



**St Oswald's
Hospice**

Quality Account

2025 - 2026

Welcome to our Quality Account for 2025 - 2026

This July, St Oswald's Hospice will celebrate our 40th birthday. For four decades, our focus has remained the same: providing compassionate, high-quality care, free of charge, for children and adults with progressive, life-limiting conditions, and supporting the people around them.

Over the past year, we've continued to care for patients and families across the North East, alongside growing demand, rising costs and the pressures facing the wider health and care system.

This has been a challenging backdrop, and in response we are taking a careful and considered approach to how we use our resources, so we can continue to provide the best possible care now, and into the future. While this has brought challenge, it has also been a year of development and continued commitment to the people we support, as we continue to deliver our 2023–2027 strategy.

This has included the completion of our new Young Adults Service Accommodation building, made possible through the generous support of The Winifred Futter Will Trust, which will provide a dedicated space for young people to develop greater independence, with the support of our teams.

In May 2025, we were named one of four Regional Centres of Learning for Transition in the UK, as part of a national programme led by Hospice UK, and funded by The National Lottery Community Fund. Activity for this programme began in October 2025 following confirmation of funding. Since then, we have engaged with young people within our services and across the other centres of learning, creating opportunities for them to share their experiences and views on transition. We also began working in partnership with other centres of learning, contributing to national activity with Hospice UK to support shared learning and the development of transition support. You can read more about this in our Priorities for Improvement Section.

In January 2026, refurbishment of our Adult Inpatient Unit began. Supported by national government capital funding allocated via Hospice UK, alongside funding from the Wolfson Foundation, these improvements will help create a more comfortable and welcoming environment for patients, their families and our staff and volunteers. This includes new flooring, redecoration, updated lighting and furnishings, as well as the removal of carpets to support improved infection prevention and control, and enhancements to fire safety measures.

Alongside these developments, we have continued to strengthen our bereavement support in the community and have undertaken an evaluation project of the Lymphoedema Service to understand frailty levels in our patients, recognising that lymphoedema often coexists with long-term conditions and increasing frailty, particularly among older adults. Together, this work is helping us to reach more people and provide more joined-up care.

We've also seen incredible support from our communities, with our Fundraising, Communications and Marketing, and Retail teams finding new ways to raise awareness, generate vital income and engage supporters. This includes the opening of our new concept shop in Gateshead and the refurbishment of our Kingston Park store, alongside raising nearly £100,000 through our Tree-cycle campaign and a hugely successful Giving Day, which raised over £300,000 to fund a full year of bereavement and social work support.



Welcome to our Quality Account for 2025 - 2026,

(continued)

In September 2025, our Fundraising Team launched our new regular giving programme, Donate Monthly, which is supported by more than 3,000 people giving a monthly gift and raises over £350,000 each year. This helps to build a more reliable and sustainable source of income to support the care we provide now and in the future. It's a powerful reminder of the difference people make to the care we provide every day.

Alongside this, the year has also brought some changes across our services.

On 31st March 2026, our Ambulatory Care Service, based within our Focus on Living Centre, sadly came to an end after NHS funding for the service was ended. We are incredibly grateful to the team from Ambulatory Care for the compassion and commitment they have shown to patients throughout a difficult time.

Following a recent review, our Children and Young Adults Outreach Service ended on 31st March 2026. This change will allow us to focus our resources on expanding our hospice-based Children and Young Adults Service, where demand continues to grow. This includes increasing capacity within the service to support more children, young adults and families to access short breaks and overnight respite. Our Outreach team have moved into on-site roles within the Children and Young Adults Service, ensuring their skills and experience continue to support patient care.

We are also exploring opportunities to develop school holiday day services and preparing for the full opening of our new Young Adults Accommodation Service.

Across everything we've faced and achieved this year, the dedication of our staff and volunteers has made such a difference to patients and families. My sincere thanks go to each and every one of them for the care, compassion and commitment they show every day.

To the best of my knowledge, the information in the Quality Account is accurate and a fair representation of the quality of health care services provided by St Oswald's Hospice.

Steph Edusei
Chief Executive



Who we are

Established in 1986, St Oswald's Hospice is a charitable hospice rooted in the North East.

With the vital support of its staff, volunteers, donors, customers and supporters, the Hospice provides expert, dignified and compassionate care for everyone, of all ages, who are living with a progressive, life-limiting condition, and their families and carers too.

St Oswald's Hospice is a place where people matter. A place that focuses both on living and dying well. It is a home-from-home, filled with honesty, camaraderie and hope that offers Quality Time for Everyone.

We make the most of time and improve quality of life.

What we do

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

We are experts in pain and symptom management and end of life care. We offer services for adults with palliative (incurable) conditions – for example, Cancer, Motor Neurone Disease, Multi System Atrophy, advanced respiratory or cardiac conditions.

The Adult Inpatient Service delivers outstanding, compassionate 24/7 palliative and end of life care. Day Services incorporates a specialist Lymphoedema Service (including Lymphoedema Outreach clinics) and the Focus on Living Centre which provides holistic, person-centred care through group and one-to-one therapies. During this reporting period, it also hosted two partnership services: Ambulatory Care (which came to an end on 31st March 2026) and the Combined Supportive Care Clinic, which is ongoing.

Our Children and Young Adults Service cares for babies, children and young adults with progressive, life-limiting and life-threatening conditions. We focus on specialist short breaks, along with end of life care and a Children and Young Adults Outreach Service (the Outreach Service came to an end on 31st March 2026).

We also have a Bereavement and Family Support Service who do invaluable work with patients and their families/carers.

We follow a multi-disciplinary team approach – including consultants, doctors, nurses, social workers, physiotherapists, occupational therapists, complementary therapists, wellbeing/activity coordinators, music therapists, spiritual care and bereavement support.



Strategy 2023 - 2027

Our Strategy 2023-2027 has at its heart our aim to provide more and better palliative and end of life care, for more people of all ages, in more places.

When developing this Strategy, we worked with Claire Henry Associates and engaged with key stakeholders including patients, families and the public to ensure it reflects what matters most. This work continues to guide our focus on delivering the very best care for our patients and their families, as we translate our aims into clear priorities and actions across the organisation.

Below outlines Our Vision and Mission Statements:

Our Vision Statement

Together, with others, we will make the most of time and improve quality of life for everyone, of all ages, in the North East who are living with a progressive life-limiting condition, and for their families and carers too.

Our Mission Statement

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





Strategy 2023 - 2027

Our Strategy 2023 – 2027 aims to grow and develop high quality clinical and support services for those people in our community with progressive life-limiting conditions, and those caring for them.

The 3 care service areas of focus are:

Frailty, Bereavement and Transition.

Our 4 Strategic Aims

Our 4 Strategic Aims will provide the focus for the way we work in the coming years. The Strategic Aims are:

- Partnerships
- Community
- Sustainable Funding
- Education and Research

Our 4 Foundations

Our 4 Foundations are the important work that supports everything we do. The Foundations are:

- Our People
- Effective, Efficient and Sustainable
- Equity, Inclusion and Diversity
- Identity, Presence and Message



Part 2

Strategy 2023 - 2027 Our 4 Strategic Aims and how we will use them

We will:

- **Partnerships** - Build strong, lasting partnerships to improve palliative and end-of-life care, working closely with communities, healthcare systems, and like-minded organisations for better support and mutual growth.
- **Community** - Expand service delivery into community settings, prioritising accessibility, fostering partnerships with community organisations and leaders, and promoting open conversations about death and dying to destigmatise these topics and improve community support.
- **Sustainable Funding** - Maximise income generation through innovative approaches, strategic investments, and mutually beneficial partnerships, while ensuring responsible management of risks and alignment with agreed return on investment (ROI) goals.
- **Education and Research** - Enhance support for caregivers and people with life-limiting conditions through comprehensive education, bereavement support, and research collaboration to advance palliative care knowledge and foster a culture of continual learning and adaptation.



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 2025-26

During 2025-26, we were committed to providing “more and better palliative and end of life care, for more people of all ages, in more places”. To work towards this, we focused on three key areas of care, in line with our strategy:

1. Frailty

Understanding Frailty in our Lymphoedema Patients

- In 2025/26, we undertook an evaluation project of the Lymphoedema Service to understand frailty levels in our patients, recognising that lymphoedema often coexists with long-term conditions and increasing frailty, particularly among older adults.
- Early findings are helping us understand how frailty affects wider NHS use and will support the development of future frailty-informed care models.
- Next steps will include completing the remaining assessments, analysing the full dataset, and using the findings to shape proposals for a future frailty-informed service model.

2. Bereavement

- During 2025/26, our Bereavement Support staff and volunteers continued to provide support to adults and children across the region, through both one-to-one sessions and group support.
- Alongside this, our Community Projects Lead for Bereavement continued to extend our impact through training and partnership work across the region. This helped to build understanding and confidence in supporting people experiencing grief and loss through the following partnerships:

Training with Northumbria Primary Care

- Delivered a series of training sessions to support primary care colleagues in understanding and responding to bereavement.

Partnership with Everyturn Mental Health

- Delivered bereavement training for Everyturn colleagues from across their North East services. The session helped participants better understand the impact of grief and loss, allowing them to develop the confidence to support people experiencing bereavement within their communities and workplaces.

Bereavement Training for HMP Northumberland

- Developed a 30-minute bereavement training video to train prison staff to support bereaved prisoners. This will be used for staff induction and for any current staff who missed the previous in-house training we delivered last year.
- The video received positive feedback and as a result, it has been shared with Sodexo colleagues across a number of other UK prisons. It has also been shared with HMPPS Chaplaincy HQ to explore opportunities for wider use across prison networks, including the potential for distribution to prisons across England and Wales.



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Developing ‘Grief and Loss Allies’ in the community (continued)

- Across South Tyneside, work has been undertaken to develop Grief and Loss Allies within the community. So far, 52 people have completed the training, with further sessions planned to reach the target of 100 by summer 2026. This work has been largely funded by South Tyneside Council, with additional sessions delivered for Voluntary, Community and Social Enterprise organisations working with South Tyneside Pledge and Inspire, supported by funding from the Hadrian Trust.
- This approach is also being embedded within the hospice itself. A series of Grief and Loss Allies training sessions are being delivered for staff, volunteers, managers and retail colleagues, helping to strengthen bereavement awareness and support across the organisation.

3. Transition

Young Adults Service Accommodation

- With construction of our Young Adults Service Accommodation completed in April 2025, a key focus over 2025/26 will be preparing the space for its full opening. The accommodation will provide a welcoming and supportive environment. Young adults can spend time with friends, build confidence and develop greater independence, while continuing to access specialist care from our team.
- Further information about the Young Adults Service Accommodation can be found in the Children and Young Adults section of this report (page 29).



Priorities for improvement and required statements...continued

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PRIORITIES FOR IMPROVEMENT - Key Priorities for 2025-26

During 2025-26, we were committed to providing “more and better palliative and end of life care, for more people of all ages, in more places”. To work towards this, we focused on three key areas of care, in line with our strategy:

St Oswald's Hospice was named one of four Regional Centres of Learning for Transition in the UK

- In May 2025, we were delighted to have been named one of four Regional Centres of Learning for Transition in the UK, as part of a national programme led by Hospice UK, and funded by The National Lottery Community Fund. Through this programme, St Oswald's Hospice will receive a share of £1.3 million over four years to help improve the experience of transition from childhood to adulthood for young people with life-limiting conditions.
- Although the programme was announced in May 2025, activity began in October 2025 following confirmation of funding.
- Since then, we have focused on engaging young people, both within our service and across the Four Centres of Learning, creating opportunities for them to share their experiences and views on transition through dedicated forums. This is helping to shape our approach and ensure young people and their voices are central to service development.
- Alongside this, we have been building our understanding of the other Centres of Learning, how they operate, and how we can learn from one another. We have also contributed to wider national work with Hospice UK, supporting the planning of a transitions conference to share learning and improve practice.
- As a Regional Centre of Learning, we will continue to place young people's voices at the centre of service development, use data to help identify more young people who may benefit from transition support, and share learning and training opportunities across the sector. We will also work in partnership with other hospices across the UK to share best practice and help shape a more coordinated and compassionate national approach to transition.



Priorities for improvement and required statements

Reviews of Service

During 2025-2026 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 and charitable funding:

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

Public authority including NHS income represents approximately 33% of the Hospice's total income. The remaining 67% was raised by the charity from a variety of sources.



Priorities for improvement and required statements

Participation in Clinical Research:

St Oswald's Hospice has continued with its research development, with the following specific highlights:

- We strengthened our governance arrangements through the Clinical Audit and Research Group, improving engagement with clinical leaders and enhancing the quality and feasibility of studies undertaken.
- Access to the Research Delivery Network (RDN) national portfolio has opened new opportunities for participation in studies that better reflect the breadth of hospice care, supporting our ambition to increase national research involvement.
- We secured significant external funding in 2025, including £23k for the Positive Steps for Inclusive Palliative Care study and £40k for a Lymphoedema frailty project.
- In early 2026, we also secured £25k through the Wider Care Settings funding call and just under £14k through the Strategic Funding Call. These awards will support work commencing in 2026/27 to strengthen national study delivery and research infrastructure.
- We expanded our research capacity through NIHR funded internships, with previous interns now contributing to funded projects and an additional NIHR funded research internship secured for a staff member this year.
- Our research visibility has increased through national and international conference presentations, and we strengthened our regional leadership role by joining the RDN Regional Stakeholder Group and Research Delivery Operations Group.

For information, the following is a list of active research projects we are currently involved in:

- Adapting the Carer Support Needs Assessment Tool Intervention (CSNAT-I) for use with parent-carers of children with a life-limiting condition: a Person Based Approach to adaptation and programme theory development (Host - Lead: Kings College London)
- Ethnic Minority Backgrounds: Reflections on Access, Care, and Experiences (EMBRACE) (Host - Lead: Kings College London)
- Parent & Professional Experiences of 24/7 Paediatric End of Life (Host - Lead: Uni. of York)
- Exploring Racial Bias in Healthcare and Healthcare Education (Host - Lead: University of Derby)
- Healthcare Professional's Perception of Parental Roles: Investigating Gender Bias in Paediatric Palliative Care (Host - Lead: Northumbria University)
- Validation of the Self-competence in Death Work Scale among helping (Host - Lead: Northumbria Uni.)
- Improving Measurement and Priorities for Assessment in Clinical Trials of childhood-onset Dystonia (Dystonia IMPACT) (Host - Lead: Queen Mary University)
- ACCORD- Appropriate measure of Care-COoRDination for patients with Multiple Long-Term Conditions
- Palliative Care Incubator (Host - Lead: Dorothy House Hospice)
- MND-OT Study: Occupational Therapy Intervention for Motor Neurone Disease (Lead Site)
- HOPSCOTCH: Helping Optimise Palliative Care Support during Transition from Children's Hospices (Host - Lead: Uni. of Leeds)
- ParAid Study: Paramedic delivery of end-of-life care (Host - Lead: Uni. of Southampton)
- PROMISE: Palliative Care trajectories of people with multiple long term conditions (Lead Site)



Priorities for improvement and required statements... continued

Participation in Clinical Research:

For information, the following is a list of active research projects we are currently involved in (continued):

- PSIP: Positive Steps to Inclusive Palliative Care (Lead Site)
- Transforming care & safety for patients with multiple long-term health conditions (Host - Lead: Newcastle Uni.)
- Informal Caregiving in Non-Malignant Respiratory Disease at End of Life (Host - Lead: UWE Bristol)
- RESTORE: Research Evaluating Staff Training Online for Resilience: A cluster randomised controlled trial (Host - Lead: University of Edinburgh)
- NIHR Multiple Long-Term Conditions Cross-NIHR Collaboration (CNC) - Models of Care Workstream (Host - Lead: University of Exeter)



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 2025-2026.

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.

We continue to stay up to date with changes to the way in which CQC inspect, engaging in consultation activities where possible. We continue to monitor our performance against the Quality Statements and promote the CQC feedback portal to patients and wider stakeholders.



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

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 has continued to strengthen its data protection and information security practices, meeting its NHS Data Security and Protection toolkit requirements for 2024-25, with a similar planned submission 2025-26.

PRIORITIES FOR IMPROVEMENT - Key Priorities for 2025-26

Data Security and Protection

St Oswald's Hospice has a number of roles and functions dedicated to identifying and managing information risk and meeting regulatory requirements. This includes the DPO service, the IT Security Lead, the Senior Information Risk Owner, the Caldicott Guardian and associated deputies.

These ensure the effective management of Data Protection, supported by the Information Governance Group, the Cyber Resilience Group and the Technology and Business Intelligence Committee. The IT Security Lead also works closely with the Data Protection function ensuring that all aspects of data security are considered and that relevant technical controls exist to protect St Oswald's Hospice data and systems. Ongoing review of data breaches ensures the organisation is continually learning and implementing improved ways of working to minimise future risks in this area.

In addition, St Oswald's Hospice ensures that staff and volunteers are made aware of their responsibilities for protecting confidential data, through policies, procedures and ongoing training and awareness. Through these mechanisms, the Hospice ensures that it is proactively meeting its legal requirements and in doing so effectively protecting individual's rights in relation to their data.



Priorities for improvement and required statements

We will continue to work towards our Strategy 2023-2027 strategic aims and related foundations, whilst delivering outstanding care to local people. During 2026-2027, in line with our Strategy, our highlighted priorities for will continue to be:

PRIORITIES FOR IMPROVEMENT - Key Priorities for 2026-2027

Frailty

Bereavement

Transition

Review of performance and user involvement

During 2025-2026, **3,459 adult patients and 187 children** benefited from St Oswald's Hospice services including:

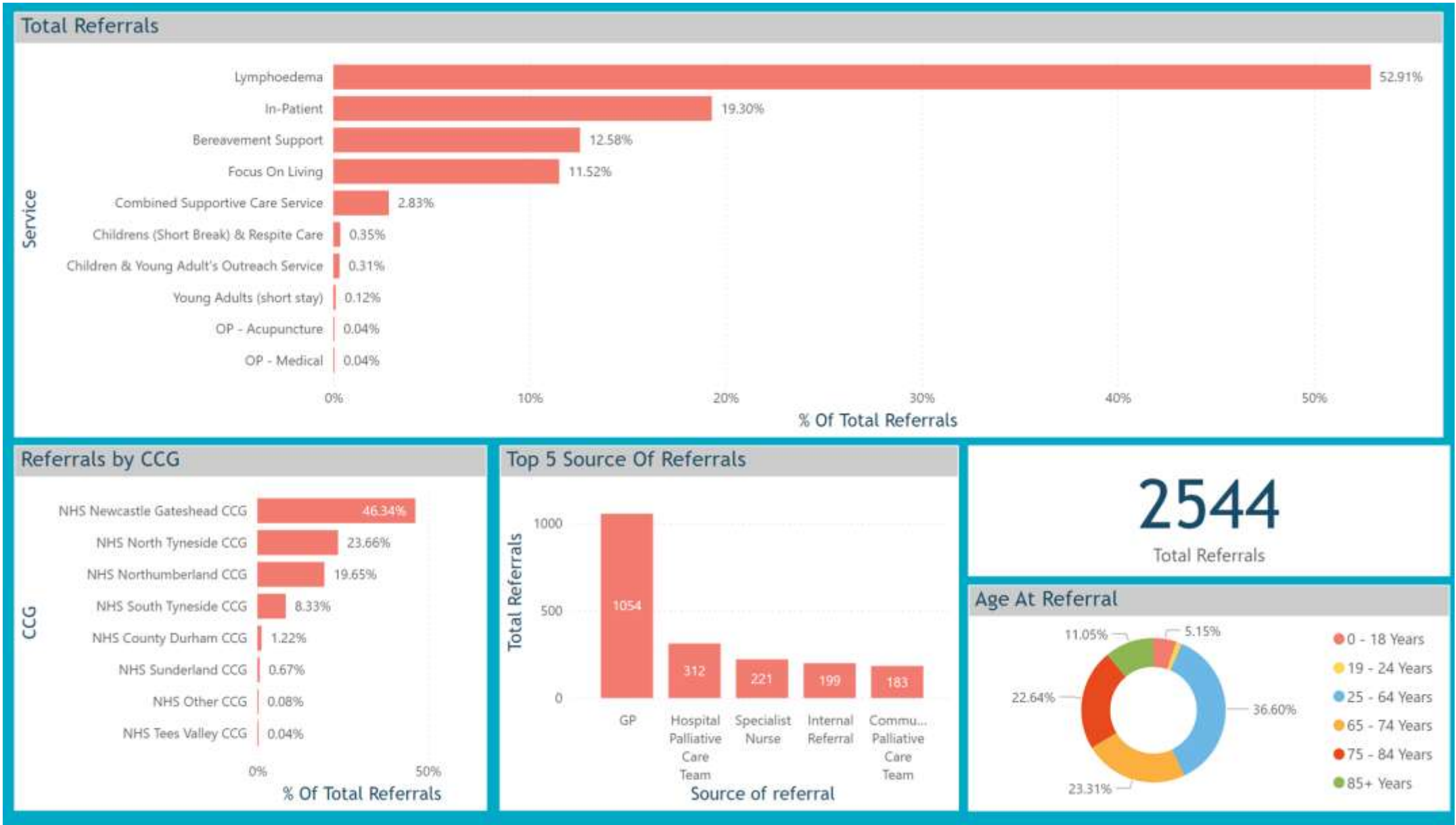
- **206** adult inpatient admissions and **206** completed stays.
- **1,428** one-to-one contacts recorded over **268 patients** in our Focus on Living Centre.
- **1,346** Lymphoedema referrals.
- **8,729** Lymphoedema outpatient attendances.
- Children and Young Adults Service recorded an occupancy of **78%** over the year resulting in **1,956** bed days.

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

Adult patients can be referred by any healthcare professional e.g. General Practitioners, Consultants, District Nurses, Palliative Care Teams, or any other healthcare professional involved in their care. Children and young adults are referred to us by health and social care pathway co-ordinators.



Overview: Referrals to the Hospice



Advice Line: Overview

Together with Marie Curie Hospice, we provide an out-of-hours palliative care telephone advice line for health care professionals supporting adult patients in Gateshead. The service delivers expert clinical advice from either a qualified nurse or a doctor, depending on the nature of the enquiry. This ensures timely support and guidance for those delivering care to patients with complex palliative needs outside of normal working hours. Health care professionals for patients in areas other than Gateshead, have access to advice from their local Palliative Care services.

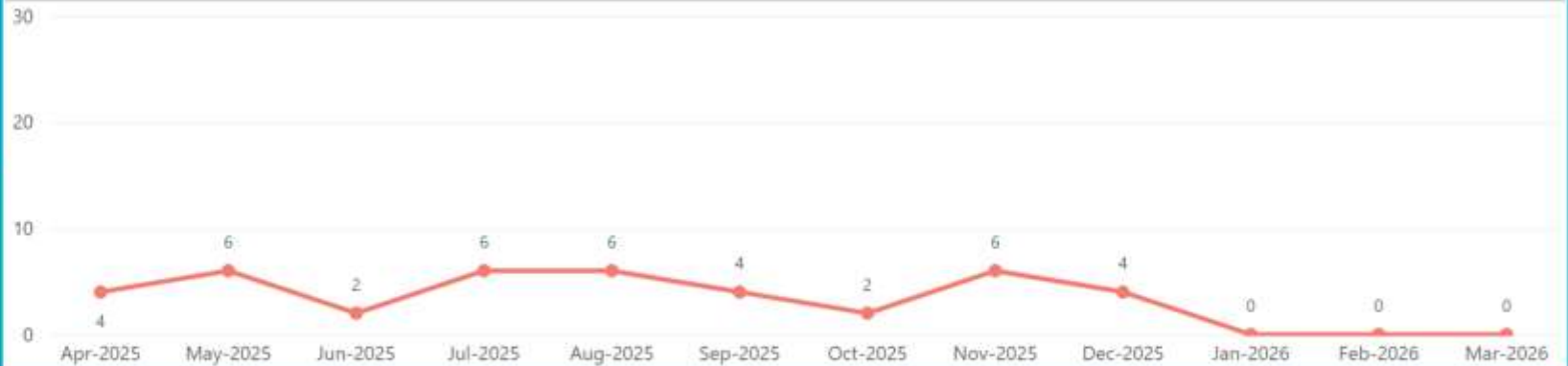
43

Total Initial Calls

15

Average Duration Of Call (Minutes)

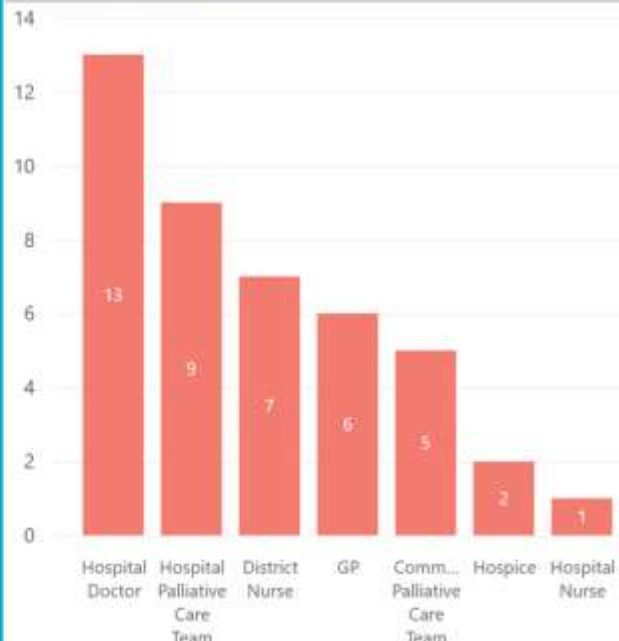
Total Contacts Per Month



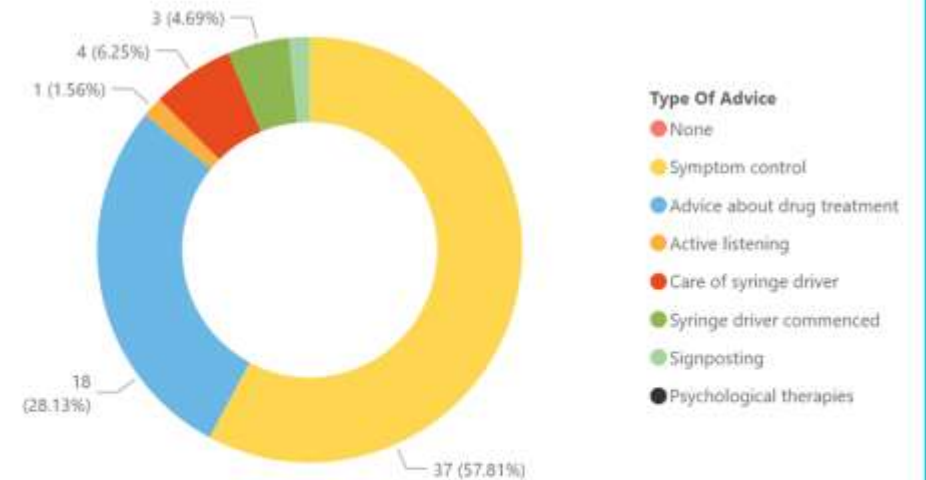
Calls By Weekday



Calls By Source



Advice Type



Adult 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 help patients with palliative care needs enhance their quality of life, support a safe and timely discharge or transfer to continuing care, and provide a compassionate environment at the end of life. We also recognise the impact illness has on the whole family, offering wide-ranging support for carers throughout their journey.

Adult Inpatient Unit Refurbishment

In February 2026, refurbishment work began on our Adult Inpatient Unit, supported by national government capital funding via Hospice UK and generous support from the Wolfson Foundation. The work includes new flooring, fire doors, improved handrails, redecoration and a new access system to improve safety and security. The removal of carpets will support improved infection prevention and control. Together, these changes will create a safer, more accessible and more comfortable environment for patients, while improving the experience for families, staff and volunteers.

Research and inclusive practice

Our Adult Inpatient Unit is becoming more actively involved in research and inclusive practice. We are working in partnership with our Outpatients Department on the Positive Steps to Inclusive Palliative Care project, exploring the needs of people living with life-limiting conditions across Newcastle, particularly those from socio-economically deprived areas and ethnic minority backgrounds.

Our staff are also taking part in the RESTORE trial (University of Edinburgh), supporting mental health and wellbeing in palliative care and helping staff to manage stress and build resilience.

Patient experience and support

A new family and visitors room has been created thanks to a £5,000 donation from Albany Contract Furniture, providing a welcoming space for families to spend time together.

Alongside these improvements, we have introduced Compassionate Companions to our Adult Inpatient Unit. At the time of writing, seven volunteers are being gradually welcomed onto the ward, offering emotional and spiritual support through active listening, companionship, and being present with patients and their families, including at the end of life. This forms part of the wider Compassionate Companions initiative, developed by Davina, our Spiritual Care and Community Projects Lead.



"Our family cannot thank you and all your staff and volunteers enough for all the care, compassion, kindness and support shown to not only xxx but all our family and xxx's friends who visited her during this heartbreaking time for us. From the nurses to the chefs, doctors, cleaning staff, receptionists, everybody we had contact with had a smile and a kind word. The Hospice obviously saw xxx at her lowest but we as a family remember her as a beautiful, vibrant, fun, loving, hard working Wife, Mother, Daughter, Sister, Nana and friend. Your staff gave our xxx what she deserved, a dignified pain free passing surrounded by her loved ones."

Relative of a patient who stayed on our Adult Inpatient Unit

Adult Inpatient Service

Improving patient experience and support (continued...)

As they gain experience and confidence, Compassionate Companions may also choose to extend their support into the community, including patients' homes and working with Byker Hall Care Home. These volunteers complement the work of Fiona, our Chaplain, who provides an invaluable spiritual care service to patients and families.

Our Pets as Therapy service has continued to grow and provides a much-loved source of comfort, companionship and joy for both our patients, their families and our staff and volunteers. *Scan the QR below to view a video of some of our Therapy Dogs!*

We have also created a private room beside our Adult Inpatient Ward kitchen, giving patients and their families a welcoming space for important conversations and quality time.

Patient safety and feedback

As part of our focus on patient safety, the Adult Inpatient Unit introduced decaffeinated drinks as the standard option, while still offering caffeinated drinks on request. This change was informed by pilot trials in NHS settings, including work by Northumbria Healthcare NHS Foundation Trust, which found that offering decaffeinated drinks as the default was associated with a reduction in patient falls. In 2025, the smoking area was relocated outdoors following feedback from patients, families and volunteers. This ensures patients can continue to smoke if they wish, while protecting others from second-hand smoke and improving the environment for everyone using the building.

Workforce development

We remain committed to workforce development, with two members of staff completing their Nursing Associate training this year.

Last year...

- There were **206** adult inpatient admissions, **206** completed stays, **56** patient discharges and **150** deaths.
- **3,759** bed-days were occupied during the year, with an average occupancy of **72%**. (Bed availability across the year was approximately 95% due to ward refurbishment works, which is reflected within the occupancy calculation.)
- Patients stayed with us for an average stay of **19** days and average wait of **3** days.
- **All** families and carers have access to our Family Support Unit including social work bereavement support.

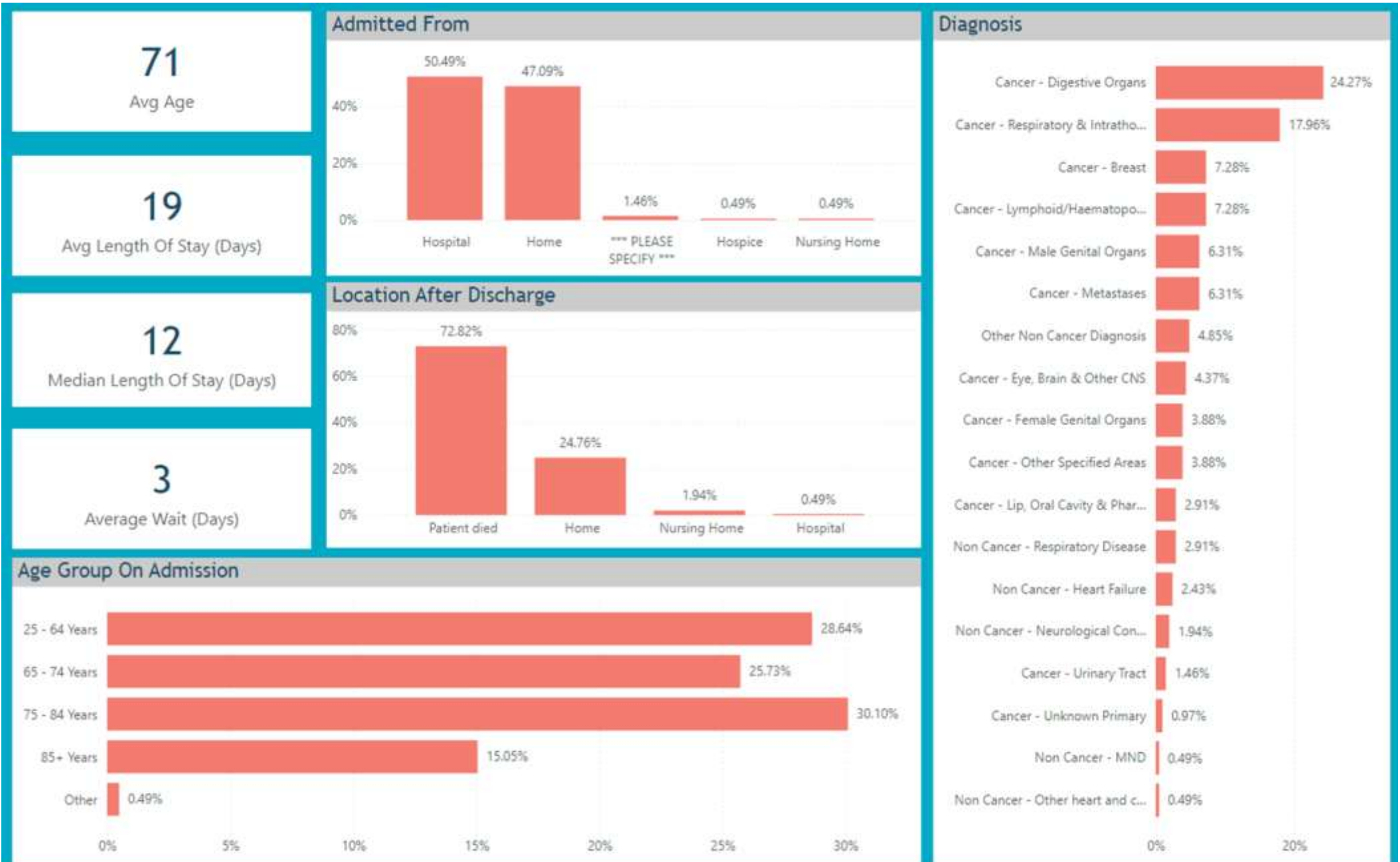


Meet our therapy dogs

Scan the QR code to see the comfort and joy our Therapy Dogs bring to our patients, their families and our staff and volunteers.



Overview: Adult Inpatient Service



Focus on Living Centre

Our Focus on Living Centre prides itself on offering personalised, holistic care - supporting palliative patients to live as well as possible with their condition. We are continually reviewing our services, working closely with the NHS and other healthcare partners to ensure we're meeting the patient needs.

Living with a progressive, life-limiting condition impacts the person's whole life and comes with many physical and practical challenges – as well as having a real impact on emotional or spiritual wellbeing – and mental health too. We're here to help patients manage those challenges in the best way possible and improve their quality of life.

Our multi-disciplinary team take a holistic 'rehabilitative approach' to patient care, supporting them to achieve their priorities through treatment, support and advice. We offer complementary therapies, music therapy, physiotherapy, occupational therapy, medical consultations, pain and symptom management, gentle exercise classes, fatigue and breathlessness management, psychological support, social and emotional support, spiritual care, and peer group support.

With carefully planned interventions/activities, patients are encouraged to self-care and supported to self-manage symptoms and ultimately realise their potential for living well. Our support is also extended to carers and families if needed.

Over the year, **1,428** face to face contacts were recorded for **268** patients, **592** of these involved group activities - this also includes Complementary Therapy. Types of support given to Focus on Living patients:



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



One-to-one support - one to one support either face to face or via telephone.



Small groups - therapeutic groups and peer support groups



Complementary Therapy - at the hospice and in the comfort of their own homes. Treatments include massage, aromatherapy, Indian head massage, reflexology and reiki.



At home support - providing a home visit service for those assessed to need it.



“When I first talked to Elaine (one of the Hospice social workers) about my cancer and how it affects my daily life, I felt like I'd be safe coming to the hospice. The contact with the staff at the Focus on Living Centre has affected me positively in the way that I live my life daily with my cancer diagnosis. Coming to the centre has brought me back to myself. To the real Helen. The joyful Helen.”

*Helen Focus on Living patient
(pictured above left with Elaine, right)*

Focus on Living Centre...continued

Working with external partners, during 2025/26 we delivered two services within the Focus on Living Centre that patients could be referred to:

During 2025/26, the Ambulatory Care service (delivered in partnership with the Northern Centre for Cancer) continued to provide planned treatments such as blood transfusions and infusions for patients with a palliative diagnosis, within a hospice setting. This offered an alternative to hospital-based care, alongside the opportunity for holistic assessment and support for patients, their families and carers.

Alongside this, the team created personalised meaningful moments for patients accessing our Ambulatory Care Service. Birthdays were marked with cake and toppers – helping make the day feel special for patients and those around them.

On 31st March 2026, our Ambulatory Care Service came to an end after NHS funding for the service was ended. We are grateful to the staff and volunteers who cared for, and supported patients and their families through this service.

The Combined Supportive Care Service is an ongoing service delivered in partnership between St Oswald's Hospice and Newcastle Hospitals NHS Foundation Trust. Running every Wednesday, it supports people living with lung cancer or mesothelioma.

The service brings together a team of professionals to offer joined-up, personalised support, helping patients manage symptoms, stay as independent as possible and improve their quality of life. Patients are seen quickly after referral and can access a range of support in one place, from clinical care to practical advice and emotional support for both themselves and their families.

By taking a holistic approach, the service helps people feel more supported in their day-to-day lives and can reduce the need for hospital admissions.



Overview: Focus On Living Assessments



Overview: Focus On Living Contacts



Overview: Ambulatory Care

342
Number Of Transfusions

54
Number Of Patients

Transfusions By CCG

● Infusion ● Transfusion



Number Of Transfusions Per Month

● Infusion ● Transfusion



Overview: Combined Supportive Care Service



The activity shown reflects contacts recorded at St Oswald's Hospice. As this is a Newcastle Hospitals service delivered in partnership with St Oswald's Hospice, it does not represent the full activity of the wider Combined Supportive Care 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.

We've provided Lymphoedema care for over 30 years. Our team treat patients with varying degrees of Lymphoedema and Lipoedema - in both adults and children. We are specialists in our field and we regularly treat the most complex, severe cases.

Our specialist practitioners also work closely with GP surgeries and district nurses to ensure our patients receive ongoing treatment in the community. Our team works across all internal services of St Oswald's Hospice managing patients throughout the clinical areas for both adults and children. We also hold quarterly multidisciplinary meetings with "Tissue Viability" from Northumbria NHS Foundation Trust. 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).

As well as the clinics held at our main hospice in Gosforth, we have a second specialist hub at Cleadon Park in South Tyneside, as well as outreach clinics in Gateshead and North Tyneside. These clinics enable patients to receive specialist care closer to home.

Jason, who attends our Cleadon Park Clinic, described the service as a "lifeline".

He said: *"Having the clinic close by has been such a lifeline. Travelling into Newcastle for hospital appointments isn't always easy, but here I've got expert help right on my doorstep. The support hasn't just helped me physically – it's meant I can carry on working, get out on my bike, and spend quality time with my wife. I can't praise the team enough."*

Our "Living Well with Lymphoedema" sessions continued this year, now delivered as a single session running quarterly. The sessions aim to give our patients the knowledge and confidence to successfully self-manage their condition.

Last year...

- **2,876** individual patients accessed our Lymphoedema Service
- We received **1,346** referrals.
- **8,729** appointments were attended by patients.
- Our outreach clinics provided care and support to people living with lymphoedema closer to home. This included **1,590** appointments in South Tyneside, **278** appointments in our Shiremoor Outreach Clinic and **261** appointments held in Blaydon.



"Before coming to the Lymphoedema Service, I could hardly get out of the house. The bandaging and compression stockings used to control my Lymphoedema have made a real difference. The Lymphoedema Service really listen to me and have helped me understand how to manage my condition – my legs are so much better now."

Chris, Lymphoedema patient (pictured above)

Overview: Lymphoedema Service



Children and Young Adults Service

We provide specialist short breaks and palliative care for babies, children, and young adults (aged 0 to 26) with complex health conditions, medical needs, and disabilities, particularly those with progressive, life-shortening conditions. We can also provide end-of-life care and care after death, working closely with community teams. Our medically-supported specialist care is available 24 hours a day, seven days a week, ensuring continuous, compassionate support for those who need it most.

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 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 and Durham can benefit from short breaks. Within each area, there is an assessment and referral pathway that we have agreed with health and social care colleagues.

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

Caring for children and young adults

Children staying with us can enjoy a range of activities such as sensory play, music therapy, arts and crafts, and baking. Teens and young adults benefit from their own living area, complete with games consoles, a widescreen TV and PCs, creating a space where they can relax, socialise and spend time together. Looking ahead, our dedicated Young Adults Service Accommodation is planned to open in 2026/27, helping us further develop our support for young people as they transition into adulthood. You can read more about this on the next page.

In February 2026, our children and young adults also began benefiting from a bespoke Movement Room, generously donated by the Ray of Light Trust. The space supports one-to-one therapeutic time with members of the multidisciplinary team, including occupational therapy, physiotherapy and music therapy, in a calm environment designed around individual sensory and wellbeing needs.

You can watch a video of our new Movement Room by scanning this QR code.



Young Adults Social

As well as offering residential short breaks, our Young Adults Social Group continues to be a popular and important part of life giving young adults the chance to build friendships, try new experiences and enjoy time together. Over the past year, the group has taken part in a wide range of activities, from meals out, shopping trips and cinema visits to attending football matches and other local events. They also celebrated together at a Christmas party at the Holiday Inn and enjoyed trips to both the traditional pantomime and an adult panto.

Other highlights have included attending a fundraising boxing event and a special evening with footballer Kieran Trippier, where two young adults enjoyed a three-course meal and the chance to hear him talk about his career.

New Young Adults Service Accommodation

Construction of our new Young Adults Service Accommodation was completed in April 2025, creating a two-bedroom, self-contained space designed to support our young people as they transition into adulthood. The development was made possible thanks to the generous support of the Winifred Futter Will Trust, with building work carried out by McCarrick Construction.

In August 2025, the Children and Young Adults team welcomed young adults and their families to a housewarming BBQ, giving them the chance to see the accommodation ahead of its official opening. ***A photo on the right of this page shows some of our young adults with members of the St Oswald's Hospice team. It was a really special evening, full of excitement and a chance to come together and celebrate.***

Holly Smith, Matron of the Children and Young Adults Service, said: *"It was fantastic to welcome families and young people in and see their reactions as they explored the space for the very first time. We've spent so much time listening to what they wanted and carefully thinking about every detail, so to finally show them around was really special."*

"Our goal has always been to create a space that feels homely, welcoming and comfortable – somewhere young people can spend time with friends, relax, and feel supported as they take steps towards more independence."

Once open, the new accommodation will provide a safe, supportive and homely environment, helping young adults build independence while continuing to receive the care and support they need.



"I'm so excited for the new Young Adults Service Accommodation. I enjoy coming to St Oswald's Hospice for freedom and independence without my parents."

Dylan, young adult at St Oswald's Hospice.

Family support in our Children and Young Adults Service (continued...)

At St Oswald's Hospice, we're committed to supporting the whole family. Our care team offers confidential 1-1 support to parents and helps bring families together.

In September 2025, we opened our Children and Young Adults Memory Garden, a space of love, peace and remembrance. This special garden honours the babies, children and young adults who have died and were cared for through our Children and Young Adults Service.

Children and Young Adults Outreach Service

During 2025/26, our Children and Young Adults Outreach Service provided tailored support for families in the community, offering daytime, overnight and weekend care based on each child or young adults' individual needs.

Following a review, our Children and Young Adults Outreach Service came to an end on 31st March 2026. This decision was made to ensure we are using our resources in the most effective way, so we can continue to offer the best care possible for everyone who needs us.

By focusing our resources within the hospice, we are able to respond to growing demand by focusing on opening additional beds within the Children and Young Adults Service, enabling more families to access short breaks and overnight respite. We are also exploring opportunities to introduce school holiday day services, alongside preparing for the full opening of our Young Adults Service Accommodation.

The Outreach team have joined the onsite Children and Young Adults staff team, ensuring their skills and experience remain an important part of the care we provide.

Supporting families and siblings

We also offer short-term support during periods of acute need.

For families staying with us, we provide four en-suite bedrooms, a bathroom, and a lounge with kitchen. Parents can access our free complementary therapy services.

Sibling support is a priority too. We held three 'Sibz Days' this year – fun, creative sessions for siblings to share feelings, make friends, and explore medical equipment in a safe space.

Sibz Day activities included a visit to the pantomime in January 2026, a trip to a bowling and arcade venue in North Shields, and a hospice-based Sibz Day. This day, offered siblings the opportunity to explore medical equipment in a safe and supportive environment, helping to build understanding and confidence.



"I can't thank the team at St Oswald's Hospice enough for looking after Lucy (pictured on the right in the top picture above) and loving her like we do. It's like they are our extended family."

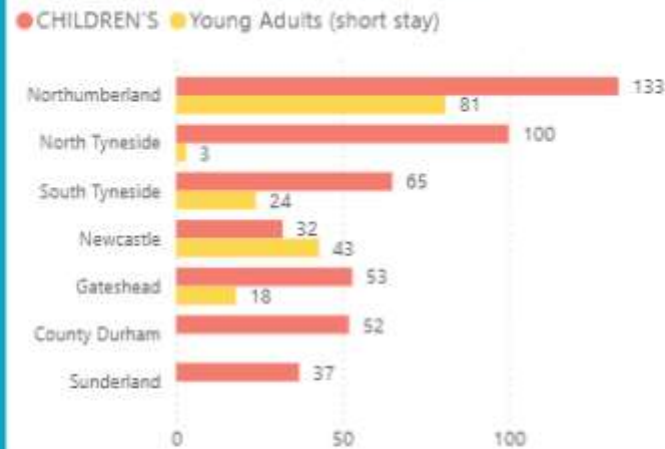
Mum of a child.

Overview: Children and Young Adults Service

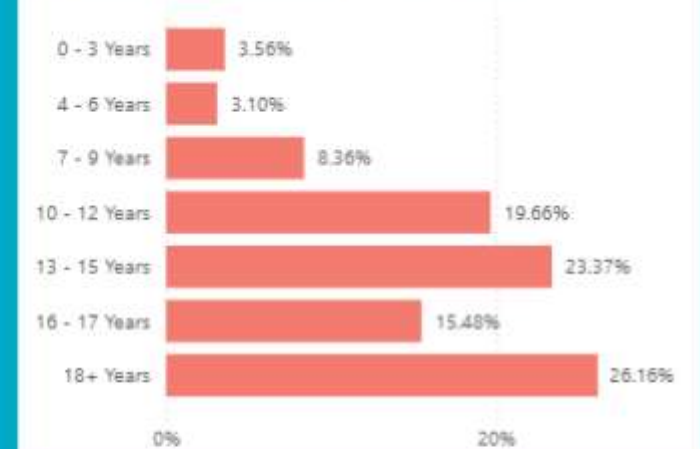
Bed Nights By Commissioning Area



Admissions By Commissioning Area



Age Groups (Children & Young Adults)



Last year...

- **52** children and their families benefited from our Children's Service.
- A further **16** young adults were cared for at St Oswald's.
- **4%** of children staying were aged between 0-3 years old, **3%** 4-6 Years Old, **8%** 7-9 Years Old, **20%** 10-12 Years Old, **23%** 13-15 Years Old and **15%** 16-17 years Old.
- **641** admissions, Children and Young Adults Service recorded an occupancy of **78%** over the year resulting in **1,956** bed days. This figure is based on a standard seven-bed capacity.
- The average length of stay is **3** nights per visit for Children & **3** nights for Young Adults.

Average of Length Of Stay



Family Support Services

- 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 people and families on a one-to-one basis and in groups.
- Bereaved people that come to us are offered face to face or telephone support which is private, confidential and non judgemental.
- We continue to 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 grief and the death of a loved one.
- We have continued to fund a Children's Lead in our Bereavement Team. This is a permanent post to support children who are bereaved from 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.
- Our bereavement team also continue to 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.
- Our Corporate Bereavement Online Training continues, providing support to businesses in managing bereavement in the workplace.
- Our Community Projects Lead for Bereavement, Laura, has been delivering Professional Grief training sessions through Hospice UK, creating a safe space for professionals who regularly encounter death and dying in their work. This includes, hospice nurses, paramedics, emergency dispatch staff and grief workers, supporting them to reflect on the emotional impact of their roles. These sessions help participants explore ways to support colleagues, improve workplace processes and reduce the risk of burnout and compassion fatigue.

Last year...

- **320 Referrals, 160 adults and 119 children** accessed the bereavement services with a total of **1,567** contacts.



Family Support Services... continued

Giving Day 2025 - Supporting our Bereavement and Social Care teams

In December 2025, we held a Giving Day to raise £300,000 to fund our Bereavement and Social Care teams.

As part of this, we spoke with six families who shared their experiences of being supported by our bereavement and social work teams. Their stories highlighted the profound impact of emotional and practical support at some of the most difficult times in people's lives, showing the difference this care makes for people and their families.

As the campaign came to an end, we were just short of our £300,000 target. However, shortly after the campaign ended, a generous supporter came forward with a significant donation. As matched funding was still available, the campaign remained open to include this gift.

We are delighted to share that, together, our community raised over £306,000 for our Bereavement and Social Work teams. This incredible total means that one full year of bereavement and social work support has been funded for people and families facing the loss of a loved one.

Vikki's story

Vikki (pictured to the left of the picture on this page, with Claire, one of our Social Workers) and her family have been supported by our bereavement and social work teams before, during and after the death of her husband, and children's dad, Bob.

Vikki told us: *"Being a widow so young is quite isolating. Your whole life changes, even your friends look at you differently. Having St Oswald's to come to and make things feel normal, and help us get through that is really, really helpful."*

Scan the QR code to the right of this page to watch a video where Vikki reflects on her journey and what the care and support from St Oswald's Hospice has meant to her and her family.



Watch Vikki's story

Scan here





Overview: Stakeholder Feedback

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 staying at St Oswald's Hospice to make sure they are comfortable and provide anything they might need during their stay.

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

During the year, our St Oswald's Hospice Patient and Public Involvement Group has continued to support engagement with patients and the public. Over the past 12 months, members have been invited to contribute to a range of areas, including the development of an Interview and Accessibility Guide, Patient Privacy Assumptions, and plans for a potential RHS Garden. Members were also invited to take part in a Patient Roundtable led by the Commission for Palliative and End of Life Care. The group currently has 20 members, including a mix of current and former staff and volunteers, family members, and colleagues from partner organisations such as Haref and the NHS. This diversity of experience helps ensure a broad range of perspectives are reflected in our work.

Feedback Bank

The Hospice uses a range of methods to capture feedback, including social media, suggestion boxes, comments books and, from June 2025 the introduction of Vantage as a new system for recording and managing feedback. From **1st April 2025 to 31st March 2026**, a total of **108 pieces of feedback** were recorded through the old feedback bank and Vantage. A summary of the type of feedback is shown below and, as can be seen, the vast majority includes thank you or positive comments.

Of the feedback received:



Positive
81%



Neutral
feedback
10%



Negative
feedback
6%



Suggestion
2%

"To all the staff I just wanted to say a big thank you for taking such wonderful care of me when I stayed. I really appreciate it. You made me feel so welcome and comfortable and realise I could confidently come back. You are truly wonderful people."

Staff and Volunteer Feedback

We believe that our staff and volunteers are able to be at their best when they understand their roles, responsibilities and rights, and have opportunities to share their views on issues that affect them, including quality of care, patient safety, or bullying and harassment.

We are committed to being open and honest, and encourage staff and volunteers to speak up and raise any concerns at an early stage and in the appropriate way. The views of staff and volunteers are actively sought via line managers, the feedback bank, special briefings, focus groups, departmental visits from the Management Team and Trustees, and surveys.

In October 2025, we carried out our Your Voice Staff Survey, which provided valuable insight into staff experiences and helped us understand what we are doing well, where we can improve, and what changes may be needed to better support our people. A total of 198 colleagues responded, representing 52% of all staff, with 87% saying they feel safe to speak up. In spring 2026, we will also be carrying out our Equity, Diversity and Inclusion (EDI) survey, which will be open to both staff and volunteers. The survey will explore people's experiences of equity, diversity and inclusion within the hospice.

We've continued our work to promote positive staff health and wellbeing this year. We have 18 trained Mental Health First Aiders from different areas across the hospice, who have been active in raising awareness and promoting mental health support. They are a point of contact for staff or volunteers experiencing mental health issues or emotional distress, offering initial support and helping people access appropriate help if needed. We also re-promoted our Staff and Volunteer Support 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.

St Oswald's Hospice operates a formal policy for staff and volunteers to 'Speak Up' at work, which includes whistleblowing. A Speak Up Policy exists to help staff and volunteers 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.

We've continued to promote our Freedom to Speak Up Guardians this year. Our Freedom to Speak Up Guardians are there for staff and volunteers who feel unable to talk to their line manager and 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 Guardians will support staff in ensuring their concerns are heard and acted upon as appropriate, and that feedback is forwarded to the right person.

A grievance procedure also exists to set out how staff can raise issues in relation to their concerns, problems or complaints with regard to terms and conditions, how staff are managed, the working environment, Health & Safety issues, work relations, and equal opportunities.

This is not an exhaustive list.

9 out of 10
people say care of
patients/service users
is a top priority.

4 out of 5
people would recommend
St Oswald's Hospice
as a place to work.

9 out of 10
would be happy with the
standard of care provided
for a friend.

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 nearly forty years and are renowned locally, regionally and nationally for our expertise.

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 to ten 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 placements for medical students throughout their studies. Fourth and fifth medical students are supervised by one of our consultants, who is an examiner for Newcastle Medical School.

As well as this, we offer placements for students looking for clinical experience. We also offer electives of 6 to 9 weeks for fourth or fifth year medical students locally, nationally and internationally.



Commissioner Statement from North East and North Cumbria Integrated Care Board for St Oswald's Hospice Quality Accounts 2025/2026

NHS North East and North Cumbria Integrated Care Board (NENC ICB) is committed to commissioning high quality services from St Oswald's Hospice. NENC ICB is responsible for ensuring that the healthcare needs of patients that they represent are safe, effective and that the experiences of patients are reflected and acted upon. The ICB welcomes the opportunity to review and provide comment on this 2025/26 Quality Account.

Overview

The ICB would like to thank St Oswald's Hospice for the openness and transparency reflected in this year's Quality Account. The ICB would like to commend all staff and volunteers for their commitment and dedication demonstrated throughout these challenging times and for striving to ensure that patient care continues to be delivered to a high standard.

Achievements

The ICB would like to congratulate St Oswald's Hospice and its staff and volunteers on the achievements made during this period. The ICB recognise the attainments detailed within the Quality Account, which have continued following the 2023-27 strategy, which includes building partnerships, expanding community services, maintaining sustainable funding and actively providing education and research to their colleagues. Further attainments include:

- Being the largest specialist provider in the North East region for Lymphoedema Services and providing care to 2,876 patients. The ICB congratulate the Hospice for successfully delivering Lymphoedema and Lipoedema treatment for over 30 years.
- Offering services to the NHS (inc. Lymphoedema Services and Ambulatory Care) and also providing additional services through funding/grants for adults, children and their families.
- Being named one of the Regional Centres of Learning for Transition in the UK in May 2025, commencing in October 2025, to create a positive experience for young people transitioning from childhood to adulthood with life-limiting conditions. It is encouraging that the Hospice have actively shared learning with other Centres of Learning to provide high-quality care across the sector.
- Achieving high levels of bed occupancy and delivering services for 3,459 adults and 187 children throughout the year despite ward refurbishments, providing patients and their families with core services.
- Providing bereavement support to adults and children via methods best for the patients/families such as 1-1 sessions or support groups. This also included continued partnerships with Northumbria Primary Care and delivering bereavement training to Everyturn Mental Health and HMP Northumberland. Work is currently underway in the South Tyneside region to provide Grief and Loss Allies in the community to strengthen bereavement awareness and support available.

Commissioner Statement from North East and North Cumbria Integrated Care Board for St Oswald's Hospice Quality Accounts 2025/2026 (continued)

- The completion of the Young Adults Service Accommodation building which will provide a safe environment with appropriate facilities for young adults with complex needs.
- The participation in clinical research with external organisations continues with several ongoing projects at the time of producing their Quality Account.
- The introduction of Compassionate Companions into the Adult Inpatient Unit which provides emotional and spiritual support by listening, offering companionship, and being there for patients and families, including during end-of-life care.
- The continuation of the Pets of Therapy Service with therapy dogs being hugely popular with everyone from patients, families, volunteers and staff.
- Supporting palliative patients with holistic care and complementary therapy. It is positive to see that a variety of support has been given virtually and face-to-face including a home visit service.
- Providing specialist care to babies, children and young adults as part of their Children and Young Adults Service. It is lovely to note that holidays breaks are provided for children and young adults to ensure those with complex health conditions have a fun and safe home from home environment to enjoy.
- Positive feedback from patients and families who have directly received care and from first hand experiences.
- Being proactive in seeking feedback from staff and volunteers with an honest and open approach to concerns that are raised. The promotion of Freedom to Speak Up Guardians has continued throughout the year, and it is encouraging to note the high scores obtained from staff who say the care of patients and families is their top priority and would also recommend the Hospice as a place to work.
- The Hospice have continued to provide education and training by delivering palliative medicine training for Speciality and GP Registrars, and facilitate placements for medical students.

Future Priorities

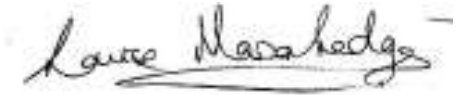
The ICB is fully supportive of the identified Quality Priorities for 2026/27. The ICB welcomes the focused care service priorities in relation to frailty, bereavement, and transition as part of the 2023-27 strategy. The ICB congratulate the Hospice on reaching its 40th year in service, this is a fantastic milestone to achieve. The ICB also look forward to hearing about the formal opening of the Young Adults Service accommodation and know it will be an invaluable asset to patients and their families.

Commissioner Statement from North East and North Cumbria Integrated Care Board for St Oswald's Hospice Quality Accounts 2025/2026 (continued)

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 2025/26. It is clearly presented in the required format, contains information that accurately represents their quality profile and aspirations for the forthcoming year.

NENC ICB remain committed to working in partnership with St Oswald's Hospice to assure the quality of commissioned services in 2026/27.

Yours sincerely,



Louise Mason-Lodge
Director of Nursing (Quality)
NHS North East and North Cumbria Integrated Care Board

May 2026

Quality time for everyone

0191 285 0063 | enquiries@stoswaldsuk.org

www.stoswaldsuk.org

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