



**St Margaret of Scotland Hospice
Inpatient Questionnaire Results and Analysis
St Josephs Specialist Palliative Care Centre
December 2017-January 2018**

Introduction

As part of Hospice clinical governance the audit of patient satisfaction was carried out within St Joseph's Specialist Palliative Care Centre.

Methodology

A random sample of 10 patients within St Joseph's Specialist Palliative Care Centre, were asked to complete a questionnaire of their experience within the Hospice. Ten questionnaires were completed. Some patients requested assistance in reading the questions and/or writing the form, however all patients within the sample were able to understand and verbalise their answers and feelings.

The questionnaires were completed between December 2017 and January 2018
Analysis is based on all 10 completed questionnaires.

Results and Discussion

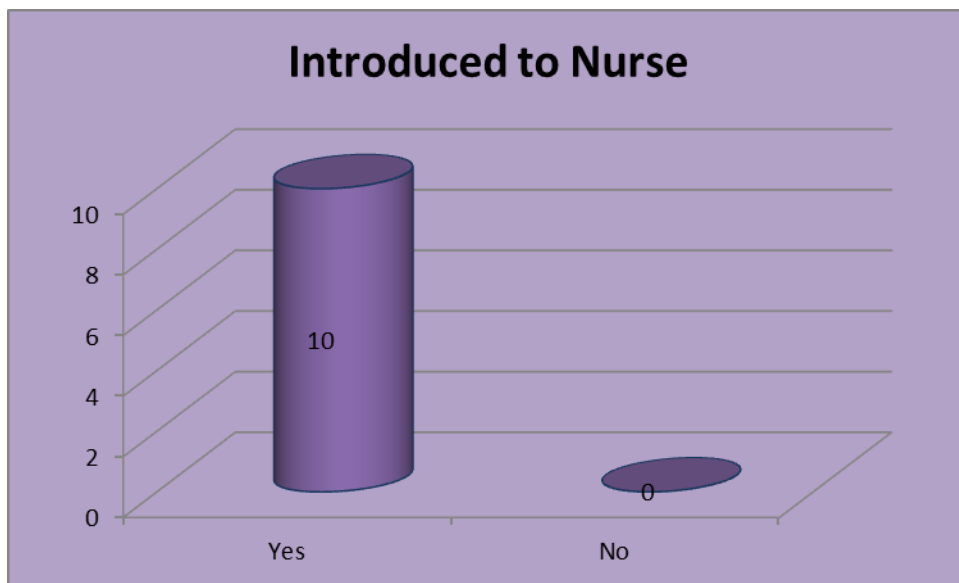
- 1. Were you and your relatives made to feel welcome when you first arrived at the Hospice?**



Yes 10 No 0

All were made to feel welcome when first arrived at the Hospice.

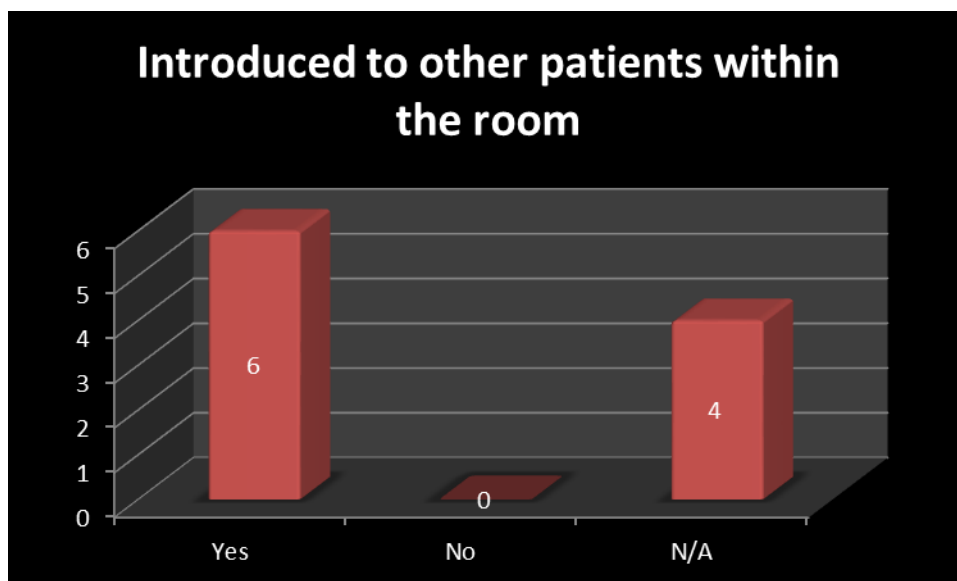
2. Were you introduced to the nurse looking after you?



Yes 10 No 0

All patients were introduced to the nurse looking after them.

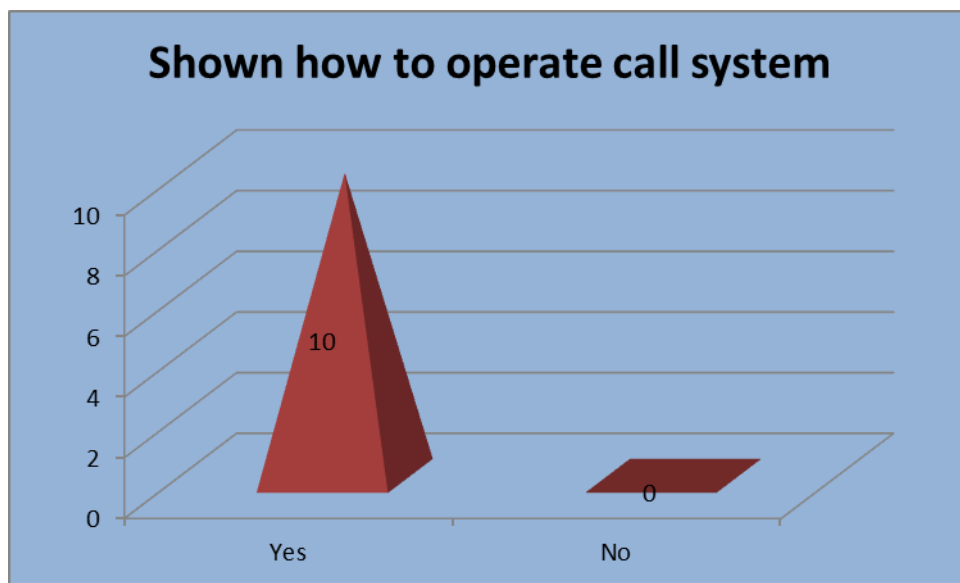
3. Were you introduced to other patients within the room?



Yes 6 No 0 N/A 4

Patients are introduced to other patients within the room when appropriate.

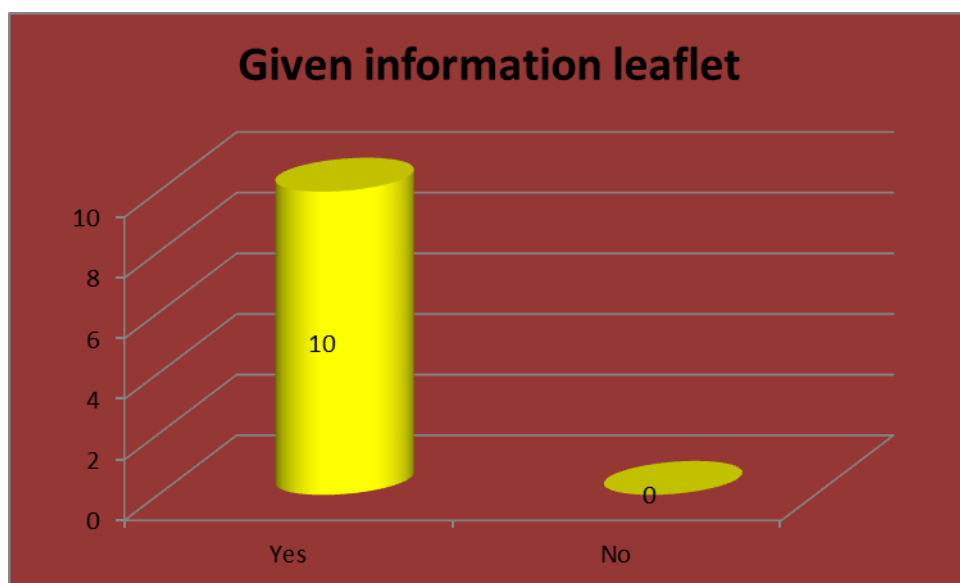
4. Were you shown how to operate the call system within the room?



Yes 10 No 0

All patients were shown how to operate the call system within the room

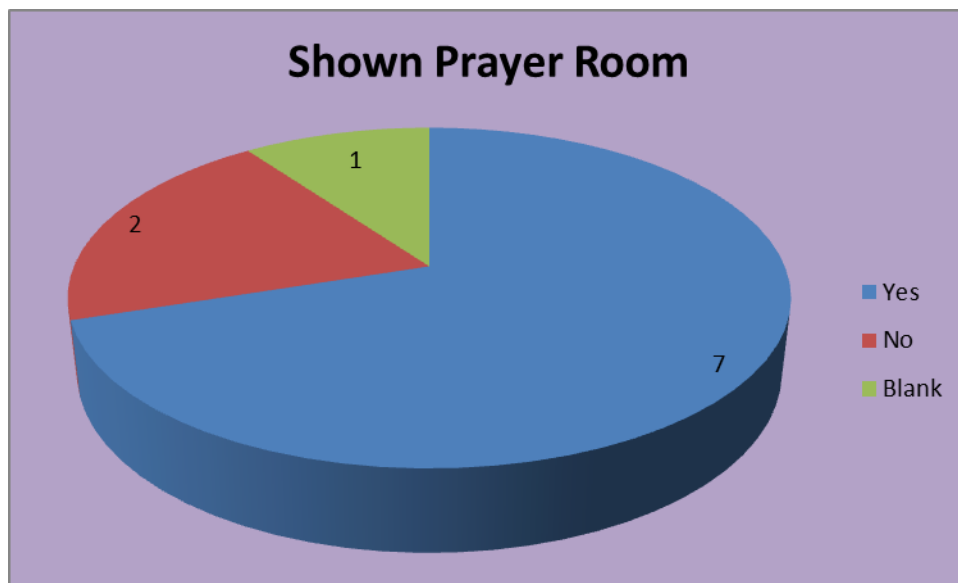
5. Were you or your family given an information leaflet pertaining to the ward?



Yes 10 No 0

Comments: (information leaflet)
All the staff were both helpful and friendly

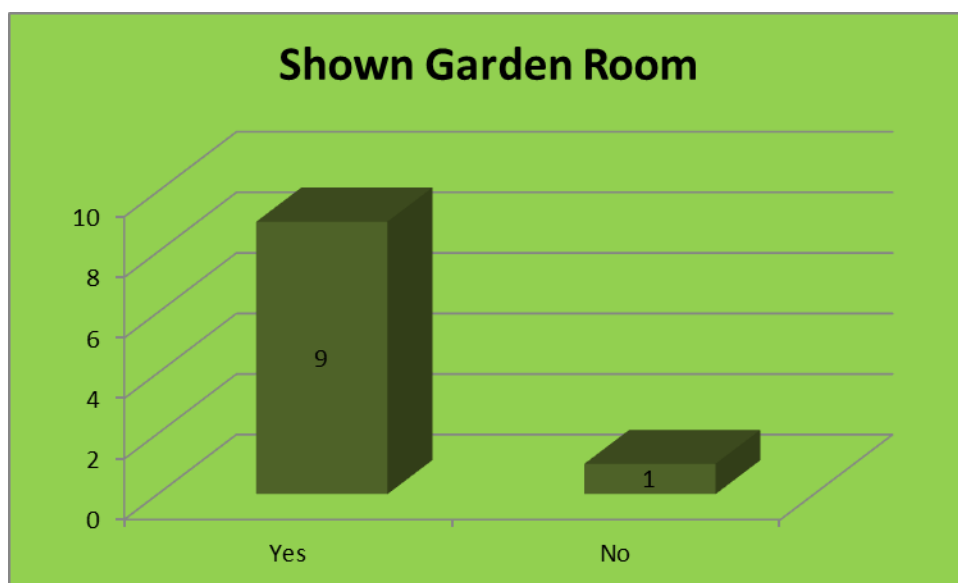
6. Were you and your family shown where the Prayer Room is located?



Yes 7 No 2 Blank 1

Comments:
(No) Not for me.

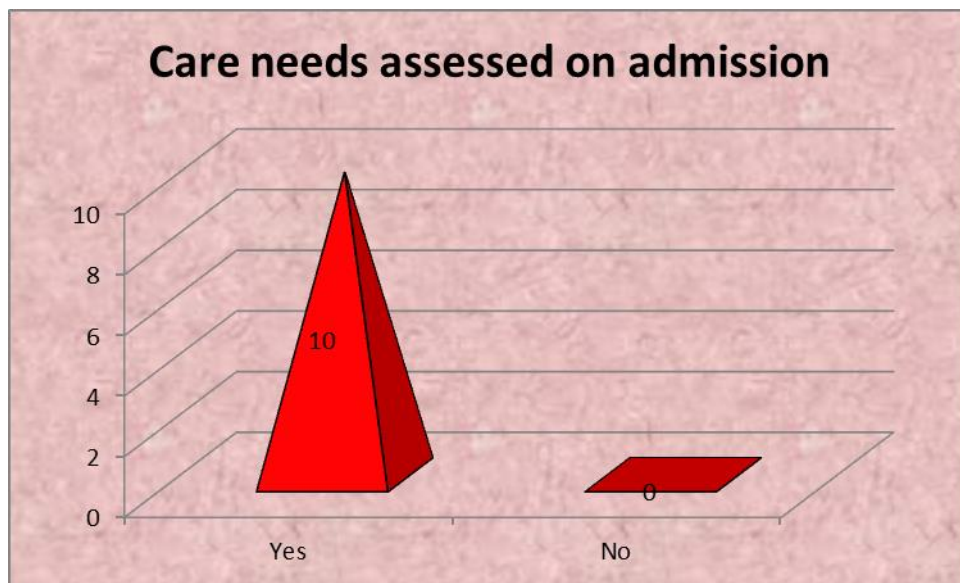
7. Were you and your family shown where the Garden Room is located?



Yes 9 No 1

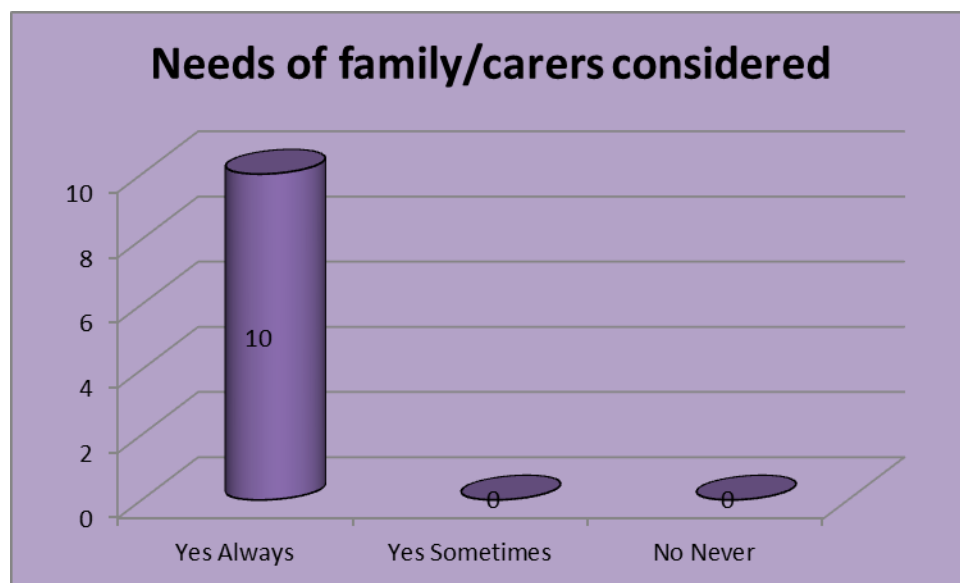
Comment:
• But have been before during visit (No)
• Very Important !!

8. Were your care needs assessed by the Nurse on admission to the ward?



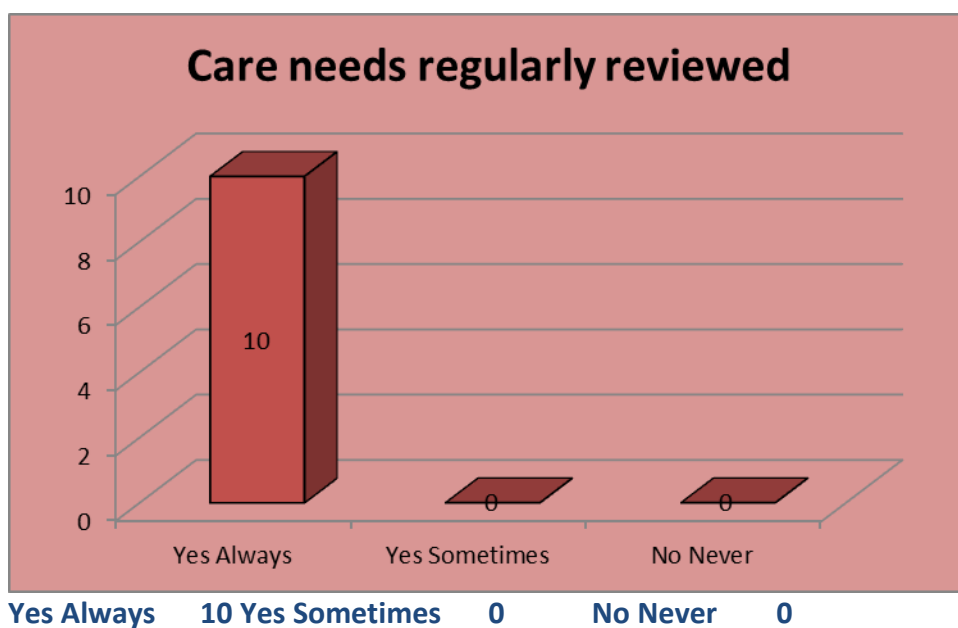
Yes 10 No 0

9. Were the needs of your family/carers also considered by ward staff?

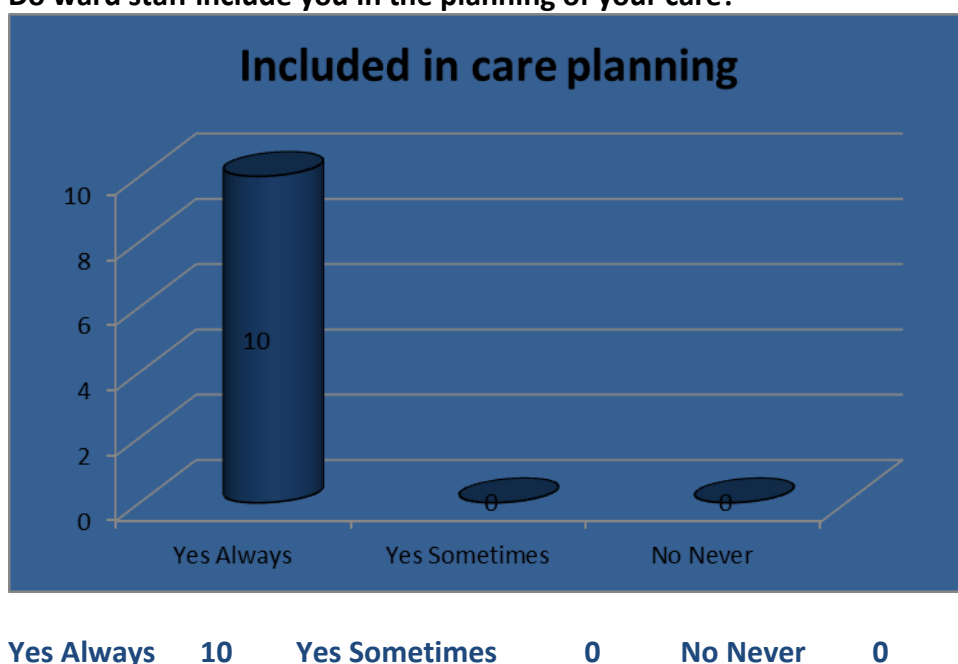


Yes Always 10 Yes Sometimes 0 No Never 0

10. Are your care needs regularly reviewed and addressed by ward Staff



11. Do ward staff include you in the planning of your care?



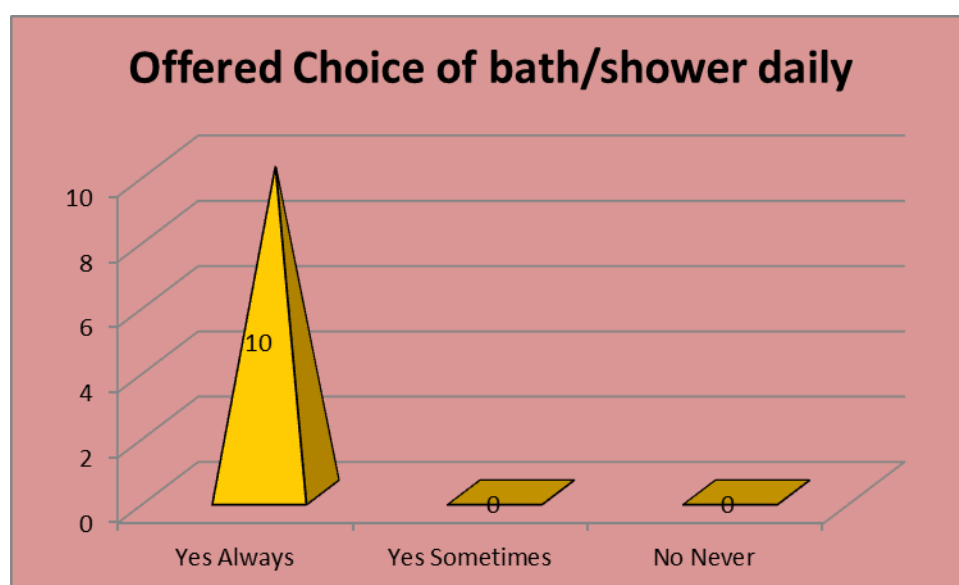
Comment: I always feel included in the planning of my care, every matter is discussed in great detail

12. Are you given the opportunity to attend religious services within the Hospice if you so wish?



Yes Always 8 Yes Sometimes 0 No Never 0 Not Appropriate 2

13. Are you given the choice of having a bath or a shower every day



Yes Always 10 Yes Sometimes 0 No Never 0

Comment:

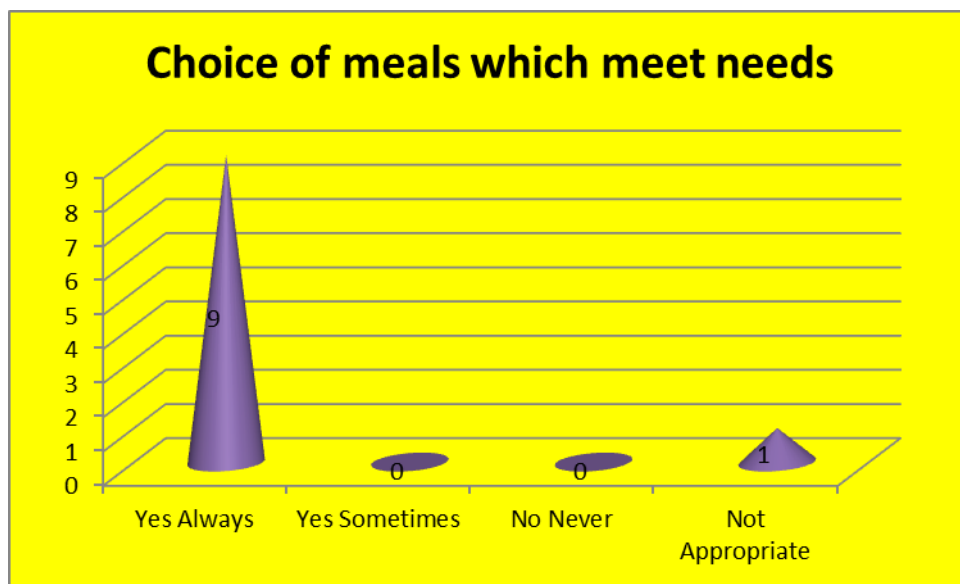
- Staff always offer either, no matter how busy they are

14. Are you given the choice of which clothes you would prefer to wear?



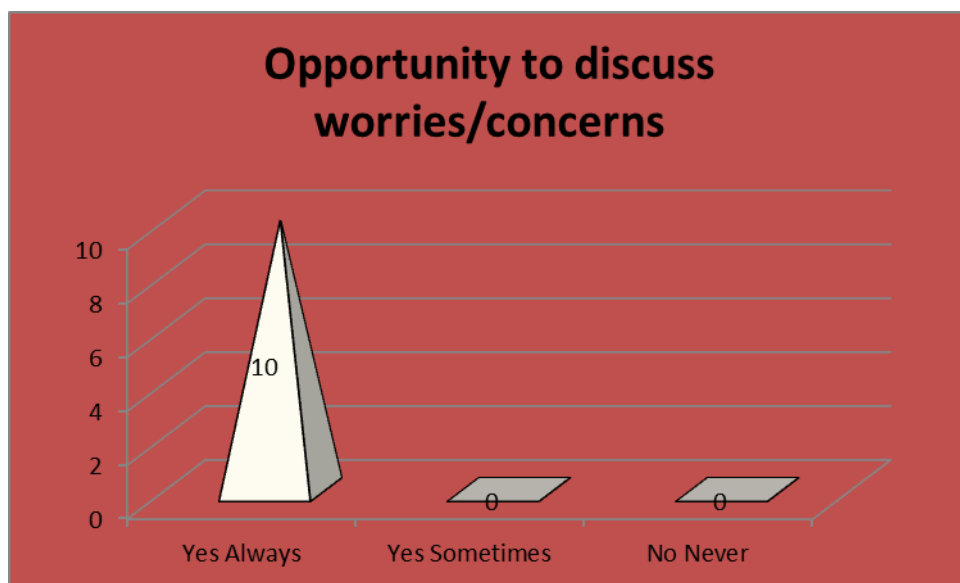
Yes Always 10 Yes Sometimes 0 No Never 0

15. Are you given a choice of meals which meet your needs?



Yes Always 9 Yes Sometimes 0 No Never 0 Not Appropriate 1

16. Are you given the opportunity to discuss worries or concerns with ward staff?

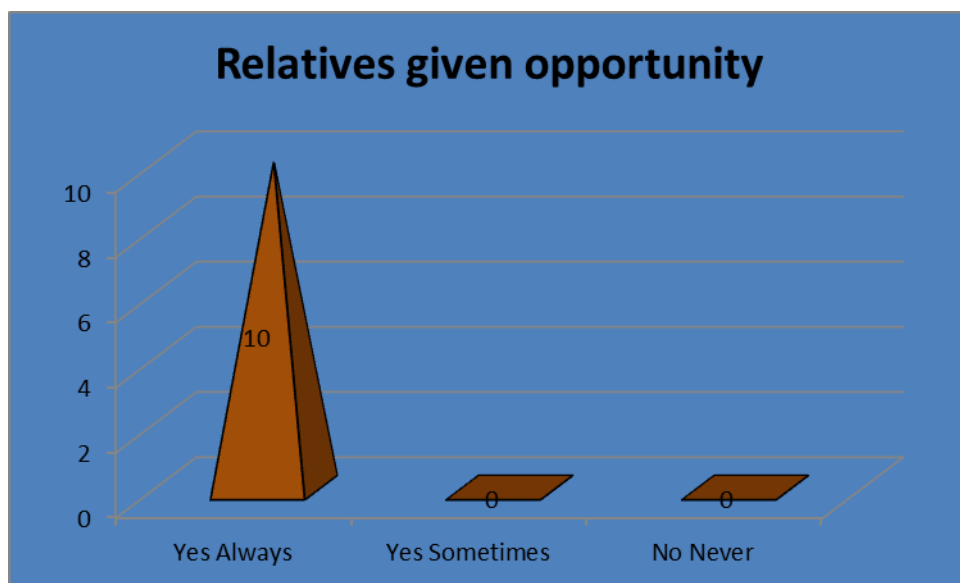


Yes Always 10 Yes Sometimes 0 No Never 0

Comments:

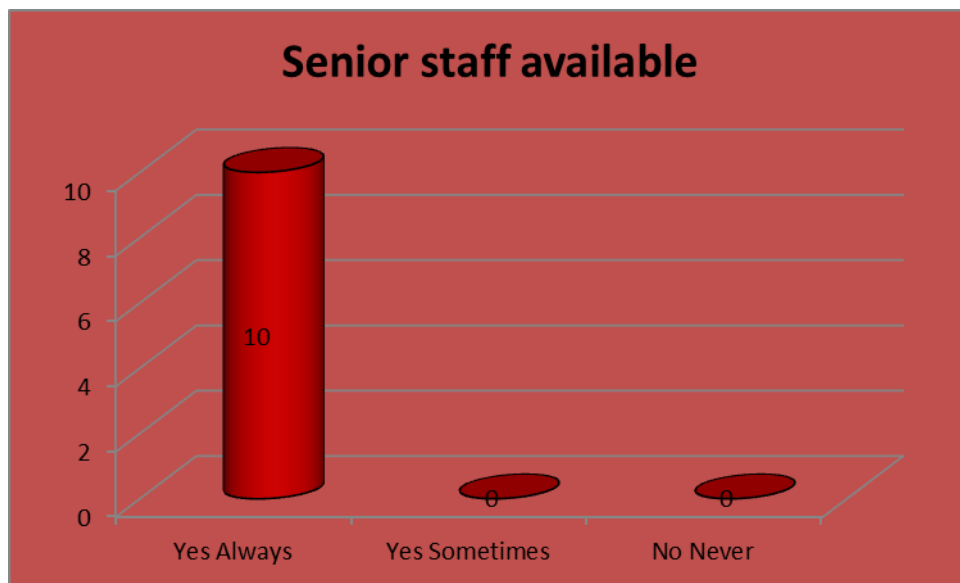
- Definitely
- Any worries are dealt with at length until both parties are happy

17. Are your relatives given the opportunity to discuss worries or concerns with ward staff?



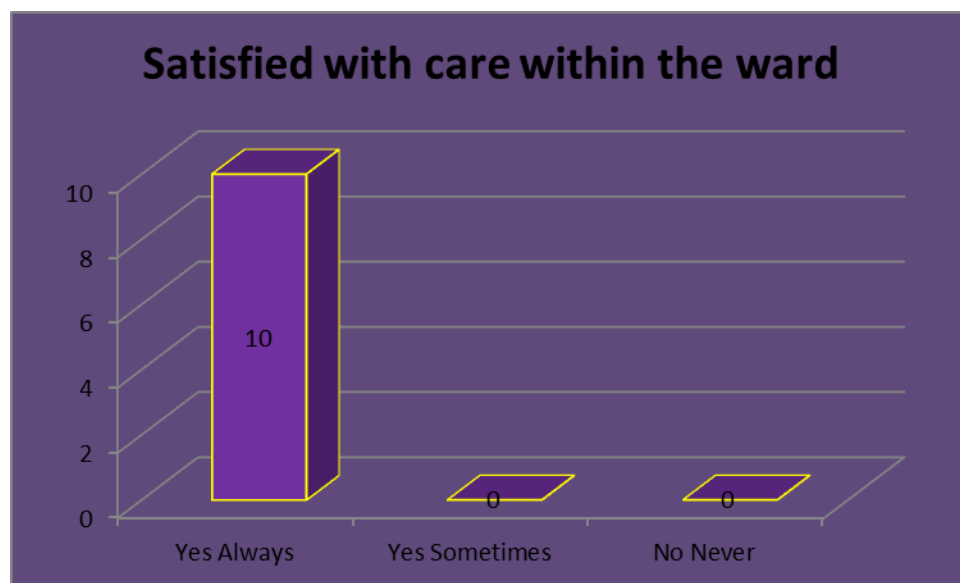
Yes Always 10 Yes Sometimes 0 No Never 0

18. Are senior staff available to discuss any concerns you may have?



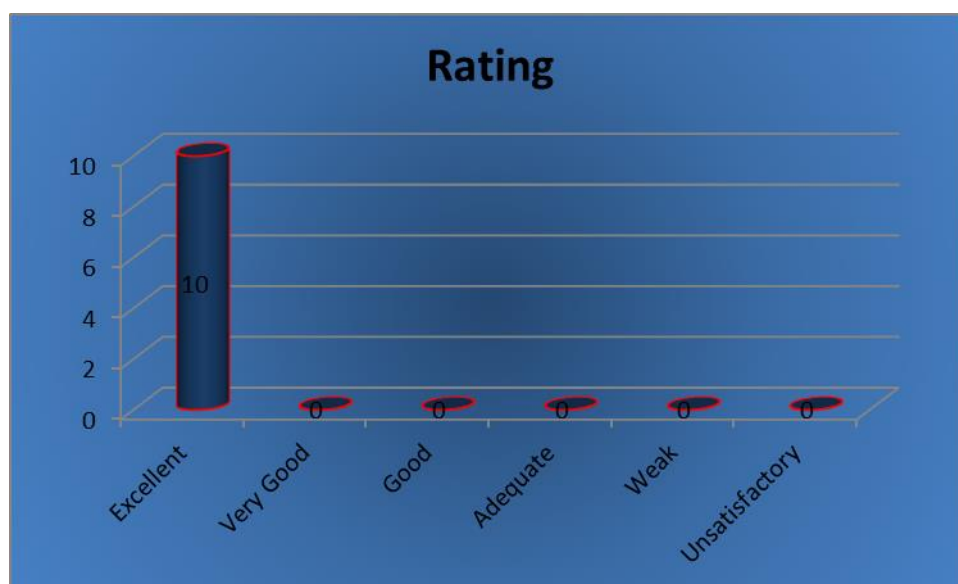
Yes Always 10 Yes Sometimes 0 No Never 0

19. Are you satisfied with your care within the ward?



Yes Always 10 Yes Sometimes 0 No Never 0

20. Please rate your level of satisfaction with care within the ward



Categories

Excellent	10
Very Good	0
Good	0
Adequate	0
Weak	0
Unsatisfactory	0

21. Name three things you like about your care within the ward.

All comments are noted:

- *Staff Loyalty: Endeavour to maintain high standard of care at every level*
- *Dignity: Always maintained in discreet fashion*
- *Communication: On the whole works very well within such a busy multidisciplinary ward*
- *People are so nice*
- *They listen to you*
- *They do their best to see how your pain is and the way you feel*
- *Easy going atmosphere, no pressures*
- *Having time on my own*
- *Staff are all first class*
- *Ward round on a Wednesday*
- *It's nice to be included in discussions about my care and given choices*
- *Very satisfied with care*
- *The staff listen to your needs, they act on them when necessary, always with due care and attention*
- *The affection from staff*
- *Hard work and attention from staff*
- *Able to get to mass*

- *Personal contact with the nurses and the Doctors*
- *All the staff*
- *Meals*
- *Security*
- *The kindness*

**22. Name three things you would like included in your care within the ward
All comments are noted:**

- *Would like a chiropodist (this has been done for this patient)*
- *I feel very lucky to be in here, very lucky*
- *More staff: must be exhausted attending to buzzers all day!*

Discussion

The Core Values and Mission Statement of The Sisters of Charity remain at the centre of all aspects of care

Core Values:

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

Discussion

Patients feel their needs are met and rate the service as Excellent. They feel the staff are caring, the results identify care which is underpinned by the Mission and Core Values of the Organisation. Patients feel they are given, choice, are valued and dignity is felt in care.

Patients with life limiting illness and progression of illness may feel their choices and control in life can lessen however results show that they feel they have choice and have trust in staff to carry out needs and care which is important to them.

Patients feel they are being listened to and that their wishes are heard and acted on to their needs.

Dignity is frequently mentioned and needs are regularly reviewed and assessed and critically, patients feel they are included in the planning of their care, that their wishes are thus heard. Dignity is also evidenced through choice such as choice of meals, choice of clothes to wear, choice of bath/shower, as well as involvement in care planning.

There is evidence of multidisciplinary working which is imperative in providing excellence in care.

Patients feel they are given opportunities to discuss worries with ward and senior staff and feel their relatives are also given opportunities.

Patients are able to attend services if they so wish identifying choice and meeting individual religious needs.

Such results continue to be achieved through adherence to the Mission and Core Values of the Organisation as well as clear clinical governance and dedication and commitment from all staff lead by the Chief Executive and Senior Management Team.

Action Plan:

- Patients will continue to have choice as stated above and continue to be fully involved in care planning, staff identifying what is important to the patient and adhering to this
- Staff to continue to ensure Advocacy and the patients voice and choices to be heard
- The Mission Effectiveness Programme will continue as part of Mandatory training ensuring the Core Values and Mission Statement of the Organisation is applied to everyday practice.
- Staff to continue to be up to date with Mandatory Training and evidence it in practice.
- Available education will continue to meet developmental needs of staff.
- Mentorship will continue to be monitored and discussed at senior management meetings as will all aspects of the action plan on an ongoing basis to ensure all new staff understand the importance of the Core Values in application to patient care.
- Continue Grand Ward in its current multidisciplinary state
- Continue ward reports, Multi Disciplinary Team Meetings, ward meetings and meetings with the Chief Executive and Senior Management Team
- Continue to give leaflets pertaining to services to patients and their families, staff to be available to answer any further questions.
- Staff, including senior staff, to continue to be available for patients and their families.
- To ensure safe and effective communication with consent within the team.
- Policies and procedures to be adhered to at all times through good governance.
- Staff to continue to be supported in their roles throughout the Organisation through the many modes of staff development and support
- The Chief Executive is asked to continue her excellent Leadership and Management throughout the Organisation and to continue to be available to patients and their families
- Senior Managers to continue to be available for patients, meeting the patients and families every day and teaching and supporting staff in their roles.

Dissemination of Results:

Results are forwarded to The Chief Executive, and to the Senior Management Team for discussion. They are made available in Units throughout the Hospice, are discussed at reports, Multidisciplinary Team Meetings and Clinical Governance Meetings to ensure all Departments are aware of them and how to access them at any time.

Results are included in Board Reports for the Board of Directors, are available for Inspectors and included in the Hospice website.

We don't do adequate, we strive for perfection

Sister Rita

Sr Rita, The Chief Executive of the Organisation

'It's nice to be included in discussions about my care and given choices'

Patient SJW, December 2017