing cost pressures. In an era where charitable giving has been hit by austerity, and where research is clearly indicating demand for services is growing, costs have also increased due to further NHS pay rises having an impact on the

recruitment and retention of hospice staff, and by greater regulation and the demands of commissioners and quality inspections.

St Andrew's is an independent hospice charity that delivers its services to NHS patients in our local area, without charge. We are funded principally by the enormous generosity of our local community, supported by NHS Humber and North Yorkshire Integrated Care Board (formally North East Lincolnshire CCG).

Despite the current economic climate, the hospice has continued to provide a high-quality service and remains financially sound. Our resilience and adaptability have continued to be key to our success, and our teams continue to strive for excellence in all they deliver. It's been another difficult year, but every one of them has risen to the challenge and as a result we have continued to provide the very best end of life care for our local communities.

We continue to evolve and reflect the pace of change in the NHS, moving to a more collaborative approach, looking to the future and our priorities. In April 2024, we launched our new five-year strategy with the strategic priorities being: 1. Inform and Influence; 2. Increase our Impact; 3. Involve and Integrate. The views of patients, carers, partners, staff, volunteers, and our wider community are important to us, and have been critical in the shaping of our new strategy. We engaged with a broad range of stakeholders, asking them to reflect on our services and tell us what our strengths and areas of development are and why. We also shared with them our understanding of the local population needs and the context in which we are working.

We recognise there will always be challenges and we will continue to strive for the highest quality in all care provided, putting our patients, their families, friends and carers at the heart of everything we do.

I am extraordinarily privileged to be the Chief Executive of such a vibrant and innovative organisation, and I look forward to what's in store in 2024-25. Our dedicated and passionate people provide excellent care for every person who touches our services.



Michelle Rollinson
Chief Executive

OUR VISION, MISSION AND VALUES

Our vision

Our vision is of a community where people can openly discuss death and dying; make each day count; and die with dignity and respect, in the place they choose, knowing their loved ones are supported.

Our mission

Our mission is to provide individualised, high-quality holistic care and support, advocating for personal choice, for those affected by a life-limiting illness.

Our values

*Care, compassion and respect for all.
Work together and value difference.
Be positive, proud and professional.
Innovate and strive for excellence.*



As custodians, we strive to preserve and enhance the reputation and brand of St Andrew's Hospice for the future, ensuring we are always advocates for our values and purpose.

OUR SERVICES

St Andrew's Hospice offers a number of different services to provide care and support to people experiencing life-limiting conditions.

St Andrew's, the adult inpatient service, and the services offered to adults by the support and wellbeing team, delivers care to people aged 18 and above with a life-limiting illness who live in Grimsby, Cleethorpes, Immingham and the surrounding areas.

Andy's is the children's and young person's service, which delivers care to people aged from birth to 25 years old. It includes services offered by the support and wellbeing team. Andy's services are available to young people with a life-limiting illness living in Northern Lincolnshire and the counties of Lincolnshire, Hull and the East Riding of Yorkshire.

Our services include the following:

- In-patient beds (consisting of 16 single rooms) providing 24-hour care
- Andy's Amigos
- Wellbeing service, providing clinical and therapeutic booked services Monday to Friday. These services aim to give patients extra support to manage symptoms, live independently at home and maximise their quality of life. Wellbeing group sessions include coffee and chat, craft group, games club, dementia group, chatty craft café, relaxation, tai chi and chair-based exercise groups. Please note, some of these are only available currently through a virtual offering. Virtual services are now in place to support patients and carers, including telephone contact and virtual 1:1 consultations. There is also a wellbeing patient Facebook group for peer support and information
- Community paediatric service, providing hospice care in the home
- The Retreat, offering therapies and rehabilitation in a spa environment, including: lymphoedema care and treatment, physiotherapy, complementary therapies, hair and nail studio, assisted bathing
- Support and welfare service, providing support and guidance to patients and their families, including spiritual care
- Bereavement support and counselling service, providing support to all families accessing St Andrew's Hospice and anyone requiring support who resides in North East Lincolnshire
- The Butterfly Suite, a temperature-controlled suite where care can continue for a child after their death
- Fully-equipped family accommodation
- Training and education, both in-house and external.



ENHANCING OUR UNDERSTANDING AND MEETING THE NEEDS OF PATIENTS AND FAMILIES

DUTY OF CANDOUR

Whilst we pride ourselves on providing safe, quality care, from time to time we know incidents can happen. The effects of harming a patient can have devastating emotional and physical consequences for patients, their families and carers. It can also be distressing for the professionals involved. Being open and honest about what happened - discussing the incident fully, openly and compassionately - can help all those involved cope better with the consequences of harm, whether potential or actual, in managing the event and also in coping in the longer term. In addition, being open and candid when things go wrong ensures that the investigation gets to the root cause of the event and promotes organisational learning. The Duty of Candour is a contractual requirement for all bodies delivering patient care in the UK and St Andrew's Hospice supports this approach wholeheartedly, as we recognise our responsibility to patients and their families and staff.

CONCERNS AND COMPLAINTS

All concerns and complaints are fully investigated within agreed timescales. We ensure an open and honest approach to investigations and responses. We always offer meetings with a view to resolution, to all complainants and those raising concerns.

CASE STUDY: CALLI CHEETHAM



Meet Calli

Age: 16 years old

Occupation: Chief Ice Cream Taster at Andy's



About me:

Colour-loving Calli has been bringing sunshine and rainbows to Andy's Children's Unit for the past 12 years. Diagnosed with a brain tumour at just three years old, she suffers from multiple health conditions, including speech difficulties and an unsafe swallow, meaning she must use a feeding tube for certain meals. Calli doesn't let that hold her back though, and she loves coming to Andy's to bake the treats that she can enjoy with her friends. She's always happy to chat using her assistive iPad, but if she catches you ordering a plain ice cream, she may just call you boring!



Favourite food:

Ice cream with chocolate sauce

Calli's dad, Mick, said:



“ Calli is so full of life. Knowing what she has been through and thinking that she wouldn't survive after she was diagnosed, it's just great for her to enjoy herself. She absolutely loves everything about Andy's... it's really special. The staff are brilliant and always have been. They let kids be kids, and that's important; you can tell they love their jobs. Calli gets to do all sorts of things - baking, colouring, playing games, watching movies with the other kids. And she loves to have a boogie. ”

Andy's is somewhere Calli comes to play, and Mick comes to relax, which is exactly what Calli tells her dad! They have the opportunity to go on day trips together - one of the last outings they went on was to see the Lion King in Hull - but now Calli has built up the confidence to go out with the Andy's staff and her friends alone. With three other daughters, Mick explained: “Andy's is not only great fun for Calli, but it means her sisters can get their own bonding time with their mum too.”



LOOKING BACK ON 2023-24

HEAD OF TRAINING AND EDUCATION

Last year we introduced our new Head of Training and Education and opposite is some of the work she has been undertaking to improve beneficiary experiences.

The role of Head of Training and Education is multifaceted - not only required to deliver clinical training, but also to scope and benchmark the quality of learning opportunities.

This is to ensure St Andrew's Hospice is aligned to quality indicators and the national palliative care agenda. Scrutiny of cost-effective learning supports a skilled workforce to deliver safe and current practiced care, whilst also mindful of the charity's income responsibilities.

Head of Training and Education activity in the first year has included:

Work completed	Impact
Undertaken a training needs analysis across clinical services, aligned with our workforce development project [Director of People and Operations] to additionally identify professional aspirations of staff.	Analysed training needs, and preferred learning methodologies, focussed and sourced training opportunities, reassure staff of support for learning and education, contribute to ongoing service quality and improvement.
Completed ROSPA-approved clinical moving and handling 'Train the Trainer' course to enable the delivery of all clinical moving and handling training in-house.	Consistent, timely, accessible, and cost-effective in-house clinical training maintained. Ensuring high standards of safety for patients and clinical staff.
Collaborated with other hospice providers to deliver palliative symptom management overview training to EMAS.	Improved palliative care in the community for locality beneficiaries, showcasing the hospice as an expert provider, inviting further training that would incur cost and generate income for the hospice, and building on a collaborative system approach to palliative care.
Sourced clinical experts to provide training for children's unit e.g., epilepsy management and paediatric ventilation training.	Built collaborative relationships with other providers, and gained specialist cost-effective training, whilst influencing safe and current practices to support service quality.
Created a transcribing competency framework for safe and effective transcribing aligned with SAH policy.	Improved service quality and improvement, whilst reducing the risk of medication errors to patients.

Work completed	Impact
Supported internationally recruited nurses through clinical OSCE training to successfully attain NMC registration and success in English Language Test [IELTS] pre-clinical OSCE requirement.	Registered to practice on the UK NMC register as Registered Nurses within the Adult unit, while sustaining international recruitment.
Investigated the comparative quality of clinical international OSCE trainer/ assessor providers.	Ensured quality and value for money. Support education, national registration, and retention of international recruited staff. Ensuring successful recruitment work of leadership team investment, increased team capacity and diversity, whilst also benefiting the wider community.
Non-Medical prescriber – Head of Education and Training took on the role of practice assessor to support a clinician to achieve non-medical prescribing [NMP] qualification.	Enhanced workforce skill and service provision to patients. Whilst also improving the professional development of the individual nurse. This will also ensure patients' future care with timely access to medications and enhanced safe practice.
Collaborated with Martin House Children's Hospice medical and education team - facilitated introduction of on-site simulation [SIM] training for SAH children's unit staff. Learning outcomes target [TNA] identified training needs.	Improved knowledge, skills, and confidence to deliver children's palliative care, without additional cost. Collaborative working with wider providers impacting all CU staff and patients.
Created and delivered a Symptom Management Programme to all clinical staff on the Adult Unit on a weekly rolling programme. Supported by SAH doctor.	Increased the skill and confidence of staff to identify and manage palliative symptoms, promoting learning in the workplace, whilst improving the quality of care.

Work completed	Impact
<p>Purchased clinical training mannequins [using grant funding] - for clinical skills training, i.e. tracheostomy care, phlebotomy, and catheterisation training.</p>	<p>Facilitated practical demonstration and 'hands-on' training which was identified as the preferred method of learning from training needs analysis. They are used in rolling planned training, but also ad hoc in response to individual clinicians need to support skills and confidence. Thus, ensuring we have a highly skilled and confident workforce undertaking these procedures.</p>
<p>Supported Hull University Children's Nursing faculty, to run 'Death Café' learning experience.</p>	<p>Built collaborative relationships with credible education provider, creating the potential for reciprocal education. Enhanced palliative learning of future workforce, whilst promoting SAH as an employer option for potential future recruitment and knowledge for future patients they may care for who may require hospice support.</p>



7 STEPS TO LIVING WELL

The 7 Steps to Living Well programme was introduced in early 2023 with the aim of improving patients' confidence in managing their conditions independently with improved knowledge and social benefit.

Since the beginning, we have successfully run three programmes from start to finish, all delivered as initially planned with topics including pain management, fatigue and conserving energy, emotional support, mobility and exercise, spiritual care, anxiety and relaxation and advanced care planning running over the course of seven weeks.

We have seen patients with a variety of different conditions attend the programme including cancer diagnosis, multiple sclerosis and motor neurone disease, to name a few.

Feedback from questionnaires given to the patients at the commencement of the programme and completion of the programme all received positive feedback, with 100% of patients stating they found the course beneficial. 100% also said they felt the topics covered were relevant to them and their condition. Written feedback included "followed on well", "enjoyed all subjects" and "we found out things we were unaware of".

We have seen a recurring theme of patients being apprehensive about attending the Spiritual Care session as they are unsure what will be discussed. However, all patients who have attended this session have found it hugely beneficial to them and some have since been referred to the Spiritual Care Lead for further support. The programme has led to an increase in referrals to other services also such as physiotherapy and family support.

Patients' relatives and carers have also enjoyed attending the course with their loved one, giving them an opportunity to expand their knowledge. We received one comment from a patient explaining it was highly beneficial for his wife too, "particularly the topics of fatigue and anxiety and relaxation".

HOSPICE'S VERY OWN THERAPY DOG

We detailed last year how we were supporting Moose and her owner through their therapy dog training. We are pleased to announce that Moose has now passed her therapy dog training. We are looking forward to them both visiting in the near future.

SINGLE NURSE ADMINISTRATION OF CONTROLLED DRUGS (SNACD)

Due to the vast amount of work undertaken by the Head of Training and Education in 2023-24, SNACD progress was temporarily suspended. It was felt that the training needs analysis and the competency framework took priority as a foundation for staff. These highlighted additional training requirements to be completed ahead of the SNACD which will be progressed further during 2024-25.

ETHICAL INTERNATIONAL RECRUITMENT - KERALA, INDIA

Last year was an exciting year for St Andrews Hospice when we welcomed two Internationally Qualified Registered Nurses and a Palliative Care Social Worker to the organisation in October. Each of them brings different qualities and experience to the hospice and they have settled in well to their roles and within the organisation. The teams have really taken them under their wings making sure they feel supported.

One of them shared why they wanted to come the UK and work for St Andrew's Hospice.

Manisha was born and raised in India and worked as a Palliative Care Social Worker for three years following completion of her master's degree in social work. Manisha wanted to grow and develop her knowledge and skills and when she met the Director of Clinical Services and Director of People and Operations in November 2022, she discovered that the hospices values aligned with her passion for supporting people living with life-limiting/life-threatening conditions and their families. Manisha has brought a wealth of knowledge and experience to the team and has been sharing new ideas and ways of working to support the team.

We have shared the work we have done with other Hospices to show how powerful this form of ethical recruitment can be. We presented a poster at the Hospice UK Conference in November and the Director of Clinical Services gave a presentation at the recent National Clinical and HR leads conference in Leicester.

Work is ongoing with the relationships built in Kerala on our visits in November 2023 and May 2024 and there are plans for this year to visit again.



MEDICAL CLINICS

Weekly medical clinics continue to be delivered supporting patients with symptom management, advanced care planning etc. All local GPs have been contacted to make them aware of the service, and they are able to refer patients in for support. The Specialist Palliative Care Nursing Team are also aware of the weekly clinics and are able to refer in their patients.

There is some further work to be done to publicise the clinics more to widen the reach and to also looking at other ways we can support GPs with palliative patients during this clinic. Feedback received from patients who have accessed the service has been positive. One patient stated that the half-hour appointment with Dr Chalmers was exactly what she needed. Once her pain relief had been explained to her effectively, she found she didn't need to increase her dose as she had initially thought, which was a great relief to her.

ANDY'S AMIGOS

Andy's Amigos continues to deliver a monthly programme of activities for children and young people to attend. The format is reviewed regularly to ensure it meets the needs of the children, young people and their families. The groups are themed and age appropriate and include sensory activities, cinema nights, pamper sessions etc. A planning group has been created to ensure consistency and equity. A key focus is on weekends and school holidays, recognising that most children/young people attend school. Those that attend have fun and feedback has been positive:

"She loves the cinema, despite being blind, due to the immersive sounds, the smells and others being around her. She also enjoys the freshness of the building and its surroundings; the staff are always attentive and playful and never leave her out. The garden play area is the place where she had the first chance to ever go on a swing in her wheelchair at nine years old... She really loves the swing and carousel and is in fits of laughter throughout and you simply can't go fast enough."

".....enjoys his time at the Amigo sessions. He gets a lot from the pool and the sensory room."

However, we recognise that for some of our families the distance to travel to Andy's can be a barrier, so a priority for the coming year is to look at how we can extend our reach to families who live further afield. This will be outlined in next year's priorities.

OUR ACHIEVEMENTS DURING 2023-24

HOSPICE RECEIVES NORTHERN LINCOLNSHIRE BUSINESS AWARD NOMINATIONS



We were delighted to be shortlisted for two categories at the 2023 Northern Lincolnshire Business Awards, organised by the Hull and Humber Chamber of Commerce. The prestigious event, which included a black tie gala dinner at Scunthorpe's Baths Hall venue, celebrates the best of business across the North Lincolnshire region.

The hospice was shortlisted in the Excellence in the Community and Business Growth and Development categories, receiving a runners-up award for both.

Chief Executive Michelle Rollinson said: "Unfortunately we didn't win, however a great night was had by all. Well done everyone for everything you do for St Andrew's Hospice. It is our team who make this charity so special in so many ways."

Anne Tate, Northern Lincolnshire Manager at the Chamber, said: "The judges were very impressed with the overall standard and spread of entries between the sectors, which was good to see this year."

NEW APPRENTICE NURSING POSITIONS CREATED



To mark National Apprenticeship Week, we shared that we have created two new positions for Apprentice Nursing Assistants, who will be undertaking their Level 2 in Health & Social Care, with the aim of rolling apprenticeships out to other roles throughout the Hospice, developing career opportunities in clinical, non-clinical and our retail shops.

We recognise the positive impact that apprenticeships make to individuals, businesses and the wider economy, and are proud to offer our community the chance to gain a qualification and hands-on experience in a vital industry while also earning a wage.

Following our recent open day we received 73 applications, before 10 shortlisted candidates joined us to look round St Andrew's Hospice, hear from our amazing staff members and engage in a question and answer session. We can't wait to welcome the new members of our team in April.

Apprenticeships are an excellent way for you to enhance skills and knowledge. We are committed to fostering the growth of apprentices by providing a supportive learning environment, where we nurture the next generation of skilled workers. If you are interested in being an apprentice at St Andrew's Hospice, please keep your eye out, as we will be advertising throughout the year. Alternatively, if you are interested in putting your name down in advance, contact our HR Team by emailing sahrteam@nhs.net

Jacqueline Hall, Director of People & Operations, said: "We are very proud to have launched our Apprentice Scheme by introducing two clinical roles to our Adult and Children's Units, offering career opportunities for two apprentices to pursue a career at St Andrew's Hospice. This is now being rolled out to a variety of other roles, and we look forward to be able to offer permanent roles to those who take part in the scheme".

NATIONAL SPOTLIGHT ON VOLUNTEERING AND RECRUITMENT



We were delighted to be invited to share the successes of our volunteering and international recruitment programmes at the Hospice UK National Conference 2023. We also welcomed the opportunity to hear about the innovation of other hospices around the nation.

SUPPORTING OUR STAFF AND VOLUNTEERS

We are proud to be able to showcase the support we offer our staff, volunteers, patients, carers and families, as we work towards becoming an employer of choice. By playing a leading role in changing attitudes for the better, we aim to change behaviour and cultures throughout our organisation and wider community.



FEEDBACK FROM THE DIRECTOR OF GOVERNANCE AND QUALITY

IDENTIFIED PRIORITIES

Looking back on the previous year as Director of Governance and Quality, I am proud of the work that has been achieved by staff in making our identified priorities a reality. It is humbling to see the progress in all areas of the organisation. The passion and drive given, particularly to the training and education of staff, new, existing and now international, has been a highlight for me. This is because it involves everyone working and volunteering for the hospice and more importantly, the patients and families using our services see and feel the impact it has.

Not all identified priorities have run according to plan and as such adjustments have had to be made. This is particularly the case with training and education. With the appointment of our Head of Training and Education we were able to undertake a training needs analysis on each member of the clinical team. This highlighted new priorities with a considerable amount of work undertaken by all staff to achieve this significant development. As a result, the work on Single Nurse Administration of Controlled Drugs was delayed, this will gain more focus in the coming year, 2024/25.



We experienced our first Care Quality Commission's (CQC) inspection since 2015 in late October 2023 and I am pleased with our overall rating of 'Good' with 'Outstanding' in responsiveness. The other areas of the report give some direction into the improvements required over the coming months, and these will form part of our annual quality improvement plan.

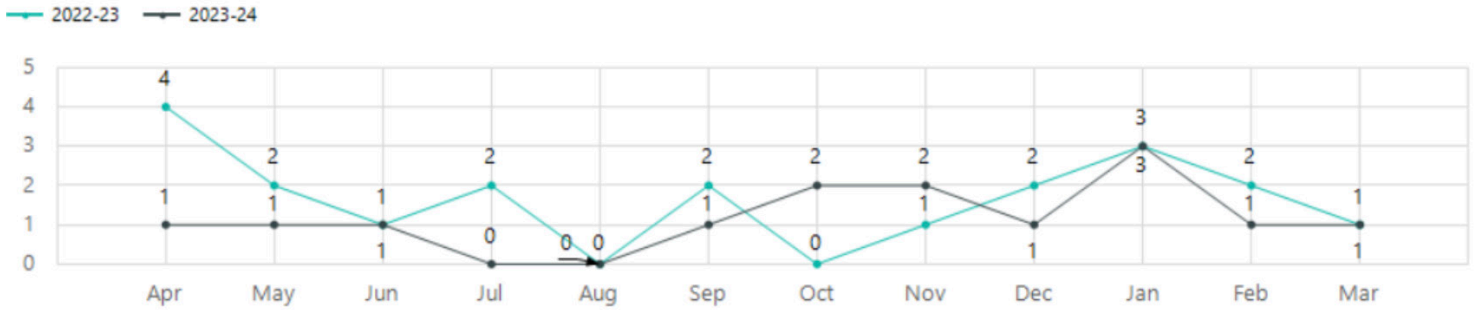
Patient safety and the delivery of quality patient care is at the heart of everything we do within our clinical services. The hospice is committed to a 'no blame' culture, helping staff to feel comfortable raising concerns they may have, or incidents they feel need reporting through our Vantage incident management system. All reports are reviewed each day by the appropriate Senior Manager or me, and monthly at the Service Quality and Improvement Group. The group critically analyses all patient safety incidents, reviewing themes and disseminating the learning to staff, and where appropriate external healthcare organisations involved in the patient's care, in a timely way before agreeing to final sign off. An overview of this is reported to the Board of Trustees every quarter.

The hospice has a Duty of Candour Policy as per Regulation 20 of the Care Quality Commission (CQC) and the Statutory Duty of Candour for Health and Social Care Providers (Department of Health 2014). If any patient safety incident occurs as part of the care given by St Andrew's Hospice staff, patients and families will receive an apology from the most appropriate person. An explanation will also be given to the patients and families so that they are assured that the incident will be effectively investigated by a member of the Senior Leadership Team and, where necessary that appropriate actions for improvement will be taken.

It is very pleasing to see that all of the patient safety incidents which are managed by the hospice services have decreased in the previous two years. These figures encompass both Adult and Children's services and are reflective of the measures implemented to improve patient safety throughout this time.



FALLS PATIENTS



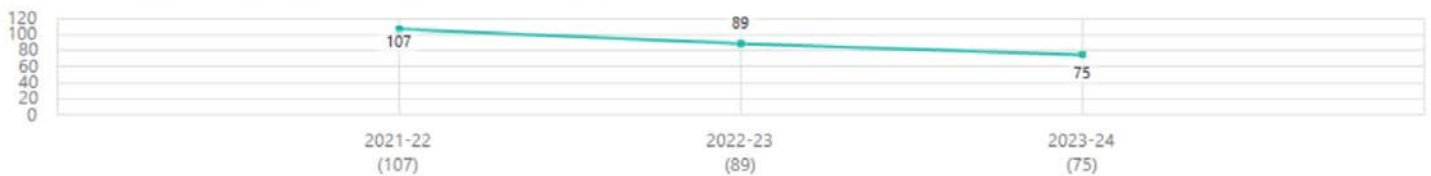
It is pleasing to see that falls have reduced by a further 26% this year. A 53% reduction in falls since 2021-22 which is remarkable. The majority of falls have resulted in no or low harm to the patient as you can see from the table above. Having experienced a further reduction in falls again this year, I attribute this to the continued quality improvement work undertaken surrounding falls management.

PRESSURE ULCERS

Unit	Ulcer Type	Pressure Grade	Graph	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total	
Adults unit	Acquired	Category 1		1												1	
		Category 2		1					3		1	1		1	2	9	
		DTI		1													1
		MASD											1				1
		SDTI		1													1
		Unknown						2									2
	Group Totals:			4			2		3		1	2		1	2	7	
	Inherited	Category 1		3	1	1								1			6
		Category 2			4	4	5	1	3	1	1	2	1				22
		Category 3			1	1				1							3
Category 4							1				2		1			4	
DTI				1	1	1			2	1	1		1	1	1	10	
MASD			1					3	1	1	1			1		8	
SDTI								1								1	
Unstageable				1					2		2					1	6
Group Totals:			4	8	7	7	5	9	3	7	2	4	2	2	60		

Key: Category 1: non blanchable erythema, Category 2: partial thickness skin loss, Category 3: Full thickness skin loss, Category 4: Full thickness tissue loss with exposed bone, tendon or muscle, Deep Tissues Injury, Moisture associated Skin Damage, Suspected Deep tissue injury: Depth unknown and Unstageable: Depth unknown. For further guidance on the definitions please visit: <https://www.hospiceuk.org/innovation-hub/clinical-care-support/quality-improvement/patient-safety>

Total Pressure Ulcers by Financial Year- 2023-24, incl. 2 prior financial years



Pressure Damage in 2023-24 has again continued to reduce for our patients in the adult inpatient unit. This is a 30% reduction since 2021-22 and a 16% reduction compared with 2022-23. This reflects a 38% reduction in pressure damage acquired in the inpatient unit and an 8% reduction in patients admitted with pressure damage. The hospice continues to attend and support the Humber and North Yorkshire Pressure Ulcer joint working group whose aim is to prevent the likelihood of occurrence of pressure damage and find the root cause of existing pressure damage to promote quality improvement.

Staff are now reporting skin changes that could have the potential to develop into pressure damage, i.e. Deep Tissue Injury (DTI) / Moisture Associated Skin Damage (MASD). All pressure damage reported as acquired within St. Andrews Hospice is thoroughly investigated. All these patients had the necessary pressure relieving equipment and care plans in place to mitigate the risk of occurrence and I am confident that all cases of acquired pressure damage were as a consequence of disease progression, reduced circulation, poor nutritional intake or patient asking not to be repositioned.

There were no pressure damage occurrences reported for our Children's Services.



MEDICATION ERRORS

Unit	Incident Category	Incident Type	Graph	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Total	
Adults unit	Controlled Drug Related	Medication Omitted	*		1											1	
		Medicines found loose/not given	*											1			1
		Not Specified	*										1				1
		Wrong Medication	*							1							1
		Wrong Quantity	*			1											1
	Group Totals:				1	1			1			1	1				5
	General Medication related	Not Specified	*								1				1		2
		Other	*			1											1
		Prescribing Errors	*											1			1
		Wrong Freq./Rate/Time	*			1											1
Group Totals:					2					1			1	1		5	
Children's unit	Controlled Drug Related	Incorrect storage	*				1									1	
		Not Specified	*				1									1	
	Group Totals:						2									2	
	General Medication related	Delivery / transport of medicines issue	*		1												1
		Incorrect storage	*					1									1
		Other	*		1						1		1				3
Group Totals:				2		1				1		1				5	

Total Medication Incidents by Financial Year- 2023-24, incl. 2 prior financial years



Medication errors in 2023-24 are 41% lower than the previous year. I am positive that this is due to some of the valuable work undertaken around staff training and competency. As mentioned above, focus in 2024-25 will be given to Single Nurse Administration of Controlled Drugs and medicines management quality improvement.

TRUSTEES

In addition to the patient safety data above, our trustees take their role very seriously and are committed to a rolling programme of trustee visits to each department during the year. The visits are usually conducted by two trustees on a rotational basis. They provide an excellent opportunity to develop ward to Board relationships, enable trustees to observe first-hand the activities of the hospice and talk to patients, visitors, staff and volunteers about their experiences and concerns.

CONCLUSION

I hope you have found this Quality Account highlighting the work staff at St Andrew's Hospice were focussed on last year to be informative and of interest. Work on the identified priorities for 2024-25 is well underway and I look forward to reporting our progress on these next year.

On behalf of the Leadership Team, I would like to thank all the St. Andrews Hospice teams for making last year's identified priorities possible and for their continued support to make the care we deliver to patients and families exceptional.

As the main author of this Quality Account 2023-24, and on behalf of the Leadership team, I would like to thank our group of patient reviewers and external organisations such as Healthwatch, North East Lincolnshire Place who also contributed. But mostly a huge thank you to our workforce who together work tirelessly to provide our community of patients and their families with the very best care. Therefore, I am delighted to be able to share this document with you all.

Take care,

Shelley Burrows

Director of Governance and Quality





IDENTIFIED PRIORITIES FOR 2024-25

ANDY'S AMIGO'S HUBS

We recognise that access to Andy's Amigos can be restrictive particularly for those children, young people and families who live further afield. As part of our new five-year strategy one of our priorities is to "Increase our impact" by developing services within the hospice and community to meet the growing needs of all patients' families and carers.

In the coming year, we want to start to scope out how we might be able to reach those living further afield and offer the children, young people and their families the same or similar support and activities closer to home. We will be working with families to understand what would be useful to them, working with other professionals to look at possibility of utilising space and exploring opportunities for more joined-up working.

TRANSITION

The transition of young people into adult palliative care services is high on the agenda for this year and is part of our new 5-year Strategy. Andy's Children's Hospice team have been working closely with St Andrew's Hospice Adult Wellbeing and Inpatients teams to successfully support a number of young adults with this transition into St Andrew's Adult services.

A new Wellbeing group, the Circle Club, has been introduced to support young people new to St Andrew's Hospice Services as well as young adults who have moved up through Andy's Children's services which has proved to be very successful, and feedback has been positive. One patient stated he loves coming to Circle Club as it gets him out the house and gives him space to learn new skills and enjoy meeting new people.

Work with other partner organisations is being undertaken on an individual needs basis as we are working with young adults but there is further work that needs to be done in this area.

We are really excited to say that we have been successful in receiving a grant for a 1-year Transition Coordinator post which will help to build on the work already started and give opportunity to build relationships with other adult hospices and providers and support the transition of our young adults who live in their wider catchment areas of Andy's. This role will further strengthen and support the development of relationships with other professionals, building a directory of services and creating a Transition pathway.

RELATIONSHIP WITH MARTIN HOUSE

In September 2023, discussions took place with Martin House Children's Hospice, Wetherby, with a view to working collaboratively, to improve access for children and young people and their families to specialist palliative care medical support.

Through the collaboration, we have jointly appointed a third Specialist Paediatric Palliative Care Consultant for the Yorkshire and Humber area, giving the region three in total. This collaboration has enabled Andy's to increase the support to our families and support and develop the nursing team. The support also provides the team and the families access to advice and support, 24 hours a day, 7 days a week.

Over the coming year work with support from the Specialist Palliative Care team, Andy's will continue to develop and embed training and support within the nursing team, enabling children, young people and families to be supported with symptom management concerns, Advanced Care planning and support with End-of-Life Care at home.

NORTH EAST LINCOLNSHIRE PALLIATIVE AND END OF LIFE CARE ACCOUNTABLE CARE PARTNERSHIP

Over the last four years the focus and developments within adult palliative care, has been overseen as a Northern Lincolnshire sub-system, with both North and North East Lincolnshire Places working together under the direction of a strategy and delivery plan. Over the last year, it has become evident that due to the needs of our local populations and the structural differences within services, there was the general recognition of a change in direction required for the sub-system, with a large amount of project work now needed to be delivered at Place rather than across the 2 areas, however this does not impact the Northern Lincolnshire strategic aim.

It was agreed operational delivery groups would be established within both Places, with North East Lincolnshire opting for the implementation of an Accountable Care Partnership, to directly align with the North East Lincolnshire Health Care Partnership. An Accountable Care Partnership involves different organisations from the health and care system to work together to improve the health of their local population by integrating services and tackling the causes of ill health or poor patient experience.

This is a different way of working for the NHS – the emphasis is on Place, populations, and systems rather than organisations. If successful, accountable care will accelerate the implementation of new care models designed to integrate care and promote population health. It will also enable local leaders to take more control of funding and performance in their areas with much less involvement by national bodies and regulators.

The initial priorities of the Accountable Care Partnership are to ensure that we have the right membership, we agree a joint set of priorities and use data and local intelligence to inform the planning and delivery of improved care and support.

Through the use of case studies, the patient and carers voice and experience are central to any discussion, providing the focus and guidance on how services are developed, ensuring personalisation is central to describing what good, person-centric, personalised care and support looks like from the point of view of the people themselves.

PATIENT SAFETY INCIDENT REPORTING FRAMEWORK

The Patient Safety Incident Response Framework (PSIRF) sets out the NHS's approach to developing and maintaining effective systems and processes for responding to patient safety incidents for the purpose of learning and improving patient safety.

The framework endorses a system-based approach instead of a 'person focused' or single cause, approach.

It is a national standard and although not an NHS service, Hospices are expected to evidence that we are following similar processes and sign up to the principles. St Andrew's Hospice already has a robust Patient Safety Incident reporting mechanism in place and over the next 12 – 18 months will look at how we need to comply with PSIRF.

We are currently working with our Integrated Board to understand what information they may require from us locally and are in the process of writing a Patient Safety Incident Reporting Plan to demonstrate our actions. The plan will specify methods to be used to maximise learning and improvement and how these will be applied to different patient safety incidents.

This in turn will lead to policy review. The incident reporting policy and plan will be integral to SAH wider approach to safety improvement and will be published on the SAH website.

BUILDING ON INTERNATIONAL RELATIONSHIPS – KERALA, INDIA

Following on from our successful visit to Kerala, in May last year, we have continued to build relationships with the palliative care team in Kerala. This year we want to continue to build on those relationships and the work started on the training pathway which will take the format of a hybrid approach.

In June this year, the Director of Clinical Services and the Head of Education and Training are returning to meet with the palliative care team to develop relationships, deliver training and continue to develop the training pathway to support and develop an extension to their current palliative care programme. They are also expected to visit different palliative care establishments and witness palliative care delivery in the community.

The Director of Clinical Services is also taking part in a meeting with Dr Mathews, who is the Government Advisor for the Palliative Care in Kerala, to discuss the current Memorandum of Understanding in place between Kerala/Norka Roots and Humber and North Yorkshire Integrated Care Board, and how this might be extended to encompass palliative care.

We are really excited to be involved in this work and fly the flag for hospices and palliative care in the UK.



“Everyone just pulled together in a two-hour window. With the cost of the rings and the bottle of prosecco and the flowers, it was a wedding that was pulled together with close friends for £150.”

LOVE BLOOMS WITH HOSPICE BLESSING

Love was in the air on the Adult Inpatient Unit as Alison Barrs and Paul Burgess ‘tied the knot’ – with friends, family and staff rallying round to put together a beautiful ceremony in just two hours!

The couple, who have been engaged since 2019, pledged their love and commitment to each other in an intimate blessing ceremony at St Andrew’s Hospice on February 13th.

Paul, who has been by Ali’s side as she battles a brain tumour, said the “amazing” reappearance of her lost engagement ring prompted them to take the plunge.

“At the end of November, I noticed Ali lost her engagement ring,” he explained. “I told her not to worry about it, the most important thing is we’re still engaged. The ring is just symbolic.

“However, on February 12th, I took the dogs back to Ali’s and her neighbour had found it! It was amazing that it had laid in the gutter outside her house for three months and nobody had spotted it, run over it, or picked it up and pinched it. So, we both took that as a sign that we ought to get married.”

The couple spoke to staff at the hospice, who contacted a registrar. However, due to Ali’s condition, they decided a civil blessing would be more suitable.

“At that point, Ali had had a terrible weekend and we thought we were losing her, so I just asked them to see what they could do.”

And when they learned a priest would be at the hospice to conduct the blessing in just two hours’ time, they weren’t expecting the whirlwind that followed!

"I was in my scruffs, my mum was out shopping, none of our close friends or family knew," Paul said. "Ali's best friend was looking after her grandkids so found someone to take them home, and her husband was in Manby selling fish, so he shot back."

Paul's mum was rescued from the cake aisle of Marks and Spencer – where she just had time to collect a chocolate cake – whilst Ali's friend Bernie bought flowers, and the hospice staff put together a bouquet and buttonhole from the garden. Meanwhile, Paul was in Cleethorpes ordering rings from In The Pink.

"There were floral decorations around her bed and congratulations signs up; the room looked superb. The staff here were unbelievable, as always.

"The blessing was amazing, and the words were so perfect, considering he didn't know us. He'd chosen words about love being more important than money and it just seemed to work so well.

"Everyone just pulled together in a two-hour window. With the cost of the rings and the bottle of prosecco and the flowers, it was a wedding that was pulled together with close friends for £150.



"My brother was there in shorts, there were two people there who smelled of fish! All the stuff that usually goes with weddings, the unimportant bits, we never had them, but it didn't matter. It was such a special couple of hours."

Paul met Ali five years ago whilst working at Comley Cameras, after she came in to have her passport photo taken. He didn't speak to her, but later received a message from a mutual friend to say she "fancies you".

"I thought 'it can't have been me, she's got it wrong!' But I remembered her coming in and we just hit it off straight away. She's been the best thing that's happened to me."

Ali was diagnosed with a brain tumour in 2006 and, as her illness progressed, Paul gave up work to care for her.

Over the years, she has attended wellbeing groups and used the bathing service at St Andrew's Hospice. And, when she eventually needed a level of care that Paul couldn't provide at home, Ali was admitted as an inpatient.

"She has loved everything about the hospice. Even the other day when she couldn't really do any art, she still went down to the wellbeing group.

"It's just the camaraderie, the companionship, meeting people and the love that she was getting. It's something different. When you retire from work in your 40s and suddenly you haven't got work colleagues to chat to, although they did visit, it's not the same. It's almost like belonging to a club.

"The support network is unbelievable. Anyone who thinks the hospice is a sad place can forget that.

"It's uplifting; you come and you have a cry and there's always someone who will throw an arm around you with genuine love. They've seen it before.

"I find it unbelievable that people can actually work in this environment and be so positive, and that positivity comes through to us."

"The other thing – the fact the dogs are allowed in is such a bonus and the dogs basically rule this place. They're greeted with even more enthusiasm and love than the family of the patient. I always tell Ali she's in a five-star hotel and it's all inclusive!

"It really is one big family."



STATEMENT OF ASSURANCE

The following statements are mandatory for providers to include in their Quality Account. Many of these statements are not directly applicable to palliative care providers and therefore explanations are also given.

REVIEW OF SERVICES

During 2023-24, St Andrew's Hospice provided the following services through its three core clinical service areas listed below:

- Inpatient Care
- Support, Welfare and Wellbeing
- Paediatric Community Care.

This was delivered by two distinctive units:

- Adult Services
- Andy's (Child and Young People's Services).

Whilst being supported by multi-disciplinary teams comprising of:

- Medical practitioners
- Nursing professionals
- Social work professionals
- Spiritual Lead
- Counselling and support professionals
- Allied health professionals
- Physiotherapists
- Occupational Therapists
- Complementary Therapists
- Therapeutic Activity Co-ordinator
- Play Specialists.





PARTICIPATION IN CLINICAL AUDIT

As a provider of specialist palliative care, St Andrew's Hospice is not eligible to participate in any of the national clinical audits or national confidential enquiries. This is because none of the 2023-24 audits or enquiries relate to specialist palliative care.

LOCAL AUDIT AT ST ANDREW'S AND ANDY'S

Audits are a quality improvement measure and one of the seven pillars of clinical governance. They promote transparency and support consistent, high-quality patient care and service delivery whilst highlighting areas which require further attention.

We continually refine our audit calendar based on the outcomes and work undertaken in the previous year. Auditing, and the importance of it, is discussed with all staff on induction to the organisation. Further training is given to those staff directly involved in undertaking audits to ensure they have the necessary skills and competencies to provide high-quality reports.

Considerable emphasis has been placed on the audit cycle and the need to re-evaluate action plans during the auditing process, to ensure the second cycle audit is undertaken at an appropriate time if required. This allows for any changes to practice

to be identified, implemented and re-evaluated. The learning from these audits are shared through team meetings and operational meetings, with an overview at Board level to complete the governance cycle.

CLINICAL AUDITS

Clinical audits cover but are not limited to:

- Nutrition and hydration
- Intentional rounding
- Management of controlled drugs
- Management of pressure ulcers
- Record keeping
- Provider compliance with the Mental Capacity Act
- Spiritual care and bereavement
- Caldicott Guardian.

We have also carried out overarching audits which cover all clinical services such as environmental, information governance and infection, prevention and control audits.

NON-CLINICAL AUDITS

Non-clinical audits cover but are not limited to:

- Health and safety
- Fire
- Retail
 - General product safety regulations
 - Trading hours and consumer rights
- Fundraising
 - Lottery compliance
 - Consumer contract regulations
 - Gift Aid
- Human Resources
 - Professional registration
 - Disclosure and Barring Service
 - Recruitment

FINANCIAL AUDIT

An independent audit of our financial statements for the year ending 31st March 2024 has been carried out and no concerns have been raised.

RESEARCH

We have continued to participate in clinical research during the year of 2023-24, with research approved by the Local Research Ethics Committee.

RESOLVE STUDY

This project is one part of a large four-year collaborative programme of research at the Universities of Bradford, Hull and Leeds funded by Yorkshire Cancer Research. In Yorkshire, 14,000 people die from advanced cancer each year.

In the weeks or months before they die, these patients often experience high levels of physical, psychosocial, and existential symptoms, which significantly reduces the quality of their remaining life.

This research project will enable clinical teams to implement and evaluate routine symptom assessment and outcome measures within palliative care to ensure patients' symptoms and other concerns are identified systematically. This will comprise of forming a new Yorkshire-wide Outcomes and Assessment Collaborative in hospice and palliative care settings to transform how the symptoms and other concerns of those living with advanced cancer in Yorkshire are identified and addressed.

The aim is to develop an evidence-based training package, tailored to the needs of individuals and teams within our hospice, to support the implementation of outcome measures in routine clinical practice. The materials developed will include workshops, e-learning and online material. These materials aim to increase professionals' knowledge and competencies about outcome measurement, foster understanding of the proposed measures, raise confidence, and develop competencies in the use of proposed measures.

The training process was facilitated by a Quality Improvement Facilitator from the University of Hull. After the implementation process, the project team will evaluate its impact and provide an analysis of each service's data, giving provider-level feedback in regular 6-month reports.

CHILDREN'S PALLIATIVE CARE OUTCOME SCALE VALIDATION STUDY (C-POS)

Within the UK, there are estimated to be over 86,000 children and families living with a life-limiting or life-threatening condition (LLC/LTC), many of whom would benefit from palliative care services due to complex symptoms, social and psychological needs, and the unpredictability of their condition. The number of children with LLC/LTC conditions in the UK is rising due to advances in medical care leading to slower deterioration.

This phase of research builds on the first two phases which 1) asked children, their families, their health care providers and commissioners what matters most to them; 2) we held a meeting with these stakeholders to decide which of these priority aspects of wellbeing should be the items in a brief measure to routinely assess and better support children and their families; 3) asked families and health carers which of these items are most important; 4) reviewed the evidence for how best to design questionnaires for children; 5) asked children, families and health carers to complete the questionnaires (there are different versions to meet children's needs at different stages of development) and to give us feedback on their content and format. We are now ready to move to the final stage - to ask children, families and staff to complete the measure twice to check if it measures what we intend to measure, and if it does so accurately.

This study, which is informed by and builds upon previous work conducted by the research team, seeks to establish the validity of the core C-POS to ensure the child and family-centred tool can be used to improve care in routine clinical practice.

The C-POS will be the first fully validated children and family centred outcome measure for use in paediatric palliative care. The study brings together families, researchers, health and social care professionals and champions children's voices in the research, rather than relying on proxy data. The tool will be implemented into routine clinical practice which if used regularly to measure and document change in patient's status, can inform and improve care for children and young people with life-limiting and life-threatening illnesses.

Andy's Children's hospice has during the year of 2023-24 recruited 15 children and their families to the C-POS study. With other families currently being invited to take part. Andy's also wish to recruit to the professional's arm of the study and hope to recruit more children and families shortly before the study completes in July 2024.

At St Andrew's and Andy's, we would consider ourselves to be a research-generating hospice according to Hospice UK definition – contributing to the development of, or generating evidence. We are keen to engage and support research which can influence any aspect of our organisation and are continuously scanning the horizon for relevant studies in which to participate.



THE CARE QUALITY COMMISSION

Our services are monitored by the Care Quality Commission (CQC), with our last full inspection being undertaken on 31st October 2023.

Overall rating: Good 

Safe: Requires improvement 

Effective: Good 

Caring: Good 

Responsive: Outstanding 

Well-led: Good 



The CQC Registered Manager for St Andrew's and Andy's holds regular engagement meetings with our relationship owner/ inspectors. Any significant incidents, complaints, or accidents are discussed, which allows us to update each other with any changes occurring in either organisation.

For further information on this report, please visit <https://www.cqc.org.uk/location/1-119796870>

MONITORING BY EXTERNAL ORGANISATIONS

Monitoring by external organisations is welcomed by St. Andrew's Hospice for Quality Improvement purposes. It allows our Senior Leadership Team to sense check the work they are overseeing and it allows a neutral, non-biased view and potential recommendations for the improvement of our services.

Environmental Health would monitor our service should a concern ever be raised.

Both the Coffee retreat and Appetite achieved a five star hygiene rating in February 2024.

Healthwatch Enter and View visits - our last visit by Healthwatch was undertaken in July 2023 with a very positive outcome.

The North East Lincolnshire Place also monitors our services (please see the supporting statement on page 58).

NHS DATA SECURITY AND PROTECTION TOOLKIT 2023-24

We have again successfully completed and published the NHS Data Security and Protection Toolkit for 2023-24 (DSPT) and are compliant at NHS Business Partner level.





INCOME GENERATION

The hospice continues to take a “mixed economy” approach to its income generation, establishing diverse income streams that include our retail and trading activity, donations, legacies, lottery, fundraising, trusts, grants and, in 23/24, a circa 20% contribution (as a percentage of total income) from Government via the NHS. In common with most others in the hospice sector, the pace and impact of spiralling costs (including pay) have moved ahead of the growth trajectory in our income.

Whilst we are proud of our ability to independently generate and grow income as borne out by the increases (particularly) in our charity retail business and charitable grant funding, we also recognise that there are, unfortunately, many factors in the economy that we simply cannot control. And so now, as we embark on our 45th year, in common with most hospices, St Andrew's has its eyes very wide open to the challenges of the current economic environment and the projected increases in future demand and needs.

To enable us to meet this challenge, we continue to see much importance in developing our ability to earn our own income and will be growing our retail business further in 24/25. In parallel to enhancing our own ‘earned’ contribution, we are also working hard to ensure that there is more equity in the funding we receive from statutory sources, as hospice funding varies significantly across the country. We also remain incredibly grateful for the unwavering fundraising support we receive from the communities we serve through their donations, fundraising, playership of our lottery, donations into our retail shops and legacies; such support is absolutely at the heart of our sustainability and our engagement with supporters and donors such an important part of our work.



A YEAR IN NUMBERS

11

NIGHTS

Average length of stay

99

PATIENTS

Cared for in our Wellbeing service
in 2023-24

221

PATIENTS

Cared for in our Adult Inpatient
Unit

84

PERCENT

Average occupancy in our Adult
Inpatient Unit

239

PATIENTS

Number of patients discharged
home from our Adult Inpatient Unit

1,429
REFERRALS

Number of new referrals to the whole organisation

491
REFERRALS

Number of Adult Services referrals

23
REFERRALS

Number of Children's Services referrals

339
REFERRALS

Number of Social Work referrals

160
REFERRALS

Number of Spiritual Care referrals

416
REFERRALS

Number of Bereavement referrals

954
APPOINTMENTS

Number lymphoedema treatment appointments

592
PATIENTS

Cared for as part of our Hospice at Home programme

0
INCIDENTS

Reportable safety incidents to the Care Quality Commission (Registration) Regulations 2009: Regulation 18

0
COMPLAINTS

Clinical complaints

2
CLINICAL
DISSATISFACTION

There were two clinical expressions of dissatisfaction, both regarding an element of the hospice process. Neither wanted to be progressed into a formal complaint. Upon investigation, the staff had adhered to hospice policy

121
COMPLIMENTS

These compliments spanned the whole organisation and have been fed back to the appropriate team to praise them for going above and beyond

15
SUGGESTIONS

These suggestions have been taken on board and been forwarded to the appropriate manager to discuss further, in the relevant meeting

0
SAFEGUARDING
CONCERNS

There were 0 reportable safeguarding concerns raised within or about the organisation. Staff have contacted safeguarding regarding the safety of other establishments and families as per their duty of care

189,070
AVERAGE
MEDICATIONS

For both the adult and children's hospice services (when at full capacity), an average of 518 medications are administered in a 24-hour period. This means on average there are 189,070 medications administered each year



"As soon as he saw Cinderella, he said, "you're so beautiful, I love you" and gave her a kiss on the cheek," Tracy laughed. "It was a truly amazing trip, a dream come true for Noah and for us."


MAKE A WISH



Andy's Children's Unit and Make a Wish Foundation help patient have experience of a lifetime.

Andy's Children's Unit patient, Noah Nicholson, recently went on the trip of a lifetime thanks to the Make a Wish Foundation. With the help of Andy's, Noah was granted a Disney experience full of magic.

Noah, who is five years old, has been coming to Andy's for the past four years. Elinor Whitaker, Head of Children's Services, reached out to Noah's mother, Tracy, asking if Noah would like to be referred for the experience. Tracy immediately said, "yes please!". From there, Andy's sorted all the paperwork for the application.



"It was super easy and stress free," Tracy said, "Andy's sorted everything for us. Once the application was accepted, we were put in touch with the Make a Wish team."


Noah, along with mum and dad, travelled down to Staffordshire for the Disney Experience. Once there, they were greeted by a whole host of characters who they were able to meet and take photos with, as well as watch some unforgettable shows. In the evening, all the children were invited to hear bedtime stories from Mickey Mouse, before heading to bed to get some much-needed sleep before a fun filled day.

"We were staying in a really nice hotel and all our meals throughout the trip were included. We were really looked after," Tracy said, "We then had the full next day with the characters and watching all the shows. There was a Frozen sing-along and story time with Beauty and the Beast, it was so lovely."

Tracy described the experience as a dream come true, explaining that, "with Noah's condition, it makes trips abroad very difficult as things can change rapidly. We worried that he would miss out on things because of this but this experience has topped anything we could have imagined!

"It was so personal; all the characters and the Make a Wish team took the time to learn every child's name. We also got to spend at least 10 minutes chatting with each character after photos, there was no rushing."

And what was Noah's favourite part of the trip? Meeting Cinderella!



"As soon as he saw Cinderella, he said, "you're so beautiful, I love you" and gave her a kiss on the cheek," Tracy laughed. "It was a truly amazing trip, a dream come true for Noah and for us."

At Andy's, our motto is making each day count and we're proud to have been able to help Noah and his family gain lasting memories.



"Tracy described the experience as a dream come true"





WHAT OUR COMMUNITY SAYS ABOUT US

“She absolutely loves coming to Andy’s, she calls it her friend’s house, the activities and time you spend with her are so precious to us as a family, no thank yous will ever be enough! ”



“

“We all appreciate you all so much. She absolutely loves the hospice and as a family we would all be lost without you.”

“The wellbeing class has done my husband the world of good, it has given him his mojo back for art. He is wanting to paint every day now!! which in turn has rubbed off on me. Thank you all so much.”

“It was lovely to see my friend again the other day, thankyou St Andrew’s for everything you are doing.”

“The support network is unbelievable. Anyone who thinks the hospice is a sad place can forget that. It’s uplifting; you come and you have a cry and there’s always someone who will throw an arm around you with genuine love. They’ve seen it before.”

“These sessions are very much appreciated. My son loves coming to see his friends at Andy’s.”

“The staff were a great support when my husband died in 1988. I know it continues today.”

“The Memory Garden is a beautiful place for families to remember their loved ones. Visiting really helps us feel close to our daughter.”

“We paid our first visit to the coffee retreat today and what a little gem we found. The food and friendly service was exceptional. We will definitely use this as our regular.”



“All of you at Andy’s are so important in our lives, for the love and care you give our son and us too. Hospices aren’t scary places, they are places where living every moment to its fullest is their priority. Thank you so so much for all you do, we are so grateful.”

“Thank you for everything you do - my mother in law was with you last Christmas and we couldn’t have been more grateful for knowing she was being given the best care.”

“Thank you for looking after my wife during the end of her life. The care, compassion, humour and humanity made those last days manageable.”

“I’ve enjoyed delicious lunches here for the last 12 days. The staff are great, lovely friendly service to match the great food.”

“Wonderful morning on the feel good meeting. Makeup girls had miles of smiles, showing us how to apply and cleanse our faces, came away with a glowing face and a makeup bag of new ideas to put on and keeping looking our best.”

“St. Andrew’s hospice looked after my step-mum in her final week. The care they gave to her was amazing, caring and kind. All the staff care so much, from the receptionist to the trained and untrained staff. So friendly and want to not only look after people in their care but the whole family. I would recommend them to everyone who needs extra care. I really do thank the whole team so much.”

”

FEEDBACK FROM PATIENTS AND CARERS ON THE 2024-25 IDENTIFIED PRIORITIES

At St Andrew's, we truly value feedback from all of our stakeholders. Patients and carers from the well-being service reviewed the identified priorities for 2024-25 and were all in agreement that the priorities set would maintain and improve the high quality of care and support provided by the hospice. They also agreed that the priorities would support the wider community in understanding the work of the hospice, whilst bringing down the barriers of public hospice perception.

BUILDING RELATIONSHIPS WITH KERALA

"It's good to look at different cultures and religions. It's also a good way to look at different treatments and alternative therapies."

"I think it is worthwhile. It is important to build relationships with other countries. It may help to enhance services, but I do think the services are already really good."

PATIENT SAFETY FRAMEWORK

"It would make Hospice patients feel safer if incidents are reported and examined in more depth."

"Anything to help patients feel safer would be of benefit."

GENERAL

"Any new ideas or initiatives will help improve the Hospice."

"It would be good for the Hospice to focus on individual care needs [Andy's Amigos Hubs/ Transition]."

"Anything to help improve services is beneficial."



CHAIR'S STATEMENT: THE HOSPICE BOARD OF TRUSTEES

I am very pleased to share with you the Quality Account for 2023-24.

We continue to be humbled by the incredible generosity and commitment of our communities, volunteers and staff in always going that extra mile for our patients, their families and carers.

Whilst there are ongoing challenges that we face, patient complexity, staffing and funding to name but a few, we have a commitment to being part of the care solution across our locality and region. Not just this but we see the potential for us to have an impact nationally because of the way we engage much wider than just North East Lincolnshire working with, and in partnership with other care providers and supporting the Hospice movement with other Hospices.

We often think about hospices and people who are older. However, we fully believe that all lives can benefit from the care and support we provide. We aim to reach as far as we can by supporting very young children and those transitioning into adulthood, enabling them to

engage more with other areas of their lives that would otherwise be restricted. With others, we want to give our children the best start and chance in life, to give them a better quality of life.

Over the last couple of years, we have also contributed to a campaign to source hard to recruit staff internationally, and our senior leaders have visited Kerala in India, several times. This has also given us an opportunity to share best practice and get a better understanding of different caring cultures and how they can add richness to our practice and care.

Patient safety is integral to everything we do and paramount. We look to improve what we do through regular quality control and audit checks. Our staff are highly trained and are often the ones who identify policy or practice improvements. We value all feedback, positive or around improvement areas and we strive to make the most of sharing and receiving examples of best practice from other hospices and/ or key research.

Through regular updates at monthly board meetings, we have established a rhythm of reporting against performance and risk that means all trustees are sighted on any changes that may impact on delivering our purpose. Through improving our overall governance, and with regular development sessions with trustees, our senior leadership team has supported us to reach a much more strategic level of debate, discussion and decision making. Trustees see the impact of their decisions and the value they add to the hospice and community and are able to demonstrate how well they lead alongside the senior team.

For many years we have been committed to working in partnership with others. I, and my fellow trustees on the board, believe that hospices and the care system will not prosper without a fully collaborative approach with a genuine intent to empower each organisation to fulfil its purpose with drive, positivity and empathy. We have led by example using this approach and doing this means St Andrew's is now the lead for NEL Palliative End of Life Care.

Our organisation would be nothing without the hardworking and dedicated staff who work tirelessly to make sure patients are safe, cared for and valued. Our new strategy builds on the success and impact of the previous one with a focus on three key areas that were identified through consultation with all our stakeholders. The new strategy is our commitment to our purpose and our community. We see this strategy making a difference for more people who need our care, so we cannot rest on our laurels when considering the considerable challenge, we, hospices and the whole sector face. We will face these challenges, knowing we are not alone, knowing we have so many others in this with us.

As a board, we are pleased to endorse the priorities for the 2024-25 Quality Account. To the best of our knowledge, these are accurate and achievable.

Rachel Harvey

Chair of Trustees

HEALTHWATCH NORTH EAST LINCOLNSHIRE RESPONSE TO THE ANNUAL QUALITY ACCOUNTS 2023-24

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

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

- Observe the nature and quality of services
- Collect the views of service users (patients and residents) at the point of service delivery
- Collect the views of carers and relatives of service users
- Collate evidence-based feedback.

The visit highlights

Healthwatch North East Lincolnshire undertook the Enter and View for St Andrew's and Andy's in July 2023. Below are some highlights of their report.

The central area leads to all other areas of the Hospice and is easily navigated by service users/patients. This is on one floor so it is accessible to all users.

The bathrooms were clean and also designed in a dementia friendly way.

Quality and Standards Board

This is 'Good Practice' as it shows what patients/families have said and what the Hospice will do about it. It is a visual image for families and shows the comments. There is opportunity all around the building for patients and families to leave comments and feedback about the services they have received.



The Mood Board

The Mood Board allows children and young people to record how they are feeling today and also how they have felt about their experience of being at the Hospice (in a child-friendly way).

What did inpatients say?

The gentleman that HWNEL spoke to said, "The staff give a five-star service". He also said that staff "get him anything he wants, when he wants it".

Conclusion

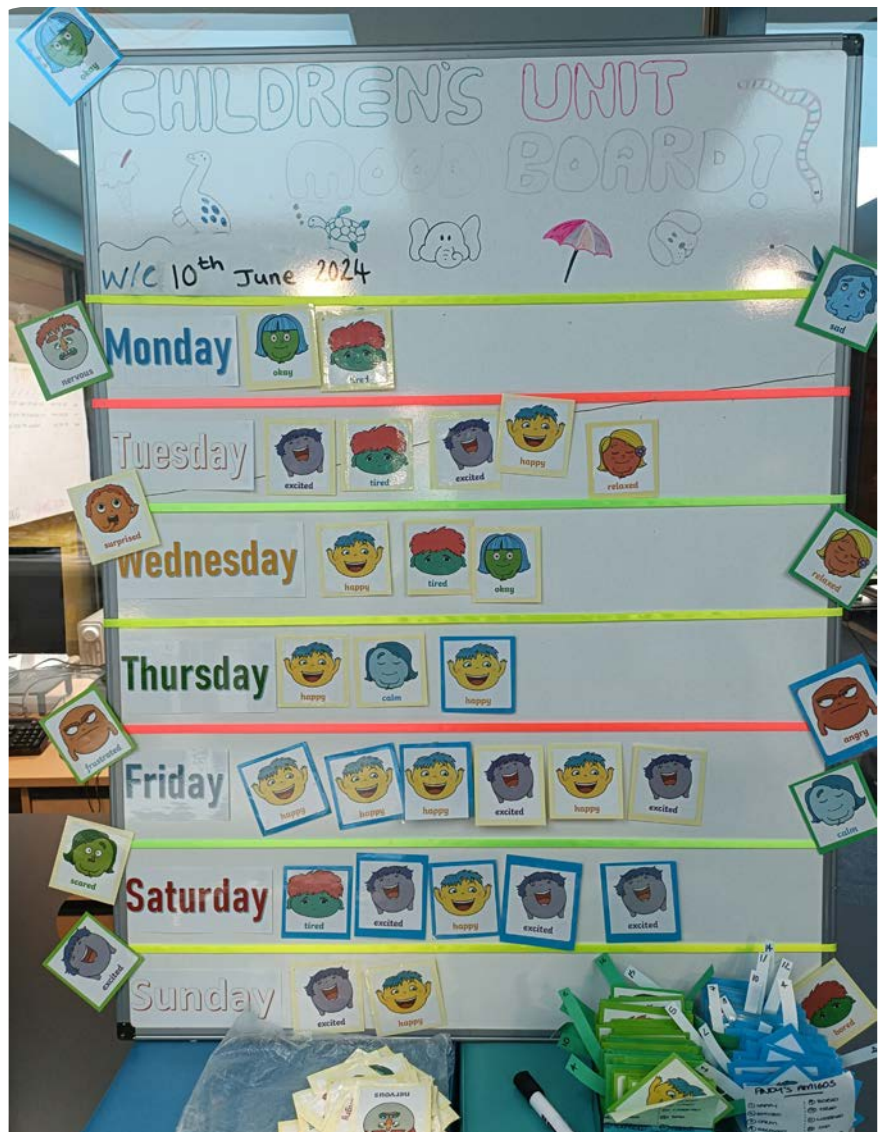
In conclusion, HWNEL found St Andrew's Hospice to be a friendly and welcoming place. The hospice was clean and HWNEL did not observe any issues. Even though the hospice is designed for those who have life-limiting illnesses, or on a palliative care pathway or an end-of-life pathway the hospice feels bright and non-clinical. The design of the building has been

thought about carefully and provides a range of services that promote wellbeing. At the core of all services provided, is the service user/patient and their families.

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

Highlighting Good Practice

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



Themes & Recommendations

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



SUPPORTING STATEMENT BY NORTH EAST LINCOLNSHIRE PLACE, HUMBER AND NORTH YORKSHIRE ICB

St Andrew's Hospice delivers high-quality care to people within their state-of-the-art hospice facility in Grimsby as well as within the patient's own home.

St Andrew's Hospice is held in high regard by the public and this is evidenced by the positive messages received from service users and the low level of complaints.

St Andrew's is a key partner in our delivery of high-quality palliative and end of life care within North East Lincolnshire, and plays an active role in our system wide multi-agency End of Life Steering Group, including taking an active leadership role in some of its working groups.

The year 2023-24 has been challenging for everyone, resulting in new ways of working, and St Andrew's has been a positive and proactive partner in our community-wide response to managing the pressures and issues that have arisen during this time. They are also actively participating in our work to create a more integrated model of care across providers, to enable us to better meet the needs of the population we serve.

As we shape the architecture going forward, we see St Andrew's Hospice as a critical part of it, supporting people at one of the most vulnerable times in their lives.



Volunteering helps me and I like to think it helps the people I speak to. It's worth doing.

Sarah - The Coffee Retreat Volunteer

CASE STUDY: SARAH DALZIEL

Sarah is one of our Coffee Retreat volunteers and has been with us for almost a year. As a music teacher, Sarah works in the Coffee Retreat every Wednesday to fit around her commitments.

Deciding to volunteer after her father sadly passed away, Sarah explained, "My dad did an awful lot of charity work, he was a Methodist Minister, so when he died, I felt that I should do something to carry on that legacy. He was only here for three days but the staff were all so lovely. My mum and I came to bereavement counselling at the hospice, and we used to come into the Coffee Retreat afterwards. We both really enjoyed coming here and it made me feel closer to my dad."

Although when Sarah applied for a volunteer position, she didn't mind what role she took, she was happy to be offered a position in the Coffee Retreat. Sarah said, "It's great, I've learnt how to use the till and how to use a proper coffee machine which has been fun. I don't drink coffee so it's been a lot to learn!" But Sarah's favourite thing about volunteering in the Coffee Retreat is speaking to the customers and staff.

"You get to really know people, especially people who come in regularly. I realised that for some people that come in, I might be the only person they chat to that day. Maybe they're visiting someone at the hospice or maybe they're on their own. So, knowing I'm someone they can chat to makes a massive difference."

Since volunteering, Sarah has also reconnected with staff members that helped care for her father. "I remember a lady came in the other day who recognised me, but I couldn't figure out from where. Turns out she was one of my dad's nurses from his time here and she remembered me. We had a really lovely chat and it was so nice to speak to her."

When asked if she would recommend volunteering, it was a resounding yes!

Sarah said, "I would say to anyone thinking of volunteering to just do it and do it for the right reasons. Volunteering helps me and I like to think it helps the people I speak to. It's worth doing."



St Andrew's Hospice

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St Andrew's Hospice Grimsby



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