

Barnet Health Overview and Scrutiny Committee: Draft Comments on NHS Trust Quality Accounts for the Year 2014-2015

North London Hospice:

The Committee scrutinised the North London Hospice Quality Account 2014/15 and wish to put on record the following comments:

- The Committee commended the positive impact of the “Living Room Project” on the experience of patients.
- The Committee welcomed the work that had been done to develop the garden, which has improved patient experience and suggested that this should be included within the Quality Account. The Committee also complimented the bedrooms that looked out onto the gardens.
- The Committee welcomed the decrease in the number of falls at the Hospice.
- The Committee noted that the hospice now had 18 bedrooms, compared to 17 last year and welcomed the refurbishments that had been made such as new hard floors which allow for a faster turnaround of rooms.
- The Committee commended the success of the “Fund a Bed” campaign which had provided both new beds and new linen.
- The Committee noted that the community teams cared for a total of 1299 patients in their own homes and welcomed the fact that 59% of these patients were supported to die at home where this was their preferred place of care.
- The Committee were pleased to note that a new caterer who also provides meals for other hospices was now being used by the North London Hospice. The Committee commented that the caterer had experience in producing meals suitable for the client group and welcomed the increased menu now being offered.
- The Committee noted that this year, the Hospice had joined a newly formed partnership to provide specialist palliative care services to people living in Haringey and that as part of this, the Hospice now employ the Haringey Community Specialist Palliative Care Team and provide a triage service for referrals. The Committee welcomed the fact that the North London Hospice’s education department has trained 223 staff of external organisations including Care Homes, Community Nursing Services and trainee Doctors. The Committee was pleased to note that this year it has provided new training in communications skills and as part of Hospice’s Dementia Care Project, has delivered dementia training to 83 staff.

However:

- The Committee commented that they would like to see further benchmarking data in the final draft of the Quality Account, especially in relation to pressure sores and falls.
- The Committee expressed concern at the results of the hand washing audit, which was recorded at a self-monitoring compliance rate of 77% at the Enfield site. The Committee welcomed the Hospice’s intention to improve upon the statistic. The Committee noted that hand washing compliance was better at the Finchley site.
- The Committee expressed concern at the high cost of an emergency Out of Hours GP home visit which costs approximately £500 and is provided by BarnDoc.
- The Committee suggested that the Quality Account should be consistent in the portrayal of statistics through percentages and raw figures.
- The Committee welcomed the fact that less grade 3 or 4 pressure ulcers were reported in 2014/15 compared to 2013-14, but commented that it would be helpful to have further benchmarking information on pressure sores contained within the Quality Account.