

APPENDIX B – Comments submitted by the Barnet HOSC for Inclusion within North London Hospice's Quality Accounts 2015-16

The Committee scrutinised the Draft Quality Account from the North London Hospice for the year 2015-16 and wish to put on record the following comments:

- The Committee welcomed the fact that the North London Hospice would be trying to reduce the length of their Quality Account which would make the document more public friendly.
- The Committee welcomed the “easy read” literature produced by the Hospice and noted the pertinence of having “easy read” literature for people with learning disabilities. The Committee were pleased to note that a number of staff employed at the Hospice had previously worked with people with learning disabilities and were able to bring those skills into providing palliative care. The Committee were also pleased to note that people with learning disabilities are invited to visit the Hospice before they stay in order to make them more comfortable with the environment.
- The Committee welcomed the significant reduction in closed bed days from 116 in 2013-14 to 30 in 2015-16.
- The Committee welcomed the use of “Hello, my name is...” badges.
- The Committee welcomed the actions taken to improve the personal safety of patients, which included the access code number being changed more frequently, printing of paper being undertaken in secure areas, and confidential waste being stored in secure bins before collection for destruction.
- The Committee welcomed the “Come and Connect” scheme which was available for registered patients as well as those who had been discharged from Outpatients and Therapy, which provides a means of meeting socially which can be compromised by illness.
- The Committee were pleased to note that Key Performance Indicator 1, *“Did you feel / the patient was referred to the hospice at the right time”* would be changed to *“Do you feel staff treat you with compassion; understanding; courtesy; respect; dignity?”*
- The Committee noted that there had been an increase in “minor” category clinical incidents from 68 in 2014-15 to 153 in 2015-16. However the Committee acknowledged that the Hospice had introduced a new risk management database and that this increase could likely be down to an increase in reporting.
- The Committee were pleased to note that patients did not contract any of the following infections whilst in the care of the North London Hospice Inpatient Unit: C.Diff, Pseudomonas, Salmonella, ESBL or Klebsiella pneumonia; MRSA.

- The Committee welcomed the fact that “Oyster” training to volunteers to help develop emotional competence and resilience was taking place and would be continuing.
- The Committee welcomed the inclusion of user feedback and noted that the feedback was very moving.

However:

- Whilst the Committee applauded the efforts of staff working at the Hospice, the Committee expressed concern about staff working with patients being required to “tick boxes” and suggested that project outcomes were clearly defined.
- The Committee noted that the Hospice was continuing offer free “Sage and Thyme” training but thought it would be helpful to define the term more clearly so that members of the public reading the document would understand.
- The Committee expressed concern at the fact that the Handwashing Audit at the Winchmore Hill Site had seen a significant decrease in compliance since the first audit. The Committee expressed their disappointment in noting that 2015-16 compliance was 61% compared with 77% for the first audit. The Committee noted that the developments at Winchmore Hill had also seen an increase in the number of staff and volunteers within the service and that despite the completion of induction training, the theory of infection control and hand hygiene is not being put into practice as much as it should be. The Committee welcomed the fact that further training has been, and will continue to be provided for staff and volunteers. The Committee were pleased to note that the audit will be completed again in 6 months to continue to monitor compliance and requested to be provided with the results.
- The Committee noted that 14 of the 15 patients who developed Grade 3 or 4 pressure sores were admitted with pressure sores which progressed under North London Hospice care but acknowledged that the Hospice client group is prone to increased incidence and vulnerability to pressure ulcers.
- The Committee expressed surprise and concern that GPs and clinicians were unaware of the extent of the Hospice’s services and the support available for those with a Long Term Condition and sought assurance that the Hospice was developing a marketing plan to get the message out.