

Quality Account

1 April 2023 – 31 March 2024



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Part 1 – Overview

1.1 Statement from The Chief Executive



St Rocco's is an independent registered charity providing specialist palliative care and support for adults with a life limiting illness. It is with our pleasure that we share with you our Quality Account 2023-24 which has been developed in consultation with St Rocco's Hospice clinical service staff and managers, the Senior Management Team and our Board of Trustees.

This is our opportunity to demonstrate our achievements and tell you about how well we have delivered our services over the last 12 months.

I am incredibly proud of the dedication shown by all our staff and volunteers. Each and every day, they help families through some of the most difficult times in their lives and I am touched by their warmth and flexibility to make sure that we are delivering the highest standard of care.

As a charity, St Rocco's relies on our committed volunteers, including our incredibly supportive Trustees, along with students and community supporters – we would like to share our thanks to this never waning support. Without this we would not be able to continue.

In 2023, we built on the successful launch of our Palliative Virtual Ward in partnership with local providers. The Palliative Virtual Ward is a way to provide enhanced monitoring for patients at risk of deterioration or those who need additional support in their own place of residence. An excellent demonstration of collaborative working, the initiative has become an integral element of the Warrington Integrated Palliative Care Hub based at St Rocco's Hospice.

Since its inception the model has attracted significant interest regionally and nationally and all stakeholders have been involved in sharing the principles and benefits of the model. This shows how essential it is to work together to support the health and wellbeing of our communities; we are stronger together and this focus will remain as we move forward into 2024-25 and beyond.

Facilitating access to high quality care and support is our primary aim here at St Rocco's and we are constantly exploring ways in which we can improve this for our community. To do this we monitor the quality of our service provision, focusing on our service users' experience. We have a dedicated governance framework with delegated responsibility from our Board to Sub-Committees and our trustees actively engage with this process, critically reviewing our progress and making sure we meet high standards in all our services.

Next year patient safety and experience will remain our priority. In support, we will focus on building a 'just' culture, developing our organisational policies and patient safety practices to create the context for this to flourish. Understanding our service user experience, through the expansion of impactful data, will enable us to demonstrate the outcomes of this work whilst providing rich information to inform future developments.

We would like to thank you for engaging with our Quality Account and we actively welcome questions, comments and feedback to support us in our pursuit of continuous improvement.

Message from St Rocco's Chairman

It is a pleasure and a privilege to be the Chair of St Rocco's Hospice and I am proud to work alongside a passionate and knowledgeable Board of Trustees. I am proud of how positively the hospice is spoken about in the community and this is testament to the hard work of everyone involved.

However, we are not complacent. The trustees are here to support and assist St Rocco's staff in continuing to deliver a vital service to those who need it at their most vulnerable time. The Board is also responsible for holding the senior leadership to account in legal terms and we monitor the day to day running of the hospice. We want our community to feel confident and assured that we offer a high standard of care throughout all our services whilst being responsible and ethical with the money we receive.

This report is an opportunity to share an accurate reflection of the work that was carried out at the hospice during 2023-24 and we hope you find it interesting and heartening.

Along with the Senior Management Team, the Board are committed to developing our relationships across Warrington, with other health and social care providers and also with other hospices. Through collaborative working, St Rocco's aims to deliver comprehensive and effective care to our community.

We would like to thank all our patients, and their families and carers for sharing with us their comments and suggestions about what the hospice does well and how we can improve. We don't want to stand still though; our aim is to continuously improve. We listen to your views and use them for continuous reflection so that we can provide the best palliative care service for the people of Warrington.

Thank you for engaging with us through this quality account and we would welcome your feedback to support us in our aspiration.



Guy Hindle
Chair of Trustees

1.2 Vision and Values

Here at St Rocco's our mission is to **"support everyone in our community diagnosed with a life limiting disease, and those who matter to them, to live well and towards the end of their life have a dignified death in a place of their choice"**.

We aim to deliver a caring experience where people feel warmly welcomed into hospice care through upholding our values in all that we do. Our values very much reflect who we are as an organisation and we have continued to draw upon these throughout this year, whilst starting the work to refresh our commitment:

Thank You!

Saying Thank You:

Saying thank you to staff, volunteers, and our community.

Think:

Thinking differently and being open to change.

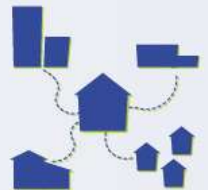


Resilience:

Having resilience physically, psychologically, emotionally, and financially.

Outreach:

Try new ways of working with other organisations, understand our community.



Compassion:

Care in all we do.

Connection:

Sharing connections with our patients, carers, staff, volunteers, and community.



Outstanding:

Trying to be the best we can be

Standards:

High quality care in all that we do.



1.3 Our strategic focus

During 2023, our focus was led by four strategic principles, supported by an annual strategic delivery plan approved by our trustees.

Our key strategic principles are:

Increasing the reach of our services into our community by partnering for better outcomes and impact for our community.

Investing in our people: to be a great place to work and volunteer, where skills and needs are recognised.

Developing our operational excellence through a resilient structure and infrastructure that meets our regulatory requirements.

Strengthening our financial stability and resilience to ensure we can continue to respond to the needs of our community into the future.



1.4 Review of our services

St Rocco's ethos is to support people in the Warrington community from the moment they are diagnosed with an illness that is no longer curable. We look after people over the age of 18 years with any kind of life-limiting illness, including both malignant and non-malignant diseases. This can include heart failure, respiratory conditions, and neurological diseases.

We aim to be available to our patients and those important to them every step of the way, helping them to **make every moment count** and to stay as well as possible for as long as possible. Our specialist care extends to the very end of life. We achieve this by working in partnership with other healthcare professionals to promote skilled and compassionate palliative care of the highest quality.

St Rocco's **embraces equality, diversity and inclusion** by ensuring patients, their families and carers are welcomed from all backgrounds and faiths. Our care is delivered by a multi-professional team comprising of health and social care staff and a breadth of corporate services that support them. We work closely with health, social and Voluntary, Community, Faith and Social Enterprises (VCFSE) partners to provide care to our community.

Warrington Integrated Palliative Care Hub (Hub) is a **single point of referral** based at St Rocco's for access to palliative care services across Warrington for health and social care professionals, patients and carers. This is a co-located, **multi-professional service** that has access to nursing, medical and social work expertise to make sure we can work closely with partners to provide a timely response whilst offering continuity through a single point of contact.

Our collective experience and learning across the health, social and VCFSE sector during the pandemic showed **innovation** across sectors in the use of technology to support delivery of personalised palliative and end of life care.

During 2023-24, this service expanded to include a medical-led Palliative Virtual Ward (PVW) consisting of ten beds. The PVW was the first in the region and allowed us to demonstrate that **St Rocco's is at the forefront in new ways of working and learning from the first year of the nurse-led pilot**. We were able to share our learning and integrated approach to virtual wards at place and jointly present, with partners from Warrington and Halton Hospital Frailty Ward, at the Cheshire and Merseyside Virtual Wards workshop.



We were successful in presenting the development of our Palliative Virtual Ward 12-month journey at **Hospice UK National Conference 2024** to share our learning with hospice partners. Healthwatch Warrington have supported in an independent evaluation of the Integrated Palliative Virtual Ward. This evaluation ended April 2024 and will be published and shared June 2024.

Community Outpatient Services

Our community outpatient services are led by senior doctors with the focus around **complex symptom control** and improving quality of life. The Hospice outpatient clinics at St Rocco's have been running for over 13 years.

We have continued to offer our **ascites services** throughout the year to ensure we can maintain community access for this specialist procedure, reducing the need for patients to access the hospital setting.

During the pandemic, we developed our virtual consultation process; this is something we continued to offer as a **patient choice** during 2024. The continuation of the outpatient clinic has supported with the unprecedented challenges faced by the acute sector during the last year, with excess waiting times and escalation of acute settings above patient capacity, resulting in patients being cared for on corridors.

During the last year we have supported developing our Advanced Nurse Practitioner, working within the medical team, to offer a nurse-led outpatient clinic.

Inpatient Unit

During the year, we have maintained, where possible due to safe staffing levels and patient acuity, our ten bed in patient unit. This unit provides 24-hour care and is supported by a team of specialist palliative care staff to provide complex symptom management and end of life care.



Towards the end of 2023-24, we were able to support early supported discharge from hospital. This was following learning from a test and learn project during 2022-23 and in response to pressures in the acute setting along with a request from NHS England for hospices.

Counselling and Emotional Care

This service provides **psychological support** for patients and **bereavement services** for their loved ones. This service has grown throughout the last year through its close links to the Hub.

Our Counselling and Emotional Care team continue to support those who were not previously known to the Hospice. This support is offered through the **bereavement cafes**. During 2024 we have seen an increase in attendance and received positive feedback from those who have attended.

We offer two sessions each month, and the cafes are located within two different wards of Warrington.



I recently lost my dad and I am struggling with different emotions. It was good to talk through these. The support offered was lovely and much needed. Thank you to all at the Bereavement Café.



Hospice at Home

Hospice at Home supports people who **choose to be cared for in their home**. A team of experienced nurses oversee and co-ordinate the service and they are supported by healthcare assistants who give practical nursing care and psychological support to patients and their families.

During 2023-24 we have continued to provide additional support to enable people to stay at home. We have also supported our community providers to source timely packages of care.

Vitality Centre

We provide a range of services within the Vitality Centre, supporting patients to stay as well as possible for as long as possible. Services include:

- ➡ Complementary therapies
- ➡ Relaxation
- ➡ Activity therapies
- ➡ Dedicated symptom control clinics

Our volunteer-led groups continue to grow and offer community-led support in the Vitality Centre. This includes the **hospice choir**, **craft therapy group** and **relaxation group**.

During 2023-24, following support from Cheshire Community Fund, we have been able to develop a community-led offer providing **group support for carers and patients**. The **We Care Coffee Group** meets on a Tuesday afternoon and has continued to provide psychological, social and financial peer support. The group is facilitated by our outreach team within the Vitality Centre and wider partners including social care and VCFSE. We look forward to 2024-25 to further develop our community-led offers.

Our **Physiotherapy** and **Occupational Therapy** teams have continued working throughout the year to deliver home visits as well as offer treatments to inpatients on the ward. They have expanded their reach to maximise the support they offer, and this has continued to help reduce community service pressures and delays in patients receiving care.

Art Therapy

During 2023-2024, we supported a trainee **art therapy student**, working collaboratively with Chester University to provide a final placement. The art therapy offer provided a different therapy choice for patients, those important to them and our workforce. Art therapy sessions included 1:1 face to face sessions and group sessions as appropriate.

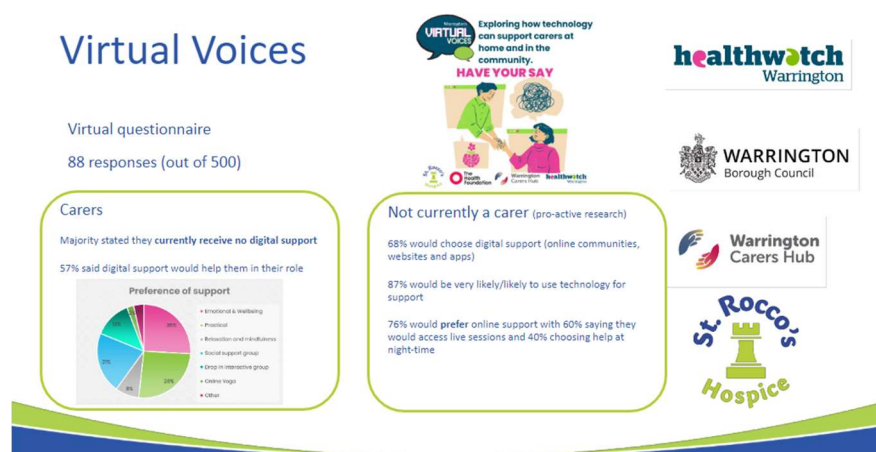
I have appreciated Lydia's very capable, inclusive and positive impact. She has created a safe space for me to be able to express myself and to express emotions. I have accessed numerous valuable insights during the sessions. I am grateful for and very pleased with what has been achieved.

Digital Technology

During 2023-24 we have had the opportunity, following a successful grant from the Health Foundation, to work in partnership with Warrington Borough Council Wellbeing team, Healthwatch Warrington and the Carers' Hub (N-Compass) to support the **development of technology for carer support**.



The project looked at a community-led initiative to support carers to live well, reduce isolation and provide **digital technology solutions to offer virtual support**. Healthwatch Warrington supported through their Virtual Voices campaign to identify gaps within carer support and the possibility of digital solutions for the future.



Learning from this project was shared with health, social and VCFSE partners to support system digital transformation and carer support. Feedback and learning from this project is incorporated in the **hospice digital transformation**.

1.5 Our funding

St Rocco's Hospice is a local charity and costs around **five million pounds a year** to run.

The funding received from NHS services via Warrington Clinical Commissioning Group is spent directly on patient services. Again, during 2023 and in recognition of the part hospices play in our whole health and social care system, some **grant funding** was received from the government to support us to continue to deliver our services.

The larger proportion of our funding is **generated by our community** and trust and grant making bodies, and for this we are truly grateful. The increasing global economic pressures and the financial landscape, particularly that of income generation and the uncertainty this generates, means we will have to work harder to assure our continued sustainability.

1.6 Our activity

The data we collect gives us **insight into the demand for our services** and how we are able to respond. We report this data quarterly to our Quality and Safety Committee and ICB Warrington Place, the latter being a requirement of our NHS contract terms. We also use this data when evaluating existing or developing services.

SERVICE		Activity 2022-2023	Activity 2023-2024
MEDICAL OUTPATIENT	Consultations	228	244
	Ascites	13	2
	TOTAL	241	246
IN PATIENT	Admissions	141	198
	TOTAL	141	198
	Average length of stay	20.2 days	14.9
HOSPICE AT HOME	Nurse assessment visits	54	45
	Number of sits	337	277
	TOTAL	391	322

During 2023-24 we have continued to provide ascites clinic through supporting patients within the in-patient unit as a day case. Our outpatient's appointments have remained consistent. During 2023-24 we have supported an increased number of patients within the in-patient unit and patient flow, which is reflected within a reduction in length of stay.



Part 2 – Priorities for improvement

2.1 What we achieved last year 2023-2024

What we wanted to achieve	Progress we have made
<u>Patient Safety</u> National Patient Safety Strategy	<p>During 2024 we have worked closely with our ICB Warrington place patient safety lead and implemented the National Patient Safety Strategy. During this implementation phase, we have focused on the cascade of training and supporting team with the transition to Patient Safety Incident Review Framework (PSIRF).</p> <p>We have had the opportunity to share our implementation of this strategy with the North-West Hospice collaborative.</p>
<u>Clinical Effectiveness</u> Palliative Virtual Ward	<p>During 2023-24 we have continued to listen to feedback from patients and partners and continually improve and develop the Integrated Palliative Virtual Ward. During 2024 we have developed a medical-led Palliative Virtual Ward, working with community and acute partners to ensure a system approach and delivery of care through the virtual ward model.</p> <p>Healthwatch Warrington have undertaken an independent evaluation of the Palliative Virtual Ward to support continual improvement and development. This evaluation is planned to be completed and shared in May 2024.</p> <p>The Palliative Virtual Ward currently contributes significantly to the system pressures, with a focus on admission avoidance and early supported discharge to support patient flow in the acute trust; over the last year it has supported over 150 patients to remain at home rather than be in a hospital bed.</p>
<u>Service User Experience</u> Review services delivered from our Vitality Centre	<p>During 2024, following support from Cheshire Community Fund, we have been able to develop a community-led offer providing group support for carers and patients. The group meets on a Tuesday afternoon within the Vitality Centre and has continued to provide community-led psychological, social and financial support to each other, supported by our outreach team and wider partners including social care and VCFSE. We look forward to 2024-25 to further develop our community-led offers.</p> <p>During 2024 working collaboratively with Chester University we supported a placement for a Trainee Art Therapy Student to complete and gain her Art Therapy qualification. During this time, we were able to offer a wider choice of therapy support for our patients, those important to them and also our workforce.</p> <p>Working collaboratively with Warrington Carers Hub (N-Compass) we supported an Afternoon Tea for carers. This provided an opportunity to also listen to our community feedback to review our services offered from our Vitality Centre.</p>

2.2 What we will achieve next year 2024-2025

Looking forward to 2024-25, our improvement priorities are closely aligned to our ambition to **increase our reach into our community**, whilst ensuring our services remain **safe and effective** for our patients and those important to them.

We will continue to draw upon our existing systems to monitor the quality of our services. This includes an emphasis on capturing and acting on the feedback from our service users, those important to them and our St Rocco's team, whilst we develop our **new approaches**.

More than ever, it is essential to **work collaboratively** with our health and social care partners as the integrated care system in Warrington evolves. The priorities we have developed are those also seen to be consistent with the wider needs of this community.

Our priorities for 2024-25 continue to focus on achieving excellence in:

Priority 1. Patient safety

Priority 2. Clinical Effectiveness

Priority 3. Service-User Experience



Priority 1: Patient Safety

In line with the Patient Safety Strategy (2019) we will implement a range of priorities. The strategy has three primary aims: **insight, involvement, and improvement**.

For 2024 we will finalise our Patient Safety Incident Response Policy and Plan.

We will work to embed **Learn From Patient Safety Events** (LFPSE) and move from the NRLS to reporting on LFPSE.

Following the successful implementation of an incident management software, Vantage, we will continue to develop this system to include risk management and Care Quality Commissioning Single Assessment Framework.

We will continue to adopt organisational people policies and patient safety procedures to embed a **just culture**. We will continue to build on actively encouraging people to speak up in a safe and supportive environment.



Priority 2: Clinical Effectiveness

In response to increasing system pressures and a projected increase in demands on health and social care, there has been an **increase in digital technology to support**. The Palliative Virtual Ward provides support for people to remain at home rather than in an acute bed, supporting admission avoidance and early supported discharge.

We will continue to work with partners to embed the Palliative Virtual Ward model within the developing system virtual wards and **offer choice** to patients living with a palliative diagnosis. We will also identify areas for improvement as we learn, progress and continue to develop our virtual ward offer as part of our **integrated palliative care hub**.

We will **share our learning** with partners, locally and nationally to support the development of National Virtual Wards.



Priority 3: Service User Experience

We will work with our system partners responding to population health needs, **to flex our community services to support system pressures**. We will ensure future transformation of services is **data driven** and in partnership with system partners.

We will work together with our community to ensure future development of services within our Vitality Centre are community-led.

Our commitments are:

- To develop our user feedback group to understand our current service offer and value to our community to support future community-led transformation
- To continue to support our volunteer led services and provide support and guidance to our volunteers to further expand our volunteer led services within the Vitality Centre
- To develop our digital offer to support our community



Part 3 – Quality of services

3.1 Statement from the Care Quality Commission (CQC)

In order to provide our services, we need to meet essential quality and safety standards specified in the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (part 3) and the Care Quality Commission (Registration) Regulations 2009 (part 4).

The last announced CQC inspection of St Rocco's Hospice took place in November 2019 and was completed by the CQC report in February 2020. We received an overall rating of 'good' with this reflected in all the five key questions. We display our rating in our Hospice premises and a copy of the full report can be accessed via the Hospice or CQC website.



St Rocco's Hospice

Quality Report

Lockton Lane
Bewsey
Warrington
Cheshire
WA5 0BW
Tel: 01925 575780
Website: www.stroccos.org.uk

Date of inspection visit: 19 November to 20 November 2019
Date of publication: 28/02/2020

This report describes our judgement of the quality of care at this location. It is based on a combination of what we found when we inspected and a review of all information available to CQC including information given to us from patients, the public and other organisations

Ratings

Overall rating for this location		Good	●
Are services safe?		Good	●
Are services effective?		Good	●
Are services caring?		Good	●
Are services responsive?		Good	●
Are services well-led?		Good	●

Overall summary

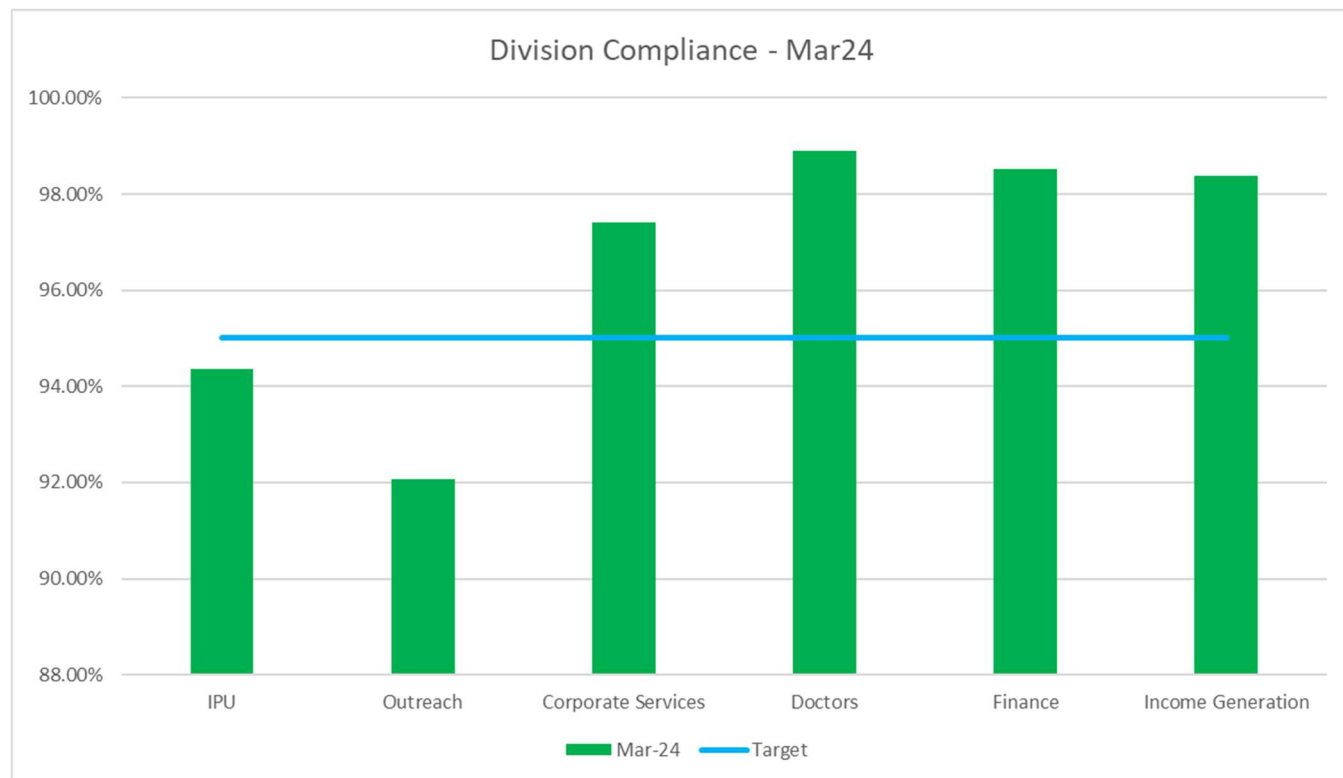
During 2023/2024 we have undergone a direct monitoring call and an engagement meeting and received positive feedback.



3.2 Education and training

Statutory eLearning

The Hospice Education Group meets regularly to oversee all the Hospice training activity including the eLearning modules. The target compliance rate for eLearning is 95%. The graph below illustrates the compliance by department; the **average rate being 96.01%** on 31 March 2024.



Clinical face-to-face mandatory training

In addition to our statutory training requirements, the Hospice Clinical Educator develops and maintains an active in-house training calendar for all clinicians. During 2024 **face-face training sessions** were delivered to support clinical competencies and development.



Hospice practice placements

Medical

The Hospice has a long-standing reputation as an **excellent training placement** by Health Education England and the General Medical Council. The medical team continues to support the general development and training of medics, including both undergraduate and post graduate training.

We have continued to support GP specialist trainee placements (GPST) and 4th year medical students from the University of Liverpool.

The University provides feedback, and this is shared with clinical teams to ensure we continue to provide an exceptional placement opportunity for students.

Student Feedback:

'All the staff at St. Rocco's have been so kind and helpful during my entire placement and I can't express enough how rewarding it is to be on a placement where we are actively being paid attention to and taught.'

'Everyone at St Rocco's was superb. Their attitude towards teaching and the care they provide for their patients is second to none. Definitely been my favourite placement so far.'

'I have really enjoyed my placement at St Rocco's hospice. Every single member of the team have been so lovely. They went above and beyond to make this placement one of the most memorable and inspiring. I want to say a special thank you to our supervisor who was one of the most genuine, eager to teach and support as well as compassionate and knowledgeable doctors I have met on placement.'

'The staff were very supportive and should be highly commended. My supervisor was an excellent supporter in my learning and couldn't fault anything about the placement.'

100% feedback strongly agreed the placement was valuable to their education, the placement organised and ran smoothly, received high quality teaching during clinical skills sessions, received weekly teaching including a patient and on the job training was of a high quality.

Nursing

In 2023-24, the Hospice supported student nurses/trainee nursing associates on placements and offered short visits or bespoke placements to several other students. The students were able to gain an understanding of palliative care and how complex patients are cared for at the Hospice.

During 2024 we delivered Advance Care Planning training to Chester University Student Specialist District Nurse Practitioners.



Part 4 – Quality markers

St Rocco's has continued its monitoring of quality indicators during the year through the capture and **reviewing of incidents, complaints, clinical audits and feedback** from people who use its services. Analysis in each of these areas identifies learning outcomes to share with staff to facilitate continuous service improvement.

The total number of all incidents logged throughout the year was **155**, which includes both clinical and non-clinical incidents. This compares with the figure of **150** for the previous year. A summary of our most frequently presenting clinical incident categories are included in the summary below.

4.1 Summary of Quality Metrics

INDICATOR		2022/2023	2023/2024
PATIENT SAFETY INCIDENTS			
PRESSURE ULCERS	Category 2 and above (Acquired)	6	10
	Category 2 and above (Inherited)	12	13
SLIPS/TRIPS/FALLS	Total number of slips/trips/falls	20	17
MEDICINES	Medication incidents	67	93
SERIOUS INCIDENTS (SI)	Reported to ICB Warrington Place	0	1**
SAFEGUARDING	Safeguarding referrals	2 *	1
	Deprivation of Liberties Safeguards (DoLS)	6	0
CLINICAL COMPLAINTS	Informal	2	0
	Formal	0	0

* Not a Hospice incident

**After Action Review

An increase in acquired pressure ulcers, all acquired pressure ulcers are category 2 is reflective of patient acuity during 2023-24. An increase in medication incidents was noted in 2023-24, all incidents were low harm. During 2023-24 we have implemented the electronic patient medication administration (EPMA). In 2024-25 we plan to undertake a medication audit to identify any learning.

4.2 Clinical audit and research

Clinical audit is drawn upon at St Rocco's as part of our continuous learning cycle, helping us to understand how and to what degree we are meeting our evidence-based standards. An annual audit plan is overseen by our Clinical Audit Group and reported through our Quality and Safety Committee.

During 2023-24 we undertook a planned audit cycle to include audits of priority of patient care delivery. These focused on patient experience and patients safety.

Throughout 2023-24, we completed **FAMCARE, INFECTION CONTROL and NACEL external audits**, examples of which are below:

INTERNAL AUDIT ACTIVITY	
Safeguarding	Safeguarding audit was completed March 2024 including Prevent and Lampard. The audit found training programs to be robust and well planned. The training content is in line with intercollegiate guidance, training compliance is monitored and reported. 2023-24 Q4 compliance results demonstrate the commitment of the team to ensure that staff can discharge their safeguarding duties safely. Whilst the executive compliance has improved, it remains below the contractual target, plans are in place to move compliance from 80% to 90%. This was completed Q1 2024-25.

EXTERNAL AUDIT ACTIVITY	
FamCare	The Hospice participated in the annual FAMCARE user feedback survey in the summer of 2023 for the 8th successive year. The survey is run by the Association of Palliative Medicine and looks at service evaluation of a bereaved next of kin/relative's satisfaction with end-of-life care received in the Hospice setting and is benchmarked against national data. (see summary below)
Infection Control	This mandatory annual audit was completed November 2023. The overall compliance audit score was 97% which is displayed on notice boards in the clinical areas. All outstanding actions have now been completed. Our internal infection control audits throughout the year ensure we maintain our infection control standards.
NACEL	<p>Hospice UK case note review based on the National Audit of Care at the End of Life (NACEL) was completed 2023-24.</p> <p>81 adult hospices registered to take part and 10 consecutive deaths and case note reviews were completed.</p> <p>The report provided an overview of the care delivered within hospices and members of Hospice UK. A few areas of good practice were recognised and at a local level.</p> <p>The collective data was reported by specific headings. The majority of patients died of cancer, were white British, and were aged between 70 and 79. Recognition of imminent death was assessed well and almost half (47%) of Category 1 patients died within the first seven days of admission to the hospice, 8% died within the first 24 hours although feedback also suggested it was challenging to have an exact date of recognition of imminent death as this could be done pre-admission.</p>

FamCare Audit 2023

The data shows that St Rocco's exceeds the national data set across all questions. Individual text comments were received, all highly complementary of St Rocco's:

'End of life care provided was excellent.'

'My family member was treated with the upmost respect and care. I could not praise St Rocco's highly enough. I would also like to say their treatment of family members was amazing. The staff and volunteers are the best I have ever come across. I can not think of any area that needed improvement and the word perfection springs to mind.'

'St Rocco's care for my partner was second to none.'

Journal Club

After a successful launch in 2018 to support sharing of learning outcomes from audit, education and advances in palliative medicine, the Journal Club continues to provide an opportunity for professionals to share best practice.



St Rocco's Hospice Journal Club
Growing Knowledge Together

Invitation
For Doctors, Family Support Team, Physiotherapists, Occupational Health Therapists and Community Macmillan Nurses.

Not sure whether you should attend?
Please discuss with the clinical teams.

What is this?
Somewhere to share a discussion about audits, education, courses attended.
An open forum to evaluate articles and literature.
A place where literature and research can be translated into best practice.

When & Where?
Conference Room
Topics for discussion to be shared prior to meeting dates

St Rocco's Journal Club

YouTube, LinkedIn, Instagram, Twitter, Facebook, Spotify

Part 5 – Patient and family experience

5.1 Feedback surveys

Learning from the experiences of our patients and those important to them is an essential part of our work at St Rocco's. Again, this information provides an opportunity to understand where our services are working well and areas where we could perhaps make improvements. To that end we seek feedback in several ways and at different times; the information we receive is then reviewed by our **User Feedback Group** and service leads and teams. The following section provides a summary of our activity in this area throughout the year.

During 2024 we have worked collaboratively with Healthwatch Warrington who have undertaken an independent evaluation of the Palliative Virtual Ward.

During the year Hospice feedback activity has included:

- ➡ **Feedback Friends**
- ➡ **Outreach Services**
 - Bereavement Café*
 - Hospice at Home*
 - We Care Coffee Group*
- ➡ **Warrington Integrated Palliative Care Hub/Palliative Virtual Ward**
- ➡ **Compliments**

Feedback Friends

There was a decrease in the number of forms received in 2023-2024. This is partly due to a technical error after the launch of the new website. The feedback that was received was positive and several comments are detailed throughout this report. Feedback Friends questionnaires will be highlighted to patients and relatives on IPU/Vitality to gather information regards the services in the coming quarter.

High level of care and professionalism. All staff are friendly and empathetic. Everything about St Rocco's makes me feel secure and safe.

A very friendly, helpful and relaxing place. Staff are kind and thoughtful. Please keep doing what you are doing, it is so invaluable. Thank you very much.

Outreach Services

Bereavement Cafe

The bereavement cafes continued to be popular with total attendance across the year of **338 drop-in visits** which is an **increase of 28%** compared to last year. Data collected shows that approximately 40% of attendees have had prior contact with the hospice.

The results from the questionnaires are in the table below:

QUESTIONS	YES	NO	NO RESPONSE
Do you feel you have benefitted from the café today?	124		
Do you feel that the café is appropriate for your needs?	124		
Did you feel comfortable whilst attending the café today?	123	1 *	
Do you like the venue?	122	1 **	1
Would you recommend this support group to other bereaved family members/friends?	124		
Have you or a member of your family been supported by services at the Hospice? If so, please state hospice name: St Rocco's (8)	49	42 (1 out of area)	32

*verbal feedback was given that the attendee did feel not comfortable coming to the café initially but this was not the case later.

** (Bank Park) Rather difficult to get to.

A lovely atmosphere, it was great to talk to other people. The counsellor was lovely. Thank you

I find his bereavement café soothing and it is lovely to have someone to talk to. A very worthwhile place to come. Thank you so much for holding these sessions, they are much needed.

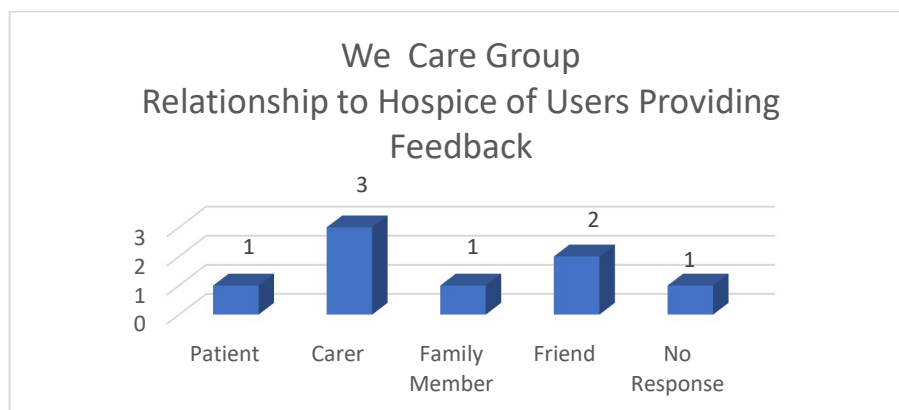


Hospice at Home

Hospice at Home survey questionnaires were sent to 12 people who had used these services. Six responses had showing 100% positive comments to the questions asked. The decrease in questionnaires sent in 2023-2024 was due to the length of stay of the patients on the caseload.

We Care Coffee Group

The We Care Coffee Group offers peer support to carers and patients and is facilitated by St Rocco's staff and volunteers. Feedback will be collected and reported as part of the conditions of the grant given by Cheshire Community Foundation. The funding ends on 31 July 2024 but we will use our learning and experience to look at ways in which we can continue to support carers. Taking data from Q3 2023, it is clear that the group is supporting a wider cohort than carers so this will be taken into account.



Warrington Integrated Palliative Care Hub/Palliative Virtual Ward

Feedback is currently being collated following collaborative work with Healthwatch to gain independent opinions from users of the Palliative Virtual Ward.

Compliments

During the year a total of **131 compliments** were logged. These were received via verbal compliments, 'thank you' cards and social media posts. This shows a significant decrease from the previous year total (224).

The Hospice will review its recording of compliments to ensure it is inclusive of all departments, including clinical services within the Hospice and supporting operational activity in non-clinical departments, shops and at events.



The ladies who offer the comp. therapy do such a wonderful job of creating a safe space to share our thoughts and feelings at a difficult time, never making us feel rushed. The therapies are excellent - thank you.

Part 6 – Staff and volunteer experience

6.1 Our people

Our workforce has shown an exceptional amount of **commitment, dedication and motivation** again throughout this year.

We have been in a position to **maintain and grow** our total workforce and have been able to attract talented new staff to meet the changing needs of our services in spite of a challenging recruitment market.

During 2023 our staff gave us **feedback on their experience** of working at St Rocco's through our biannual staff survey, the results of which were benchmarked with other hospices across the country. These results have formed the basis of our people plan, with work underway in a wide range of areas including:

- improving how we **reward and recognise** our people, including benchmarking our rates of pay to ensure that we are aligned with pay markets and introducing monthly staff values awards to recognise and celebrate the ways in which our staff go above and beyond every day
- developing our **internal communications** with new channels and opportunities for us to share and gather news and feedback and to collaborate
- extending our **health and wellbeing** offer, with our staff-led wellbeing group leading a year-round programme of activities and sharing resources to support our staff to stay well
- **developing our talent** including the introduction of new functional and leadership apprenticeships and other development programmes

We have also developed our workforce plan to support us to forecast our future workforce needs. This is essential to help us utilise our resources wisely to support the development of our staff but also to ensure our future sustainability.

6.2 Our Volunteers

Volunteers are integral to the services that St Rocco's Hospice provides and we aim to create an environment where we are open to new ways of working to **enhance and develop the volunteering program** to support the vision, mission, and values of the Hospice.

The Voluntary Services team are **proactive** in their approach and strive to be supportive by being **visible, accessible, and welcoming** in our engagement with our volunteers. We have had a good year for recruitment, which is demonstrated in our quarterly reports. We understand the need that more creative work needs to be done by the whole Hospice team to make sure we are raising the profile of volunteering, particularly within our shops.

We continue to develop and support our successful partnership working with the Warrington network at all levels through **influencing, advising, and guiding**.



In 2023 we were proud to have been awarded the **Warrington Volunteering Pledge** from Warrington Voluntary Action (WVA). We received this Kitemark in 2013 for demonstrating that we provide the highest level of service for our volunteers.

This time we worked with a team from WVA on the Pledge reflection toolkit, an assessment tool to help us to consider our volunteering program as a whole and to reflect on our practices, in particular, how we look after the wellbeing of our volunteers.

Once again, we were successful in demonstrating that we provide a program of excellence, confirming that we meet the criteria of the award, purpose, management, wellbeing, and impact. Thus, ensuring that our processes are working for the organisation, the volunteers, and the people we support.

We held a successful awards ceremony which saw **89 volunteers receiving an award**, ranging from 2 years to 40 years. One IPU volunteer received their astounding 40-year award, three shop volunteers received an award, two for 30 years and one for 25 years – an exceptional commitment and achievement to be celebrated, especially with the ever changing and challenging face of volunteering nationally.

Our data cleansing was a success and Donorflex now has a true reflection of our actual numbers. We have **516 active volunteers, with an added 175 registered to help at our events**. The valuation these volunteers bring to the Hospice is:

	Hours	Value
Hospice	18,248	£244,872
Shops	53,716	£720,821
TOTAL	71,964	£965,694



Warrington Carers Hub



"It blows me away to see the dedication individuals have, especially those who are also dealing with the process of grief."



Part 7 – Statement Warrington Place



Cheshire and Merseyside

Quality Account Statement 2023-24

St Rocco's Hospice

NHS Cheshire And Merseyside Integrated Care Board along with NHSE/I Specialist Commissioning and invited representative partners from Local Authority and Healthwatch, hosted a virtual Quality Account Event on Monday 17th May 2024. This is an annual event to provide the opportunity for all independent providers of commissioned NHS Services to present their progress on 2023/24 quality priorities and to share their intended quality priorities for 2024/25.

I am writing on behalf of partners to express our thanks for the submission and presentation of St Rocco's Hospice Quality Account for 2023– 2024. This statement provides the response collectively on behalf of NHS Cheshire and Merseyside ICB and our partners at Warrington Borough Council and Healthwatch Warrington.

The Quality Account was very comprehensive in detail and demonstrates the valuable role that St Rocco's Hospice staff and team of volunteers holds in their community but also as a partner alongside the wider health and care system in Warrington Place. In terms of Service User Experience, patient and carer feedback was extremely positive and highlights the Hospice's aims in delivering community led support and initiatives through their Vitality Centre, that are welcomed and appreciated. The work with Virtual Voices was noted and this will be valuable in informing how the hospice can support carers through digital technology as part of their 2024/25 priority to develop their digital offer to the community. The links with Health Education England, GMC and further education establishments in your offer of placements and visits demonstrate a key role the Hospice has in supporting our developing workforce of medical and nursing students in their knowledge and education of palliative care. The Chester University Art Therapy project was highlighted by commissioners as positive and demonstrated how patients and carers can also benefit from your links with the education community, likewise the opportunity for medical students studying at Liverpool University to apply and learn additional skills through their work with your service and staff.

The ICB acknowledge the strong collaborative working from the Team in the development and implementation of the Warrington Integrated Palliative Care Hub, and the expansion in 2023/24 to include the Palliative Care Virtual Ward. It was noted the independent evaluation by Healthwatch Warrington will support improvement and further development. In terms of patient safety strategy, the Hospice has been influential amongst their peers in the valuable work undertaken in 2023/24 with regard to PSIRF, and their shared learning to other hospices both locally and wider through the NW Hospice Providers Community of Practice has been welcomed.

The priorities for 2024/25 will only strengthen the work delivered in 2023/24 in regard to patient safety, clinical effectiveness and patient experience. The finalisation of your Patient Safety Incident Response Plan and Policy alongside the embedding of LFPSE in the move from NRLS is welcomed and will support your wider patient safety strategy. In terms of Clinical Effectiveness, the implementation of electronic and digital systems which are perceived to benefit the health and care professionals, can be a challenge and we are never sure on how this is welcomed by patients, and

therefore, having a patient view will allow a better understanding of how they benefit from such quality improvements. The service user experience priority will further support the future developments of the Vitality Centre.

Lydia Hughes, CEO Healthwatch Warrington has also provided feedback:

Healthwatch Warrington have been asked to comment on St Rocco's Quality Account 2024. Healthwatch believes that the Quality Account does reflect people's real experiences as told to Healthwatch Warrington by service users and their families and carers over the past year. This is evidenced by examples of independent feedback from Healthwatch and with other partners including the Wellbeing Service and Carers Center as an example. The Bereavement Café's also is an excellent example of St Rocco's capturing feedback from the community.

From what people have shared with Healthwatch Warrington, there is no evidence to suggest that the basic care and duties are not being done well by St Rocco's. As feedback is excellent and St Rocco's are highly complemented.

There is a clear learning culture within St Rocco's that allows people's real experiences to be captured and used to enable the provider to improve at what it delivers year on year. As implementation for Patient Safety PSIRF and LFPSE shared learning as detailed in the Quality Account. Also Nationally and locally for Virtual Wards.

A little more detail around the priorities for improvement on how these will be measured moving forward would be really useful for Healthwatch.

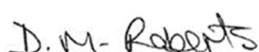
St Rocco's are an excellent partner and their commitment to the Warrington community and partnership working is outstanding.

Lydia Hughes CEO Healthwatch Warrington

As partners, we look forward to working with the Hospice Team during 2024 – 25 to observe your work and progress on the above priorities and your continued improvement in service quality.

Finally, I would like to take this opportunity to say thank you to you and the team at St Rocco's for their care and commitment to the ensuring the people of Warrington receive high quality, safe and effective care and for your on-going commitment to integrated partnership working.

Yours sincerely



Denise Roberts
Associate Director of Quality and Safety Improvement
NHS Cheshire & Merseyside - Halton Place and Warrington Place

***Signed on behalf of the Associate Director of Quality and Safety Improvement for the following Places
Liverpool, South Sefton, Southport & Formby and Knowsley Halton and Warrington.***

We welcome feedback on this Quality Account. If you would like to do this, please email enquiries@stroccos.org.uk or write to:

Sonya Currey

Chief Executive Officer

St. Rocco's Hospice

Lockton Lane

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