

Quality Account



2022/
2023



being there for all the family

northdevonhospice.org.uk

Dear Colleagues,

This year has been a record one for North Devon Hospice. In our 39 years we have never seen such a large caseload across all services. In many ways this is testament to the positive working relationship that we have with you in ensuring that for anyone who needs our care, they get our care. In the face of this increasing demand and in ensuring that our services remain responsive to patient needs, we have seen a year of substantial development.



Jo Dedes
Director of Care

Designed with future patient needs in mind, the 7 bedded unit saw a full refurbishment which has enhanced the patient environment. The aim was to make it feel less clinical whilst enabling more services to be provided to patients and their loved ones. In addition the changes will support us being able to care for more complex patients as well as creating a better working space for our staff. If you haven't had the chance, I would encourage you to look at the virtual tour of the unit which is available on our website.

To address the ever increasing caseload, but specifically the complexity of the case load, we have invested in both the Community Nursing team as well as our Bedded Unit team, adding an additional registered nurse to each. This year also saw us focus heavily on patient nutrition. All our chefs are now trained on the International Dysphagia Diet Standardisation Initiative (IDDSI) framework. This has empowered our patients to enjoy food once more, no matter what their ability to swallow is.

We also continue to support our colleagues in the NHS where we are continually looking for opportunities to achieve better patient outcomes. The best example of this came during the winter pressures. We reached out to our colleagues in the South West Ambulance Trust to tell them that if they were to be called out to an end of life patient known to the hospice, then they should ring us first to see if we can bring the patient straight to our bedded unit or deploy our Hospice to Home team to keep the patient at home rather than ending up in the Emergency Room at North Devon District Hospital.

Of course with increase patient load, with increased patient complexity comes increased pressure on our teams. It was therefore with great pleasure that we have introduced the use of Schwartz Rounds here at North Devon hospice. In so doing, Schwartz Rounds provide a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in healthcare. The purpose of Rounds is to understand the challenges and rewards that are intrinsic to providing care, not to solve problems or to focus on the clinical aspects of patient care. Rounds can help staff feel more supported in their jobs, allowing them the time and space to reflect on their roles.

As ever, we work best when we work shoulder to shoulder. It is through this collaboration and teamwork that the best possible patient outcomes can happen. When we can all ensure that with everyone's life as a story, the ending matters.

Thank you for your work and continued support of ours.

Jo Dedes, Director of Care



Where can we provide support for your patients?

Our care and support is available to anyone in North Devon facing a terminal illness such as cancer, motor neurone disease, heart and kidney failure and COPD. All of our care is able to be provided to patients and their families, thanks to the generous local community who allow us to keep services running, free of charge.

We can offer support through a number of ways:

- Clinical at home support for patients via our team of Clinical Nurse Specialists
- End of life care at home through our Hospice to Home team
- End of life and/or symptom management on our 7 Bedded Inpatient Unit
- One to one bereavement and emotional counselling for family members
- Group counselling and support for those caring for patients or who have lost someone
- Complementary Therapies to help relieve pain and stress
- A range of adaptable activities aimed at improving wellbeing, independence and quality of life for families.

We understand that as healthcare professionals you are all extremely busy so we aim to support you with your own patients in the most efficient way possible.

If you feel your patients would benefit from any of our services, please make a referral to us as early as possible using:

SystemOne - directly referring via the patient's electronic record

Email - email our referral form to ndh.referrals@nhs.net

The Difference We Make Together



"The service we received was exceptional and can think of nothing to improve. The staff were caring, professional, informative and there is no doubt that we would not have coped with the last week of Dads life without them. Words cannot express our gratitude."

Son of a patient



"I couldn't ask for better care, the staff here are truly earth angels. It's not just medication, its true caring with passion, both physical and spiritual."

Patient

"I cannot fault the facility, the equipment, the whole place. But most importantly, the staff at all levels are simply amazing and made my mum's last days so comfortable. I will be eternally grateful. Thank you North Devon hospice with all my heart."

Daughter of a patient



"I have been treated like a king and my family have been thoroughly supported during my stay."

Patient



Referrals:

You can make a huge difference to your patient and their families

Referring your patients and their family members to us early ensures that they are able to access a whole range of care and support services, at any point throughout their journey from initial diagnosis. A referral to North Devon Hospice can also negate the volume of support related to visits to GPs.

We respond to all clinical referrals within 24 hours (Monday - Friday) and supportive care referrals within 5 working days. Please call us on 01271 344248 to discuss your needs.



Clinical Nurse Specialist Service

We provide a specialist palliative care community nursing service for adult patients, who have a progressive illness or are on the Gold Standards Framework Register and would benefit from symptom management, psychological assistance and holistic care with emotional or spiritual needs. The multi-disciplinary team work closely with other healthcare providers to ensure the patient is supported on an individual basis. Each patient has a named contact within the team.

Agreement for CNS intervention must be received from the patients' GP on all occasions. Contact our team on the number above.



The Bedded Unit

We provide a specialist palliative care in-patient service for adults with complex problems associated with advanced progressive illnesses. This is available to patients who have complex end of life care needs and require treatment for pain management or other distressing symptoms 24 hours a day.

All requests for referral to our bedded unit must be with the explicit agreement of the GP and/or relevant hospital consultant. In urgent and out of hours cases, call the Duty Medical Officer on 01271 347214, or call the main hospice number 01271 344248.



Hospice to Home Service

Our Hospice to Home services (H2H) are delivered by a team of qualified nurses and senior health care assistants trained in delivering end of life care, and enhanced communication skills.

This team can respond quickly when appropriate, and their visits will usually be in the usual place of care and will fall into the following categories:

- Rapid Response Care
- Discharge support care
- Admission bridge care
- Discharge bridge care
- Interim care
- Routine care
- RN Support visit

Our H2H Team operates Monday to Sunday 8:00am – 8:00pm.

Referrals can be made between 8.30am – 5pm, Monday to Friday by calling 01271 347246/7, or out of hours by calling 01392 822342. Referrals are accepted from all healthcare professionals.



Supportive Care Services

Eligible people can be referred to our Supportive Care Team for emotional and psychological support at various stages of a person's palliative care journey. Ideally, supportive care would be the first service a patient and their family/carer would have contact with early in their journey, however, this is not always the case, and this service can be accessed at any stage of illness.

Our Supportive Care Services are delivered by a team of qualified counsellors and therapists based at Deer Park and The Long House, but can also visit in the community, based on needs assessment.

Our Supportive Care Team operates Monday to Friday 9:00am – 5:00pm and offers:

Referrals can be made by GPs, consultants, social services, other hospices and other agencies. Please contact us on 01271 344248 to discuss how we could help.



Our Achievements

Clinical Nurse Specialists

Last year...

2,663 visits to patients' homes
20,537 miles covered across North Devon
1,132 patients cared for



2,663

visits to patients'
homes

Bedded Unit

Last year...

92 patients cared for on our Bedded Unit
5-star average rating from
'I Want Great Care' based on nearly
800 reviews



5

star average rating from
'I Want Great Care'



Hospice to Home

Last year...

5,211 visits to patient homes
419 telephone calls to patients and carers to provide vital support
3,244 hours of care provided



3,244

hours of care
provided

Supportive Care

Last year...

1,026 - people cared for by our Supportive Care team
5 - The youngest person cared for
101 - The oldest person cared for



1,206

people received
supportive care

Education

During the last year, the following sessions were provided to our staff:

- Pharmacological Symptom Management and Palliative Care Emergencies
- Non-Pharmacological Symptom Management and Holistic Care
- Advance Care Planning and Patient Centred Care
- Enhanced Communication Skills
- BD Syringe Driver Training
- BD Syringe Driver Troubleshooting
- Verification of Expected Death
- Care Champion Training
- Teaching Skills for Registered Staff

Overview of Clinical Audits 2022/23

We strive to maintain a standard of quality through clinical audits. We monitor our efficiency and effectiveness through quality control audits:

- Infection Prevention Control (Annual)
- Hand Hygiene monthly
- IPC Integrity Mattress, mattress covers and armchairs monthly
- Medicine management audit (annual)
- Controlled drug audits – quarterly
- Documentation scanning
- Community Medicine management audit
- IPU eating & Drinking audit
- Blood glucose documentation audit
- Capillary Blood Glucose monitor checks audit
- My handling documentation audit

Statement of Quality Assurances

In compliance with statutory regulations, North Devon Hospice's Board of Trustees can confirm:

1.1 During 2022-23 North Devon Hospice provided or sub-contracted no NHS services directly. A grant was received from the Devon Clinical Commissioning Group to provide palliative and end of life care.

1.2 During 2022-23, no National Clinical Audits and no National Confidential Enquiries covered NHS services that North Devon Hospice provides.

1.3 The reports of 11 clinical audits were reviewed by North Devon Hospice in 2022-23 and North Devon Hospice will take action to continue improving the quality of healthcare provided.

1.4 The number of patients receiving NHS services provided or sub-contracted by North Devon Hospice in 2022-23 that were recruited during that period to participate in research approved by a research ethics committee was zero.

1.5 North Devon Hospice's income in 2022-23 was not conditional on achieving quality improvement and innovation goals through the Care Quality Commission.

1.6 North Devon Hospice is required to register with the Care Quality Commission and its current registration status is active. We are active in the following areas:

- Treatment of disease, disorder and injury
- Personal care

1.7 The Care Quality Commission has not taken enforcement action against North Devon Hospice during the reporting period of 2022-23.

1.8 North Devon Hospice has not participated in any special reviews or investigations by the Care Quality Commission during the reporting period.

1.9 North Devon Hospice did not submit recordings during 2012-23 to the Secondary Users Service for inclusion in the Hospital Episode Statistics which are included in the latest publication data.

1.10 North Devon Hospice was not subject to the Payment by Results Clinical Coding Audit during 2022-23 by the Adult Commission.

Where we offer our services

We have been providing care for over 35 years. The majority of our care is provided within people's own homes. In addition to the care and support we offer throughout the community, we have teams based at two locations in North Devon.



**Deer Park,
Barnstaple**

Our main site is based on the outskirts of Barnstaple. Our patients and families can access a wide range of care and support services, including our 7 bedded in-patient unit.

North Devon Hospice,
Deer Park, Barnstaple,
North Devon
EX32 0HU
01271 344248



**The Long
House,
Holsworthy**

The Long House is a purpose built outreach centre adjacent to Holsworthy Medical Centre. Patients and their families can access a range of supportive care services including group support, complementary therapies and one to one support.

North Devon Hospice,
The Long House,
Dobles Lane,
Holsworthy,
North Devon
EX22 6GH
01271 344248

Thank you

On behalf of every patient and family member we have been able to care for over the last year, we thank you for your continued support of North Devon Hospice.

We rely on support from our local community to continue providing the level of care we currently offer for patients and their families. We need to raise over £5m each year to be able to provide our care and support year on year. We can only do this **thanks to regular donations, community fundraising, donations to our charity shops and gifts left to us in wills.**

If you have any comments or questions about the information provided within this publication, or on our services, we would love to hear from you. Please contact Jo Dedes by post, email or telephone:

Jo Dedes

Director of Care,
Registered Manager, Accountable Officer for Controlled Drugs, Caldicott Guardian
jodedes@northdevonhospice.org.uk
01271 347203

We are currently rated as 'Good' overall by the CQC with an 'Outstanding' rating for our patient care



North Devon Hospice, Deer Park, Barnstaple, Devon EX32 0HU
email: info@northdevonhospice.org.uk www.northdevonhospice.org.uk / 01271 344248
Registered charity number 286554.

