

**`North London Hospice January 2020 Update
Response to Barnet Health and Overview Scrutiny Committee 2019 points
raised regarding North London Hospice's Quality Account 2018-19:**

- 1. The Committee was concerned that the 'Infection, Prevention and Control Audits' had revealed areas of non-compliance including the need for improved treatment of lime scale, consistent completion of decontamination checklists and the correct labelling of sharps bins, but was reassured by the remedial action taken.**

Response: Remedial action was completed post audit.

- 2. The committee was concerned with the bedrail risk and compliance with assessments for this risk. Although there had been an improvement in the completion of bedrail risk assessments from the previous year, not all had been completed weekly in accordance with policy. The Committee noted that the Hospice had amended the policy to include risk assessments only being undertaken when a patient's condition changes.**

Response: A re-audit is planned in 2020-2021 Audit Plan to monitor compliance with policy.

- 3. The committee was disappointed that the target of a minimum 80% occupancy had not been met due to a shortage of nurses and doctors on the Inpatient Unit. They noted a rota of doctor availability was being set up**

Response: Doctor availability rota is in place and we continue to monitor factors impacting on admission.

- 4. The committee noted that 12 complaints had been received, with 11 upheld and one partly upheld. There had also been 23 'concerns' raised by users relating to clinical care**

Response: no further comment

- 5. The committee noted that the number of patient falls was a concern as it had risen from 53 to 62. This was despite the introduction of patient alarms and the purchase of low beds**

Response: Patient falls is an area of continuous monitoring.

- 6. The committee noted that the medication errors had increased to 40 this year, although below average compared with hospices of a similar size. The**

In partnership with 

committee was informed that the Hospice is now separating non-patient related medication incidents from those directly affecting patients

Response: Medication errors is an area of continuous monitoring.

7. The committee noted the staffing issues, including bullying – although noted this did not appear to be outside of average figures

Response: Staff survey 2019 completed and will be reported in next year's Quality Account

Giselle Martin-Dominguez - Assistant Director Quality

Fran Deane - Director of Clinical Services

North London Hospice