



Making Every Day Count

Quality Account 2025-2026



Table of Contents

Overview	03
Quality and Improvement	13
Patient Experience	19
Staff and Volunteers Experience	22
External Statements	23

Statement from the Chief Executive, Sonya Currey



Established in 1985, St Rocco's Hospice is an independent registered charity, providing tailored, equitable palliative and end of life care to people in Warrington, making every day count for over forty years. And in this, our forty-first year, I am happy to share our achievements with you from the last twelve months as part of 2025-26 Quality Account.

As demand for our services rises, with people with life limiting illnesses living longer, finances are becoming increasingly challenging. Healthcare funding allocated to Hospices is already under pressure nationally and this is no different for us. However, we also recognise that challenges bring opportunities for change and development. In response to this, over the past year, we have published our new strategy, developed our workforce, and focused on building a sustainable future, in which we continue to provide the compassionate and individualised care we are loved and known for. And more than this, at St Rocco's we understand the importance of advocating for our community, so we continue working hard to influence policy and provision locally, regionally, and nationally as part of the wider Hospice movement.

I am extremely proud of our incredible workforce, and the care, compassion and commitment they show every day. Through dedication, and hard work, they all play a pivotal role in ensuring that we deliver the highest standards of care to our community. As a registered charity, we also rely on the support of our volunteers, including our Board of Trustees, local businesses and the local community. We are, as ever, grateful for their continued and unwavering support without which we would not be able to continue.

And because of everyone's hard work, we are delighted to share that we achieved a rating of 'Good' from the Care Quality Commission following our recent inspection.

Over the next twelve months we will focus on achieving our ambitions: to enhance our approach to care, to continue developing our workforce, and to increase our financial resilience through a programme of transformation. We will also focus on working collaboratively with all health and social care settings across Warrington.

We, at St Rocco's, are here to embed and strengthen our bonds with our community to support people well with dignity, now and in the future.

Message from the Chairman, Guy Hindle



It is a privilege to have been the Chair of St Rocco's Hospice for almost nine years. It is fair to say that we are in the most challenging financial position of my tenure this year, and that includes the demands of the pandemic.

The challenges are confronted by immensely committed and professional staff and volunteers, all of whom are well aware of the difficulties we face in continuing to provide an excellent service to those who most need it. I am proud to work alongside a passionate and knowledgeable Board of Trustees, and together we support St Rocco's executive and staff, enabling them to continue to do what they do so well for our community in Warrington. 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. I am also proud of how positively the Hospice is regarded in the community and this is testament to the hard work, compassion and professionalism of everyone involved.

However, we are far from complacent. Hospices continue to face severe financial challenges, but with challenge comes opportunity. At St Rocco's we are committed to developing our services and our workforce, and to providing equitable, specialist palliative and end of life care. We want our community to feel confident that we continue to 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 over the last year, and we hope you find it an interesting and informative read.

Along with the Senior Management Team, the Board and I would like to thank our community partners and supporters across Warrington. We are committed to developing our relationships with health and social care providers across the Borough. Through collaborative working, St Rocco's aims to deliver comprehensive and effective care to our community.

We would also like to say a big thank you to all our patients, their families and carers for trusting us during your most difficult moments, this is not something we take lightly, and we are honoured to be there for you, when you need us.

Statements of Assurance


The reports of 5 national clinical audits were reviewed by the provider in 2025-2026 and St Rocco's Hospice intends to take forward all of the recommended actions to improve the quality of healthcare provided.

This includes implementation of the NHS National Standards of Healthcare Cleanliness.

The reports of 8 local clinical audits were reviewed by the provider in 2025-2026 and St Rocco's Hospice intends to follow all action plans to improve the quality of healthcare provided

CQC Inspection Report



 Overall: Good

To provide services, Hospice's must meet essential quality and safety standards that are specified in the 2008 Health and Social Care Act.

St Rocco's are delighted to share our 2026 CQC rating, following our recent inspection:


Overview

Latest assessment: 14 January 2026 Report published: 18 March 2026

Safe Good 

Effective Good 

Caring Good 

Responsive Good 

Well-led Good 

Hospice Vision and Values

Our vision at St Rocco's Hospice is to care for adults in our community with a life limiting illness wherever and whenever they need us.

Our values are,

Excellence

We strive for excellence in all we do

Compassion

We are caring in all we do

Adaption

We will remain responsive to changes around us

Partnership

We will always work in partnership



Our Strategic Aims

In response to increased demand for our services, and an ever challenging economic climate, we have recently published our new Hospice strategy. Design to bring us closer to achieving our vision, we will focus on three main areas,

Quality Care

We will transform our services and deliver high quality, inclusive, specialist palliative and end of life care (PEoLC) care to our community.

Grow a Great Workforce

We will be a great place to work and to volunteer, where experience and skills are recognised, supporting and empowering our people to deliver the very best levels of service and care

Transformation

We will be financially and operationally resilient through income growth and cost efficiency and we will transform the way we generate our funds, so we can deliver a sustainable model of care that reflects the changing needs of our people

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 equitably 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 Palliative Care Hub

Warrington Palliative Care Hub (The Hub) is a single point of contact based at St Rocco's for access to palliative care services across Warrington. The Hub is a multi-professional service that has access to nursing, medical, and social expertise; and it is designed for use by health and social care professionals, patients, and carers. The aim of The Hub is to provide a timely response, and continuity of care to local people who require palliative and end of life care support.

Over the last year, The Hub has supported over 500 people across Warrington.

Inpatient Unit

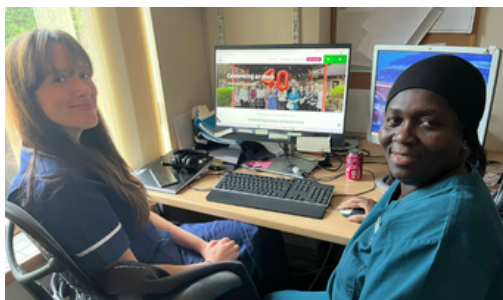


St Rocco's have continued to provide high quality care supporting patients in our ten-bed inpatient unit. The unit provides 24 hour care and is supported by a Team of specialist palliative care staff, who manage patient's complex symptoms, and provide individualised end of life care. In the last year, the inpatient unit has cared for 190 inpatients, and their families and friends.

Palliative Virtual Ward



St Rocco's Palliative Virtual Ward (PVW) is a remote monitoring service designed to provide a high level of care for palliative and end-of-life patients in Warrington, to avoid hospital or Hospice admission. Once referred, patients are seen, either at home or at the Hospice, within 24 hours. The Palliative Virtual Ward team works closely with the patient's GP and other multi-professional teams within the hospice and wider community. This ensures that the patient gets the right, individualised and flexible support.



Over the last year, St Rocco's Palliative Virtual Ward Team have supported 180 patients on the virtual ward.

Harp Therapy

During 2025/26 the hospice had the privilege to support a volunteer Harp therapist to gain her qualification.

Following successful qualification, Cathy has kindly continued as a qualified Harpist to volunteer every week to provide Harp Therapy sessions to our patients, and community. Harp Therapy offers support emotionally, psychologically, physiologically, and spiritually. Harp music promotes relaxation and support through a cradle of sound. It can ease discomfort and promote calmness and wellbeing.



Vitality Centre

Within our recently refurbished Vitality Centre, we provide a variety of services including,

- Complementary Therapies
- Relaxation
- Activity Therapies
- Arts and Crafts
- Dedicated Symptom Control Clinics
- Yoga



The Vitality Centre provides a safe space for psychological, social, and financial support.

Over the last year we have welcomed partners from several, local, Voluntary, Community, Faith and Social Enterprise (VCFSE) groups to our Vitality Centre. This includes Home Start Warrington and a local singing group who welcome mums and tots to the Hospice every week to sing together to promote their health and wellbeing. Working with our community we have also continued to host the We Care Coffee Group every Tuesday afternoon.



We have also welcomed the South Asian Community to celebrate Diwali with us. With music, singing, and dancing this was a true celebration of community. The community now meet regularly at the Hospice as part of the fortnightly Carer Connect Group.

Counselling and Emotional Care (CEAC)

St Rocco's' Counselling and Emotional Care (CEAC) Service provides psychological support for patients, and bereavement services for their loved ones.

Bereavement support is offered through twice monthly bereavement support cafés in Warrington. The cafés run as a drop-in service and are open to anybody who is grieving. They are assisted with the help of 32 volunteers who provide one-to-one listening support or the option of connecting with others experiencing a similar bereavement for peer-to-peer support.



The cafés rely on volunteers from a vast array of backgrounds and skills including counsellors, teachers, engineers, nurses, social workers, and many others who have benefited from CAEC services in the past and want to give something back to St. Rocco's.

Over the last 12 months the cafés have supported over 350 people and received many feedback forms. 100% of respondents said they benefitted from the café and 100% said they would recommend it to a friend. The team consistently receive very positive feedback;

I am leaving feeling a little lighter than I did when I arrived

It's good & perfect for what I want. I need targets to move forward and this place helps me.

I feel this service is just so wonderful. You all offer such an invaluable, comforting, calm and respected place. Everything you do you should all be so very proud of yourselves

Have a lovely time every time I come, friendly people and we have plenty to talk about. Staff are lovely.

I have already recommended it to work colleagues and friends. I find the café very beneficial.

Our Funding

It costs in excess of five million pounds a year to provide the care at St Rocco's Hospice.

The largest proportion of this is generated by the local community, whose tireless commitment to the Hospice enables us to keep providing such high quality palliative and end of life care to people in Warrington. In the last year, we have also received grant money for capital improvements, which has led to a programme of improvements across the Hospice, making it brighter and more welcoming to patients, and their families and friends.

Finally, as with all Hospices in the United Kingdom, a small proportion of its annual running costs are covered by NHS commissioning and contracts.

Our Activity

The data we collect gives us insight into the demand for our services and how we are able respond. We report this data quarterley to our Quality and Safety Committee, and externally to NHS Cheshire and Merseyside.

Department	Service	2023-24	2024-25	2025-26
Medical Outpatient	Consultations	244	255	311
Inpatient	Admissions	198	152	190
	Average length of stay (days)	15	17.5	13.6

Achievements in 2025-2026

In our last Quality Account, we said that we would grow our community offer, offer equitable access to high quality palliative care, and develop our services in a resilient way to make sure that we are fit for the future. Since then, there has been a lot of activity at the Hospice, that contributes to achieving these aims.

We have continued to develop our palliative virtual ward, and the Palliative Care Hub constantly develops, grows and adapts to the changing needs of the community.

We have worked with system partners, and use system data to understand the needs of our local population. This enables us to develop responsive and robust services to meet need.

Our programme of recruitment over the last year, has also been focused on future proofing the Hospice.

Two members of the Hospice team were nominated by place Patient Safety Lead to take part in a pilot programme for PSIRF training. Developed by Systems Hub, this training will be rolled out nationally over the next twelve months.

In October 2025, members of the hospice team attended Hospice UK's annual conference, in Liverpool. With five posters accepted for the exhibition, the team were delighted to share information about our green plan, equitable access and much more. The team also had the opportunity to attend workshops, seminars, and keynote speeches; and to contribute to the national conversation around the development of Hospice care.



Quality and Improvement

Quality Markers

Over the last twelve months, St Rocco's has continued monitoring quality and performance indicators. Below is a summary of the information that is reported to NHS Cheshire and Merseyside quarterly,

Service		2023-24	2024-25	2025-26
Pressure Ulcers	Category 2 and above (Acquired)	10	4	3
	Category 2 and above (Inherited)	13	20	16
Slips, Trips, Falls	Total number	17	13	20
Medicines	Total number	93	60	34
Safeguarding	Referrals	1	0	0
	DoLS	0	0	1
Clinical Complaints	Informal	0	0	1
	Formal	0	0	0

The Hospice has completed After Action Reviews for incidents meeting the relevant criteria. A decrease in medication incidents is reflective of the system changes made over the last twelve months to ensure that Hospice procedures are robust.

Over the coming year, a new programme of clinical audit will be implemented, and overseen by the Chief Operating Officer, supported by the Improvement, Innovation, and Transformation Lead. The new audit schedule sees the facilitation of several audits each month, resulting in a robust process of contemporaneous response when issues occur.

In the first instance, the schedule will focus on infection control, NHS healthcare cleaning standards, medication, and incident response. Internal reporting and monitoring is via the Clinical Audit subgroup, and externally via NHS Cheshire and Merseyside contract monitoring arrangements.

External Audit

Over the last year, the Hospice has completed several external audits. Of note is the mandatory, annual infection control audit, which returned an overall compliance score of 99%,

IPC Governance and Assurance	100%
Preparedness	100%
General Environment	100%
Bathrooms	88%
Toilet	100%
Bedrooms	100%
Sluice and waste	100%
Treatment Room	100%
Sharps	100%
Laundry	100%
PPE	100%
Cleaning and Resident Equipment	100%
Promotion of IP Strategies	100%
Overall Score	99%

The Hospice also participated in the annual FAMCARE user feedback survey for the 12th 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. St Rocco's results can be found overleaf,

Question		St Rocco's Hospice IPU % Very satisfied / satisfied with service		Other National Hospice IPU	
		2024	2025	2024 1017 Forms returned (all services)	2025 1002 Forms returned (all services)
NUMBER OF FORMS ISSUED (St Rocco's)		16	27	380 Returns (IPU)	435 Returns (IPU)
NUMBER OF FORMS RETURNED (St Rocco's)		5	9		
1	The Patient's comfort Not relevant to situation	80%	100%	93% 2%	94% 1%
2	The way in which patient condition and likely progress had been explained by the palliative care team Not relevant to situation	100%	67% 22%	88% 2%	80% 3%
3	Information given about side effect of treatment Not relevant to situation	100%	56% 22%	69% 23%	71% 21%
4	The way in which the palliative care team respected patient dignity	100%	100%	93%	94% 1%
5	Meetings with the palliative care team to discussion the patient's condition and plan of care Not relevant to situation	100%	89%	86% 5%	78% 5%
6	Speed with which symptoms were treated Not relevant to situation	100%	88% 11%	87% 6%	87% 6%
7	Palliative care team's attention to the patient description of symptoms Not relevant to situation	100%	88% 11%	82% 11%	82% 12%
8	The way in which the patient's needs for comfort were met Not relevant to situation	100%	100%	92% 2%	93% 1%
9	Availability of the palliative care team to the family Not relevant to situation	100%	89%	89% 2%	91% 2%
10	Emotional support provided to family members by the palliative care team Not relevant to situation	100%	89%	89% 3%	89% 4%
11	The practical assistance provided by the palliative care team (e.g. Bathing, home care, respite) Not relevant to the situation	80% 20%	78%	73% 21%	75% 21%

12	The doctor's attention to the patient's symptoms Not relevant to situation	100%	89%	87%	91%
				6%	3%
13	The way the family was included in treatment and care decisions Not relevant to situation	100%	78%	87%	90%
			11%	6%	5%
14	Information given about how to manage the patient's symptoms (e.g. pain, constipation) Not relevant to the situation	100%	89%	73%	74%
				20%	20%
15	How effectively the palliative care team managed the patient's symptoms Not relevant to situation	100%	89%	92%	93%
				3%	1%
16	The palliative care team's response to changes in the patient's care needs Not relevant to situation	100%	78%	89%	91%
				4%	3%
17	Emotional support provided to the patient by the palliative care team Not relevant to situation	100%	89%	87%	87%
				7%	7%

"Cannot fault the care given by the St. Rocco's team, either for palliative care and advice as an outpatient and then as an inpatient for final days. As a family, we were all supported and cared for during a very difficult time. The team lightened the huge burden of trying to care for someone in incredible pain at home, making final days more peaceful and allowing family and friends to spend such valuable last days with our loved one in a place of love and care, with our loved one, calm and peaceful. Thank you to everyone at St. Rocco's"

"My mum worked as a volunteer for the hospice for many years, and it was her wish, that at the end she wanted to pass away at the hospice. This was done. The staff were amazing, not just to mum, but to her family.
Thankyou."

"We could not be more pleased with the care my father received at St. Rocco's. The place is a true jewel in Warrington's crown."

Education and Training

All staff at St Rocco's complete a schedule of mandatory training, which begins during induction and continues throughout their employment at the Hospice. Compliance with training remains steadily above 95%, and is monitored by the Hospice's Education Subgroup.

Members of the Hospice workforce also undergo training and development, particular to their role. This includes the clinical team who complete role specific eLearning, face-to-face training, and periodic assessment of competency.

In addition to this, St Rocco's continues to host GP specialist training placements (GPST) and fourth year medical students from The University of Liverpool. Feedback from both cohorts continues to rate the experience as outstanding.

At St Rocco's, student nurses from local universities, including Chester and Liverpool John Moore's, gain an understanding of specialist palliative care, complex symptom management, and end of life care. In 2026, we also began hosting creative health placements from Chester University, during which students can learn about holistic care and support available within a Hospice.



St. Rocco's are committed to sharing our passion for education in Specialist Palliative Care. Part of this commitment includes delivering a programme of clinical training, delivered by a combination of lead nurses, hospice specialist consultants and doctors, and professionals from partner organisations.

Over the last 12 months, we have delivered Mayfly training to 121 colleagues from partner organisations across Health and Social Care in Warrington.

In October 2025, we began delivering Advanced Communication Skills training alongside our partners from Halton Haven Hospice and North Cheshire and Mersey NHS Foundation Trust.

Working together with the ICB Place and Primary Care Colleagues we have developed a bespoke programme of education and have delivered Intermediate Communication training.

Priorities for 2026-2027

1

Advance Clinical Excellence Through Workforce Development

- Provide training in symptom management, complex care, and communication skills.
- Support staff wellbeing to reduce burnout potential and maintain high-quality, compassionate care delivery.

2

Improve Access and Equity of Services

- Strengthen outreach to seldom heard communities, ensuring timely referrals and culturally sensitive care
- Develop flexible models such as virtual consultations and community-based clinics to reach patients earlier.

3

Embed Continuous Quality Improvement

- Use patient and family feedback to drive service improvements.
- Conduct regular clinical audits to ensure compliance with national palliative care standards.

Patient Experience

St Rocco's is committed to continually reviewing its service provision to ensure that it is of the highest possible standard. To inform decision making, we regularly collect feedback from people that access our services. We collect this information in several ways; and it is reviewed by our User Experience Subgroup. We are delighted to say, that once again, feedback this year has been excellent, and a small selection is included here.



To every single member of staff, I thank you, I received such care, love and understanding from all of you. If we were at school, I would be giving you all gold stars!!! I wish I could find the words to tell you how I feel but I can't.

To all the amazing staff at St Roccas, thank you so much for all of your kindness, patience and support. You have all been incredible throughout mums stay and demonstrated exceptional, holistic, person-centred care. We appreciate all that you do. Thank you all - you will always have a special place in our hearts.

I wanted to thank you all for the care you gave to my friend **. Thanks to you all, he ended his life surrounded with the best possible care and attention, without fear or pain. Not one member of staff or volunteer ever passed me in the hallway without asking how I was. My dog was made welcome, and I hope played his part in bringing comfort and some distraction to everyone. Thank you for everything you do.

Light Up a Life was such a wonderful way for me to celebrate and remember her



It was a truly beautiful service 🌲 thank you very much ❤️

To the team, thank you for all your support over the last few weeks, everyone has been amazing. I really can't tell you how much your care has meant to me

My husband and I attended your harp therapy relaxation session yesterday. So soothing and enjoyable. Thanks so much.



To all the wonderful Nurses, HCA's, volunteers and Drs, thank you so much for all you did for our wonderful ** and all that you continue to do, you are truly are exceptional people.

To all the St Rocco's angels - day and night staff, thank you all so very much for the care and support that you gave our dad, and our family, during this sad and difficult time. You are all amazing.

Very impressed with everything on first visit. So much more personal which is what I need at this stage of my illness. Lovely environment and calming atmosphere when given awful news



Over the course of the next twelve months, St Rocco's will be developing our user feedback programme, building on the already wonderful work that has already taken place.

Staff & Volunteer Experience

St Rocco's Hospice is committed to being a great place to work, and volunteer; where experience and skills are recognised, and people are supported and empowered to deliver the very best levels of service and care.

Our commitment is reflected in our recent strategy refresh that we aim to achieve this in several ways,

- Inspirational leadership / coaching
- Effective talent management
- Transformational change culture
- Supportive and positive working environment

To us, success will look like,

- Improved organisational performance
- Improved volunteer and employee satisfaction
- Reduced turnover/improved retention
- Higher productivity
- Increased employee engagement
- Improvements in net promoter score
- Lower rates of sickness absence
- Improved organisational climate
- Greater levels of wellbeing



Ref: St Rocco's Hospice

**NHS Cheshire and Merseyside ICB
No1. Lakeside
920 Centre Park Square
Warrington
WA1 1QY**

26th June 2026

Sent by email to:

Sara Black, Chief Operating Officer
SaraBlack@stroccos.org.uk

Re: 2025/26 Quality Account Statement

Dear Sara

NHS Cheshire and Merseyside Integrated Care Board welcomes the opportunity to review the St Rocco's Hospice Quality Account for 2025-26. This report provides a clear and transparent overview of the quality of services delivered and demonstrates the organisation's continued commitment to improvement.

Significant work has been undertaken to achieve the 2025-26 priorities to ensure the Hospice grows and is resilient for the future. St Rocco's continues to grow and strive to deliver the best service possible. There is robust oversight of the quality markers, the Hospice are open and transparent about these in our quarterly meetings; with their reduction in medication incidents a particular highlight.

St Rocco's continues to work closely with NHS Cheshire and Merseyside and other partners across the system; this collaborative partnership working is evident in the delivery of their Palliative Care Hub and Palliative Virtual Ward. Together, these initiatives have supported over 680 patients, the delivery of Mayfly training to partner organisations across Cheshire and Merseyside and the support offered to nursing students from both Chester and Liverpool.

The Hospice continues with their innovative work, and we acknowledge the inventive use of harp therapy and their support of the harpist in gaining their qualification. The refurbished Vitality Centre continues to offer a range of supportive therapies and presents an opportunity for strengthened community links with groups such as the South Asian Community visiting to celebrate Diwali with patients. The Bereavement Cafes continue to grow; NHS Cheshire and Merseyside review feedback on this service via our Contract and Quality Meetings where it is abundantly clear how much it is valued; consistently achieving 100% positive comments.

We acknowledge the challenging financial position that St Rocco's and the Hospice sector as a whole has been in this year. Against that backdrop the Hospice were subject to a CQC inspection and achieved Good in all domains; this is well deserved and an acknowledgement of the hard work and dedication of the team, please accept our congratulations on this well-earned achievement. We commend St Rocco's for its proactive strategic approach to sustainability, workforce development and service transformation in response to increasing demand.

The Place Patient Safety Lead was privileged to nominate the Hospice for the PSIRF training pilot to test the independent sector offer from Morgan Human Systems; a leading national provider. This was testament to the team's commitment to PSIRF; which didn't go unnoticed by

NHS Cheshire and Merseyside

No 1 Lakeside, 920 Centre Park Square
Warrington, WA1 1QY



Communications@cheshireandmerseyside.nhs.uk



Cheshireandmerseyside.nhs.uk

the trainers and consequently led them to request the Hospice, via the Place lead, to be pilot participants; an exciting and valuable opportunity.

We note the hospice's robust approach to quality assurance through participation in both national and local clinical audits, with clear actions identified to drive continuous improvement. The reported high levels of compliance with infection prevention standards, alongside the reduction in medication-related incidents, provide assurance of a strong and embedded safety culture.

We acknowledge the priorities for 2026-27 which will further strengthen the services provided. We support the Hospice's focus on enhancing clinical excellence, strengthening quality improvement processes, and improving access and equity for underserved communities. We look forward to seeing this quality work develop and become embedded over the next year which will further support the quality, workforce compassion and scope of the services already offered.

Yours sincerely



Fiona Lemmens
Executive Clinical Director
NHS Cheshire and Merseyside ICB

cc.Kerry Lloyd, Lisa Ellis, Maxine Dickinson



Healthwatch Warrington has reviewed the St Rocco's Hospice Quality Account for 2025–2026 and is pleased to provide the following commentary.

1. Reflection of People's Experiences

The Quality Account provides strong evidence that it reflects the real experiences of patients, families and carers. The inclusion of detailed patient and family feedback, including direct quotes, demonstrates the compassionate, dignified and person-centred care delivered by the hospice. The report highlights consistently positive experiences, particularly around emotional support at end of life and the care provided to families and carers. Structured feedback mechanisms, including bereavement cafés and surveys, are clearly described and demonstrate a meaningful approach to capturing lived experience.

2. Delivery of Fundamental Standards of Care

Based on the evidence presented, there are no significant concerns regarding the delivery of fundamental standards of care. The hospice has achieved a 'Good' rating from the Care Quality Commission and demonstrates high levels of compliance in key areas such as infection prevention and control. Improvements in medication safety are also evident. Patient feedback remains consistently positive. However, the report would benefit from a more balanced presentation, including clearer reference to any challenges or areas requiring improvement.

3. Learning Culture

There is clear evidence of a positive and developing learning culture within the organisation. The hospice demonstrates a commitment to continuous improvement through participation in national and local clinical audits, implementation of action plans, and the use of incident reviews. Engagement in national training programmes and conferences further supports this. Feedback from patients and families is actively collected and used to inform service development. This could be strengthened by more explicit examples of how feedback has directly led to changes in practice.

4. Priorities for Improvement

The identified priorities for 2026–2027 are appropriate and aligned with key challenges facing the organisation, including increasing demand, workforce development, and the need to improve access and equity. The priorities demonstrate ambition and a clear focus on maintaining and improving quality of care. However, the report would benefit from the inclusion of more specific and measurable targets, including clear timelines and defined outcomes, to demonstrate how progress will be tracked and evaluated

Overall, Healthwatch recognises the high quality of care provided by St Rocco's Hospice and the strong positive feedback from patients and families. The organisation demonstrates a commitment to continuous improvement and compassionate care. Future reports would be strengthened by increased transparency around challenges and clearer measurement of improvement priorities.

I would also like to add that St Rocco's leadership team are highly effective and work extremely well with partners, and especially with Healthwatch Warrington.

Lydia Hughes
Healthwatch Warrington CEO and Chair Healthwatch Halton

External Statements



As CEO of Halton Haven Hospice, I am delighted to have been invited to comment on St Rocco's Hospice Quality Account.

As can be read throughout, St Rocco's has built a strong and trusted reputation for delivering compassionate, high-quality palliative and end of life care. This report clearly reflects an organisation that is responsive to the evolving needs of its population, particularly in the context of increasing demand and financial pressures which is all too familiar across the hospice landscape. It is encouraging to see how St Rocco's has embraced these challenges as opportunities, demonstrated through the development of a new strategy and a clear focus on long-term sustainability.

Looking ahead, collaboration in the Hospice sector is fundamental to protecting and sustaining the future of Hospice care. As a collaborative we have a great opportunity to shape a more integrated, resilient system of care where shared learning and collective advocacy will be key to ensuring that hospice services remain accessible, responsive and sustainable for future generations

Karen Allen
CEO Halton Haven Hospice



Making Every Day Count

Thank you

We welcome feedback on this Quality Account. If you would like provide feedback, or you have any questions, please email enquiries@stroccos.org.uk or write to, Sonya Currey, Chief Executive Officer, St Rocco's Hospice, Lockton Lane, Warrington, WA5 0BW

