



**St Oswald's  
Hospice**

# **Quality Account**

2021 – 2022

# Welcome

## to our Quality Account for 2021 - 2022

At the time of writing, we're now over two years in to the pandemic and the Hospice continues to adapt to a new way of working which suits the needs of our patients, children and families now and in the future. In July 2021 we celebrated our 35<sup>th</sup> Birthday and I'm extremely proud of how we've grown and developed to meet the needs of local people over those years.

As another difficult and uncertain (financial) year draws to a close, I, on behalf of everyone at St Oswald's Hospice, want to pay tribute to our incredible community of supporters, patients, families, staff and volunteers who have been by our side throughout. We couldn't do what we do without our staff and volunteers. Although we never could have anticipated the challenges faced by Covid-19, they put the needs of local people and their families first. They've ensured our services have been open throughout, that families could be together at end of life and quickly and innovatively adapted so that we continue to provide the most appropriate, safe and compassionate care.

All of our care and support services have continued to experience huge changes and we've even established some new services over the last year. Three major service developments this year have included: in April 2021 we launched a pilot ambulatory care service for patients coming to us for planned transfusions and infusions during the day. This has given more patients earlier access to the range of support and services we have at St Oswald's Hospice, offers a much more comfortable and relaxing environment for patients and has freed up much needed capacity in hospitals. We won Hospice UK's Innovation in Care National Award for the joint efforts between our Lymphoedema Service and Volunteering Department to maintain and improve patient care during the pandemic, and as part of the funding agreement with the Children's Commissioners we were able to open an extra bed in our Children and Young Adults Service for children and young adults with complex life limiting conditions. You can read more about these developments later in the report.

We've also been planning for the future and continuing to develop our organisational objectives which were set last year. The objectives have been designed to make sure that we do three things - Survive the current situation and Strive to improve so that we can Thrive. In the coming year, we'll be continuing to embed these objectives in to the organisation so that every staff member knows how they are contributing to delivering our strategic objectives, and understand their vital role to play.

The restrictions that the pandemic has put on our retail and fundraising activities have had an impact on our income and have affected our ability to continue with the level of subsidy we provide for the NHS and local authorities. Our teams have been creative and flexible in trying to address this however, we anticipate that the impact, compounded by the cost of living increases, will continue into 2022/23 and beyond and are planning accordingly.

Collaboration with our partners across health, social care and the voluntary and community sector has never been more important. The work that we have done over the years to build strong and trusting relationships was highlighted during the pandemic. We have benefited from excellent Infection Control advice and support from Newcastle Hospitals NHS Foundation Trust, and from access to PPE through the NHS. We were also able to play our part by ensuring that our essential respite care for children and young adults remained available throughout. We are continuing to build on these relationships to ensure that we can drive the improvement of palliative and end of life care across the region. We are also developing stronger links beyond the North East to support the improvement of specialist care.

Finally, it still remains our Vision to make sure everyone with an incurable condition, and their families in our region gets expert, dignified and compassionate care when they need it. Thank you for your continued support. We couldn't have continued to improve the lives of local families without you.

**Steph Edusei**  
Chief Executive





## Who we are

St Oswald's Hospice is a charitable hospice rooted in the North East. We provide outstanding, specialist and expert care to adults and children with life-limiting conditions. We strive to provide quality time for everyone.

Established in 1986, our Vision is to provide excellence in care for those with incurable conditions, ensuring everyone in our region gets expert, dignified and compassionate care when they need it. See our Vision Statement and Vision 2025 objectives updates overleaf to find out how we are doing this.

## What we do

We offer a range of adult services including an inpatient unit; a Focus on Living Centre which offers group sessions, therapeutic activities and one-to-one sessions; outpatient services; Lymphoedema management, bereavement and family support, and outreach.

We are experts in pain and symptom management and end of life care.

We follow a team approach – including consultants, doctors, nurses, social workers, spiritual care, bereavement support, physiotherapists, occupational therapists and complementary therapists.

We look after people with a range of incurable conditions, not just cancer, for example, Motor Neurone Disease, Multi System Atrophy and advanced respiratory or cardiac conditions.

We also care for babies, children and young adults with progressive, life shortening and life threatening conditions. We provide specialist short breaks and offer end of life care.

We provide care and support to patients, families and carers, following a holistic approach to our care.







## Our Vision statement

**Together**, we will make the most of time and improve quality of life for everyone in the North East living with an incurable condition, and their families.

**Together**, with the vital support of our staff, volunteers, donors and supporters, we will continue to develop and grow our services so that everyone in our region gets expert, dignified and compassionate care when they need it.

## Our Vision 2025 strategy objectives are:

- To continuously improve the quality and efficiency of the services that we provide to our patients and their families.
- To lead the development of palliative care services within the region by working more closely with other organisations.
- To work with staff and volunteers to deliver excellent services through our commitment to individual development.
- To work flexibly, always seeking to maintain financial stability.



# Our Vision 2025 - priorities

Our priorities below underpin our Vision 2025 objectives.

## By 2025 we will aim to:

- Develop a family support service for carers and bereaved adults and children.
- Develop a funded, community-based network of Lymphoedema services.
- Create alliances with other local providers to increase access to palliative care.
- Develop expertise in life-limiting conditions.
- Expand the children's hospice and facilitate independent living for young adults.



# Priorities for improvement and required statements

**St Oswald's Hospice remains committed to the continuous development of the whole service and through an active approach to patient and stakeholder involvement, keeps the service users at the heart of decision making and service improvement.**

## PRIORITIES FOR IMPROVEMENT - Key Priorities for 2021-22

There were a significant number of objectives for each directorate in 2021-2022, however three objectives were highlighted:

### **1. Develop services to meet patients and carer needs post Covid-19.**

2021-22 has been another unpredictable year, but as an organisation we've responded to the ever-changing landscape and made best use of the opportunities that have been presented to us. We were able to keep all of our services open throughout 2021/22 and service developments included:

- Developed Focus On Living Services so that it better meets the needs of patients.
- As large group face to face support was still not possible we continued to adapt services to offer virtual support, one to one face-to-face contact and small group sessions.
- We began to offer 'at home' complementary therapy.
- Ambulatory Care pilot has been a success and we have had fantastic feedback from patients.
- We were able to open an extra bed in our Children and Young Adults Service.

### **2. Develop volunteer roles to deliver flexible and innovation services.**

We have continued to develop our Lymphodema volunteering and more recently have extended the volunteering provision to support the new Rapid Response Service. There has also been an increased emphasis on training, support and supervision to ensure the role remains as effective as possible and to enhance the experience of our volunteers. There has also been similar attention paid to Patient Support Volunteering on our Inpatient Ward to ensure this successful pilot continues to develop and grow. Volunteering with patients or in clinical areas continues to be a strong strategic focus. Through the Clinical Volunteering Steering Group and wider work of Volunteering Department, a collaborative and forward thinking way of working is emerging.

### **3.To work collaboratively with health partners in charities and the NHS to improve palliative care for patients.**

We continue to be well positioned with regional and national organisations looking to improve palliative care for patients and families. We have progressed relationships locally with our local acute trusts and universities and also feed directly into Hospice UK, Together for Short Lives, NHS England and NHS Improvement.

# Priorities for improvement and required statements

## Reviews of Service

During 2021-2022 St Oswald's Hospice provided and/ or sub-contracted three NHS services.

- Outpatient Lymphoedema Service
- Outreach Lymphoedema Service
- Ambulatory Care

St Oswald's Hospice has reviewed all the data available to them on the quality of care in two of these NHS services.

In addition the Hospice has provided the following services through grants & charitable funding:

- Children and Young Adults Service
- Focus on Living Centre including therapeutic activities
- Outpatient Clinic
- Complementary Therapy
- Physiotherapy
- Occupational Therapy
- Social Work
- Bereavement Support Team
- Spiritual Care Team

NHS income represents approximately 43% of the cost of running the Hospice's charitable services. The remaining 57% was raised by the charity from a variety of sources.





# Priorities for improvement and required statements

## Participation in Clinical Audits:

**St Oswald's Hospice audit various elements of clinical and non-clinical practice via internal procedures and with the support of internal and external audit partners. This supports our ambition for continuous improvement in care provision through examining our practice, learning and making positive change to meet people's needs.**

**Our audit program encourages a proactive multidisciplinary approach across clinical services. The synopsis of audit activity in 2021 -2022 below is not exhaustive.**

Covid-19 Infection Prevention and Control Audit - Covid-19 audit results demonstrated compliance with best practice guidance, which includes correct use of Personal Protective Equipment (PPE), decontamination of care equipment, and patients with new onset symptoms being isolated immediately.

The Hands Face Space campaign – This campaign has been set up across both clinical and non-clinical areas and is audited with support from Newcastle Hospital's Infection Prevention and Control Team.

Hand washing audits – In order to promote objectivity with data collection a new initiative with Newcastle Hospital's Infection Prevention and Control Team is in place whereby their team conduct hand hygiene audits to measure compliance with being 'bare below the elbows', good hand washing technique and understanding of the five moments of hand hygiene.

Nutrition and Hydration Audit- The NHS Patient-Led Assessments of the Care Environment audit (PLACE) was used to audit food and hydration on the Adult Inpatient Unit. The mealtime experience was rated as overall good. At the time of the audit, communal dining areas were not in use due to Covid-19 restrictions. The audit identified that patient areas were prepared for the meal service. There were a range of menus to meet patient needs with choices verbally explained to patients and use of a mobile interpreting service noted for patient whose first language was not English. Food was well presented and staff accommodated protected mealtimes and were active and involved in the delivery of meals.

Senior medical review audit - The annual audit mirrored the previous audit whereby a Medical Consultant saw 100% of inpatients on the same day of their admission as set out as Oswald's expected standard.

Delirium Audit - The audit aim was to improve prevention, diagnosis and management of delirium on the adult inpatient unit by assessing current practice against NICE guidance CG103.

Nursing assessments demonstrated improvement in completing the Confusion Assessment Method (CAM tool); however, consistency in identifying possible causes of delirium could be improved. Patients identified as being at risk of delirium had clearly documented management plans in place and family were informed. Recommendations included that the term 'delirium' replaces the frequently used terms 'confused' or 'muddled'.

Tracheostomy documentation and care audit Children and Young adult services - The audit aim was to review tracheostomy documentation against NICE guidelines with a focus on the tracheostomy admission checklist that includes seeing whether children and young adults with tracheostomies had the required equipment to support their care. Results identified good practice with recommendations on record keeping.

Accuracy & Effectiveness of Opioid Prescribing- Opioids can cause constipation, nausea and vomiting among other side effects. Palliative care guidelines when prescribing opioids are to include an anti-emetic (as required) and laxatives. Key findings confirmed that 82% of patients had an appropriate dose of 'as required' opioid prescribed (1/6<sup>th</sup> to 1/10<sup>th</sup> total dose) with 91% taking regular opioids were also prescribed a laxative. One hundred percent of patients had anti-emetics prescribed alongside regular opioids. Overall, the audit highlighted that prescribing practice was very good.

Patient records (SystemOne) - Nursing Care plan Audit, Adult In-Patient Unit – Findings demonstrated some inconsistency with care plan completion and reviews being conducted within target periods. A comprehensive review of SystemOne nursing care plans was recommended include staff training in care planning and record keeping. This audit highlighted that introduction of a mid-week checklist of care plan completion has been beneficial to trigger their completion.



# Priorities for improvement and required statements

## Participation in Clinical Audits continued:

Falls Prevention and Management Audit - The original audit carried out in 2018 identified gaps in practice and influenced our Falls Prevention and Management Strategy. Annual re-audit revealed clear improvements made in policy, procedures, documentation, leadership and multidisciplinary working. Repeat audit data in 2021 presented consistently high scores with documented evidence that patients received both verbal and written information about falls risk and prevention and all standards relating to the assessment of mobility levels was 100% compliant.

Pressure Area Care Audit – An audit based on NICE Pathways in the prevention of pressure ulcers in adults (2021) took place to review provision of pressure area care for our adult In-patients. Accurate documentation improves communication and continuity of care delivery as well as providing accountability. With this in mind, results prompted staff update training in order to promote comprehensive completion of SSKIN bundle documentation, Braden assessments and patient care plans.

## Participation in Clinical Research:

The number of patients receiving NHS services provided or sub-contracted by St Oswald's Hospice in 2021-2022 that were recruited during that period to participate in research approved by a research ethics committee was zero.

St Oswald's Hospice is looking to significantly develop research activity in coming years following the appointment of a Research Centre Manager.

## Use of the CQUIN payment framework:

St Oswald's Hospice income in 2021-22 was not conditional on achieving specific targets through the Commissioning for Quality and Innovation payment framework this year, to allow the hospice to focus on navigating the challenges presented by the pandemic.



## Statements from the Care Quality Commission

St Oswald's Hospice is required to register with the Care Quality Commission (CQC) and is currently registered to carry out the below regulated activities:

- Treatment of disease, disorder or injury.

St Oswald's Hospice has the following conditions on registration:

1. The registered provider must ensure that the regulated activities are managed by an individual who is registered as a manager in respect of the activity, as carried on at or from the location St Oswald's Hospice.
2. This regulated activity may only be carried on, at or from the following locations: St Oswald's Hospice, Regent Avenue, Gosforth, Newcastle Upon Tyne, Tyne & Wear, NE3 1EE.

St Oswald's Hospice has the following additional conditions:

1. The registered provider may accommodate no more than 19 service users in the adult unit at St Oswald's Hospice.
2. The registered provider may accommodate no more than 8 service users, aged from birth to 25, in the children and young adults unit at St Oswald's Hospice.

The CQC has not taken enforcement action against St Oswald's Hospice during 2021-2022.

St Oswald's Hospice has not participated in any special reviews or investigations by the CQC during the reporting period.

A series of inspection visits from CQC took place on 11th August, 4th and 7th of September 2015 and a final report was published in January 2016 with an overall rating of Good with Outstanding for Care.

A full copy of the report can be seen on the CQC website. [Click here to access the report.](#)

No formal recommendations for improvements were made within the Report.



Last rated  
26 January 2016

St. Oswald's Hospice Limited

### St Oswalds Hospice



#### Are services

|             |             |
|-------------|-------------|
| Safe?       | Good        |
| Effective?  | Good        |
| Caring?     | Outstanding |
| Responsive? | Good        |
| Well led?   | Good        |

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at [www.cqc.org.uk/location/1-106214874](http://www.cqc.org.uk/location/1-106214874)

We would like to hear about your experience of the care you have received, whether good or bad.

Call us on 03000 61 61 61, e-mail [enquiries@ccc.org.uk](mailto:enquiries@ccc.org.uk), or go to [www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder)

## Priorities for improvement and required statements

**Data Quality: St Oswald's Hospice continually works to improve the quality of information provided. St Oswald's Hospice did not submit records during 2021-2022 to the Secondary Uses Service for the inclusion in the Hospital Episode Statistics which are included in the latest published data, however St Oswald's Hospice did contribute to a Hospice UK benchmarking project.**

### PRIORITIES FOR IMPROVEMENT - Key Priorities for 2021-2022

#### Data Security and Protection

St Oswald's Hospice has continued to strengthen its data protection and information security practices during the last year, with a successful Data Security and Protection toolkit submission in June 2021 and a similar planned submission for 2022.

A robust structure exists to manage ongoing risks and actions in relation to Data Protection and Information Security with regular reporting to senior management on progress in these areas. Significant improvements have been made in the last year to strengthen IT Security of St Oswald's systems supporting planned compliance with key standards such as PCI DSS and Cyber Essentials. Improved processes have been identified for managing third party suppliers, Data Protection and IT Security policy and procedure is being strengthened and key leads across the organisation have received additional training to support improved understanding of Data Protection.

The organisations adverse event reporting system ensures that any data breaches relating to personal data and cyber security are effectively identified, reported and managed with key lessons from these breaches leading to continued improvements in current practices throughout the year. These approaches have ensured that Data Security and Protection continues to be embedded into the day to day working practices of St Oswald's ensuring that patients, staff and volunteer information continues to be protected and managed in line with legal requirements.

#### Clinical coding error rate:

St Oswald's Hospice was not subject to the payment by results clinical coding audit during 2021-2022 by the Audit Commission.

#### Duty of Candour Implementation:

St Oswald's Hospice has a Duty of Candour policy in place and training in the application of the policy now forms part of the rolling education programme. In 2021-2022 no incidents relevant to the Duty of Candour legislation recorded.





## Priorities for improvement and required statements

We will continue to work towards our Vision 2025 strategic objectives and related priorities, whilst delivering outstanding care to local people. During 2022-2023, however, our highlighted priorities are:

### PRIORITIES FOR IMPROVEMENT - key Priorities for 2022-2023

**Develop services that meet patient and carer needs post COVID.**

**Develop volunteer roles to deliver flexible and innovation services.**

**To work collaboratively with health partners in charities and the NHS to improve palliative care for patients**

## Strategic objectives 2022-2023

The following objectives have been designed to make sure that we do three things - Survive the current situation, Strive to improve so that we can Thrive in a post-Covid-19 world. In the coming year, we'll be continuing to embed these objectives in to the organisation so that every staff member knows how they are contributing to delivering our strategic objectives.

### **SURVIVE**

- Maintain safety and quality of care at all levels.
- Maintain sufficient cash flow to keep us operational.

### **STRIVE**

- Develop flexible, high quality and innovative services.
- Deliver the agreed budget and income.

### **THRIVE**

- Deliver an outstanding quality of care.
- Be financially fit for the future.

**Become a values led organisation**



# Review of performance and user involvement

During 2021 - 2022, **2,369 adult patients, 86 children and 11 young adults** benefited from St Oswald's Hospice services including:

- **161** adult inpatient admissions & **160** completed stays.
- **294** one-to-one contacts recorded over **79 patients** in our Focus on Living Centre
- **954** Lymphoedema referrals.
- **8,945** Lymphoedema outpatient attendances..
- Children's & Young Adults recorded an occupancy of **96%** over the year resulting in **1,995** bed days.

We serve adult patients from Northumberland, North Tyneside, Gateshead and Newcastle. In addition, children and young adults from Sunderland, South Tyneside and North Durham can also access our services.

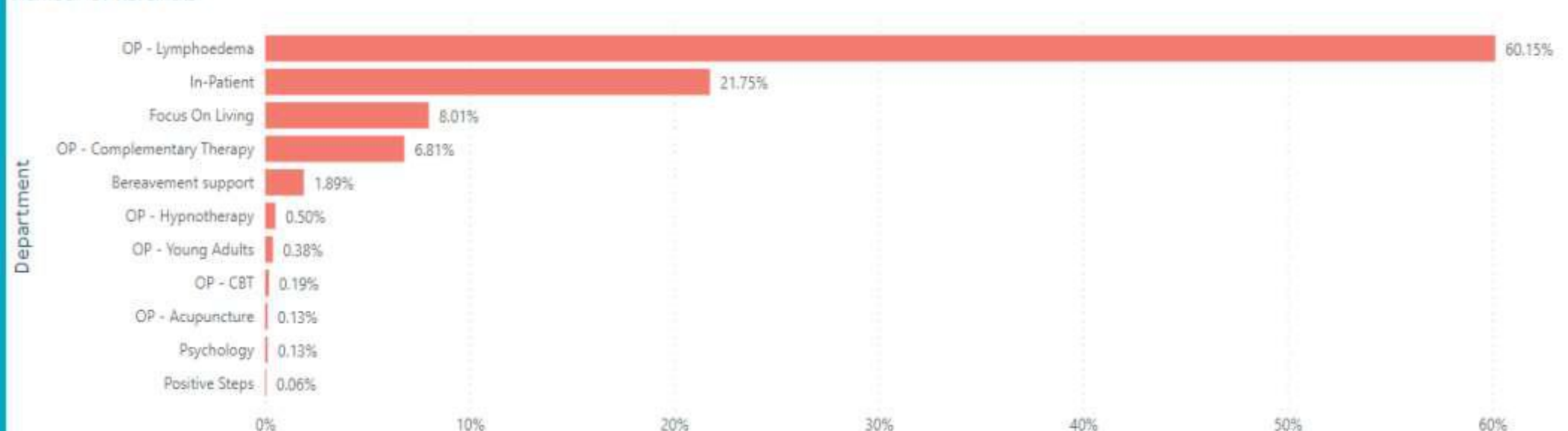
Patients are referred to us by their GP, consultant or specialist palliative care team. Children and young adults are referred to us by health and social care pathway co-ordinators.



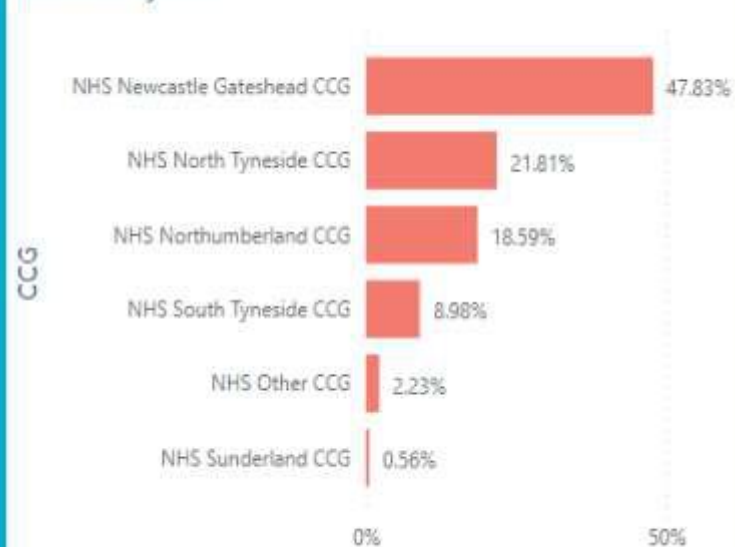


## Referrals to the hospice...an overview

Number Of Referrals



Referrals By CCG



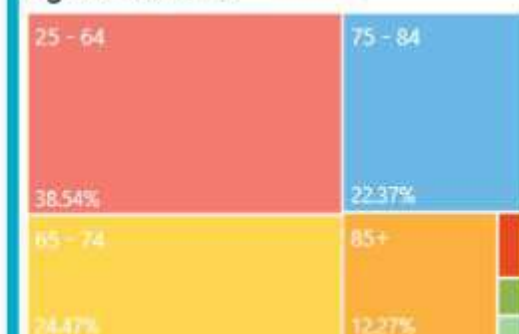
Top5 Source Of Referral



1614

Number Of Referrals

Age At Referral



# Inpatient Service

Our 15-bedded inpatient unit caters for patients needing pain and symptom control, emergency respite, and end of life care.

Our multi-disciplinary team work together and strive to address not just a patient's physical needs, but their emotional and spiritual needs too.

Our aim is to ensure patients with palliative care needs can improve their quality of life; facilitate a safe and timely patient discharge or transfer to a continuing care service, as well as provide a supportive environment at the end of life. We also understand the impact an illness has on the whole family and offer wide ranging support for carers.

Last year our Family Room was opened and this has continued to be very popular with patients and their families. Recognising the importance of providing a space for families to enjoy quality time together, especially throughout Covid-19, the family room and garden has been a wonderful space where families can spend time together outside of their bedrooms. We have held special events such as birthdays, movie nights, Mother's Day celebrations, afternoon teas and other celebrations.

Responding to patient needs, we've also taken on more Patient Support Volunteers, which has been vital during covid-19. These volunteers are trained by us to provide support to in patients by providing companionship, helping with feeding, helping with tasks such as writing Christmas cards and even sitting with patients close to end of life if family are not available. They are also a great help if patients are at risk of falls, helping us with patient safety.

## Last year...

- There were **161** adult inpatient admissions, **160** completed stays, **66** patient discharges and **94** deaths.
- **3,726** bed-days were occupied during the year, with an average occupancy of **73%**.
- Patients stayed with us for an average stay of **23** days.
- **All** families and carers have access to our Family Support Unit including bereavement support.



**“Situated in the centre of a beautiful serene garden, St Oswald’s family room is a place that soothed me while I came to terms with the nearing departure of my mother.”**

## Inpatient Service - An Overview

71

Avg Age

23

Avg Length Of Stay (Days)

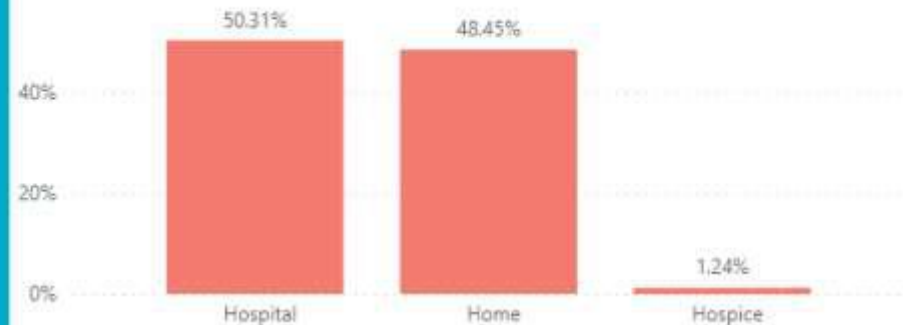
18

Median Length Of Stay (Days)

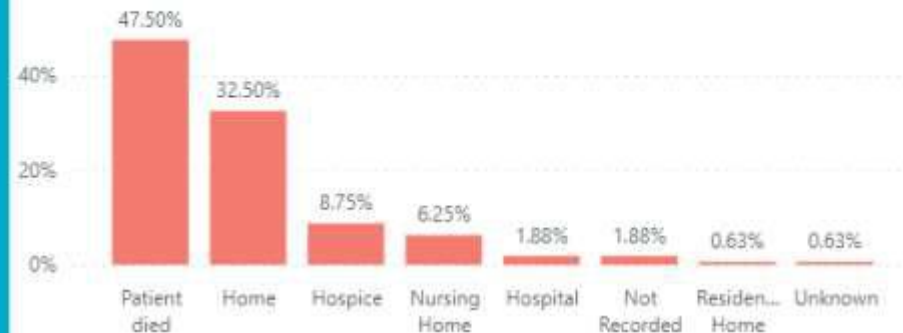
3

Avg Wait (Days)

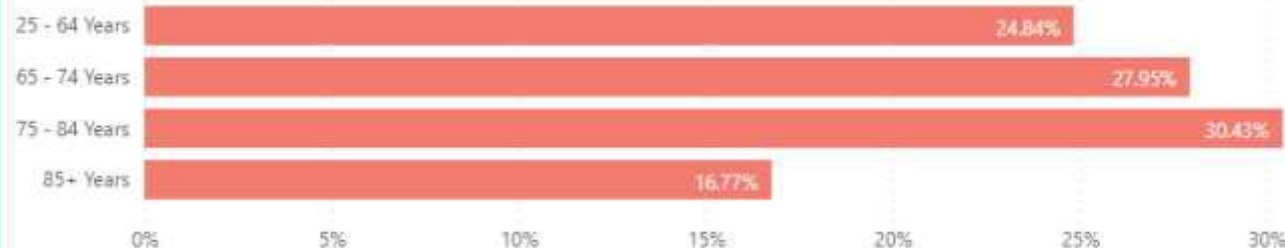
### Admitted From



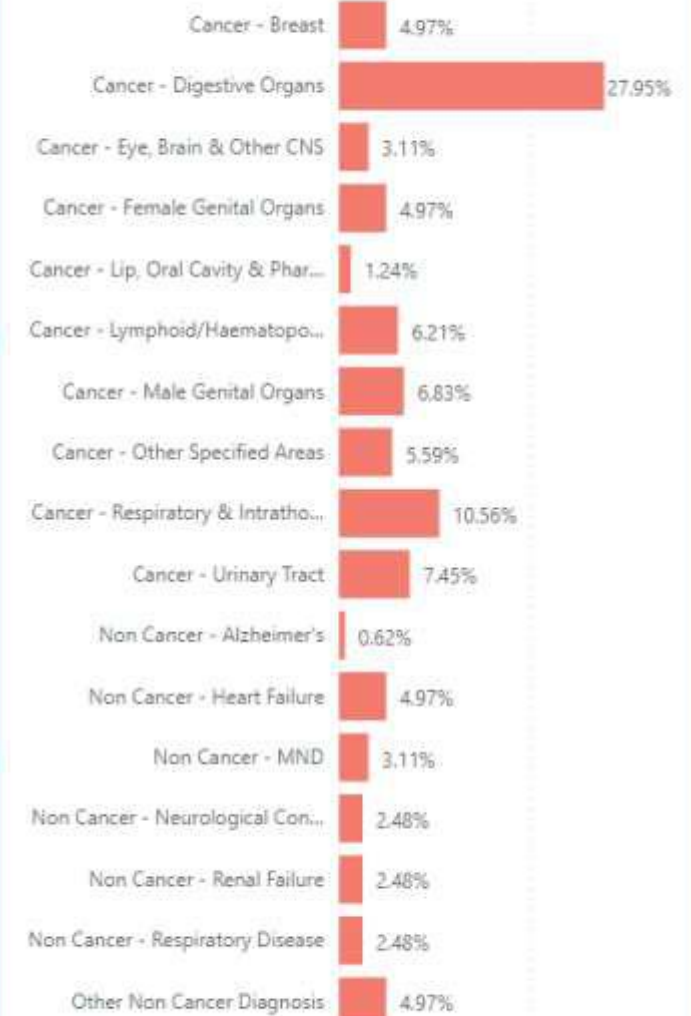
### Location After Discharge



### Age Group On Admission



### Diagnosis





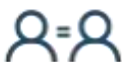
## Focus on Living Centre

There has been some further changes to the way we meet patient's needs and deliver services in our Focus on Living Centre this year.

Before Covid-19 we would have usually had around 80 patients a week attending the centre, but large group face to face contact was still not possible due to Covid-19 we continued to adapt services to offer virtual support, small group sessions and face-to-face contact where needed. Over the year, **294 one-to-one contacts** were recorded for **79 patients**, including:



**Virtual support** – telephone calls, emails and video calls to offer practical advice, support and a listening ear.



**One-to-one support** - one-to-one support face to face, via telephone and online video platforms.



**Small groups** – Microsoft Teams and face to face sessions on Fatigue Management, Breathlessness, Tripudio exercise, Relaxation, Music Therapy and our newest group Wellbeing Taster Sessions.



**At home support** - Based on telephone assessments, providing a home visit service, dependent on individual patient's needs.



**Complementary Therapy at Home** - We introduced at home complementary therapy so patients are comfortable in their own surroundings and don't have to travel to and from the Hospice.

In April 2021 we launched a **pilot ambulatory care service**, working in partnership with Newcastle Hospitals NHS Foundation Trust. The service was setup for people with palliative care needs to attend for planned procedures, which initially includes transfusions/ blood product support and bisphosphonate/ iron infusions. This is an innovative new service with potential for long term sustainability and has so far had fantastic feedback.



***"Patients have told us they feel really cared for when they're with us. They have lunch and as well as their treatment, they're offered a full holistic assessment, supported by our nurses and multi-disciplinary teams including our complementary therapists and physiotherapists."***

# Virtual Support - an overview



# Group attendances - an overview





# Ambulatory Care

## - an overview

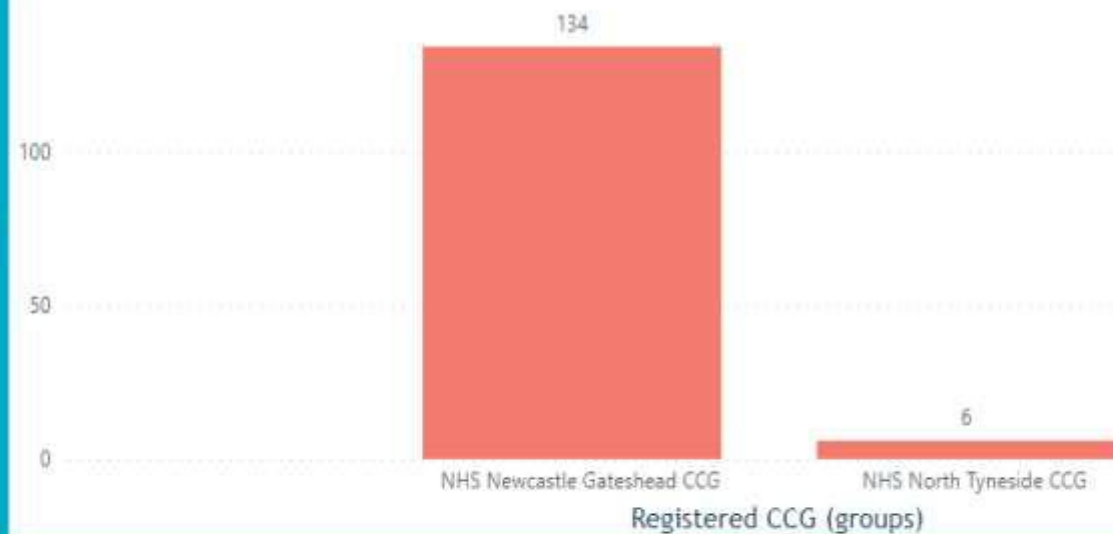
### Number Of Patients

19

### Number Of Transfusions

140

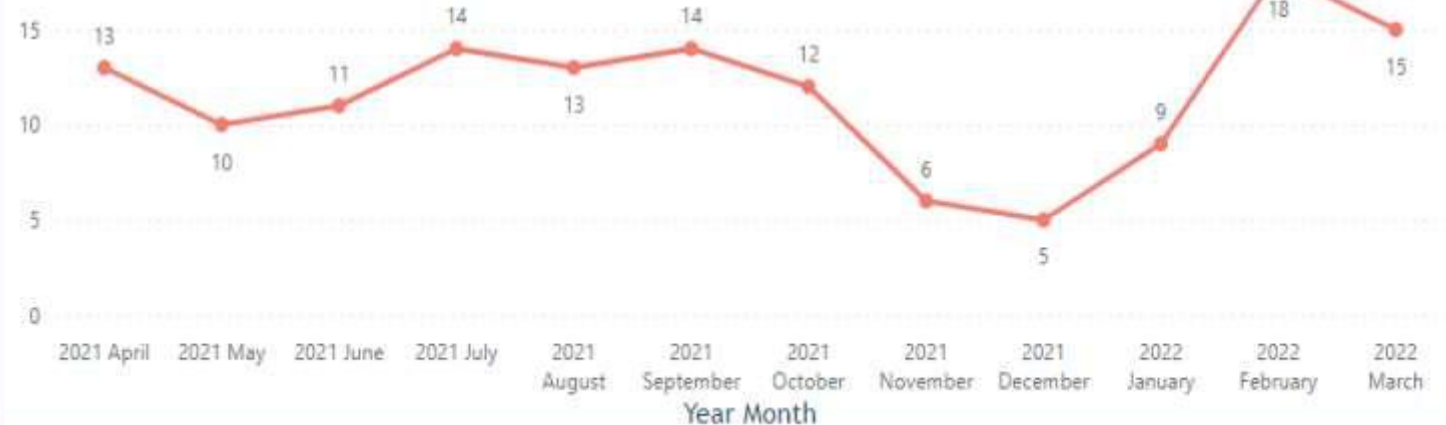
### Transfusions By CCG



### Transfusions By Weekday

| Weekday      | Number Of Transfusions |
|--------------|------------------------|
| Wednesday    | 73                     |
| Thursday     | 67                     |
| <b>Total</b> | <b>140</b>             |

### Number Of Transfusions Per Month



# Outpatient Service

Our Outpatient Services for patients and their carers include:

## Complementary Therapy Service

We offer a range of complementary therapies to patients and carers, on an outpatient basis, both at the Hospice and at home, including: Massage, Aromatherapy, Indian Head Massage, Reflexology and Reiki.

Treatments are offered alongside conventional medical care and aim to help patients feel better physically, emotionally and psychologically.

## Hypnotherapy

Clinical Hypnosis can help patients feel more in control, reduce their anxiety, raise self esteem and build confidence. Sessions are provided by Lisa Cairns, who is qualified in Clinical Hypnosis and has undertaken pioneering work with Northumbria University to develop the use of hypnosis in palliative care settings.

## Acupuncture

Our team of physiotherapists offer acupuncture to St Oswald's Hospice patients. Acupuncture can be used to relieve pain, aid relaxation, reduce muscle tension and help manage tension and sweats.

## Cognitive Behavioural Therapy

We offer Cognitive Behavioural Therapy (CBT) to patients who have ongoing feelings of anxiety, low mood, anger or panic as a result of their life limiting condition.

CBT helps our patients to change the way they think about themselves, their situation and the future. It is designed to help patients learn effective ways of dealing with difficulties relating to their condition, and can help when adjusting to and coping with pain and symptoms. Sessions are provided to patients by one of our Consultants.



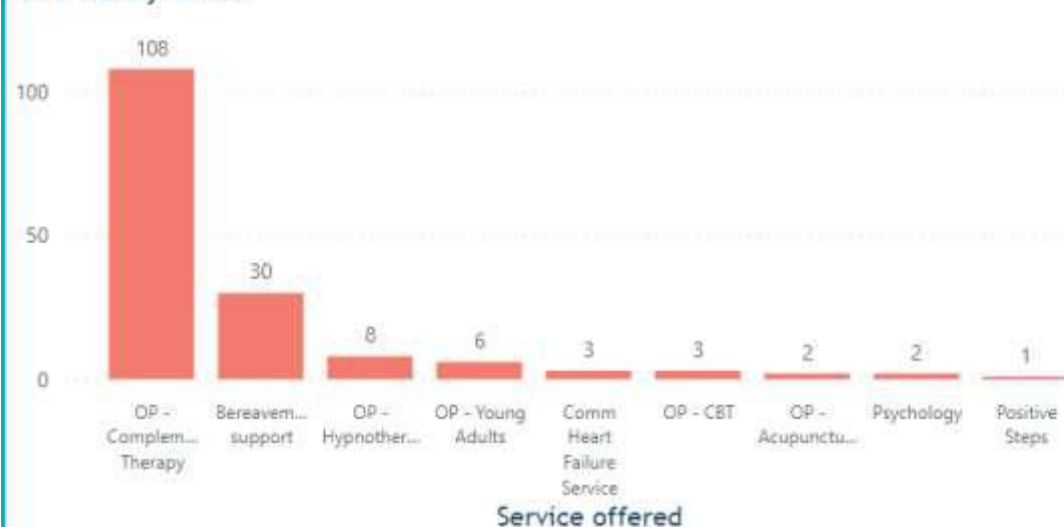
# Outpatient activity last year

## - an overview

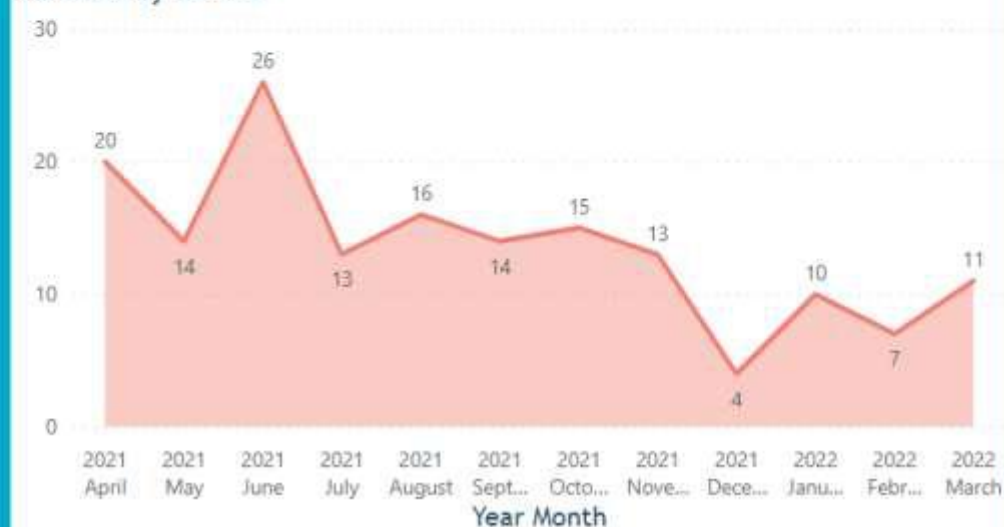
### Completed Outpatient Appointments

| Rota type                          | NHS County Durham CCG | NHS Newcastle Gateshead CCG | NHS North Tyneside CCG | NHS Northumberland CCG | NHS South Tyneside CCG | NHS Sunderland CCG | NHS Tees Valley CCG | Total      |
|------------------------------------|-----------------------|-----------------------------|------------------------|------------------------|------------------------|--------------------|---------------------|------------|
| C&YA Medical Telephone Appointment | 18                    | 67                          | 63                     | 80                     | 38                     | 2                  | 5                   | 273        |
| Cognitive Behavioural Therapy CBT  |                       | 14                          | 3                      | 4                      |                        |                    |                     | 21         |
| Complementary Therapy              | 4                     | 106                         | 52                     | 45                     | 10                     |                    |                     | 217        |
| Hypnotherapy and OT                |                       | 6                           | 1                      | 2                      | 2                      |                    |                     | 11         |
| Medical Outpatients                |                       | 4                           | 2                      | 3                      |                        | 1                  |                     | 10         |
| Occupational Therapists            |                       | 2                           | 1                      |                        |                        |                    |                     | 3          |
| Physio OutPatients                 |                       | 42                          | 4                      | 9                      |                        |                    |                     | 55         |
| Positive Steps                     |                       | 3                           | 3                      | 1                      |                        |                    |                     | 7          |
| Relaxation                         |                       | 4                           | 5                      | 5                      |                        |                    |                     | 14         |
| Social Work                        |                       |                             |                        | 4                      |                        |                    |                     | 4          |
| Tripudio Sessions                  |                       | 4                           | 2                      | 2                      |                        |                    |                     | 8          |
| <b>Total</b>                       | <b>22</b>             | <b>252</b>                  | <b>136</b>             | <b>155</b>             | <b>50</b>              | <b>3</b>           | <b>5</b>            | <b>623</b> |

### Referrals By Service



### Referrals By Service





# Lymphoedema Service

Recognised as a national centre of excellence in Lymphoedema management, St Oswald's Hospice is the largest specialist Lymphoedema service provider in the North East.

As we've provided Lymphoedema care consistently for over 30 years, we are specialists in our field and we regularly treat the most complex, severe cases.

All patients are cared for on a pathway approach, covering assessment, treatment and planned review and discharge. Our pathways mirror the International Lymphoedema Framework Best Practice Consensus Document (2006).

Similar to other services, our Lymphoedema Service has adapted to meet the changing needs of patients, offering appointments at home, at the Hospice and via telephone consultations.

To support increased visits in the community, the service introduced an extremely successful volunteer role, 'Lymphoedema Community Volunteers'. The volunteers accompany and support staff, which provides an extra pair of hands to support removal of bandages and recording measurements and reduced pressure for staff. In November 2021 we won Hospice UK's **Innovation in Care National Award** for the joint efforts between our Lymphoedema Service and Volunteering Department to maintain and improve patient care during the pandemic.



## Last year...

- **2,178** individual patients accessed our lymphoedema service
- We received **954** referrals.
- **8,945** appointments were attended by patients.
- We continued to operate outreach clinics to care and support people living with lymphoedema closer to home in Shiremoor, Blaydon and South Tyneside. This included **1,430** appointments in South Tyneside, **202** appointments in our Shiremoor Outreach Clinic and **444** appointments held in Blaydon.

**"I cannot thank the Lymphodema Team enough for the tremendous, super treatment over the years. They've controlled my lymphoedema and kept it from getting worse, which would not be the case if not for their treatment and care."**

# Lymphoedema Service - Overview

954

Number Of Referrals

2178

Individual Patients Seen

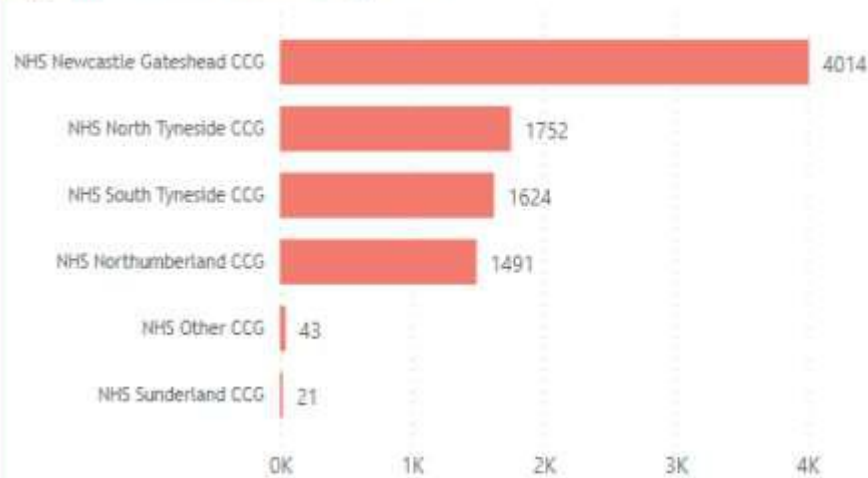
## Top 3 Referral Source



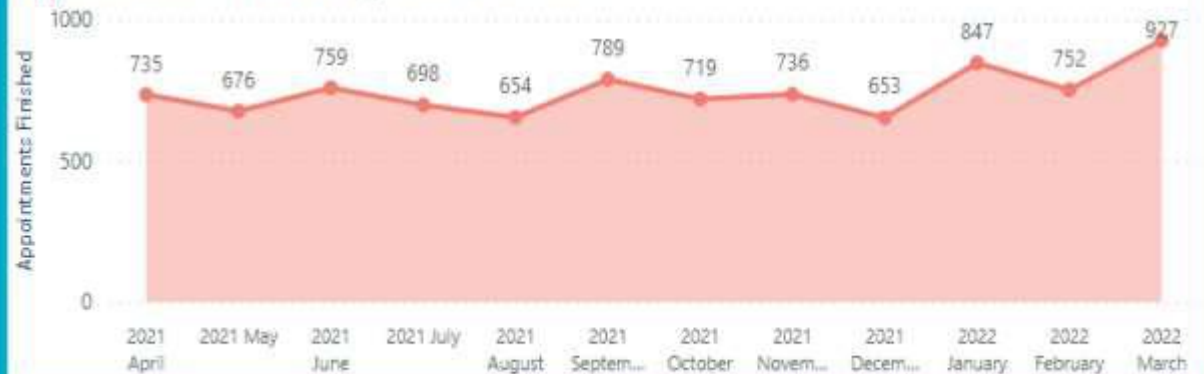
## Referrals



## Appointments Finished By CCG



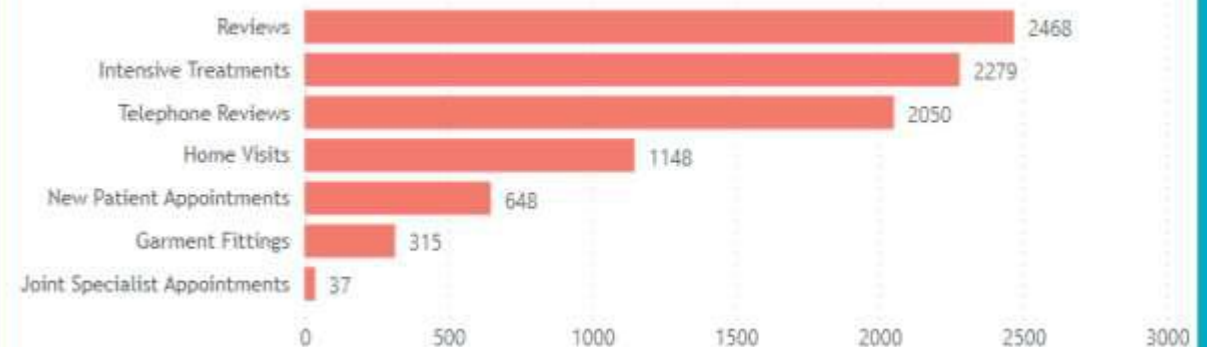
## Appointments Finished by Year and Month



## Finished Appointments By Clinic

| Clinic                         | No. Of Appts | % Of Grand Total |
|--------------------------------|--------------|------------------|
| Gosforth Clinic                | 6869         | 76.79%           |
| South Tyneside Clinic          | 1430         | 15.99%           |
| Blaydon Outreach Clinic        | 444          | 4.96%            |
| North Tyneside Outreach Clinic | 202          | 2.26%            |
| <b>Total</b>                   | <b>8945</b>  | <b>100.00%</b>   |

## Finished Appointments By Activity Type



# Children & Young Adults Service

We provide specialist short breaks and palliative care to babies, children and young adults, aged from 0 to 25, with progressive, life-shortening conditions. We also provide end-of-life care and care after death. Specialist, medically-supported care is provided, 24 hours a day, seven days a week.

Our care team of skilled staff provide residential short breaks to children and young adults from across the region.

Up to seven children and young adults can stay at any one time in our relaxed, home-from-home environment. During the year as part of the funding agreement with the Children's Commissioners we were able to open an extra bed in our Children and Young Adults Service for Children and Young Adults with complex life limiting conditions. This has enabled us to care for more families who desperately need our specialist short break service.

Children and young adults from Northumberland, Newcastle, Gateshead, North Tyneside, South Tyneside, Sunderland or Durham City, Chester-le-Street and Derwentside can benefit from short breaks at St Oswald's Hospice.

There is an assessment and referral pathway that has been agreed with health and, social care colleagues and ourselves within each area.

We work closely with colleagues at the Great North Children's Hospital and Newcastle upon Tyne Hospitals NHS Trust.

## Caring for children

Children staying with us can enjoy a range of activities such as: sensory play, music therapy, arts and crafts and baking. Teenagers benefit from their own living area – complete with games consoles, wide screen TV and PC's.

During the summer our garden space was transformed for the children we support to enjoy. The space is now fully accessible and has some fantastic facilities. We are thrilled to now be re-introducing trips and outings again including a residential activity break with three young adults in April 2022.





## Young adults

As well as offering residential short breaks to young adults, our Young Adults Social Group remains popular, which offers a range of empowering activities and a chance to socialise. Young adults staying at St Oswald's Hospice tell us how much they value independence and the chance to spend time with peers.

We continue to develop our new outpatient service for young adults, and have extended the scope of the service to benefit more local young people. The service was initially set up to support young adults transitioning in to adulthood, however the initial plot has demonstrated that transition is just one of the unmet needs that these patients have, and so we have extended the service to support young people with complex needs.

## Family support in our Children & Young Adults Service

At St Oswald's Hospice we're committed to providing services for the whole family. Our care team offer confidential 1-1 support to parents and we strive to bring families together.

To enable families to benefit from peer support we facilitate a 'parents group' who meet regularly at the Hospice. During the pandemic, we set up a closed virtual group for St Oswald's Hospice and parents/guardians of the young people we support. This group of people were quite isolated due to shielding during Covid-19, so the group was a welcomed source of support and interaction which is still used.

On a more practical note, for families wishing to stay with us, we offer four en-suite bedrooms, a bathroom and a lounge area with kitchen. Parents can also benefit from our free complementary therapy service.

As we know that brothers and sisters of children with chronic conditions can feel left out, we offer dedicated support for siblings too. Each year we run two 'Sibz Days' for brothers and sisters of children who stay with us for short breaks. Sibz Days involve sharing feelings and experiences and expressing them in different ways – including art, crafts and music. Children get the chance to have fun, make new friends and even play with medical equipment that their brother or sister may use, in a safe environment.

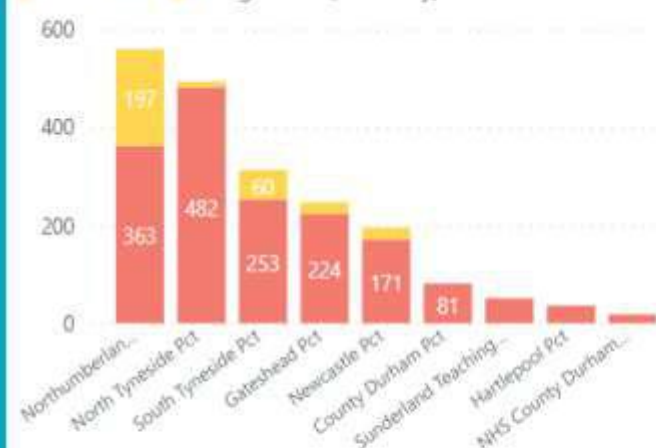
If a child dies at St Oswald's Hospice, their own home or in hospital, we are also here to provide ongoing bereavement support to families.



**“The Hospice really is our saving grace. I can't imagine our life without the Hospice in it and the support we receive from them.”**

### Bed Nights By Trust

● CHILDREN'S ● Young Adults (short stay)

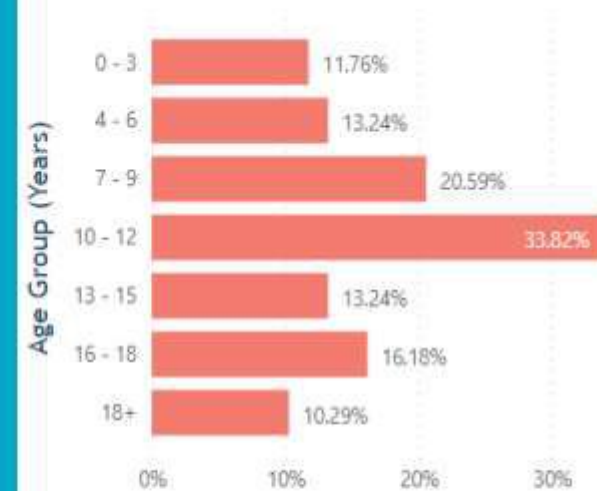


### Admissions By Trust

● CHILDREN'S ● Young Adults (short stay)



### Age Groups

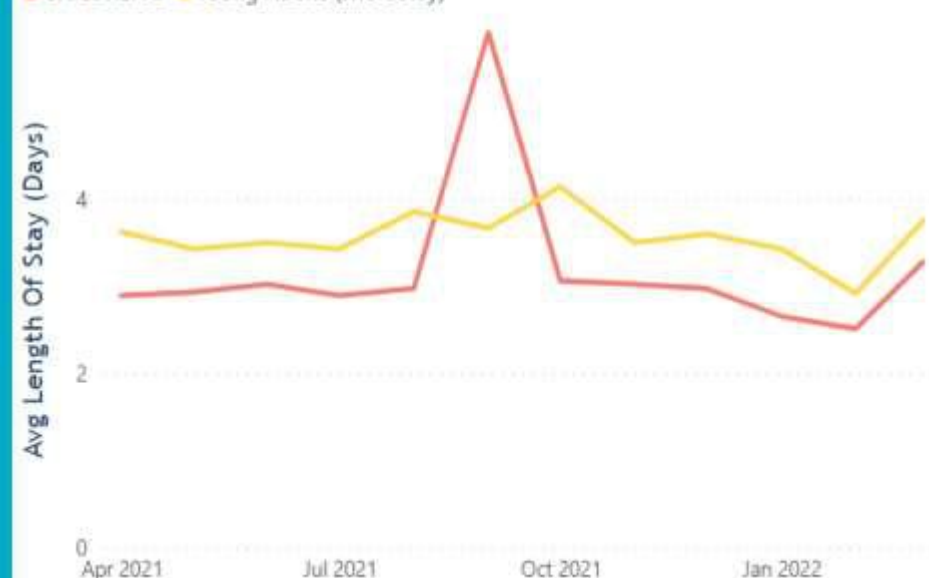


### Last year...

- **58** children and their families benefited from our Children's Service.
- A further **11** young adults were cared for at St Oswald's.
- **12%** of children staying were aged between 0-3 years old, **13%** 4-6 Years Old, **21%** 7-9 Years Old, **34%** 10-12 Years Old, **13%** 13-15 Years Old and **16%** 16-18 years Old.
- **614** admissions, **1,995** bed days were occupied with a **96%** occupancy rate.
- The average length of stay is **3** nights per visit for Children & **3** nights for Young Adults.

### Average of Length Of Stay

● CHILDREN'S ● Young Adults (short stay)



# Carer and Bereavement Support

- Our services to carers include complementary therapy, carers drop-in sessions, group sessions and one-to-one support.
- We also offer a range of support services to bereaved individuals and families on a one-to-one basis and in groups.
- Our one-to-one service has been predominantly through phone conversations, however we have held sessions onsite for some contacts when appropriate and safe to do so.
- Group sessions are usually held at St Oswald's Hospice, where people have the chance to share feelings and experiences in a warm and welcoming setting – with others who understand. This year however, group sessions have still been very limited again this year due to Covid-19.
- We would traditionally also hold 'Ozzy Days' for bereaved children aged from 5 to 15 whose parent, sibling or other loved one has received care from St Oswald's Hospice.
- BBC Children in Need continue to fund a Children's Lead in our Bereavement Team. This is a permanent post to support children facing the death of a loved one. The post has also extended the reach of the bereavement service in order to benefit children who have no prior association with the Hospice.
- The Bereavement Team also provide training to health professionals and teachers to enable them to support individuals more effectively where this is more appropriate. This support is offered to employers also, more information about this later.



## Last year...

- **150 individual adults** accessed the bereavement services with a total of **3,850 hours** of contact.
- **219 individual children and young adults** (3-18 years) accessed the bereavement services with a total of **2,082 hours** of contact.
- **21 adult bereavement group sessions** held (up to 7 adults per session), a total of **144 hours** of contact.
- **21 Children and young adult group sessions** held (up to 10 children and young adults per session), a total of **630 hours** of contact.





# Palliative Care Advice Line

Working in conjunction with Marie Curie, we run an out of hours palliative care telephone advice service available for health and social care professionals caring for adult patients from Northumberland, North of Tyne and Gateshead with palliative care needs.

Calls are answered by a qualified Nurse or one of the doctors (depending on advice required).

## 127

No. Of Calls

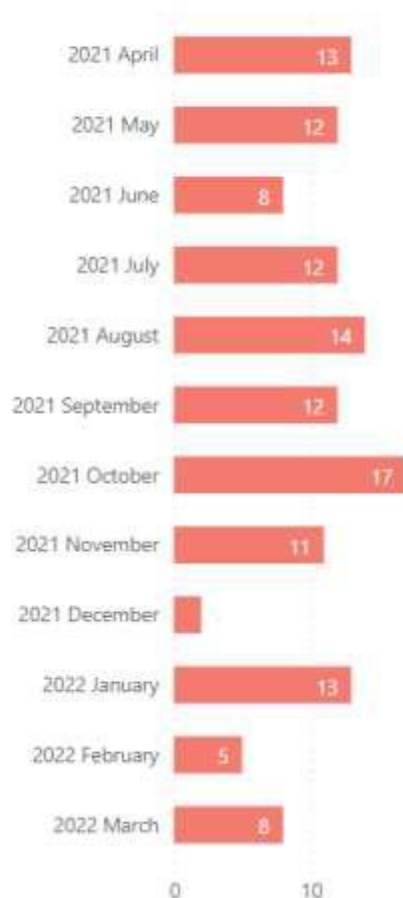
## 42

No. Of Follow On Calls

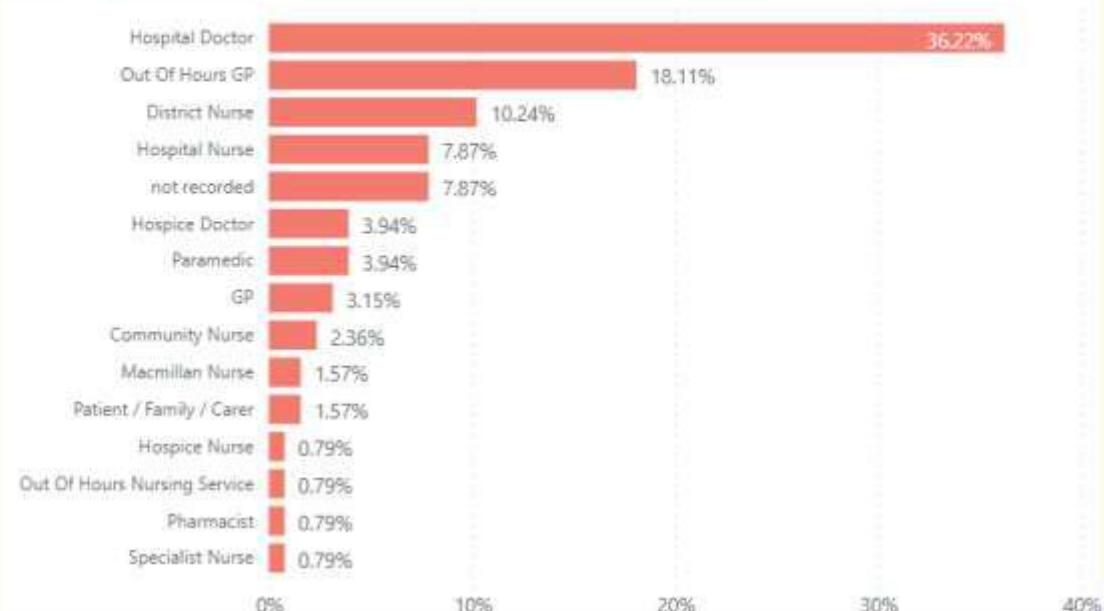
### Duration Of Initial Call



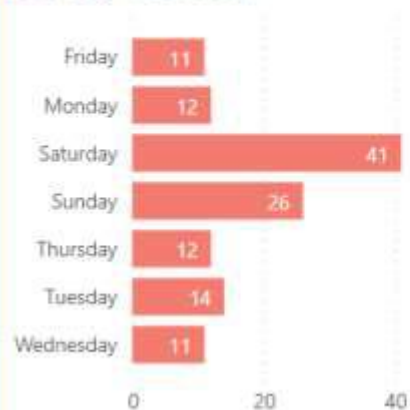
### No. Of Calls Per Month



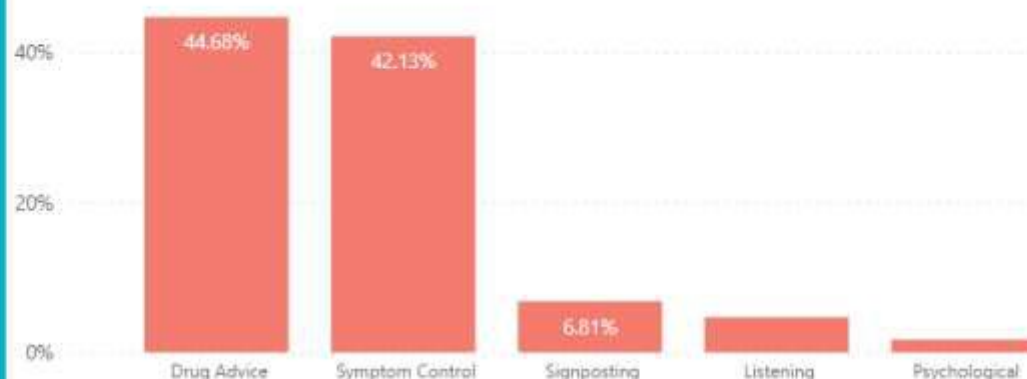
### Caller Profession



### Calls By Weekday



### Advice Given



# Corporate Bereavement Online Training

We've continued our training programme for employers in response to the devastating impacts of the pandemic.

In the face of unprecedented demand for our bereavement support service, a new training programme for businesses was developed in September 2020, and continues to grow and develop. Since launching this service we have trained 343 people from 105 different organisations.

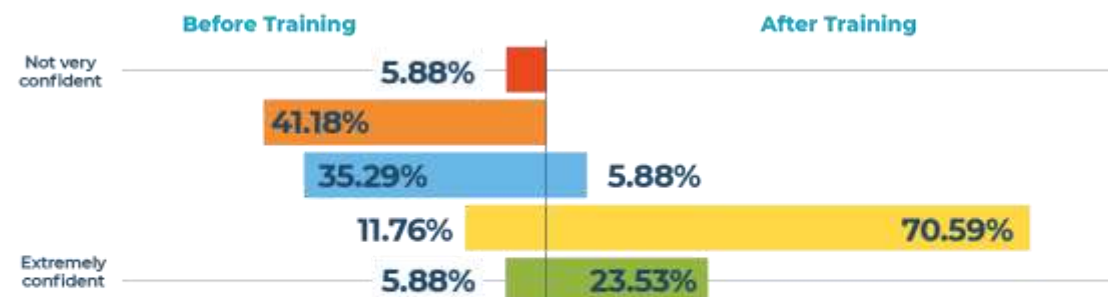
All support and training for businesses is delivered online by our Bereavement Team, who are specialists in supporting people following the death of a loved one, friend or colleague. To meet the specific needs and concerns of some organisations we've tailored the sessions to meet the specific needs and concerns of some organisations. Therefore, we now offer standard training and bespoke options too.

This was initially made possible due to a six month grant from The National Lottery Community Fund and due to increased demand, we are now continuing this pilot service.

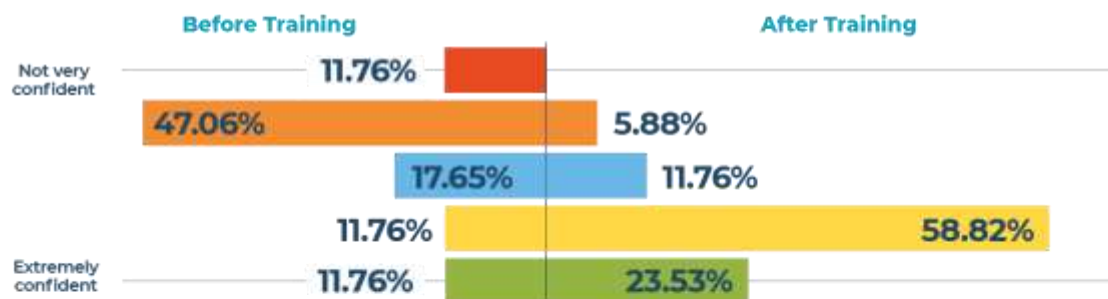
## In 2021/22

- **182 people** attended our 'grief, loss and bereavement' webinars for employers.
- **88%** of attendees said their expectations of training were either met or exceeded.

### How confident do you feel to try to help and support someone who has been bereaved?



### How comfortable do you feel talking about death and dying?



**88%**

of people's expectations of the training were met or exceeded

**100%**

of people would be likely or extremely likely to recommend this training to others

**100%**

of people know how to access further information and support should they need it

\*These stats are based survey responses. Not all participants completed a survey.

# Patient Feedback

## - an overview

We continue to listen and act on the feedback of our patients, children, young adults and families where we can. Feedback can be given through feedback forms which give service users the option to: comment on any good experience/what could be improved; have their say on whether they would recommend us to family and friends (in line with the NHS friends and family test); and rate the care provided at St Oswald's Hospice.

There are 'feedback bank boxes' in the Hospice so that people can submit their feedback using these forms anonymously, and feedback forms are also sent with patient letters.

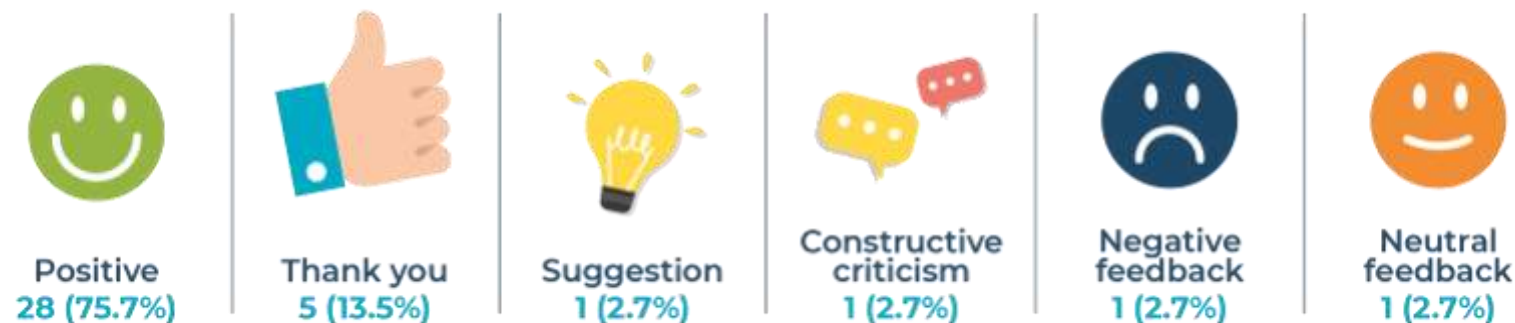
We continue to use focus groups to gather more qualitative information in a more specific way when considering service developments or redesign. In May 2021, St Oswald's Hospice's Patient and Public Involvement (PPI) Group for research was established. The PPI group is made up of patients, family members, carers and the public, who are all involved in various aspects of work to help develop and improve the research we deliver at the Hospice. The views and experiences of our PPI group will help us to shape future research and improve services for local people, and beyond.

## Feedback Bank

Since the launch of the feedback bank there have been **838** posts onto the Feedback Bank, which includes any feedback received through social media, suggestions boxes and comments books. A summary of the type of feedback is shown below, and as can be seen, the vast majority includes thank you or positive comments (**89% in 2021/22**).

Where feedback is given which requires a response, the information is forwarded to the department manager and a response requested, which is updated on the online feedback portal.

From April 2021 – March 2022, a total of **37 responses** were recorded on the Feedback Bank. Breaking the results in to categories, we received:



"Such a beautiful place, very welcoming. Staff are truly amazing."



# Staff and Volunteer Feedback

We believe that our workforce are able to be at their best when they know their duties, obligations and rights, and have opportunities to make their views known on issues that affect them, including quality of care, patient safety or bullying and harassment. We're committed to being open and honest and encourage staff to speak up and to raise any concern they have at an early stage and in the right way.

The views of staff and volunteers are actively sought via line managers, the feedback bank, special briefings, focus groups when needed, departmental visits from the Management Team and Trustees, and surveys. Staff surveys include the Workforce Equality Survey and St Oswald's Hospice rolling programme of staff surveys including Pulse Surveys to identify some of the things that we're doing right, what we need to do more of and what we need to stop, to help us to work more efficiently and support our people. We reviewed our Values to ensure they are still relevant and they then enabled us to create a People Charter which all staff were asked to agree to as part of their Objectives.

We've continued our work to promote positive staff health and wellbeing this year and in January 2021 we found out that after our formal assessment we had successfully been awarded the Bronze Better Health at Work Award (through Newcastle City Council). The Award highlights the efforts we've made in addressing health issues within the workplace, focussing on the wellbeing of staff and volunteers and promoting the benefits of healthy living. We also re promoted our In House Confidential Listening Service. If staff or volunteers have a personal or work related problem, and they feel it would help to talk things through with someone in strict confidence, they you can contact our In-House Confidential Support Service. The team is made up of St Oswald's Hospice members of staff.

St Oswald's Hospice operates a formal policy for staff and volunteers to raise issues of concern at work (whistleblowing). A Whistleblowing Policy exists to help staff raise these concerns as soon as possible and in an appropriate way. Whilst St Oswald's Hospice cannot guarantee that it will respond to all matters as a member of staff may wish, the hospice will strive to handle the matter fairly and properly. Any matter raised under this procedure will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation reported back to the member of staff who raised the issue. No member of staff will be victimised for raising a matter under this procedure.

St Oswald's Hospice has a Freedom to Speak up Guardian, who staff and volunteers can contact if they have concerns of any nature or if they want to make a suggestion or give feedback. The Freedom to Speak up Guardian will support staff in ensuring their concerns are heard and acted upon as appropriate and that feedback is forwarded to the right person.

In addition, St Oswald's Hospice has a Respect at Work Policy which sets out how staff and volunteers can address concerns or complaints of bullying and/or harassment. Staff and volunteers have an option to discuss their concerns with St Oswald's Bullying and Harassment Officer in the first instance who will provide guidance on the policy.

A grievance procedure also exists to set out how staff can raise issues in relation to their concerns, problems or complaints with regard terms and conditions, how staff are managed, the working environment, Health & Safety Issues, work relations, new working practices, the working environment, and equal opportunities. It is not an exhaustive list and staff may raise a grievance about any issue.

To ensure staff and volunteers are listened to and fed back to appropriately organisation-wide, a standard item has been added to the agenda of our 'Risk Management Group', which meets bi-monthly. Any issues that need to be discussed with Line Managers will be raised at Management Forum or within Management Briefing. If possible feedback will be given direct to the person who submitted feedback.

## 80.24%

of staff and volunteers  
feel valued and supported  
by St Oswald's Hospice  
at this time.

\*people who scored 7 or above

## 94.15%

said that they felt they  
were listened to and heard  
or somewhat listened to  
or heard at this time.

## 68.24%

said that they felt they  
were receiving just  
the right amount of  
communication.

\*people who scored 4-6

# **We educate**

We are a leading provider of specialist palliative care education in the North East. We have been providing first class quality care for over thirty five years and are renowned locally, regionally and nationally for our expertise. Our role as an educator includes:

## **Medical Specialty Training**

We provide postgraduate training for Specialty Registrars who are training to become Palliative Medicine Consultants.

## **Northern GP training programme**

We provide palliative medicine training to eight GP registrars each year as part of their GP training programme and we also lead the palliative care teaching sessions for sessions Northern GP training programme. These are led by our consultants and specialty doctors.

## **Student placements**

We provide medical students placements throughout their studies. We work specifically with fourth year medical students, who undertake a six month placement as part of their Advanced Clinical Experience placement, supervised by one of our consultants.

We provide medical students placements throughout their studies. We work specifically with fourth year medical students, who undertake a six month placement as part of their As well as this, we offer one day placements for students looking for clinical experience. We also offer electives of 6 to 9 weeks in 4th or 5th year for medical students locally, nationally and internationally.

# Corroborative statement from Newcastle Gateshead, Northumberland, North Tyneside and South Tyneside Clinical Commissioning Groups (CCGs) for St Oswald's Hospice Quality Accounts 2021/2022

Newcastle Gateshead, Northumberland, North Tyneside, and South Tyneside Clinical Commissioning Groups (CCGs) welcome the opportunity to comment on the Annual Quality Account for St Oswald's Hospice for 2021/22 and would like to offer the following commentary:

As commissioners, Newcastle Gateshead, Northumberland, North Tyneside, and South Tyneside Clinical CCGs are committed to commissioning high quality services from St Oswald's Hospice. They take seriously their responsibility to ensure that patients' needs are met by the provision of safe, high-quality services and that the views and expectations of patients and the public are listened to and acted upon.

Firstly, the CCGs acknowledge that 2021/22 has again been an extremely challenging time for NHS providers and the entire NHS due to the unprecedented challenges of the COVID-19 pandemic. The CCGs would like to extend their sincere thanks to St Oswald's Hospice and all their staff and volunteers, for the efforts and commitment shown in responding to pandemic and for transforming services to deliver new ways of working, whilst ensuring patients and their families continued to receive excellent care.

As highlighted in the Chief Executive's statement, it is acknowledged that the pandemic placed significant challenges and restrictions on St Oswald's Hospice retail and fundraising activities, which has impacted on their income. The CCGs commend St Oswald's Hospice for their creative and flexible approach in trying to address this and fully support the strategic objectives set for 2022/23 to survive, strive and thrive in a post COVID-19 world.

The report provides a good description of the quality improvement work undertaken by St Oswald's Hospice and a transparent account of where improvements have been made. In 2021/22 St Oswald's Hospice set three key quality objectives and the CCGs recognise the excellent progress made.

The CCGs congratulate St Oswald's Hospice for the significant progress made in the quality priority for developing services to meet the needs of patients and carers post COVID-19. This included offering a wide range of 'at home' complementary therapies and the opening of an extra bed in the Children and Young Adults Service for children and young people with complex life limiting conditions. It is very positive to note the Ambulatory Care pilot, working in partnership with Newcastle Upon Tyne Hospitals NHS Foundation Trust, was a success with the potential for long term sustainability and that this has received positive patient feedback. The CCGs fully support St Oswald's Hospice commitment to continuing to develop services to meet patient and carer needs post COVID-19 in 2022/23.



## Corroborative statement from Newcastle Gateshead, Northumberland, North Tyneside and South Tyneside Clinical Commissioning Groups (CCGs) for St Oswald's Hospice Quality Accounts 2021/2022 (continued)

The CCGs recognise the excellent progress made with the quality priority to develop volunteer roles to deliver flexible and innovative services, with an increased emphasis on training, support, and supervision to ensure they have a positive experience. The CCGs congratulate St Oswald's Hospice for winning the Hospice UK *Innovation in Care National Award*<sup>7</sup> which recognised the joint efforts of the Lymphoedema Service and the community volunteers for maintaining and improving patient care during the pandemic. It is fully acknowledged that during the pandemic the support the volunteers provided to patients, relatives and staff has been invaluable and the CCGs would like to commend them for their fantastic contribution. The CCGs fully support the continuation of the quality priority to further develop volunteer roles in 2022/23, including extending volunteer support to the new Rapid Response Service.

The CCGs welcome St Oswald's Hospice collaborative working with the NHS and health partners in charities to improve palliative care for patients both regionally and nationally. The CCGs recognise that St Oswald's Hospice relationships with local acute trusts and universities have continued to strengthen over the past year, as well as directly linking into Hospice UK and Together for Short Lives. It is positive to note Newcastle upon Tyne Hospitals NHS Foundation Trust has provided the hospice with excellent infection prevention and control advice and support throughout the pandemic. The commissioners fully support the continuation of this quality priority in 2022/23 to drive forward improvements in palliative and end of life care across the region.

The CCGs acknowledge that St Oswald's Hospice's has undertaken a wide range of local clinical audits throughout 2021/22, which demonstrates that they are focussed on delivering evidenced based practice. St Oswald's Hospice did not participate in clinical research in 2021/22, however it is noted that plans are in place to significantly develop research activity in the coming years following the appointment of a Research Centre Manager. It was also positive to see that a Patient and Public Involvement Group for research was established in May 2021, which will help St Oswald's Hospice to shape future research and improve services for local people.

St Oswald's Hospice has successfully completed the Data Security and Protection Toolkit submission. It is noted that significant improvements have been made over the past year to further strengthen the IT security of systems to support compliance with key national standards. The CCGs commend the robust approach to ensure that Data Security and Protection is embedded into day to day working practices to assure that patient, staff, and volunteer information is protected and managed in line with the legal requirements.

The CCGs commend the proactive approach in seeking, listening, and responding to feedback from patients and carers through a variety of initiatives, such as the *Feedback Bank*<sup>8</sup>. The CCGs found it particularly heart-warming to read the examples of feedback included in the report and it is clear that the patient and public opinion of St Oswald's Hospice is extremely positive. It is also positive to note the excellent approach to seeking the views of staff and volunteers and promoting their health and wellbeing through a variety of different measures and staff surveys. The CCGs congratulate St Oswald's Hospice for the being awarded the *Better Health at Work Bronze Award*<sup>9</sup> in 2021 following a formal assessment; this is an excellent achievement.

# Corroborative statement from Newcastle Gateshead, Northumberland, North Tyneside and South Tyneside Clinical Commissioning Groups (CCGs) for St Oswald's Hospice Quality Accounts 2021/2022 (continued)

The CCGs congratulate St Oswald's Hospice for continuing to be a leading provider of specialist palliative care education in the North-East of England. The continued work in providing specialist training and education to speciality registrars, GP registrars and medical students is to be commended.

The CCGs welcome the three quality priorities St Oswald's Hospice has set for 2022/23, which underpin the *Vision 2025* strategic objectives and related priorities. These are appropriate areas to target for continuous quality improvement and link well with commissioning priorities, which will transfer to new North-East and Cumbria Integrated Care Board (ICB) in July 2022. It is hoped that the collaborative working relationships with St Oswald's Hospice and the commissioners will continue as an integral part of the new ICB arrangements.

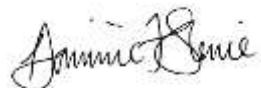
The CCGs can confirm to the best of their ability that the information provided within the Annual Quality Account is an accurate and fair reflection of the performance for 2021/22. It is clearly presented in the format required and contains information that accurately represents St Oswald's Hospice quality profile and is reflective of the quality activity and aspirations for the forthcoming year.

The commissioners look forward to continuing to work in partnership with St Oswald's Hospice to assure the quality of services commissioned in 2022/23.



**Julia Young**  
Executive Director of Nursing,  
Patient Safety & Quality

June 2022



**Dr Dominic Slowie**  
Medical Director

For and on behalf of:

NHS Newcastle Gateshead Clinical Commissioning Group

NHS Northumberland Clinical Commissioning Group

NHS North Tyneside Clinical Commissioning Group

NHS South Tyneside Clinical Commissioning Group

  
**South Tyneside**  
Clinical Commissioning Group

  
**Northumberland**  
Clinical Commissioning Group

  
**North Tyneside**  
Clinical Commissioning Group

  
**Newcastle Gateshead**  
Clinical Commissioning Group

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St Oswald's Hospice, Regent Avenue, Gosforth, Newcastle upon Tyne, NE3 1EE. Reg Charity No. 503386