**APM 2018**

**Good evening**

**My name is Louise Sinclair and I am Head of Clinical Services so am responsible for the care services we provide and the care team.**

**Looking back over 2017 / 18**

**Slide one**

**What we do**

* We continue to offer three core services of day therapy, hospice at home and in-patient care. In addition, we provide welfare rights advice, a resource and information service, bereavement support, complementary therapy and carer support.
* Many of the people we support will access more than one service. For example, a patient may be referred initially for day therapy, develop some troubling symptoms and be admitted for a short period for symptom monitoring and management and then return home. As their condition progresses this could lead to the need for support at home and our hospice at home team then help to provide care, support and advice to enable the person to remain in their place of choice.

**What people say**

* We are proud of the quality of the care we offer and are always looking to improve. We listen to suggestions, comments and feedback, making changes where appropriate to improve our services.
* Many of the comments we receive are very positive and reflect what we set out to achieve in terms of personalised care, giving time, showing compassion, going the extra mile for each person.

**Slide two**

**Listening to what people say**

* Our hospice user group has representation from patients, carers, volunteers and staff. Initiatives are discussed and new ideas for service improvement considered and fed back. We ask the group to consider options such new equipment and to read and comment on new leaflets
* We seek feedback on our services, wishing to shape the care to patient need.
* For example, we received comments on the car park and added an accessible space to give extra room for those who need it
* We ask patients to complete questionnaires and the friends and family test to gauge opinion on aspects of the services
* All comments are noted and considered, and all complaints dealt with in a timely manner

**Slide three**

**Keeping people safe**

* We are committed to keeping patients safe and assess each patient, planning their care with them.
* We monitor areas such as falls, pressure damage and infections.
* Patients often have complex problems requiring a number of regular medications. We ask staff to report all incidents regarding medicines including near misses.
* It is important that we monitor incidents, accidents and near misses. These are investigated, and we take learning from these cases and alter our practices to make care as safe as possible.
* We have the right staffing levels for the care required and can increase this accordingly depending on patient dependency and need.

**Slide four**

**Learning together**

* We have a highly trained and stable workforce. Over 90% of our health care assistants have NVQ 3 or are a student nurse or ex nurse.
* Through 2017/18 we continued with our bespoke learning and development sessions where we offer training internally on areas that are topical and relevant to our setting. We have explored spirituality and increased awareness of caring for people beyond their physical needs.
* Advance care planning is a way of helping people think about their wishes and preferences for end of life and as a team we have looked at how we can approach this with patients and record wishes to ensure all those involved in the persons care know what they want.
* We have had wonderful sessions on mindfulness that helped the team focus on the present moment, our thoughts and feelings, and the world around us - which helps improve mental wellbeing

Techniques we learnt can be shared and used to help patients.

**Slide five**

**EOL Care Together**

**Julie Barker**

**Slide six**

**Challenges and Achievements**

* One of the challenges is space and we make the most of every nook and cranny! We have had some developments in the house to improve care with regard to infection control including a new sluice.
* We have also had the 2 shower areas upgraded to provide the right space to help people with their personal care.
* Reaching those who need palliative care is essential to enable choice at the end of life. We have been recruiting champions in the community to share information on the services we offer, suggest referral and help promote hospice care in their area.
* Recruitment continues to be challenging. We pride ourselves on recruiting people with the right skills, values and passion for caring.
* We have developed our computer system. We have been connected to community services and GP records for some time but are now using the system to reduce the amount of paper records. This is also an important development as it ensures we share important information on patient choices such as preferred place of care and death. If those professionals involved in the patient’s care are aware of specific wishes we can work together to make them happen.
* We are proud to have been awarded the MacMillan quality environment award, showing the house provides a welcoming, comfortable and suitable environment for patients.
* The ultimate achievement for us is when we make a real difference to patients and their families. Demonstrating this difference can be difficult to evidence and articulate. I received a wonderful letter from a family who felt we truly made a difference talking about:
* The level of patience being inexhaustible
* Being consulted, asked and explanations offered before any intervention no matter how minor
* The family receiving really helpful information in a way they could understand
* Making every effort to achieve physical and emotional care and comfort
* Helping the person to be comfortable and at peace in the final days and this helping the family to cope with the death

This is what matters to us most.

**Slide seven**

**Aspirations**

* We have a bid submitted currently which would help us to dedicate time to achieving the Gold Standard Framework accreditation for hospices. Ensuring we have embedded practices that are nationally recognised.
* Improved facilities including an aspiration for a garden room offering a quiet space for complementary therapy and bereavement support
* We aspire to reach more people, offering support both in Beaumond House and in the community. We will be working to increase awareness of our services and hope to reach representation of all areas of our community
* We are due a CQC inspection. It is 2 years and 60 days since our last inspection! We are constantly gathering evidence to showcase our services and will welcome the opportunity to really show the difference we make, demonstrate our high standards and encourage our team to be proud of the care and compassion that they show every single day.