

Lakelands Hospice

Quality Accounts 2021-2022



Our Vision is that within our local community all those affected by life-limiting disease have access to the excellent specialist and supportive care provided by the Hospice, thus ensuring their quality of life is optimised

Mission Statement

Lakelands Hospice is an independent charity committed to delivering the best possible care for people with all life-limiting illnesses. It honours peoples' right to dignity and respect at whatever stage of their illness, by its aim to improve the quality of life for patients and their carers.



Patient Statement

"The care we received was absolutely first class – professional, genuine and really helped us cope with a difficult situation"



Statement from Tracy Glen – Nurse Manager

It gives me great pleasure to present the Quality Account for Lakelands Hospice, Registered Charity No. 1062120 for the financial year 2021 - 2022. We are very proud of the services we provide to our local community and therefore relish this opportunity to share our work with a wider audience and thank you for your interest. The quality of our care is very important to us, we therefore make every effort to ensure our services meet the expectations of those whom we serve.

Our values are based on:

- Being inclusive and non-judgmental
- Being open, transparent, accountable and objective
- Giving support to the whole family
- Constantly striving for excellence and continual improvement
- Being committed to embracing, valuing and respecting diversity
- Respecting, supporting and celebrating our volunteers
- Trust, respect, honesty and integrity in all we do
- A compassionate, appropriate and proportionate response to meeting need
- Appreciating the value of every £1 donated to our cause and using it wisely

Lakelands Hospice is registered with the Care Quality Commission (CQC) and subject to inspection. We are delighted to be able to inform you that our service has been recognised as achieving good in all areas. Investment to support and demonstrate quality is important to us, providing evidence to reassure all stakeholders and most importantly the service users who rely on us to support their care needs.

Quality is at the heart of all we do and is what we continually strive to achieve and optimise within allocated resources. Both clinical and non-clinical audits are undertaken through a systematic process of review and inspection, with reports cascading throughout the organisation and ultimately to Trustees. Systems to continually monitor quality are critically examined and robustly reviewed should standards come into question. Complaints and concerns are taken seriously and responded to within set policies and recorded.

The quality of our service is not confined to the Hospice building but reaches out into the community with our Hospice at Home Service. Quality of care, at home, presents further challenges to ensure we provide a timely, efficient and sensitive service to those who invite our team into their homes. This is both an honour and a privilege; complementing and supplementing community nursing services to take the philosophy of hospice care outside the Hospice. Hospice philosophy combines person-centred care across physical, social, spiritual and emotional domains with specialised nurses who have the empathy, knowledge and skills to support families when a close family member or friend is dying.

Our high quality care is only possible thanks to our dedicated staff and from our skilled volunteer community who reduce the cost of our service through their gift of time. We also thank and appreciate those who give donations directly to Lakelands Hospice; to its subsidiary Trading Company (Corby and District Cancer Care); through gifts in Wills and participation in our fundraising activities.

To the best of my knowledge, the information reported in this Quality Account is accurate and a fair representation of the quality of health and social care services we provide.

Tracy Glen
Nurse Manager

Introduction

This Quality Account considers quality issues within the provision of clinical care and relevant support services necessary to provide this care. It does not take into account the fundraising and administrative sections of the organisation where separate quality initiatives are employed and evidenced through Governance.

Lakelands Hospice Business Plan outlines our Vision to develop services and includes:

1. To be a leading advocate of specialist and supportive palliative care and end of life care
2. To promote, support and deliver excellence in specialist and supportive palliative care and end of life care
3. To regard its staff and volunteers as its most valuable asset, supporting and investing in them as appropriate
4. To undertake sound financial management and through innovation, generate sufficient income to ensure sustainability of its services

Our Vision, as always, is inspired by the needs of people affected by a life-limiting illness and we are continually seeking ways in which to improve existing services to ensure they remain flexible and able to respond to people's changing needs.

Registration

Lakelands Hospice is fully compliant with the Essential Standards of Quality and Safety as set out in Care Quality Commission (Registration) Regulations 2009 and the Health & Social Care Act 2008 (Regulated Activities) Regulations 2010. These standards were met through self assessment and inspection.

Clinical Effectiveness

- The End of Life Care Pathway was used for 100% of expected patient deaths.
- Lakelands was the first hospice in the country to receive Gold Standards Framework Accreditation – Beacon Award (highest award) and has helped the National Team develop a programme specifically for hospices. Reaccreditation was awarded again in September 2019.
- Our CQC Inspection took place in April 2016 and we were awarded “Good” in all areas.
- Hospice at Home has worked in collaboration with district nurses to provide help and support for 80 patients to remain at home this last year. 100% of our H@H patients achieving their preferred place of care.
- We pride ourselves on our ability to undertake a comprehensive holistic assessment of the needs of our patients and their families.
- Admission Avoidance figures have demonstrated that we have saved the NHS £184,034.00 over the last year.
- Lakelands complies with all the national targets including:
 1. NHS Outcomes Framework,
 2. Nice Quality Standards

REVIEW OF SERVICES

The aim of the Quality Account is not only to set future priority improvements but also to evidence achievements on priorities for improvement from the previous year. However, 2021 – 2022 seen us hit with the ongoing Coronavirus Pandemic which unfortunately continued to impact on most of our services. In order to keep within Government Guidelines, Public Health Guidelines and NHS recommendations we had to adapt our way of working.

- The Hospice at Home Service continued providing care 365 days of the year throughout the pandemic.
- The hospice remained open 5 days per week (excluding bank holidays) providing telephone support initially and then gradually return of day hospice patients.
- We provided support in getting shopping, prescriptions and transport to hospital appointments for our patients.
- The hospice continued to work with the local Last years of Life Board members to ascertain ways to work collaboratively throughout the pandemic.
- The hospice bereavement support social group recommenced.
- The Hospice Carers Support Group recommenced.

For over 21 years Lakelands Hospice has provided free of charge specialist palliative care, advice and clinical support for people with life-limiting illness, their carers and families. Our vision for hospice care is of a community where people with a terminal illness are supported and empowered, together with family and friends, to live well in mind and body until the very last moment of their life. Patients who are well enough to attend weekly day hospice sessions can take part in a range of activities including exercises, complementary therapies as well as arts and crafts. Lakelands ensures all therapies are truly holistic, helping to ease physical pain, anxiety and spiritual distress.

A growing number of our patients choose to spend their final days in the familiar surroundings of their homes in the company of loved ones. Lakelands Hospice is fully committed to helping its patients achieve their wishes by offering our Hospice at Home service in the community. Last year we delivered 201 nights of care.

Data Quality

For the year 2021/2022 Lakelands Hospice submitted audit data relating to patient activity to the NHS Capacity Tracker. Also provided data in relation to Covid numbers and vaccinations.

Increase in Patient Referrals to the Day Hospice and H@H Service

We expect that public awareness and demand for services will increase through our new initiatives, in particular increased collaboration with G.P surgeries and our hospice video (available to view on our website www.lakelandshospice.org.uk)

Therapeutic Day Care Services

Clinical Effectiveness, Patient Experience

The Day Hospice Services are delivered within current resources but paves the way to develop further opportunities. Total engagement within Day Care provides significant support for patients and offers respite for carers.

The overall strategic objective is to increase the number of community patients accessing Therapeutic Day Care Services each week. We hope with an increase in referrals we will continue to provide our services five days per week.

Audit and Quality

- Lakelands has completed the Data and Security Protection Toolkit (previously Information Governance Toolkit) and has remained compliant for the past nine years.
- Lakelands completes patient audits annually at the day hospice. Those patients that completed the feedback form seemed very happy with the service. The overall level of satisfaction with the care delivered at the Day Care Hospice as excellent.
- The Hospice at Home service cares for people at home in the last few weeks of life. Through feedback questionnaires and thank you cards received from relatives, to date we have only ever received praise about our hospice at home staff and the service offered.
- Lakelands Hospice achieved the Gold Standards Framework Re Accreditation Award in September 2019.
- Hospital admission avoidance rates are continuing to increase. Last year we prevented 58 admissions to hospital of patients, by being proactive and collaboratively working with G.P's.

Education and Training

All staff training is monitored and staff are required to be up-to-date in all their mandatory training. Staff are also encouraged to make use of extra available training. Lakelands now has:

- Advance Care Planning Train the Trainers
- A Super-user for McKinley Syringe Drivers
- Four Nursing Student Supervisors

All H@H Nurses have also been trained to complete Verification of Death

How will progress be monitored for Future Priority Improvements?

Lakelands Hospice is a key provider of palliative care services within the Corby area and relies heavily on the generosity of local people. We cannot and must not become complacent as our reputation for excellence in practice is core to our success, both now and in the future.

Lakelands Hospice Board of Trustees will monitor, benchmark and account on progress through a variety of methods including:

- Annual Return to the Charity Commission
- Annual Review and audited Report and Accounts
- Business Plan
- Quality Accounts
- Annual audits and patient surveys
- National data as collected by Help the Hospices and the National Council for Palliative Care.

Aims over the Coming Year

Main aim is to return to working at full capacity following the Coronavirus pandemic ensuring we continue to follow all relevant guidelines to maintain all our safety and wellbeing.

To improving the patient experience and increase referrals, so we are able to help as many people as possible while also maintaining/ improving the quality of the services we deliver. These include:

- To ensure the hospice remains open 5 days a week for patients.
- To continue to develop our COPD / Heart Failure Programme to try to further increase hospital admission avoidance for patients.
- To continue working with the local End of Life Board to ascertain ways to work collaboratively, providing care closer to home.
- To increase the number of H@H Referrals further.
- To ensure our Bereavement Support Social Group continues providing advice and support for families and friends of those that have lost their loved ones.

CONCLUSION

This account is by no means exhaustive, however hopefully it provides evidence on how the quality of our service is constantly reviewed and evaluated and where needed enhancements are made.

For further information please visit www.lakelandshospice.co.uk or telephone 01536 747755 asking for the Nurse Manager – Lauren Dunn.