



Quality Account 2022 - 2023

Registered Charity No. 700272

Chief Executive's Statement

On behalf of the Trustees and Staff I am pleased to present the 2022/2023 Quality Account for Primrose Hospice and Family Support Centre.

The purpose of this report is to provide information about the quality of our services and to detail some of the progress we have made during the past year, as well as looking at priorities for 2023/2024.

The report is for all our stakeholders - our patients, families and carers, the general public in our communities, the local statutory and voluntary sector organisations that we work with along with our NHS commissioners.

Quality and Safety are at the heart of everything we do.

During 2022/23 we have taken the opportunity to review and refresh our internal governance arrangements ensuring that decisions and issues are fully discussed at group, committee or Board Level as appropriate and that scrutiny and opportunities for improvement are clearly recognised and acted upon.

We have reviewed our internal processes and procedures against the recently published Care Quality Commission (CQC) Quality Statements to ensure we are compliant and where possible exceeding the standards set.



David Burrell
Chief Executive Officer

2022/23 was a year where Covid now did not always dominate everything we do. How wonderful to see faces, have closer contact with people and not have to test to come to work!

Of course, we maintain our appropriate internal arrangements to protect everyone, but we have already made a remarkable return to face-to-face support being one of the first Hospices to do so.

The organisation is thriving in all areas with multiple notable achievements during 2022/23 including the following:

- Major improvements to our Family Support building interior creating more dedicated space for children's services and more areas that

can be utilised to improve privacy.

- A strong focus on nurturing our staff team with the introduction of an Employee Assistance Program and a staff group set up to focus on retention, wellbeing and collaborative working.
- Renewing our British Association of Counselling and Psychotherapy (BACP) accreditation. We are one of a very few Hospices holding this accreditation.
- A “clean” external finance audit providing assurance to Board and an accolade to the professionalism of our finance team.
- Fundraising Team improving our regular events and implementing novel events to our calendar, improving our reputation and our support from the community. Introducing a much improved and professional appearance to everything we do.
- Retail Team breaking records and ensuring that all shops work together and help each other to maximise our profit.
- More volunteers recruited and used in different ways. Corporate volunteering days being used in our shops.
- Our support for Ukrainian refugees, offering opportunities to gain work experience in our facilities.
- New initiatives in Care including “neuro day” and footcare together with the hugely beneficial and uplifting “therapeutic singing” sessions.
- Improved marketing and communications with some memorable interviews on local radio, some superb newspaper articles and the advances made with social media recognised with an award.

There are so many things that everyone associated with this wonderful charity can be proud of.

To the best of my knowledge the information reported in this Quality Account is accurate.

Thank you for taking the time to read our Quality Account. If you have any questions, please contact me at Davidb@primrosehospice.org

Mission Statement

Primrose Hospice is a charity which enhances quality of life for people with life limiting illness in North East Worcestershire; in addition, we provide care and support for families, carers and friends.

Vision Statement

To provide the best possible care and support to anyone in our catchment area who requires our services, ensuring choice and empowerment for every individual.

Values

Care

*Provide high quality personalised care and support for everyone.
Be the best we can be at everything we do.*

Compassion

*Respect and dignity for all
We listen, engage and act with warmth, kindness and understanding.*

Community

*Primrose, one team providing holistic support.
Inclusive and work together both internally and externally.*

About us and our services

Primrose Hospice and Family Support Centre is an independent local charity based in Bromsgrove and serving all of North East Worcestershire. We are proud to be able to support patients with life-limiting illnesses and families, providing them with the care and support they need.

We offer a wide range of services to our patients, families, friends and carers. These include Day Hospice, Clinical Nurse Specialist services, Physiotherapy, Occupational Therapy, Wellbeing services, Counselling, Complementary Therapies and Family Support services for both adults and young people.

There are 2 main parts to our services and both teams work closely to deliver support to individuals and families:

Clinical and Wellbeing Team

Our Clinical and Wellbeing team provide a range of specialist support services for patients diagnosed with a life limiting illness. Our nurses and clinical support assistants work together with our therapists by talking to patients about their individual needs and developing person centred care plans.

Our Clinical and Care services aim to:

- help manage symptoms
- support with pain management
- provide wellbeing and emotional support
- help patients live as fully as possible alongside their conditions
- signpost and refer to other appropriate services both internally and external

Physiotherapy and Occupational Therapy

Our Physiotherapist uses specialist assessment and therapeutic approaches to support patients to live as well, and as fully for as long as possible.

Our Occupational Therapy service enables a patient to gain the most independence and achieve the best possible quality of life they can, offering guidance on lifestyle management. In particular our therapist is able to provide advice about managing at home, including choosing and sourcing equipment from simple aids for daily living to more complex pieces of equipment, enabling people to stay in their home environment.

Wellbeing

Primrose Hospice's Wellbeing Service is designed to support those people with a life-limiting illness and their families and carers to help them manage and maintain their quality of life for as long as possible. The service is focused on meeting an individual's specific needs and is therefore tailored to their personal objectives and identified goals.



Family Support Team

Our Family Support service offers an empathetic ear to support people on their journey through different stages of either their own, or their loved one's, life limiting illness and is available when counselling is not appropriate. Families are supported both prior to and after a bereavement and our specialist counsellors and volunteers help individuals and families come to terms with losing someone they love. Service users can join one of our many support groups such as 'Cook n Share' which provides the opportunity to meet with others who have also experienced loss.

Our one to one British Association for Counselling and Psychotherapy (BACP) accredited Counselling Service, together with our family support volunteers services, are available to patients and families who are experiencing a life-limiting illness or who are bereaved. It provides an opportunity for patients and families to discuss and explore confusing thoughts and feelings when they are having difficulty coping.

The Children's team provide support to young people both pre and post bereavement (including following sudden deaths). The team will make an assessment and offer one to one support, group support or both where our younger clients can express their emotions through activities such as craft and play.



Benefits Advisors at the Hospice provide support and guidance to those who have been affected by a life-limiting illness and need help managing their finances. This can include:

- General advice
- Benefits Checks and Applications
- Employment Issues
- Wills and Probate
- Tax issues
- Debt and housing problems.

Complementary Therapy

The Complementary Therapists are fully qualified and experienced practitioners, who volunteer their services for free at the hospice. Complementary therapies provided at Primrose include:

- Acupuncture
- Aromatherapy
- Homeopathy
- Indian head massage
- Sound therapies
- Massage
- Reiki
- Relaxation and reflexology.



Progress against the Improvement Priorities Identified in 2022–23

Planned Priority Improvements for 2022-23	
Improvement Priority 1	<p>To implement a new clinical IT System (EMIS) across all our services ensuring that the solution drives integration of services both internally and externally and improves safety and efficiency.</p> <p><i>Progress:</i> EMIS has been implemented across all clinical, wellbeing and family support services with a go-live date of 1st March 2023. We have chosen to keep access to our legacy systems for another 12 months to provide additional assurance around access to historical records. A data sharing agreement is planned to be live from the 15th May which will improve connectivity between services and enhance quality and safety for patients and clients.</p>
Improvement Priority 2	<p>To increase utilisation of our services by increasing awareness of our services across the wider healthcare community.</p> <p>We will focus on promoting our services to NHS providers who care for people at end of life and primary care networks.</p> <p><i>Progress:</i> 2022/23 has seen some movement away from Covid dominating our operation. We have taken steps to increase our service utilisation including the following: Specialist Disease condition days (e.g., Neuro Monday) Participation in Gold Standard Framework meetings Update to all printed media and distribution to GP Surgeries Open Day for general public and Health Care Professionals Improvements to website to allow patient self-referral Additional services introduced e.g. foot care and therapeutic singing</p>
Improvement Priority 3	<p>To ensure that our Family Support Services and Clinical and Wellbeing Services work collectively to ensure the optimal holistic care and support for individuals and families.</p> <p><i>Progress:</i> Services have worked closely together to ensure holistic care to patients. Our weekly multidisciplinary Team meeting (MDT) provides an opportunity for a full review and discussion of patients' and families' situation and needs. The implementation of a new IT system (EMIS) will further streamline collaborative working across the organisation.</p>

Planned Improvement Priorities for 2023–24

Planned Priority Improvements for 2023-24	
Improvement Priority 1	<p>To implement a Primrose Hospice at Home Service.</p> <p>Significant investment in the Clinical Team will allow us to offer a new service of support for patients in their own homes.</p> <p>Hospice at Home enables patients with advanced illness who can no longer attend the Hospice to be cared for and supported at home if that is their preference. The service will:</p> <ul style="list-style-type: none"> • Support patients who are not able to attend the Hospice, contributing to continuity of care and their connection to the Hospice’s care and support. • Give patient care in a familiar environment contributing positively to their sense of dignity. • Connect the patients at home to the advanced clinical services within Primrose and the wider health economy. • Attend to a patient, whose condition may have deteriorated, ensuring support and treatment is in place for the future. • Help carers by providing an opportunity for respite or support. • Help support people to remain at home and potentially die at home if that is their wish.
Improvement Priority 2	<p>Review and Improve our Wellbeing service and reintroduce “hot food”.</p> <p>A new service coordinator has been recruited and we will take this opportunity to review and revitalise our services to support wellbeing in consultation with our clients and patients.</p> <p>This will include consideration of Psychological, Emotional and Spiritual, Physical, Relaxation and Social Needs.</p> <p>We will re-establish hot food as our patients have told us how important a nutritious and communal meal is to them. The service was ceased during the covid pandemic.</p>

ACTIVITY IN NUMBERS 2022/23	
Family Support and Counselling Services	Clinical and Wellbeing Team
Number of Clients Supported 1140	Number of Patients Supported 275
New Episodes of Care Commenced 1034	New Episodes of Care Commenced 393
Face to Face Consultations 3416	Face to Face Consultations 2170
Telephone Support Contacts 1975	Telephone Consultations 839

Quality of Services

Care Quality Commission (CQC)

Primrose Hospice and Family Support Centre was due to be inspected by the CQC between 2020 - 22 but inspections were suspended due to Covid.

The priority for future inspections is now based on several factors including what is already known about the services, any complaints or “red flags” that would trigger concerns and the confidence in the teams and services as assessed on a telephone call using the CQC Dynamic Monitoring Approach.

Following a Dynamic Monitoring Call in February 2023, the CQC have stated that they have no concerns about Primrose Hospice and Family Support Centre and therefore we will maintain our “Good” CQC rating which will be supplemented by a “banner note” on the website saying CQC have not inspected since 2016 but do not have any concerns.

Primrose Hospice has not participated in any special reviews or investigations by the CQC, during the reporting period. The Care Quality Commission has not taken any enforcement action against Primrose Hospice during 2022 -23.

We remain fully committed to Safety and Quality across all our services and have undertaken internal inspections and audits to give assurance of compliance and quality.

In early 2023 we reviewed our CQC registration and, following advice from the CQC we deregistered for Personal Care as a regulated activity. This did not impact any of our services and the range of services remains the same. We are now registered solely for Treatment of Disease, Disorder or Injury.

Quality Governance

Primrose Hospice governance structure includes a Clinical Governance Committee that reports directly to the Trustee Board. The committee is chaired by a Trustee with a clinical background and includes representation from the Clinical team, the Chief Executive Officer, a palliative care consultant and other Trustees. The committee meets quarterly and receives reports from other groups and a wide range of quality information including:

- Incidents, accidents and near misses
- Complaints
- Safeguarding Reports
- Reports from Audit Group
- Clinical Policies and Guidelines
- Changes to Practice

Clinical Audits

Our ongoing Clinical Audit programme is designed to ensure the care and services we are providing are being done well and to identify any areas where there could be improvements in the quality of the care we provide.

During 2022/23 the following audits were undertaken and the results reviewed by Primrose Hospice Audit Group and Clinical Governance Committee. As a result of these audits appropriate observations have been documented and any corrective actions required have been undertaken to improve the quality of services:

1. Infection Control and Prevention Audit
2. Day Hospice Environmental Audit
3. Coppice Environmental Audit
4. Covid-19 Guidance Compliance
5. Food Hygiene and Kitchen Environmental Audit
6. Hand Hygiene
7. Personal Protective Equipment & Clinical Practices
8. Linen, Waste, Sharps and Equipment
9. Legitimate Access to Clinical System
10. Confidentiality, Privacy and Dignity Audit
11. Smartcard Security Audit
12. Management of General Medicines
13. Nutritional Care
14. Medical Gases
15. "Consent to Access Information" Given Audit
16. Referral and Documentation Audit
17. Day Hospice Outcome Measures
18. CNS Outcome Measures

Health and Safety

Primrose Hospice is committed to ensuring that it complies legally with all relevant health and safety legislation including the maintenance and decontamination of medical devices and equipment.

Our current Health & Safety policies set out how we manage the safety and wellbeing of our employees, volunteers, patients and visitors and any appropriate actions are taken in accordance with these policies.

Primrose Hospice has a full preventative maintenance schedule in place which is actively managed and reviewed. Planned maintenance of equipment is on schedule. All medical equipment used is maintained by external contractors annually.

Staffing

Being mindful of the stresses placed on people during the Covid 19 pandemic, we have prioritised staff wellbeing and support during 2022/23. This has included a range of initiatives including:

A staff support package to include counselling, financial advice and access to primary care services

An “employer of choice” staff group that has discussed and hosted staff social events.

A volunteering scheme available to all staff for up to 8 hours per year.

Introduction of 2 mental health first aiders.

The appointment of 2 Trustees to act as “Freedom to Speak up Guardians”

Continuing with Clinical Supervision for all Clinical and Family Support Staff.

A formal staff and volunteer survey was undertaken in March 2023. The survey was conducted by an independent organisation, Birdsong.

The report was extremely positive reflecting the hard work on staff wellbeing and engagement.

Some summary Highlights are shown in the table below benchmarked against 32 other Hospices:

Birdsong Key Engagement Indicators	Your charity's Total Agree Score	Benchmark
The Chief Executive and Leadership Team are committed to making this charity a great place to work	93%	72%
I feel like I am making a difference	93%	90%
I am comfortable being myself at work	90%	87%
My morale at work is high	88%	67%
I feel appreciated here	90%	71%
I am proud to work for this charity	100%	92%
I would recommend this charity as an employer	93%	73%
Overall Engagement Index Score: Primrose Hospice Staff	92%	79%

Training

Staff mandatory training is essential to the organisation for the safe and efficient delivery of services. This type of training is designed to reduce organisational risks and comply with local or national policies and government guidelines. Training levels are monitored and maintained via the Bluestream training system.



Information Governance and IG Toolkit

Primrose Hospice completed and submitted the NHS Data Security and Protection Toolkit Self-Assessment in December 2022 and were compliant with all mandatory requirements.

Freedom to Speak up Guardians.

Two Trustees act as our Freedom to Speak Up Guardians and will support workers to speak up when they feel that they are unable to in other ways. They work alongside the Senior Leadership Team to support the organisation in becoming a more open and transparent workplace. Processes are in place which guarantee confidentiality for anyone wishing to contact the Freedom to Speak Up Guardians. This service is promoted throughout the Hospice.

Duty of Candour

Systems are in place for reporting notifiable safety incidents and informing relevant person(s) in a timely manner when such an incident has occurred. Mandatory training and our Duty of Candour policy provides guidance to our employees about the principles and processes to be followed, and in addition, our accident and incident reporting policies provide a clear process for the management and reporting of any of incidents.

Incident Reporting

Primrose Hospice is committed to improving patient and staff safety, we encourage an open reporting culture, recognising that safety is everybody's business and that incidents provide the opportunity to learn and improve. When a patient safety incident happens, we are open and honest by informing the patient and their family, ensuring we fulfil duty of candour requirements. All incidents and near misses are documented and the importance of staff raising both clinical and non-clinical incidents continues to be encouraged. Clinical incidents continue to provide a useful means of reflecting on difficult situations and how we can make improvements for the future. Non-clinical incidents are reviewed at the regular Health and Safety meetings and all clinical incidents at the Clinical Governance Committee.

A total of 3 incidents were reported by clinical services during 2022/23

Delayed Referral: When reviewing notes a request for support/counselling had not been forwarded resulting in a 12 day delay. The referral was expedited.

Fall from Chair: Patient was attending Yoga and Tai Chi session. One of the other patients attending informed Clinical Administrator that another patient had fallen from chair during the session. Nurse checked patient and there were no injuries.

Patient Fall: Patient attending Patient Forum in Day Hospice had managed to push themselves up and shuffle to the patient toilet. They had subsequently fallen whilst in the toilet. No injuries were sustained, and they were well in themselves.

Pressure Ulcers

Primrose has processes in place to ensure that those patients identified as high risk of developing pressure ulcers have a skin assessment. All patients have a Waterlow completed when commencing Day Therapy with reviews undertake dependent upon patient needs. Any identified pressure ulcers are recorded and reported appropriately.

Complaints

The Hospice always works hard to deliver the highest possible standards of care to patients and families. During the year there were no formal complaints made regarding our clinical services.

Medication Errors

No controlled drugs are stored or used at Primrose Hospice. The Hospice is exempt from having a Controlled Drugs Accountable Officer but maintains safe processes for managing patients' own medications.

Infection Control

As Primrose Hospice has no inpatient facility, MRSA, MSSA and other infections are not reported.

Extensive infection control measures are in place and regular, routine infection control Audits which include: Environment, Kitchen, Hand Hygiene, use of PPE, linen, waste and equipment are undertaken. Patients and staff with diarrhoea or vomiting suspected to be related to infection are asked not to attend until 48 hours clear of symptoms. Symptom screening for potential COVID-19 infection is in place.

ReSPECT / Advance Care Planning (ACP)

The concept of and the opportunity to engage in Advance Care Planning is discussed with all patients. Advance Care Planning is a process that usually takes place over a period of time and can involve several in depth conversations; during this year we have facilitated over 190 of these discussions.

The ReSPECT process encourages people to have conversations and create a personalised plan to ensure they get the right care and treatment in the future when they are no longer able to make or express their own choices.

Patients attending Day Hospice and seeing our Clinical Nurse Specialists are offered the opportunity to record their preferences using a ReSPECT document. In addition to this, patients may be supported to complete an Advanced Decision to Refuse Treatment should they wish to do so.

Safeguarding

Primrose Hospice is fully committed to safeguarding the welfare of all those it cares for. All relevant staff and volunteers are subject to the appropriate level of disclosure and barring service checks before commencement of service along with routine and ongoing mandatory education and training.

We recognise our responsibility to promote safe practice and to protect all from harm. The rights, wishes and feelings of all those we care for and those important to them will be respected and listened to. Our Safeguarding policies and procedures ensure that robust systems are in place and set out the framework within which all employees and volunteers of the organisation are required to work to keep children, young people and adults safe. The welfare of those we care for will always be paramount.

The Head of Family Support is the Safeguarding Lead for the Hospice. They are responsible for assessing any safeguarding incidents in line with safeguarding principles and appropriate risk assessment frameworks and will escalate concerns accordingly. All incidents are reviewed

within the Clinical Governance forum. During 2022 -23 there were 10 Safeguarding Intervention issues documented.



Celebrating Yellow Week at the Hospice 2022

Annexe

Our Quality Account was shared with NHS Herefordshire and Worcestershire ICB, Healthwatch Worcestershire and the Health Overview and Scrutiny Committee.

The following comments were received from Healthwatch Worcestershire and Worcestershire Health Overview and Scrutiny Committee

Worcestershire Health Overview and Scrutiny Committee

Thank you for giving our Health Overview and Scrutiny Committee the opportunity to comment on your draft Quality Account.

On behalf of Councillor Brandon Clayton, Chairman of Worcestershire Health Overview and Scrutiny Committee:

The Worcestershire Health Overview and Scrutiny Committee (HOSC) welcomes receipt of the draft 2022-23 Quality Account for Primrose Hospice. Through the routine work of HOSC, we hope that the scrutiny process continues to add value to the development of healthcare across all health economy partners in Worcestershire.

*Councillor Brandon Clayton
Chairman of Worcestershire Health Overview and Scrutiny Committee*

Healthwatch Worcestershire Response to the Quality Account of Primrose Hospice 2022-2023 received on 19 April 2023 and approved at HWW's Public Board Meeting on 25 May 2023.

Healthwatch Worcestershire (HWW) has a statutory role as the champion for those who use publicly funded health and care services in the county. This involves ensuring that the experiences and views of patients, carers and the public are used to influence how organisations, such as Primrose Hospice provide services.

We have used national Healthwatch England guidance to form the response below to the draft Quality Account 2022-23 for Primrose Hospice.

1. Do the priorities of the provider reflect the priorities of the population?

The improvement priorities of the hospice are very much a function of their Vision statement as set out in the Quality Account.

"To provide the best possible care and support to anyone in our catchment area who requires our services, ensuring choice and empowerment for every individual"

The Improvement Priorities for 2023/24 are –

- To implement a Primrose Hospice at Home Service enabling patients with advanced illness who can no longer attend the Hospice to be cared for and supported at home if that is their preference.
- Review and Improve our Wellbeing service and reintroduce "hot food".

Both priorities will be of benefit to the communities/patients/carers that use the Hospice services.

We are also pleased to note the good progress that the Hospice made during the year against the improvement priorities for 2022/23

- to implement EMIS across all services
- increase awareness of services to increase utilisation of services
- to ensure that the Family and Clinical Support Services work collectively to ensure the optimal holistic care and support of individuals and families.

2. Are there any important issues missed?

Healthwatch Worcestershire are not aware of any important issues missed.

It is good to see the very positive report from the independent staff and volunteer survey carried out by Birdsong and how much the organisation is valued by those who work and volunteer there, however it would be useful for information to be included about patient feedback – though the 'no formal complaints' is good to note.

3. Has the provider demonstrated that they have involved patients and the public in the production of the Quality Account?

The involvement of patients and the public in the development of this Quality Account is not clear.

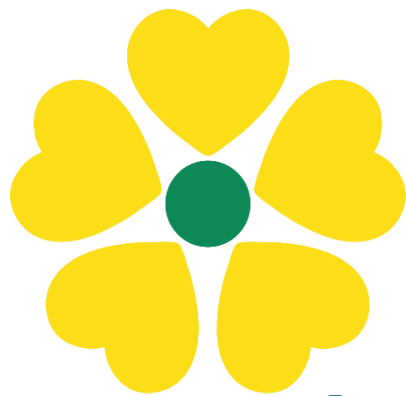
4. Is the Quality Account clearly presented for patients and the public?

Healthwatch Worcestershire appreciate the challenges that arise from the technical requirements of the Quality Accounts.

Given those requirements Healthwatch Worcestershire believe the Quality Account is clearly presented for patients and the public.

J. Ringshall

Jo Ringshall
Chair
Healthwatch Worcestershire



primrose
hospice

Care Compassion Community

St. Godwalds Road, Bromsgrove, B60 3BW

Tel: 01527 871051

Email: info@primrosehospice.org

Web: www.primrosehospice.org

Company registration number 2211941

Registered charity number 700272