



## **St Margaret of Scotland Hospice**

### **Hospice Quality of Care**

**October 2016**

## **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, Quality of Staffing, Quality of Environment, Quality of Information and Quality of Management they felt whilst their loved one was a patient in the Hospice. This audit offers a report on end of life care within the Hospice. This is a valuable report as it allows people to express their feelings about care received within the Hospice at the end of life. It can be at this time that every detail of care can be recalled by families and friends, thus can be a true reflection of the care carried out at the end of 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 end of life care and to allow those attending the opportunity to express how they felt. Those responding will have experienced care 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 multiprofessional team and responses will have been influenced by clinical staff, non clinical staff, reception and administration staff, kitchen, laundry and maintenance staff. All care should always be underpinned by the Core Values and Mission Statement of the Organisation. Cards were given out to those attending, 42 were completed and returned.

Each card asked for ratings on five areas:

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

The ratings were:

- **Excellent**
- **Very Good**
- **Good**
- **Adequate**

The cards also offered opportunities for comments in the person's own words.

Results are based on the 42 completed cards.

## Results and Analysis

### 1. Quality of care:

<b>Excellent:</b>	<b>42</b>
<b>Very Good:</b>	<b>0</b>
<b>Good:</b>	<b>0</b>
<b>Adequate:</b>	<b>0</b>



**2. Quality of Staffing:**

**Excellent: 42**  
**Very Good: 0**  
**Good: 0**  
**Adequate: 0**



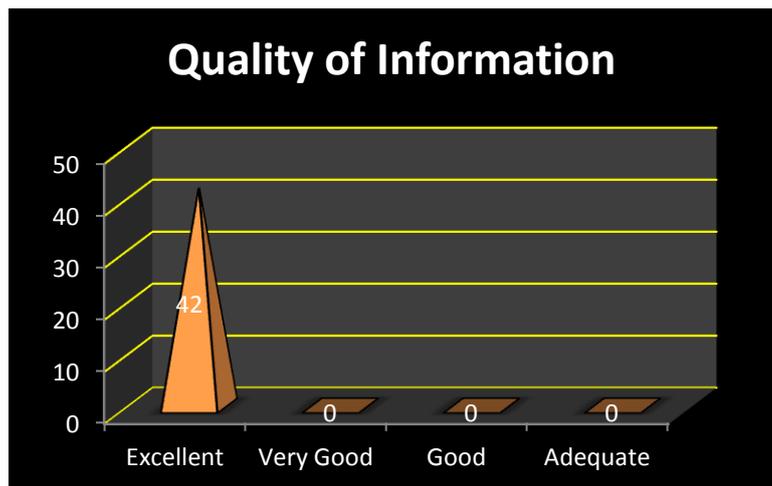
**3. Quality of Environment**

**Excellent: 39**  
**Very Good: 3**  
**Good: 0**  
**Adequate: 0**



**4. Quality of Information**

**Excellent: 42**  
**Very Good: 0**  
**Good: 0**  
**Adequate: 0**



## 5. Quality of Management

<b>Excellent:</b>	<b>42</b>
<b>Very Good:</b>	<b>0</b>
<b>Good:</b>	<b>0</b>
<b>Adequate:</b>	<b>0</b>



### Comments: (confidentiality maintained)

- Could not fault it in any way
- Helped make a difficult time so much easier. Greatly appreciated
- The care and treatment for H could never have been better
- Very friendly staff, very compassionate
- Was the most comfortable last 3 weeks for my Grandpa. Cannot thank you all enough for the support for him and us, his family.
- Angels don't always have wings
- A great place, it gave us peace
- I could not fault anything and anyone
- Second to none
- Wonderful end of life service for my brother and also family
- Incredible and wonderful Hospice care given to both patient and family. Thank you for everything.
- Excellent nursing of G, support to family, thank you
- Could not have asked for better care for my husband GC
- Thank you for the care given to AM. We would have been lost without you.
- My dad, CM spent 6 days in the Hospice in June 2016 before he passed away. I thank you for the care he received. Also the kindness shown to my family during his stay and afterwards. I enjoyed the memorial service today.
- Comforting, welcoming place, nowhere else I would have my dad be in his last days
- Couldn't ask for better care love and compassion given to my sister in her last days here. Also my father in law a number of years before.
- The love and care shown to patients is second to none
- Staff give their all, Medical and Spiritual care exceptional
- Looked after my papa well
- The dedication and care given by all the staff was second to none
- No better place for my son JR. Thank you all x
- Cant thank you enough for the care
- Very helpfully at our very sad time A big thank you to All x
- Special thanks to Rosalyn for the care of our late father TM

- 'Beyond words'
- Run as a hospital should be run. So grateful my husband was cared for here
- My husband's last two weeks were made so much easier for him and the rest of the family

## Discussion

This audit allowed those attending the service time, space and an opportunity to express their experiences of end of life care at the Hospice.

The results as per previous audits continue to provide Excellent results. This reflects the care provided at the Hospice which is underpinned by the Core Values and Mission Statement of the Organisation.

### Core Values:

-  **Dignity**
-  **Quality**
-  **Compassion**
-  **Justice**
-  **Advocacy**

The results continue to show excellence in:

- Quality of Care
- Quality of Staffing
- Quality of environment
- Quality of Information
- Quality of Management.

The results are evidence of care underpinned by the Mission Statement and Core Values and many comments included gratitude for the care provided by Hospice staff. All disciplines which make up the Hospice team, such as Medical, Nursing, Pastoral Care and Clergy, Physio, Occupational Therapy, Social Work, Education, Laundry team, Maintenance and Gardening staff, Reception and Administration staff, Kitchen and Garden Room Staff, Finance, Fundraising and Shop Staff all contribute to the results. It is due to all disciplines working together that all aspects of Quality measured are Excellent. All of this is managed and lead by the Chief Executive ensuring provision of 24 hour dedicated care through excellent leadership, management and governance.

Quality of Care is rated as Excellent reflective of teamwork underpinned by the Core Values and Mission Statement of the Organisation. All care is person centred and evidence based. Excellent support systems including education assist staff to maintain this rating.

Quality of Management rated as excellent is because the team are led by the Chief Executive who is around the units and sees patients and families every day. This is leading and teaching by example as well as experience and academia. There is strict governance within the Hospice.

Quality of environment includes all aspects of the environment, physical spiritual, tangible and intangible and overall is rated as Excellent.

Quality of Information is rated as Excellent which is very important especially at the end of life when families may have a lot of questions and may need information delivered using excellent communication skills.

Quality of Staffing is reflected by safe recruitment, education, support, and the Mission of the Organisation.

**Action Plan:**

- The Mission Statement and Core Values of the Organisation must continue to underpin all decision-making, practice and governance. This must continue to be observed and managed throughout any day and reflected upon in the Mission Programme which will continue as part of Mandatory training.
- Dedicated care will continue to be delivered over a 24 hour period by educated and committed staff working as part of a team.
- Staff education will continue in its many forms in the many courses delivered both in clinical areas, the Education Centre, externally and online.
- Annual Mandatory training will continue as structured.
- Appraisal and mentorship systems will continue and learning needs identified and actioned as per performance management system.
- Practice will continue to be monitored and audited through the current clinical governance structure
- Excellent physical and spiritual care should continue and be carried out by the Multi professional team which includes the Pastoral Care Team
- All aspects of care are delivered using a multi professional, evidence based, holistic approach with national guidelines adhered to.
- Relatives and friends of patients must continue to be supported by the multi professional team, including the pastoral care team, throughout their time within the Hospice and thereafter, audit of relative satisfaction will continue.
- Senior Managers, led by the Chief Executive, will continue to be available for patients and relatives
- The Chief Executive and Senior Management Team will continue to be involved in the staff teaching and development especially in end of life care and communication skills.
- The Chief Executive and Senior Management Team will continue to see patients and families every day.
- Memorial services will continue to support families and friends in their bereavement and 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 staff. They are presented to staff to promote discussion and learning and will encourage reflection about end of life care. The audit is discussed at Senior Management Meetings, Multi-Disciplinary Team Meetings and will also be available for discussion at Mission Effectiveness Reflective Sessions. 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.

*We Don't do Adequate*

*We strive for Perfection.*

**Sr Rita, Chief Executive**