



## **St Margaret of Scotland Hospice**

### **Hospice Quality of Care**

**June 2015**

#### **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 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 in June and October every year 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 their evaluation of the Quality of Care, Staffing, Environment, Information and Management they felt whilst they had someone they loved in the Hospice. This audit as per previous, 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, allowing for a true reflection of their experience. It can be at this time that every detail of end of life care can be recalled by families and friends, thus can be a true reflection of the care carried out at the end of someone's life.

#### **Methodology**

A short questionnaire card was given to those attending the service. 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 and to allow 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. Those attending and thus responding will have experienced services throughout the Hospice such as St Joseph's Specialist Palliative Care Centre, The Mary Aikenhead Centre, The Edwina Bradley Day Hospice and Community Palliative Care Nurse Services. The services are provided by a multi-disciplinary team and responses will have been influenced by clinical staff, non-clinical staff, reception and administration staff, kitchen, laundry and maintenance staff.

Cards were given out to those attending, 70 were completed and returned.

Each card asked for ratings on five areas:

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

The ratings were:

Excellent, Very Good, Good and Adequate

The cards also offered opportunity for comments in the person's own words which allows for depth to their responses and opportunities to express their thoughts on the Hospice Care.

Results are based on 70 completed cards.

## **Results and Analysis**

**Please rate your experience of the Hospice:**

### **1. Quality of care:**



**Excellent: 70**

**Very Good: 0**

**Good: 0**

**Adequate: 0**

**2. Quality of Staffing:**



**Excellent: 69**

**Very Good: 1**

**Good: 0**

**Adequate: 0**

### 3. Quality of Environment



**Excellent: 70**

**Very Good: 0**

**Good: 0**

**Adequate: 0**

**4. Quality of Information**



<b>Excellent:</b>	<b>68</b>
<b>Very Good:</b>	<b>2</b>
<b>Good:</b>	<b>0</b>
<b>Adequate:</b>	<b>0</b>

**5. Quality of Management**



<b>Excellent:</b>	<b>70</b>
<b>Very Good:</b>	<b>0</b>
<b>Good:</b>	<b>0</b>
<b>Adequate:</b>	<b>0</b>

**Comments Included (Verbatim):**

- **Wonderful staff, very caring and calming environment**
- **We couldn't have wished for a better ending for David**
- **Fantastic people, worth their weight in gold**

- **Amazing care**
- **I can't thank the staff enough for taking care of my Grandad and me**
- **Compassionate and dignified care for our loved one**
- **My dad wasn't in long, in the short time though, it couldn't have been any better.**
- **We cannot thank you all enough for the care and love you gave to Isobel**
- **My husband died soon after being here, we thought he had wonderful care , wished he had it sooner**
- **Uncle John was so well looked after and loved.**
- **Cannot praise staff and facilities high enough**
- **Not only did the staff take excellent care of my Dad, they also looked after our whole family**
- **Wonderful**
- **Excellent. Could not be better**
- **While my brother John was here, my experience of staff and help, great**
- **Lovely people, Fantastic staff. A Godsend.**
- **Fantastic work. Overwhelmed by level of care and staff**
- **Lovely**
- **A wonderful end of life experience for Robert and all his family. With thanks**
- **My mother was looked after for 9 months some years ago.**
- **The very best of care for all.**
- **Such a pleasant place**
- **Excellent (2)**
- **Forever in their debt for the fabulous care, love and attention for all the family**
- **Could not ask for a better place for your loved one to spend their final days.**
- **Staff could not be more compassionate and understanding if they tried. Were always a delight and supportive.**
- **Wonderful quality of care. Thank you.**

- The staff looked after my friend... until she passed. I was absolutely delighted with the care she received.
- Wonderful care and love shown to my husband, Norman, and all of our family.
- My Dad was so lucky to have been cared for here.
- Our family experience with the Hospice has been amazing, from when my mum came here in... until she passed this year. Thank you.
- Angels don't always have wings.
- Beautifully managed!
- It has been difficult to reach you by email sometimes- otherwise everything Excellent, thank you.
- Beyond words
- Excellent care of my parents.
- Excellent Hospice, very understanding and comforting.
- Looked after Mother in law, very caring.
- Excellent care from all for my dearly departed wife, Margaret.
- My Dad was looked after very well and he said he felt at home.
- Quality of care was second to none.
- Patient care and love and patience in abundance.
- The family and John enjoyed great support and empathy from all the Hospice Staff.
- Staff were very helpful and caring to me and my wife.
- We felt very lucky that my husband was cared for here.

## **Discussion**

This audit allowed those attending to express their experiences of the end of life care of a loved one at the Hospice.

The results as per previous audits were Excellent, reflecting the Mission Statement and Core Values of the Organisation. Comments noted that families also felt cared for and some expressed gratitude for 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
- Quality of Staffing
- Quality of Information
- Quality of Management

As well as care at the 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 results and comments provide evidence of a dedicated and highly motivated team lead through the Excellent Leadership and Management skills of the Chief Executive.

The results are achieved through working with the Mission and Core Values of the Organisation at the centre of care, teamwork, education, excellent governance and the Management and Leadership addressed above.

The care has consistently been graded as Excellent and the dedication required 24 hours a day every day is evident in results to achieve this. Families and patients appreciate the environment which includes all aspects of the environment, physical and spiritual, tangible and intangible.

Quality of Information is Excellent, one comment noted that there were occasional difficulties with emails, however there have been no problems with Hospice emails which are monitored throughout the day, every day, thus there is no evidence as to where the difficulty may have been whether with the sending or receiving of the emails.

#### **Action Plan:**

- Ø The Mission Statement and Core Values of the Organisation must continue to underpin all decision-making, practice and governance
- Ø Care should continue to be delivered consistently at a high level to both patients and their families at the end of life.
- Ø Staff education should continue in its many forms in many courses such as care at the end of life, care plans, communication skills, symptom management, loss grief and bereavement, clinical ward based education, mentorship and the many more courses provided.
- Ø Such education and learning needs should continue to be assessed through appraisal systems
- Ø The Hospice should continue to monitor practice through the current clinical governance structure reporting findings of this audit to all staff through teaching sessions.
- Ø Good spiritual care should continue and be carried out by the Multi professional team including the Pastoral Care Team to maintain such results and comments
- Ø Again, such results could be used as evidence in terms of discussions for any further proposals for Assisted Suicide Bill and can also be used in teaching in this regard.

- Ø All aspects of care are delivered using a multi professional and holistic approach
- Ø Relatives and friends of patients will continue to feel supported by the multi professional team throughout their time within the Hospice and thereafter
- Ø Senior Managers lead by the Chief Executive, should continue to make themselves available for patients and relatives and also continue to be involved in the teaching of staff especially in end of life care and communication skills.
- Ø The Memorial services should continue to support people in their bereavement and should continue to be attended by members of the Pastoral Care Team

**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 especially in the important delivery of end of life care. 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 ensure action plans are addressed. Results are also available to External Inspectors. Visitors may see the results at any time.