



**St Oswald's
Hospice**

Quality Account

2022 – 2023

Welcome

to our Quality Account for 2022 - 2023

This year we have begun to re-open our Hospice doors to welcome our patients, their families and our non-clinical staff and volunteers back onsite at the main Hospice. Thanks to good practice surrounding Covid-19 and the vaccination programme, it's beginning to look and feel more like St Oswald's Hospice of old.

There have also been so many exciting developments and changes in 2022/23 that we've adapted to help meet the needs of local people. I want to pay tribute to our wonderful team of staff, volunteers and supporters who have helped us to achieve this. Without them, we wouldn't be able to provide any of the outstanding care that our patients and their families have come to expect from St Oswald's Hospice. I'm so proud of everything that we have achieved in the past 12 months.

Our care and support services have continued to grow and we've established some new services too. In May 2022, we launched our Combined Supportive Care Service. Working with Newcastle Hospitals NHS Foundation Trust, this service is for patients living with lung cancer or mesothelioma. Our Children and Young Adults service has started developing our Outreach Service to support children and young adults with complex life-limiting conditions out in the community. We have won several awards across our Focus on Living Centre and Lymphoedema Service. You can read more about these developments later in the report.

As our Vision 2025 is drawing to an end, we've started to develop a new strategy which will cover a period of three years, 2023-2026. We've begun working with Claire Henry Associates, engaging with key stakeholders including patients, families and the public, on our new strategy, which will help us deliver the very best care for our patients and their families. Alongside this, we continue to push forward with our organisational objectives, set in 2021, which have been designed to make sure that we do three things: Survive the current situation, Strive to improve so that we can Thrive. Every staff member now understands the vital role they play in delivering our strategic objectives.

Although the pandemic and the cost of living crisis have presented many challenges, it has allowed us to review our income streams and develop alternatives. Our fundraising and retail teams have been creative and flexible in thinking of ways to boost income. The end of lockdown and social distancing meant we could reintroduce some of our old events, such as our Light up A Life celebration event. We had great feedback from the community and it was wonderful to welcome so many people back together. The fundraising team has also developed new and innovative ideas, like our Sportsman Dinner with Hospice Ambassador and Newcastle United Assistant Head Coach, Graeme Jones, in February 2023. We also held our first-ever Giving Day in March 2023. We were totally overwhelmed at the support from our community during Giving Day which saw us raise £309,000 in 33 hours. All of the money raised will go directly towards our vital care and support services. We will continue to adapt and think creatively moving forward into 2023/24.

We've continued our work in collaboration with our partners across health, social care and the voluntary and community sector. Our relationship with Newcastle Hospitals NHS Foundation Trust has been strengthened through our links with some of our new services and due to their excellent and ongoing Infection Control Guidance advice. We've also collaborated as part of the 12 independent charitable Hospices across the North East, that form Hospices North East and North Cumbria (HNENC). The vision of the group is 'to ensure that the people of the North East receive outstanding Hospice care and support.'

Finally, following a year where the world has started to return to normal after the effects of the pandemic, 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.

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 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 2022-23

There were a significant number of objectives for each directorate in 2022-2023, however three objectives were highlighted:

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

2022-23 has seen the reduction of Covid-19 restrictions and has enabled us to invite more patients and families back through our doors to access our services. We were able to keep all of our services open throughout 2022/23 and service developments included:

- Ambulatory Care is now a permanent service offered by St Oswald's Hospice.
- Our Combined Supportive Care Clinic in partnership with Newcastle Hospitals NHS Foundation Trust launched at our Focus on Living Centre. We've had excellent feedback from our patients about this service.
- Developed our Children & Young Adults Outreach Service to help meet the needs of our Children & Young Adults out in the community and in their own homes.
- Groups have started to return back onsite in our Focus on Living Centre allowing us to deliver face-to-face sessions.
- Our Lymphoedema Rapid Response Clinic has grown quickly this year and is now embedded into our Lymphoedema Service.

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

We have continued to develop our Lymphoedema Volunteering and have recently started a new project called 'Volunteer to Career' with Helpforce. The aim of this project is to provide mentorship, development opportunities and career pathways for Lymphoedema volunteers (current and future) interested in a future career in healthcare or medicine. A wider steering group is being set up for this project. The group aims to embed the work creating sustainability for this approach beyond funding. There has also been similar attention paid to Patient Support Volunteering on our Inpatient Ward. Our volunteers have continued to support our staff by providing companionship to our patients, helping with feeding, getting them in and out of bed and even sitting with patients close to end of life if family are not available.

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. We have collaborated with 12 independent Hospices in the North East, to form 'Hospices North East and North Cumbria (HNENC).' The vision of the group is 'to ensure that the people of the North East receive outstanding Hospice care and support.'

Priorities for improvement and required statements

Reviews of Service

During 2022-2023 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 41% of the Hospice's total income.
The remaining 59% was raised by the charity from a variety of sources.***



Priorities for improvement and required statements

Participation in Clinical Research:

The number of patients receiving NHS services provided or sub-contracted by St Oswald's Hospice in 2022-2023 which were recruited during that period to participate in research approved by a research ethics committee was 43.

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

Projects St Oswald's Hospice has been involved in include:

BETTER—Bereavement EducaTION and Training for Employers evaluation and Recommendations (Lead Site)

PEACE—Palliative and End of Life care experiences of people of African and Caribbean dEcent (Host site - Lead by Newcastle University)

Improving discussion about resuscitation for bereaved relatives in covid-19 (Host site —Lead by Manchester University)

Deathbed Etiquette (Host site —Lead by Lancaster University)

RIPEN—Research in Palliative and End of Life Care North East (Host site — Lead by Newcastle University)

Palliative Medicine trainees should learn about frailty: meta-synthesis and Delphi study to establish curriculum content (Host site—Lead Keele University)

COPPAR—Collaborative UK wide paediatric palliative care research network (Host Site - Lead—Keele University)

IRIS - Augmented and assisted communication in children's hospices (Lead Site)

Diverse experiences of End of Life care for Dementia—Establishing Consensus and Capacity through Collaboration and Co-production (Host Site—Lead Newcastle University)

Use of the CQUIN payment framework:

St Oswald's Hospice income in 2022-2023 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 2022-2023.

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.

St Oswald's Hospice continues to engage with CQC as they transition to a new way of inspection. Throughout 2022 and into 2023 we have had several telephone conversations, responded to information requests and familiarised ourselves with the Quality Statements. We have also promoted the CQC feedback portal with patients and families. In that time, we have received regular email confirmations that CQC are satisfied and that there is no reason to trigger an inspection or change our rating.



St. Oswald's Hospice Limited

Last rated
26 January 2016

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

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@cqc.org.uk, or go to 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 2022-2023 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 2022-2023

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 2022-2023 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 2022-2023 one serious incident relevant to the Duty of Candour legislation was 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 2023-2024, however, our highlighted priorities are:

PRIORITIES FOR IMPROVEMENT - key Priorities for 2023 - 2024

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 2022- 2023, **2,662 adult patients, 86 children** benefited from St Oswald's Hospice services including:

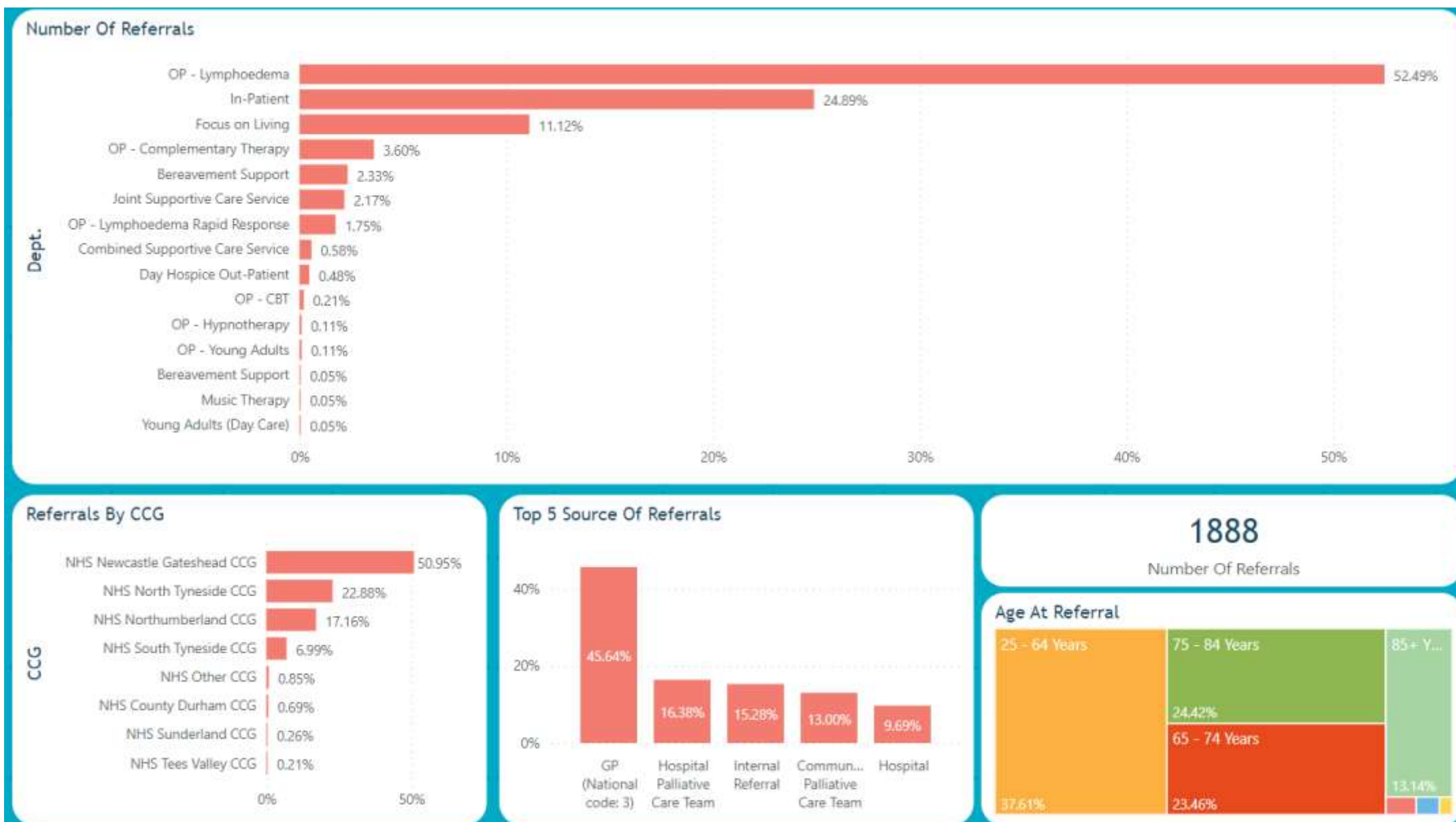
- **199** adult inpatient admissions & **199** completed stays.
- **405** one-to-one contacts recorded over **96 patients** in our Focus on Living Centre
- **991** Lymphoedema referrals.
- **9,387** Lymphoedema outpatient attendances.
- Children's & Young Adults recorded an occupancy of **92%** over the year resulting in **2,012** 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



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.

In January 2023, our Family Room received a donation from Together For Cinema to install a cinema space within the Family Room. The cinema space has surround sound, a large pull-down TV screen, and electric blinds which allows patients and their families to access Netflix and Disney+ . This gives our families the opportunity to create special memories together away from their bedrooms. We have held special events such as weddings, birthdays, movie nights, Valentine's Day and other celebrations in the Family Room.

Last year, the Hospice Enablement Group became more established. The multidisciplinary team of staff work with our patients to help them to maintain their independence and achieve their goals and wishes. Our team understand that this can have a positive impact on our patients health and overall wellbeing. The Enablement Group and Patient Support Team have made it possible for our patients to go to their most favourite places, such as the beach or a restaurant to have quality time with those most important to them.



Last year...

- There were **199** adult inpatient admissions, **199** completed stays, **60** patient discharges and **139** deaths.
- **4,404** bed-days were occupied during the year, with an average occupancy of **81%**.
- Patients stayed with us for an average stay of **21** days.
- **All** families and carers have access to our Family Support Unit including bereavement support.

"To all the staff at St Oswald's Hospice, doctors, nurses, support staff, cleaning staff, kitchen and volunteers, a huge thank you from us all. We really cannot thank you enough for all that you did for Dad. You are truly amazing. You provided us all with support we needed at a very difficult time."

Inpatient Service - An Overview

73

Avg Age

21

Avg Length Of Stay (Days)

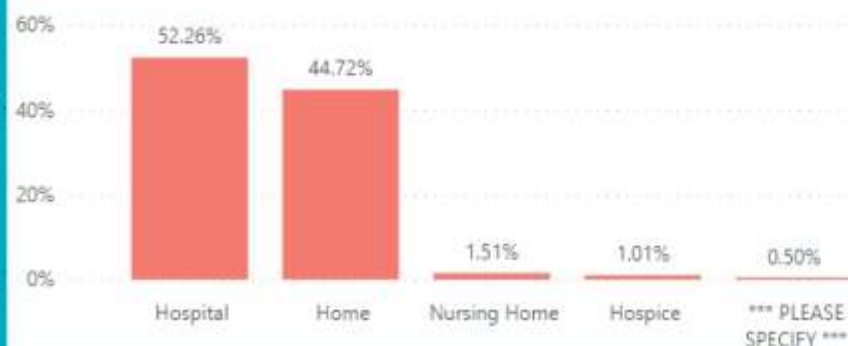
16

Median Length Of Stay (Days)

4

Avg Wait (Days)

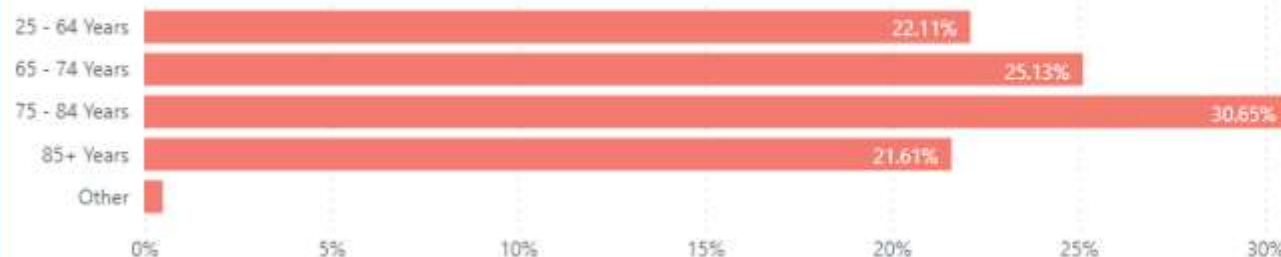
Admitted From



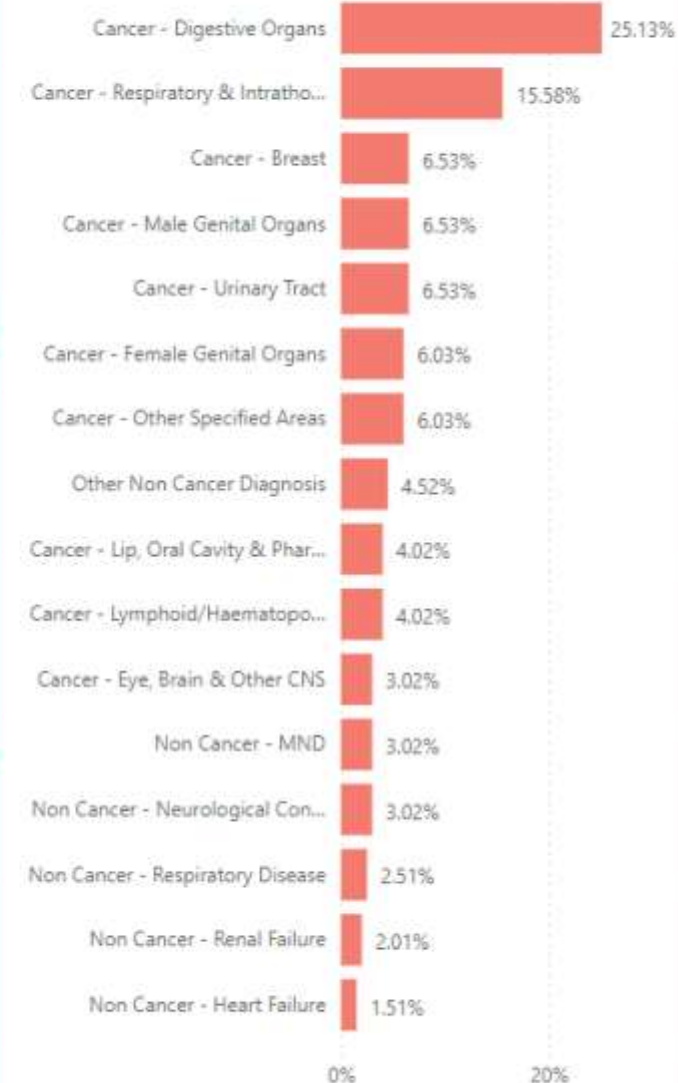
Location After Discharge



Age Group On Admission



Diagnosis



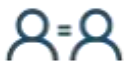
Focus on Living Centre

Our Focus on Living Centre has welcomed patients back to attend group and face-to-face sessions onsite at the Hospice this year. We have continued to offer virtual support to patients too. The Ambulatory Care Service that launched as a pilot in 2021 has now become a permanent service offered by St Oswald's Hospice.

Over the year, 124 one-to-one contacts and 281 face to face group session attendances were recorded for 96 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 – face to face sessions on Fatigue Management, Breathlessness, Tripudio exercise, Relaxation, Living with a Palliative Illness, Ladies and Men's classes and Music Therapy.



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



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

In May 2022, we launched the Combined Supportive Care Service. This weekly service is a collaboration between St Oswald's Hospice and Newcastle Hospitals NHS Foundation Trust. The service was set up for people with lung cancer or mesothelioma. This has given more patients earlier access to the range of support and services we have at St Oswald's Hospice and offers a much more comfortable and relaxing environment for patients. It has also freed up much needed capacity in hospitals. In November 2022, we won Hospice UK's **Michael Howard Award for Partnership Working** for the joint efforts with Newcastle Hospitals NHS Foundation Trust on the Combined Supportive Care Service.

In March 2023, we won **Bright Ideas In Health Awards 'Innovation Champion Team Award'** for the joint efforts between our Lymphoedema Team and Focus on Living Centre. This award recognised how the team went above and beyond during the pandemic to develop dynamic and highly responsive services that benefitted patients throughout our community.



Patient feedback on our Combined Supportive Care Service: "I was so pleased that I could get so many things done at one place because my mobility is not very good. It's on my mind all the time 'oh, how will I do that?' But it's good because I can get so many things done here all at once. I feel the freedom to ask for what I need. They make you feel belonging and comfortable – the staff are all so nice. They really are – from the first one to the last one that you meet, even the driver who brings me in!"

Virtual Support - an overview



Group attendances - an overview



Ambulatory Care

- an overview

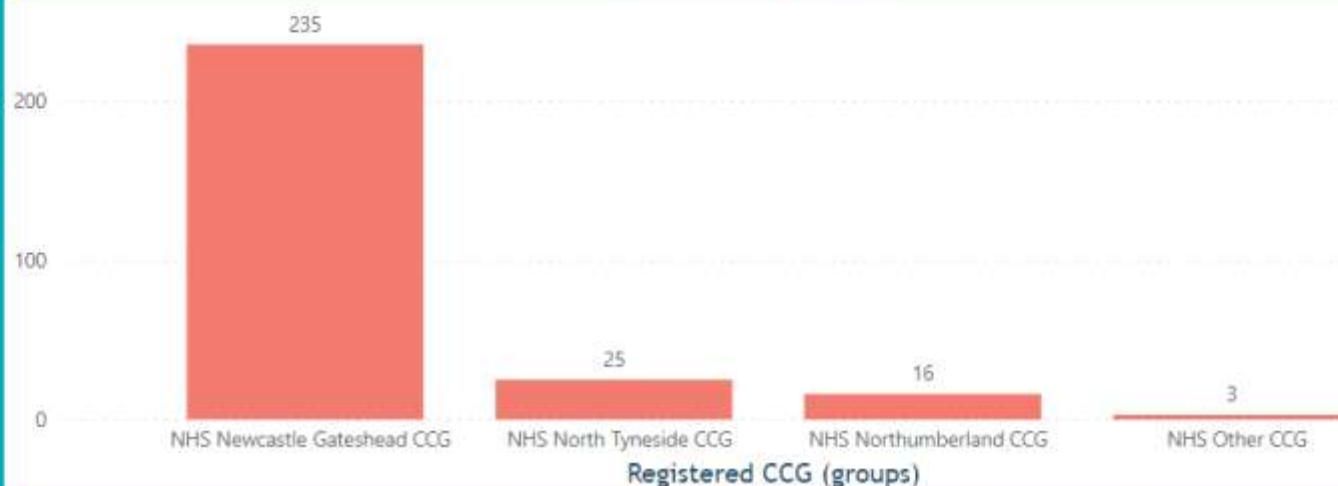
Number Of Patients

38

Number Of Transfusions

277

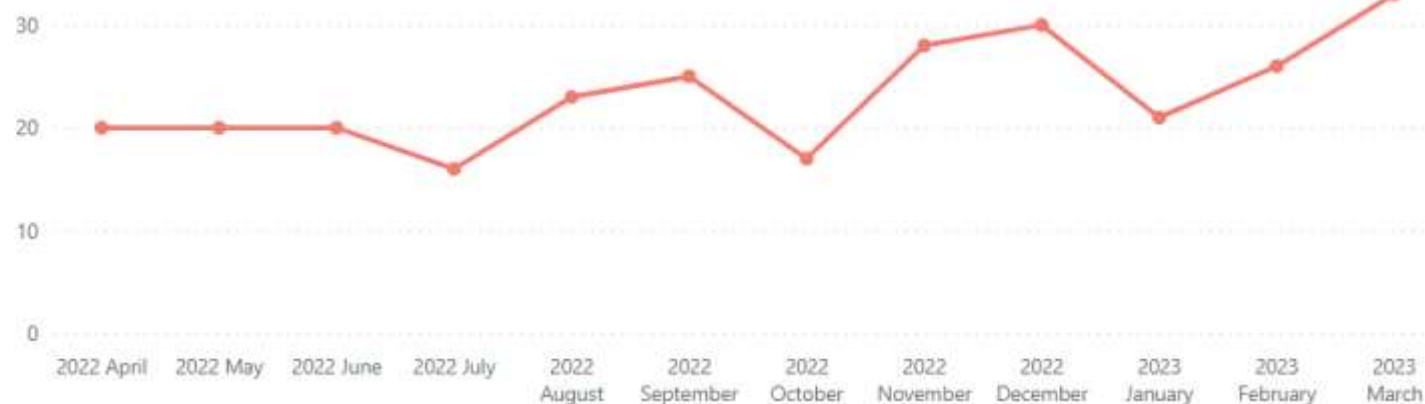
Transfusions By CCG



Transfusions By Weekday

Weekday	Number Of Transfusions
Wednesday	131
Thursday	146
Total	277

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.

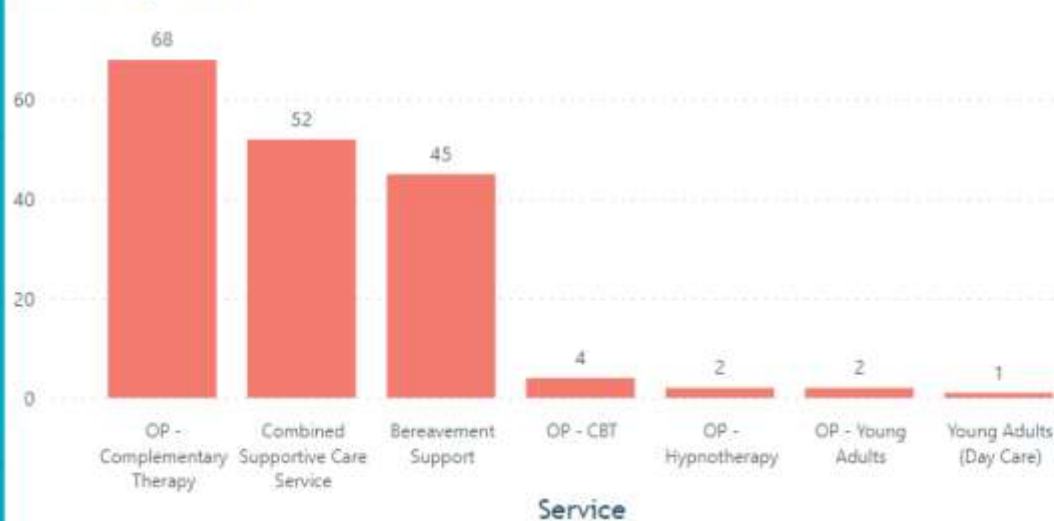


Outpatient activity last year

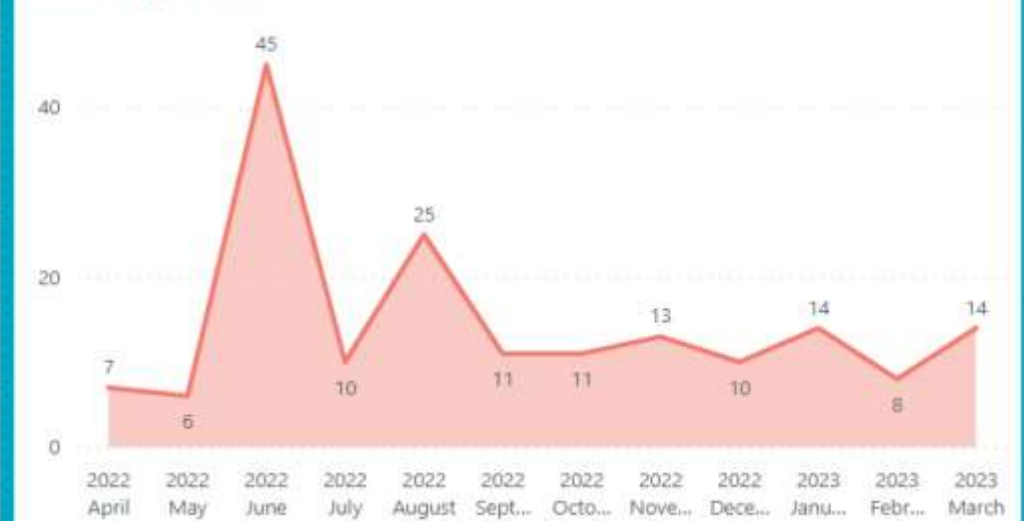
Completed Outpatient Appointments

Rota type (groups)	NHS Newcastle Gateshead CCG	NHS North Tyneside CCG	NHS Northumberland CCG	NHS South Tyneside CCG	Total
CBT & Cognitive Behavioural Therapy CBT	33	4	4		41
Combined Supportive Care Service	48	5	3		56
Complementary Therapy	140	60	12	3	215
Hypnotherapy	3				3
Medical Outpatients	5	1			6
Occupational Therapists	2		1		3
Physio OutPatients	62	2			64
Social Work	6				6
Total	299	72	20	3	394

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 team has welcomed patients back this year, whilst still offering appointments at home and via telephone consultations.

Our Lymphoedema Rapid Response clinic has been extremely successful and we've had excellent feedback from patients, staff and volunteers. This service means there has been a reduction in the need to re-arrange non-urgent patient appointments, allowing us to accommodate those with urgent needs.

In November 2022, we won **'Best Overall Presentation' at The British Lymphology Society Awards**. This award recognised our poster presentation that explained a unique initiative to help patients suffering from venous eczema. Misdiagnosis of venous eczema can lead to inappropriate prescribing of antibiotics for suspected cellulitis often resulting in avoidable admission to hospital or frequent GP visits. Patients often require urgent assessment and treatment to regain Lymphoedema control and restore skin integrity. Since introducing this initiative, our patients have seen huge improvements to their skin due to the research, staff education and changes to practice that have been introduced to help treat this condition.

Last year...

- **2,379** individual patients accessed our lymphoedema service
- We received **991** referrals.
- **9,387** appointments were attended by patients.
- Our outreach clinics provided care and support to people living with lymphoedema closer to home. This included **1,595** appointments in South Tyneside, **288** appointments in our Shiremoor Outreach Clinic and **452** appointments held in Blaydon.



"After using the Lymphoedema Service, I had some self-belief and hope that I'd finally get a solution. Everybody at St Oswald's Hospice went above and beyond to make me feel better and tried all sorts of methods – until I finally got a solution and my Lymphoedema started to improve."

Lymphoedema Service - Overview

991

Number Of Referrals

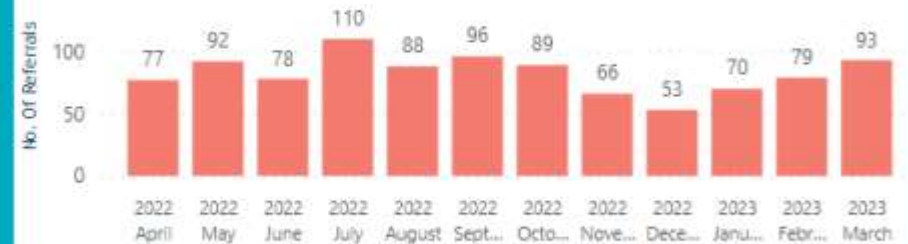
2379

Individual Patients Seen

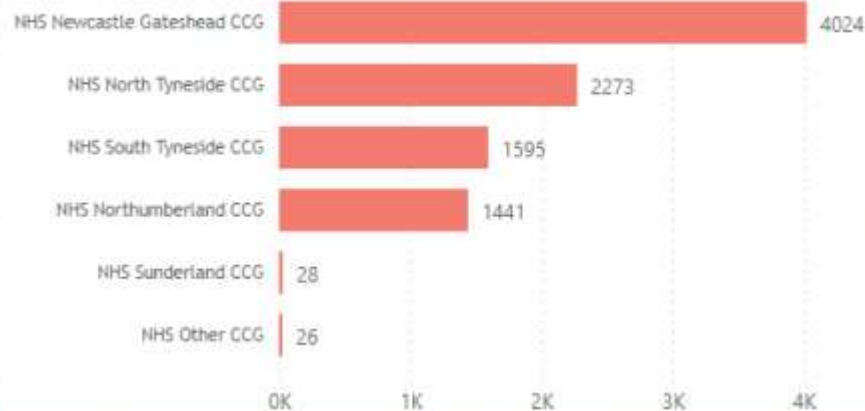
Top 3 Referral Source



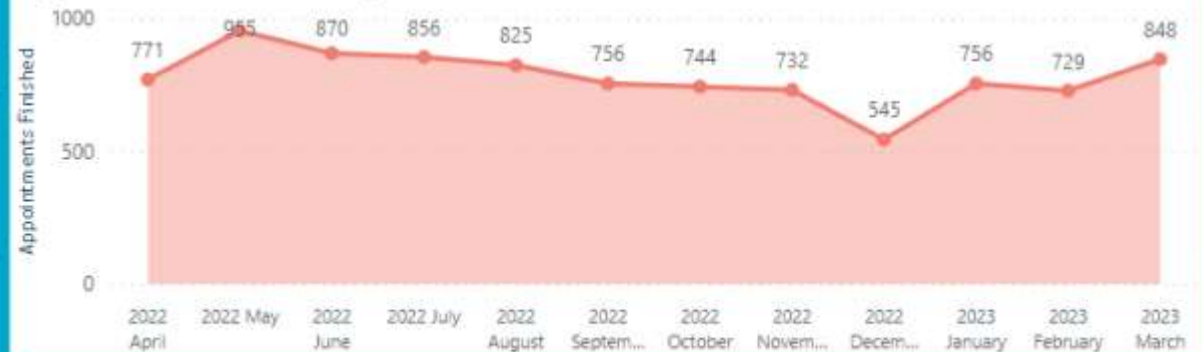
Referrals



Appointments Finished By CCG



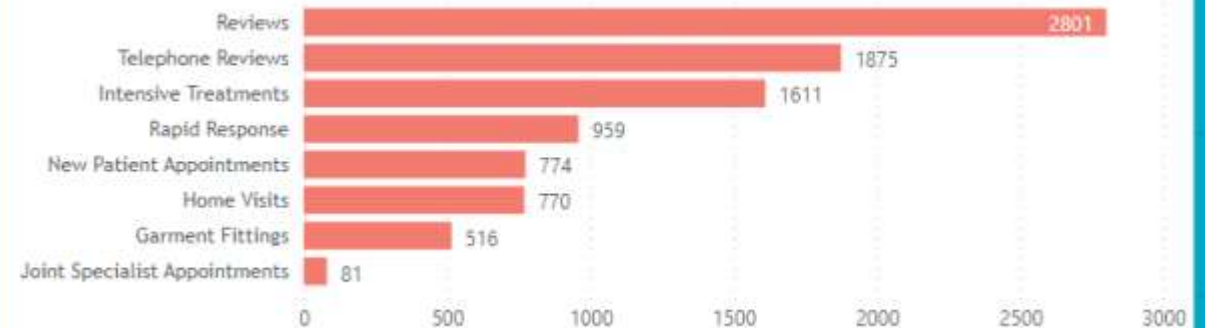
Appointments Finished by Year and Month



Finished Appointments By Clinic

Clinic	No. Of Appts	% Of Grand Total
Gosforth Clinic	7052	75.13%
South Tyneside Clinic	1595	16.99%
Blaydon Outreach Clinic	452	4.82%
North Tyneside Outreach Clinic	288	3.07%
Total	9387	100.00%

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.

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 Children & Young Adults enjoyed fun and accessible surfing trips to the beach. This was made possible through our work with Peacocks Medical Group, Beach Access North East and East Coast Fibreglass Supplies, who helped to make an accessible chair board for our Children & Young Adults. One Young Adult told us he hadn't been to the beach since he was four years old, and the closest he had ever come to water was swimming in a hydrotherapy pool. He said that he found the surfing experience 'rejuvenating and relaxing'.

We are delighted that we've been able to re-introduce a programme of trips and outings again this year. Our Children & Young Adults have enjoyed trips to the farm, the theatre and to see the Fenwick Christmas window.

Another special moment for our Young Adults was the chance to attend our Sports Dinner in February 2023. They were able to meet Newcastle United Assistant Head Coach and Hospice Ambassador, Graeme Jones, along with Newcastle United Football Players. It was safe to say there were smiles all around!



Young adults social

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. This year our Young Adults have enjoyed trips to Bendrigg to experience rock climbing, abseiling and archery.

In August 2022, our Ozzy Fest returned. Held in our Young Adults garden and lounge, there was live music, a BBQ and even a VW bar offering cocktails and mocktails. Young Adults staying at St Oswald's Hospice tell us how much they value independence and the chance to spend time with peers.

Thanks to a legacy, work has begun to develop more independent accommodation designed for our Young Adults who access our services at St Oswald's Hospice. Our Young Adults have been working with our design team to develop the new extension. This development will increase our capacity to offer short breaks to young adults up to the age of 25 years old.

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.

Our Children and Young Adults team has started work on our Outreach Service. This exciting new development will help to support children, young people and their families who need help at home due to a growing number of them with complex health and social care needs. This new service fills an unmet gap for our Children and Young Adults and their families to receive specialist care and support from trained carers in their own surroundings.

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.

We also offer dedicated support for siblings, each year running two 'Sibz Days' for brothers and sisters of children with chronic conditions 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.

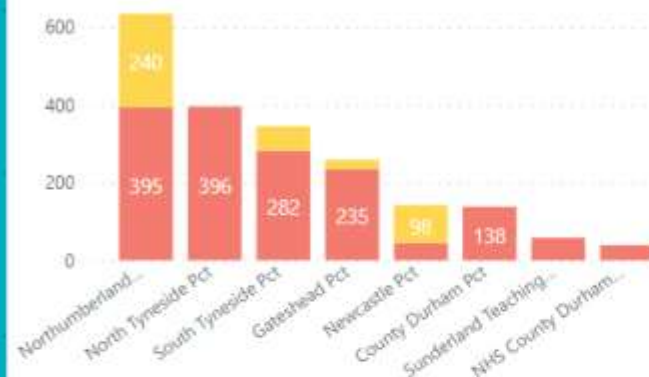
If a child dies at St Oswald's Hospice, their own home or in hospital, we are also here to provide ongoing bereavement support to families.



“Thank you to each and every one of you for making these amazing experiences happen for our equally amazing kiddos. From these special moments come priceless memories that will be cherished forever.”

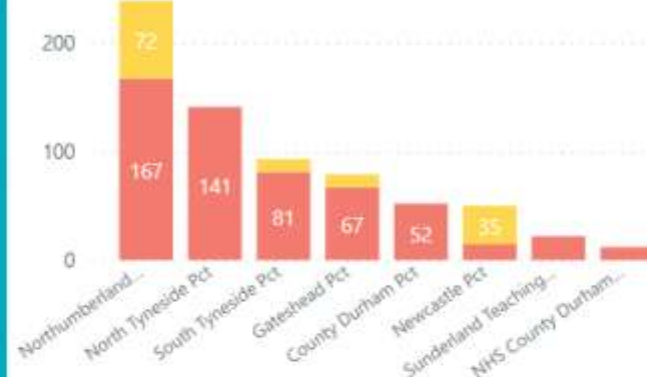
Bed Nights By Trust

● CHILDREN'S ● Young Adults (short stay)



Admissions By Trust

● CHILDREN'S ● Young Adults (short stay)



Age Groups

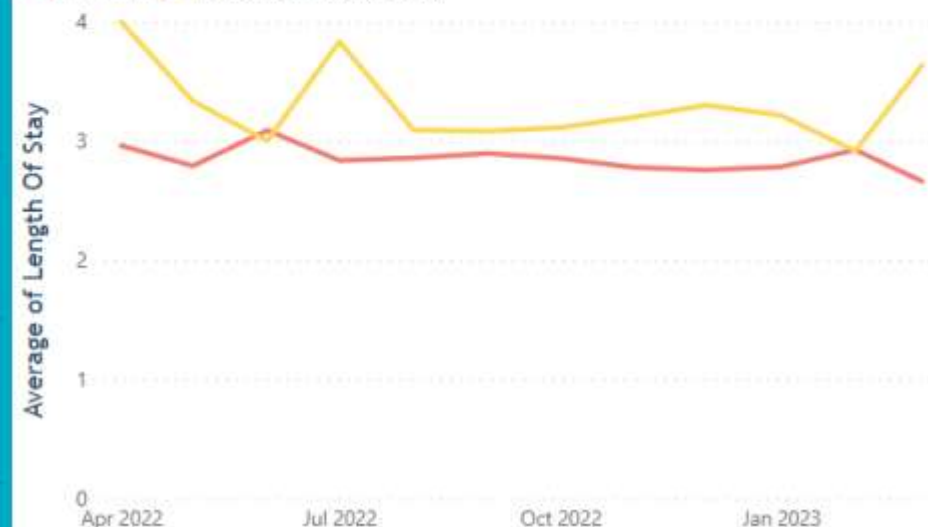


Last year...

- **57** children and their families benefited from our Children's Service.
- A further **15** young adults were cared for at St Oswald's.
- **4%** of children staying were aged between 0-3 years old, **9%** 4-6 Years Old, **16%** 7-9 Years Old, **29%** 10-12 Years Old, **18%** 13-15 Years Old and **5%** 16-18 years Old.
- **688** admissions, **2,012** bed days were occupied with a **92%** 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.
- Any bereaved person can access bereavement support. They are offered face to face or telephone support which is private, confidential and non-judgemental.
- We offer bereavement groups sessions at St Oswald's Hospice where people have the opportunity to discuss their feelings with others who are also dealing with the grief and loss of a loved one.
- 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 care professionals and teachers to enable them to support individuals more effectively and understand how grief affects people in different ways.
- This year our Young Advocates Bereavement Support Group launched. Our Children's Lead in our Bereavement Support Team has been working with a group of children who attend monthly training sessions. The children learn how to support other children in schools. The idea is to normalise bereavement and prevent children from feeling isolated while in a school education.
- Our Corporate Bereavement Online Training continues in partnership with Hospice UK. As part of this, one of our Bereavement Support Workers, qualified as a Bereavement Facilitator for Hospice UK's Compassionate Employers training programme, in September 2022. This programme offers practical guidance and support to companies to help them manage bereavement in the workplace and support staff back to work following a death.



Last year...

- **45 individual adults** accessed the bereavement services with a total of **299** contacts.

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).

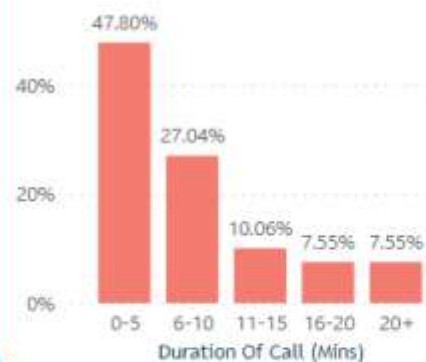
159

Total Calls

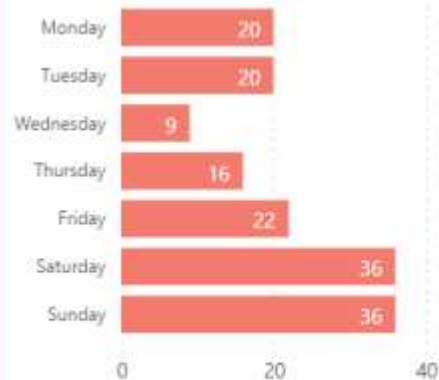
21

Follow On Calls

Duration Of Initial Call



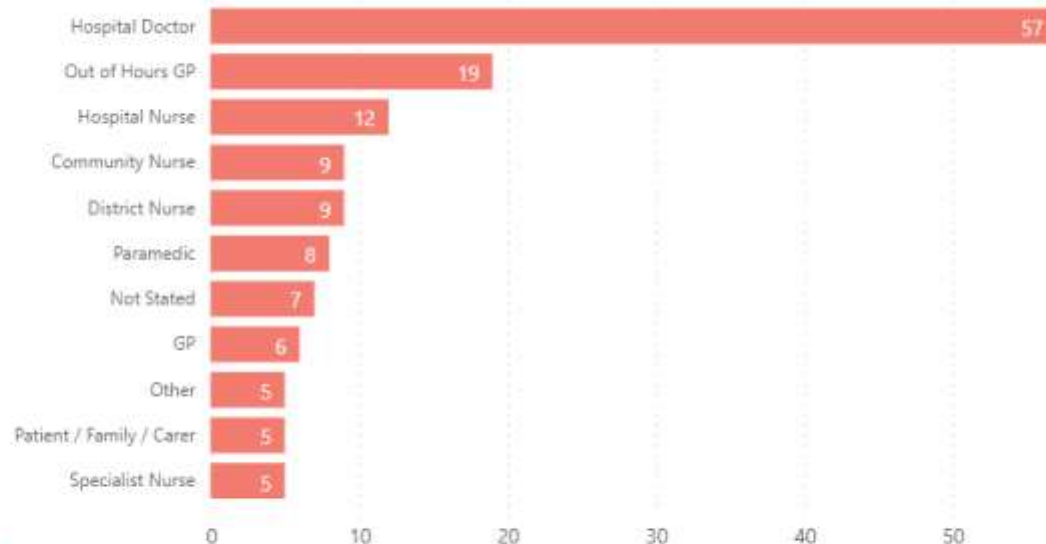
Calls by Weekday



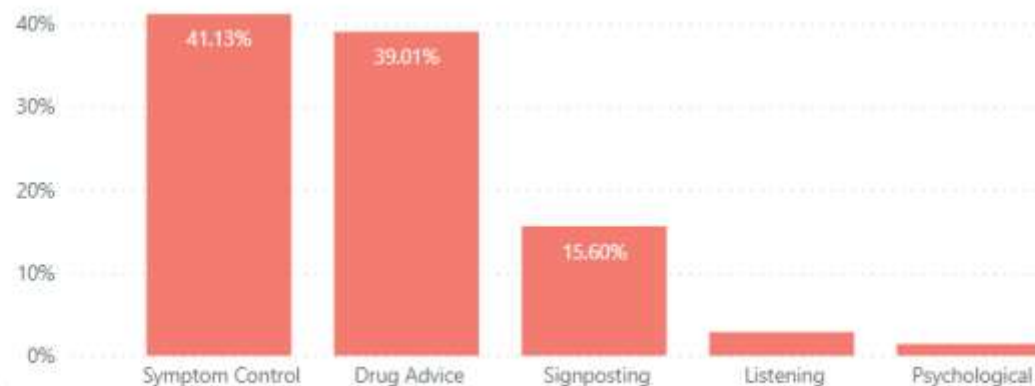
Total Calls by Month



Top 10 Total Calls by Caller Profession



Advice Given



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.

Our Adult Inpatient Unit Care Rounding continued this year. Our care team works with our patients stopping at St Oswald's Hospice to make sure they are comfortable and provide anything they might need during their stay.

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. St Oswald's Hospice has a Patient and Public Involvement (PPI) Group which was established for research. 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 group continues to meet and is going to be merged with our new consultation network which is about to launch.

Feedback Bank

Since the launch of the feedback bank there have been **1,062** 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 **(98% in 2022/23)**.

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.



“Once you go in the hospice, it feels like a bubble that feels safe and comforting and you do not want to leave.”

Staff and Volunteer Feedback

We believe that our staff and volunteers 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 the Pulse Survey. For the first time this year, the WES survey has included all protected characteristics, as set out in the Equality Act so we get a full, rather than a partial, picture of what our staff experience at work. Surveys help us 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've continued our work to promote positive staff health and wellbeing this year after our Bronze Better Health at Work Award. As part of this we have Better Health at Work Advocates. The advocates are trained members of staff who were part of our Bronze Better Health at Work Awards programme. The trained members of staff still remain in place as champions and have a particular interest in promoting and supporting staff and volunteer wellbeing. We also re promoted our In House Confidential Listening Service. This service can be used by staff or volunteers if they have a personal or work related problem and they feel it would help to talk things through with someone in strict confidence. This team is made up of St Oswald's Hospice members of staff. We also have Mental Health First Aiders. These are a point of contact for staff or volunteers who are experiencing a mental health issue or emotional distress. Staff or volunteers can contact our Mental Health First Aiders to have an initial conversation and they can support them to get appropriate help, if needed.

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.

We've continued to promote our Freedom to Speak Up Guardian this year. Our Freedom to Speak Up Guardian is there for staff and volunteers to 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.

Alongside this, 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.

8 out of 10
feel valued and supported
by St Oswald's Hospice
at this time

76%
people said they felt
listened to and heard to
at this to at this time.

5.74
(5 = just the right amount of communication)
staff and volunteers said
that they felt they were
receiving the right amount
of communication.

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. I

In November, our medics organised the return of the Update in Medicine for Palliative Care Physicians. Delegates from the Regional Palliative Care Physicians Group were invited to St Oswald's Hospice to receive updates from other medical specialties to keep their general medical knowledge up to date.

Our role as an educator also 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 the 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 programme, supervised by one of our consultants.

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.

Commissioner Statement from North East and North Cumbria Integrated Care Board (NENC ICB) for St Oswald's Hospice Quality Accounts 2022/23

North East and North Cumbria Integrated Care Board (NENC ICB), is committed to commissioning high quality services from St Oswald's Hospice and take seriously the 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. The ICB welcomes the opportunity to review and comment on the 2022/23 Quality Account for St Oswald's Hospice.

Firstly, the ICB acknowledges that this has been another challenging year, as the NHS continued its recovery from the pandemic. The ICB would like to extend their sincere thanks to St Oswald's Hospice and all their staff and volunteers, for the excellent commitment and dedication demonstrated throughout these difficult times and for ensuring patients and their families continued to receive excellent and compassionate care. It is also very positive to note that over the past year the Focus on Living Centre welcomed patients back on-site to attend group and face to face sessions and a programme of trips, outings and events were re-introduced.

As highlighted in the Chief Executive's statement, it is acknowledged that the pandemic and cost of living crisis has presented many challenges to fundraising and retail activities, and St Oswald's Hospice is commended for the creative approach to boosting their income. The first Giving Day Event held in March 2023 which raised £309,000 in 33 hours was a fantastic achievement. The generosity of donations is testament to the fact that St Oswald's Hospice is an integral part of the local community and the services provided are valued and well-respected by patients, their families and the public.

The report provides a good description of the quality improvement work undertaken by St Oswald's Hospice and a transparent account of where improvements against the priorities have been made.

The ICB commends St Oswald's Hospice for the excellent progress made in the quality priority to develop services to meet the needs of patients and carers post COVID-19. It was encouraging to see the wide breadth of work that has taken place over the past year, including the development of new and innovative services. This includes the Combined Supportive Care Service for people with lung cancer or mesothelioma, which was successfully launched in May 2022, in partnership with Newcastle Upon Tyne Hospitals NHS Foundation Trust. The ICB also congratulates St Oswald's Hospice for winning the Hospice UK's '*Michael Howard Award for Partnership Working*' for this service in recognition of the joint working with the Trust–The ICB fully supports this important work continuing as a quality priority in 2023/24 including further developing the Outreach Service to provide specialist care and support to children and young people with complex life limiting conditions in the community.

Commissioner Statement from North East and North Cumbria Integrated Care Board (NENC ICB)

for St Oswald's Hospice Quality Accounts 2022/2023 (continued)

The ICB recognises the progress made with the quality priority to develop volunteer roles to deliver flexible and innovative services. The 'Volunteer to Career' project with Helpforce to provide mentorship[development opportunities and career pathways for the Lymphoedema volunteers is an excellent initiative. It is fully acknowledged that the support volunteers provide to patients, families and staff is invaluable and the ICB would like to commend them for their fantastic contribution. The ICB fully supports the continuation of the quality priority to further develop volunteer roles in 2023/24.

The ICB welcomes St Oswald's Hospice collaborative working with the NHS and health partners in charities to improve palliative care for patients both regionally and nationally. It is evident that the relationship fostered with Newcastle Upon Tyne Hospitals NHS Foundation Trust continues to strengthen each year through the links made with new service developments and the ongoing infection control advice and support they have provided. It is positive to note the twelve independent hospices have formed the group *Hospices North East and North Cumbria*, with the vision to ensure that people receive outstanding hospice care and support. The commissioners fully support the continuation of this quality priority in 2023/24, which will drive forward improvements in palliative and end of life care across the region.

The ICB commends St Oswald's Hospice for their continued commitment in developing their clinical research activity to ensure patients have access to the latest treatments and technologies. It is positive to see the progress made this year with the number of patients recruited to participate in research and the involvement in a range of projects.

The ICB commends the proactive approach in seeking, listening, and responding to feedback from patients, children, young adults and families through a variety of initiatives, such as the 'Feedback Bank'. The examples of feedback included in the report were very heart-warming to read and it is evident that the patient and public opinion of St Oswald's Hospice is extremely positive. It was also positive to note the comprehensive 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 ICB congratulates 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 ICB would also like to offer their congratulations for the excellent achievements throughout 2022/23, including winning a number a national awards and the service innovations identified within the report.

Commissioner Statement from North East and North Cumbria Integrated Care Board (NENC ICB) for St Oswald's Hospice Quality Accounts 2022/2023 (continued)

The ICB welcomes the three quality priorities set for 2023/24, which underpin St Oswald's Hospice 'Vision 2025' strategic objectives and related priorities.

It is noted that the 'Vision 2025' is drawing to an end and work is ongoing with key stakeholders to develop a new three-year strategy. The ICB considers these quality priorities are appropriate areas to target for continuous evidence-based quality improvement and link well with commissioning priorities.

The ICB can confirm that to the best of their ability the information provided within the Annual Quality Account is an accurate and fair reflection of St Oswald's Hospice performance for 2022/23. It is clearly presented in the format required and contains information that accurately represents their quality profile and is reflective of quality activity and aspirations across the organisation 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 2023/24.



Richard Scott
Director of Nursing (North)
NENC ICB

June 2023

Quality time for everyone

0191 285 0063 | enquiries@stoswaldsuk.org
www.stoswaldsuk.org

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