



St Margaret of Scotland Hospice

Hospice Quality of Care

June 2014

Introduction

St Margaret of Scotland Hospice is a Company Limited by Guarantee, founded by the Sisters of Charity in 1950. The Hospice is governed by a Board of Directors who are responsible to the Sisters of Charity for the strategic decisions. The day to day management of the Hospice is carried out by the Chief Executive and the Senior Management Team.

A Memorial Service is carried out in the Hospice twice yearly to support relatives and friends who have had someone close to them who has died within the Hospice. This audit was carried out to assess relatives' evaluation of the service they felt their loved person received. This audit is a very valuable report as it allows people to express their feelings about the care someone has received within the Hospice at a most vulnerable time for them all, allowing for a true reflection of their experience.

Methodology

A short questionnaire card was given to adults attending the service. As previously, the questionnaires were short to ensure the focus of those attending remained on themselves and their own thoughts, whilst at the same time taking the opportunity to audit care provided at the end of life. This also allows those attending the opportunity to express how they felt about care at that time, when every detail is so very important and recalled by a bereaved person.

Cards were given out to those attending, 51 were completed.

Each card asked for ratings on five areas:

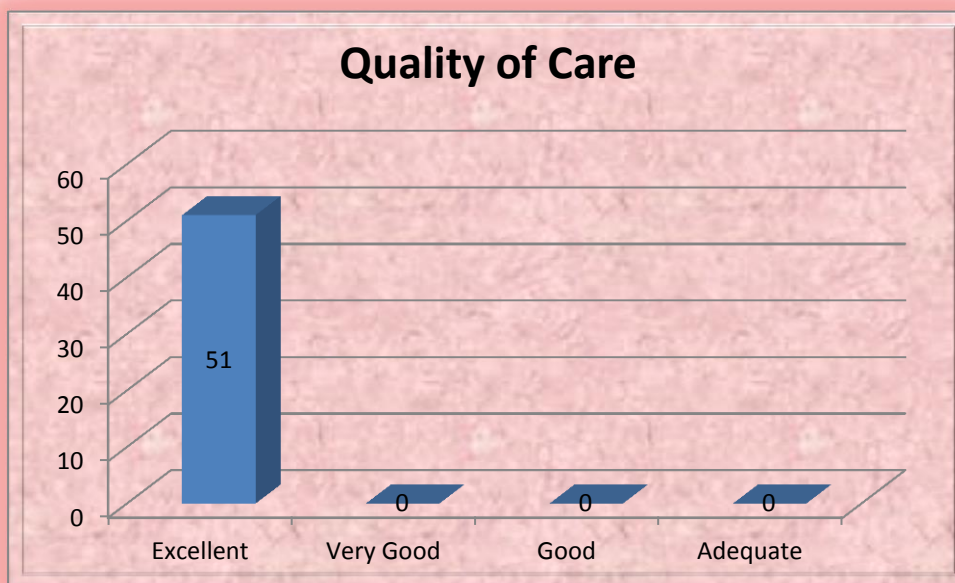
- Quality of Care
- Quality of Staffing
- Quality of Environment
- Quality of Information
- Quality of Management

The cards also allowed for comments in the person's own words. Results are based on all completed cards.

Results and Analysis

Please rate your experience of the Hospice:

1. Quality of care:



Excellent: 51

Very Good: 0

Good: 0

Adequate: 0

2. Quality of Staffing:



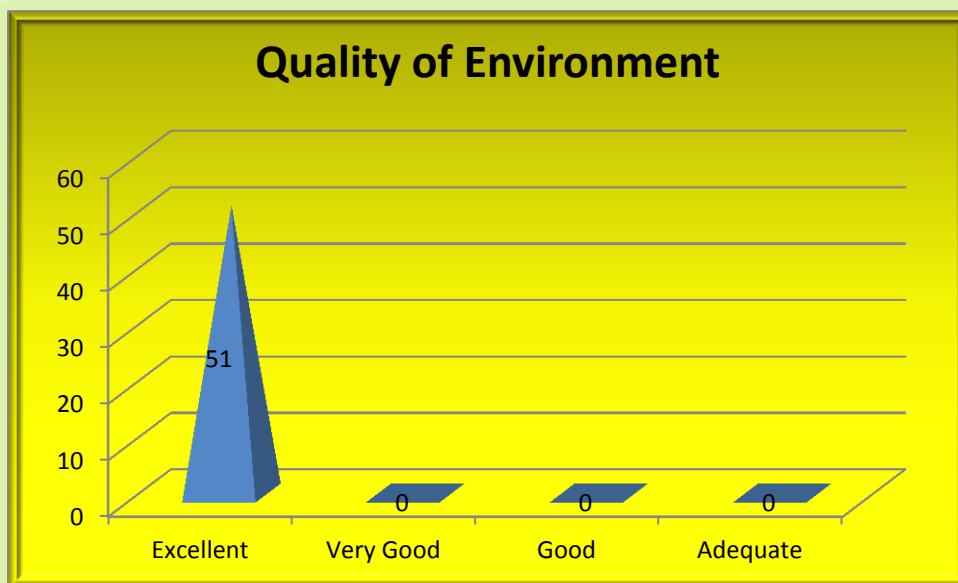
Excellent: 51

Very Good: 0

Good: 0

Adequate: 0

3. Quality of Environment



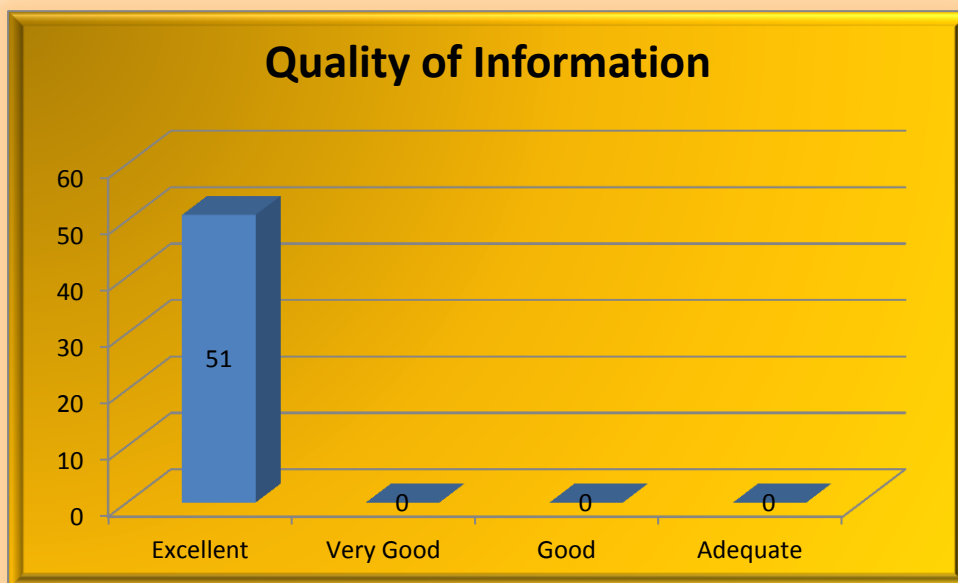
Excellent: 51

Very Good: 0

Good: 0

Adequate: 0

4. Quality of Information



Excellent: 51

Very Good: 0

Good: 0

Adequate: 0

5. Quality of Management



Excellent: 51

Very Good: 0

Good: 0

Adequate: 0

Across all categories, all rated Excellent.

Comments (Verbatim):



It would be hard to say how you could improve, perfect just the way it is



Fantastic care. No improvement needed



I was so worried about my dad going into a Hospice, but when I saw the quality of care for my dad, I was overwhelmed



We cannot praise the Hospice highly enough for the excellent care given to my dad and all of our family. Thank you



Everyone was wonderful to my Sister



Well taken care of, Can't thank you enough.



Fab care my sister in law's father got.



We could not have asked for better care, support and love



Service was absolutely lovely, brought back lots of nice memories



Cannot fault anything about the care, staff, information or environment- which is as a direct result of excellent management and leadership





My husband said "Coming to St Margaret's to visit my sister, seeing the quality of care she received has strengthened his belief and death has lost its sting!" He feels St Margaret's is a very spiritual place. I am most thankful and grateful that my sister spent her last days here. The quality of care was outstanding: A VERY BIG THANK YOU. We must also thank you for the support shown to us over the months since my sister passed away.















A more caring place you could not find, anywhere



The staff in the Hospice are fantastic. The care my dad received in his final days was first class

-  *K.. was here for a short time, the care he received helped with our loss*
-  *Very pleased he was here for his final days*
-  *My mum spent the last six weeks of her life in St Margaret's , care was exceptional for both mum and the rest of the family*
-  *We can't thank you all enough for the fantastic care given for almost 4 months and also the support and love given to all family and friends. Thanks from the bottom of our hearts. Xx*
-  *A truly wonderful place filled with angels!*
-  *Mum was very well looked after to a very high standard. You could not ask for a better level of care. All the staff were fantastic to both mum and the family at all times.*
-  *Thank you for the care and kindness shown*
-  *Thank you. The love and care we experienced helped us through this*
-  *Excellent personal care*
-  *Excellent care of all the family*
-  *First class for patients and their family at all times*
-  *Care was first class*
-  *Everyone does an excellent job, and it is very much appreciated*
-  *Words cannot say how I feel for St Margaret's. You were all so excellent looking after my sister*
-  *I cannot say a bad word about anything in the Hospice, my husband had wonderful care, and a dignified death*
-  *The care my dad received was outstanding, and made his passing as peaceful and dignified as I could have wished for. Angels in disguise x.*

-  *My papa ... got fab care*
-  *In memory of my papa...*
-  *Care and attention was second to none, for my father in law...*
-  *No complaints at all*
-  *Excellent in every way. Thank you for enabling dad's last months to be comfortable and largely pain free*
-  *My family and I were overwhelmed at the level of care ... received during her stay and also the care given to all of her family members from all members of staff*
-  *100% care of both patients and family*
-  *One of the best places in the world, if I end my life in a place half as good, I will be very happy*
-  *My husband ... received the very best of care. My family and I truly appreciate all that was done for ... and for us. Thank you!*
-  *My mum was in St Margaret's for the last 4 weeks of life. As a family who had cared for 5 years / 24 hours day, the care was excellent at St M and we could still be together as a family, we will always be grateful to all.*
-  *Would like to thank all the staff at our time of grieving*
-  *Simply a wonderful place. A* +++*
-  *Can't thank hospice staff enough for the excellent care my dad received in the last 18 months of his life*
-  *My father passed away on 1st January 2014 and the care and attention he received was second to none. Many thanks.*

Discussion

The audit allowed those attending to express their experiences of end of life care of a loved one at the Hospice. It has allowed a period of reflection on the care at such an important and vulnerable time.

The results as per previous audits were Excellent. This reflects the Mission Statement and Core Values of the Organisation. Comments indicated families also felt cared for and some expressed their gratitude to this care at that time and also within bereavement.

CSBS (2002) identified that Specialist Palliative Care seeks to recognise the importance of including the needs of families in the patient's care, since good family care improves patients' quality of life and contributes positively to the bereavement process. These results reflect this.

The Hospice is inspected by Healthcare Improvement Scotland who measure quality within National Standards, this audit will help to address quality measures within these standards such as quality of care, quality of environment and quality of staffing, quality of information, and Quality of Management as well as care at end of life.

The Mission Statement and Core Values of the Organisation underpin all care delivery and governance and are clearly evident in the results and comments, and must continue to underpin all care delivery and interactions:



Dignity



Advocacy



Quality



Justice














Compassion

The individual comments evidence that care is delivered by a highly professional, educated team whose dedication is evident in the results. Such results are only achieved through the whole team working with the Core Values which requires commitment, education, good

governance, dedication and loving care of patients and is evident in the Management and Leadership of the Hospice from the Chief Executive which thus influences the whole team.

Action Plan:

-  The Mission Statement and Core Values of the Organisation must continue to underpin all decision-making, practice and governance
-  Every patient should continue to receive care at all times during their stay within the Hospice that reflects the results achieved in this audit, including at the end of life.
-  Staff should continue to be educated to a high level to ensure they are equipped and empowered to deliver such care reflected in the results.
-  Education programmes should continue to be accessed by all staff through appraisal systems
-  The Hospice should continue to monitor practice through the current clinical governance structure, including such audits
-  Good spiritual care should continue and be carried out by the Multi professional team to maintain such results and comments
-  Results will be considered for discussion and sharing in terms of acting out against the proposed Assisted Suicide Bill currently going through a process within the Scottish Government as results show that excellent end of life care can be achieved without the need of assisted suicide
-  All aspects of care is delivered using a multi professional approach in order to continue to achieve Excellent results for specialist palliative care
-  Relatives and friends of patients should continue to feel supported by the multi professional team throughout their time within the Hospice and thereafter as needed
-  Senior Managers lead by the Chief Executive, should continue to make themselves available for patients and relatives
-  The Memorial services should continue to support people in their bereavement and should continue to be attended by members of the Pastoral Care Team to ensure all individual needs are met on the night

Dissemination of Results:

Results are included in Board Reports and are made available to all staff. They are presented to staff to promote discussion from this audit, which will augment learning and encourage reflection. The audit is available to and discussed at Senior Management Meetings and will also be available for discussion at Mission Effectiveness Reflective Sessions. Such presentations and discussions at staff meetings will ensure action plans are addressed. Results are also available to External Inspectors. Visitors may see the results at any time as they are available within the Hospice and the Hospice Website.

We Don't do Adequate

We strive for Perfection.

Sr Rita, Chief Executive

References

CSBS (2002) Clinical Standards Board for Scotland. Clinical Standards: Specialist Palliative Care. Available online at:

http://www.healthcareimprovementscotland.org/previous_resources/standards/specialist_palliative_care.aspx . Last accessed 8th June 2014