

Barnet Health Overview and Scrutiny Committee comments can be found on Page 45-46 of North London Hospices published Quality Account.

The actions taken on the committees comments are highlighted in bold below:

- 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 Priorities for Improvement 2016-17 project outcomes were reviewed following committees comments and can be seen Pages 9-11**
- 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. **A definition was included in the final quality account and can be seen on Page 23**
- 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. **A re-audit was undertaken in July 2016. A marked improvement in performance was seen with a 91% compliance. A further re-audit is scheduled for December 2016.**
- 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. **We continue to monitor pressure ulcers, grading and care given by the inpatient unit. We report externally as required.**

- 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.

**Work is ongoing to develop the new services and the related marketing plan. We continue to publicise the current services. We have appointed an Associate Director for Outpatient and Therapies who commenced in post in June 2016. Further investment into the service includes Physiotherapy, Occupational Therapy and Social Work. These new post holders are currently developing the service offer for those with a long term condition. The Associate Director is leading work on co-production with patients, carers, volunteers and both internal and external healthcare professionals.**

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