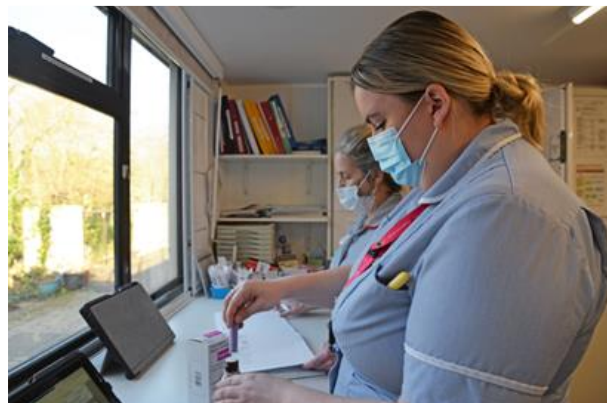




• Mount Edgcumbe Hospice • St Julia's Hospice •

Caring for our community

Quality Account – 2023/24



www.cornwallhospicecare.co.uk

Statement of Assurance from the Board

I am delighted to report that in the last nine months we have hosted unexpected inspections from the Care Quality Commission (CQC) with both confirming the excellent work of our front line teams. Mount Edgcumbe Hospice in St Austell has been recognised as 'outstanding' and at St Julia's Hospice in Hayle the team are rated as 'good'. I am proud of each and every person at our hospices and thank them all for their commitment and hard work. These inspections are never easy and demand a lot of additional hard work but the staff and volunteers at both hospices rose to the challenge and attracted amazing ratings as a result. What's more, this illustrates how important our one team of doctors, nurses, healthcare assistants, caterers, housekeepers and administrators are.



David Renwick, volunteer Chair of Trustees

I would also pay tribute to our Community Services team who in a first for our charity, have opened a new Neighbourhood Hub that's co-located at our retail bargain outlet in Redruth. The centre provides palliative help for patients and their carers and support for those who have been bereaved with workshops for managing fatigue, stress and anxiety and wellbeing groups based around complementary therapies.

It's developments like these that make me proud of our charity and it's long standing commitment to the Cornish community.

David Renwick, volunteer Chair of Trustees

Chief Executive's statement:



Paul Brinsley, Chief Executive

We have spent the last year preparing our next 5-year strategy (2023 to 2028) and I'm proud to say this has involved all our staff and volunteers. We began the process by asking for everyone's views through a survey and our final act once it was drafted, was to share the details again for feedback. The result is a new purpose for our charity, updated values and a set of ambitions, all of

which you can see in appendix 1 of this Quality Account.

The strategy that will be underpinned by each department's 5-year business plan, also reflects on the challenges we face; increased demand for our services, securing and retaining talent, tackling the challenging economy, lowering where possible our environmental impact and adapting to the externally changing organisational landscape. It is thanks to our staff and volunteers that we start the 5-year cycle on a positive note with plans to strengthen and develop further the care we offer across Cornwall, care that is 100% free to those who need it and funded by the community we serve.

Paul Brinsley, Chief Executive

What we are proud of in 2022/23

Passing Two Unannounced CQC Inspections

We experienced two unannounced inspections in 2022/23 by the Care Quality Commission – in June at St Julia’s Hospice and in August for Mount Edgumbe Hospice.

As expected the inspections were very thorough and we were very pleased with the CQC’s feedback about our staff and volunteers in that the CQC said they were all very helpful and supported the inspectors well during their visit.

We were delighted with the CQC’s ratings following the inspections as St Julia’s was rated Good and Mount Edgumbe Hospice as Outstanding.

“The level of care was second to none. My wife could not have been looked after better.”

“Huge thanks to both the staff and volunteers who all go the extra mile for both patients and family members. I can't praise them highly enough.”

Providing More Specialist Palliative Care Outreach

Our Advanced Nurse Practitioner (ANP) is available to support patients both in our hospices but also visits patients in their own homes and works collaboratively across care settings and specialities. This outreach work could be to support an assessment in determining if a hospice admission would be of benefit to the patient or if the hospice can work with the patient, family, and community to enable the patient to remain at home as per their wishes. In addition, our ANP might outreach to support a patient when they have been discharged from our in-patient units and visit them in their homes. Our ANP also holds a caseload of community patients.

Engaging with services and specialities across all care settings has also seen our ANP becoming an integral member of the larger multidisciplinary team across the county supporting Motor Neuron Disease (MND) patients and their families, leading on Non-Invasive Ventilation (NIV) Withdrawals clinically, educationally and in forming an NIV Working Group to look at a county wide Standing Operating Procedure (SOP).

This outreach work has also resulted in work to set up a MND Clinic in Cornwall. Not only will this clinic be a collaborative piece of work with the MND Coordinator and Secondary Care NIV Team, it will also be a Nurse and Allied Health Professional led Clinic.

Our ANP has also led the work enabling Cornwall Hospice to be a site for the National Research Study, CHELsea2, looking at clinical hydration in end of life.

Further collaboration has seen our ANP lead the Orange Folders #WhatMattersToMe (#WMTM) being developed in Cornwall. The initiative was initially launched by Gloucestershire Integrated Care Board (ICB) Personalisation Team and working collaboratively with Gloucestershire has seen this initiative support the delivery and update of Advance Care Planning across all settings and specialties in Cornwall. The first wave of this pilot has seen all specialist palliative care teams across Cornwall (community, hospitals and the hospice) working to launch this initiative. The second wave will see collaborative working with paramedics to enable #WMTM conversations and the ACP document to support patients and prevent inappropriate admissions.

Feedback from patients, families and healthcare professionals using the ANP service:

“She is excellent. I could not manage my patient to the same level and quality without her input and feedback. She has developed a good rapport with the patient and her family and facilitates swift and comprehensive management plans.”

From a patients' family about the ANP service:

“She has cared for our daughter's (complex medical needs) for some time now. From day one, she has been extremely professional, kind and considerate and a continual tower of strength and support to us as a family.”

Providing More Community Services

Our Community Services Team continue to develop practical help with a focus on providing support for patients and their carers and to those who have been bereaved. Each year we have introduced new services and/or locations for our services. We offer The Listening Ear Service for anyone in our community feeling

isolated and vulnerable and who have recently been bereaved. Clients to the service can have six one-hour support calls with a trained member of the team plus an assessment call at the start. The team offer information, support and sign posting. It is not a counselling service but feedback shows that it is valued by the people that use it which can be seen from the feedback below.

“This grief needed to come out without feeling guilty, this has been useful today.”

“You have called and taken interest which has helped me cry. It’s good to have someone else to talk to.”

“The calls have been so helpful, being able to space them out was so beneficial and just knowing you were there to listen to me ramble on, they have helped so much.”

Our Occupational Therapists and Physiotherapists offer support, practical advice, information and treatment for people living with a terminal illness or a deteriorating progressive disease within our Neighbourhood Hub service.

We also offer emotional support to carers, delivered over the phone. We are the only end of life care provider in Cornwall that also provides a support network for carers.

A relatively new service, Walk Talk Kernow offers adults who have been bereaved to come on a gentle walk with others in a similar situation, providing a safe space for conversations and to make social connections. Again, this has been very well received with 120 attendees.

“Absolutely great to meet new people and have wonderful chats whilst enjoying a great walk in the outdoors.”

“Absolutely loved it.”

“The lovely company and beautiful views – so nice to chat.”

“Lovely walk, wonderful views, great company.”

“Being able to walk with other people.”

Another new service launched in Autumn 2022 was Bereavement Help Points that offer a safe space for bereaved adults to come and talk, share experiences, receive peer support and make social connections. Since January 2023 9 Help Points have been held. Depending on the success of these first help points, it is hoped to roll them out to other areas of Cornwall in time.

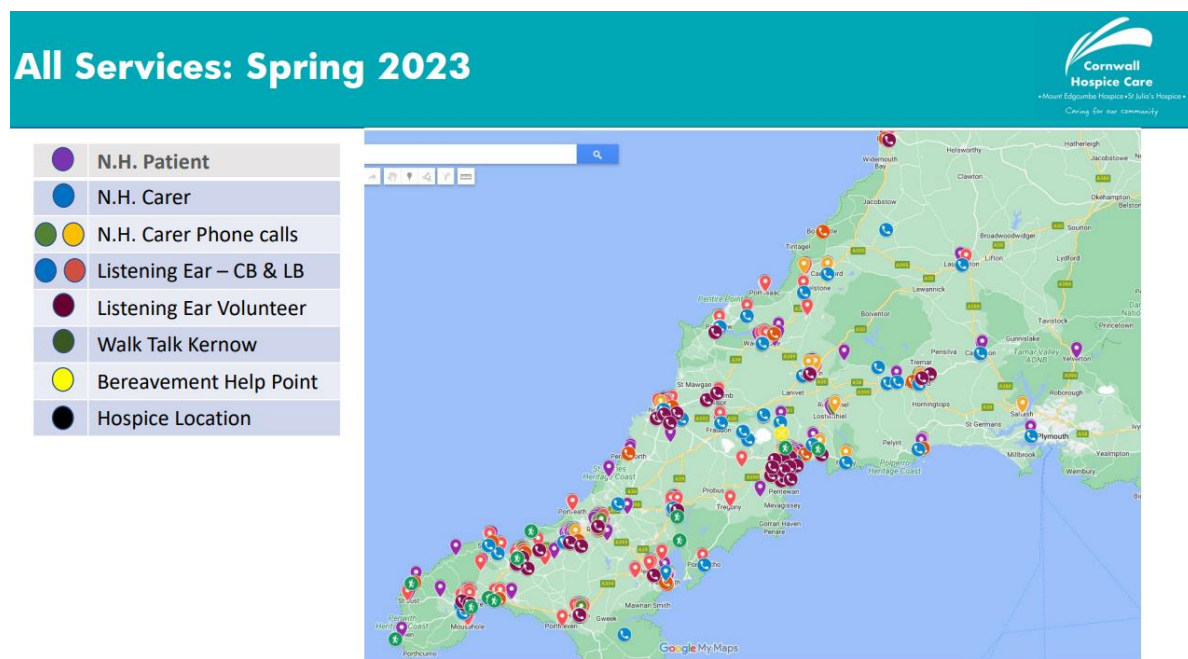
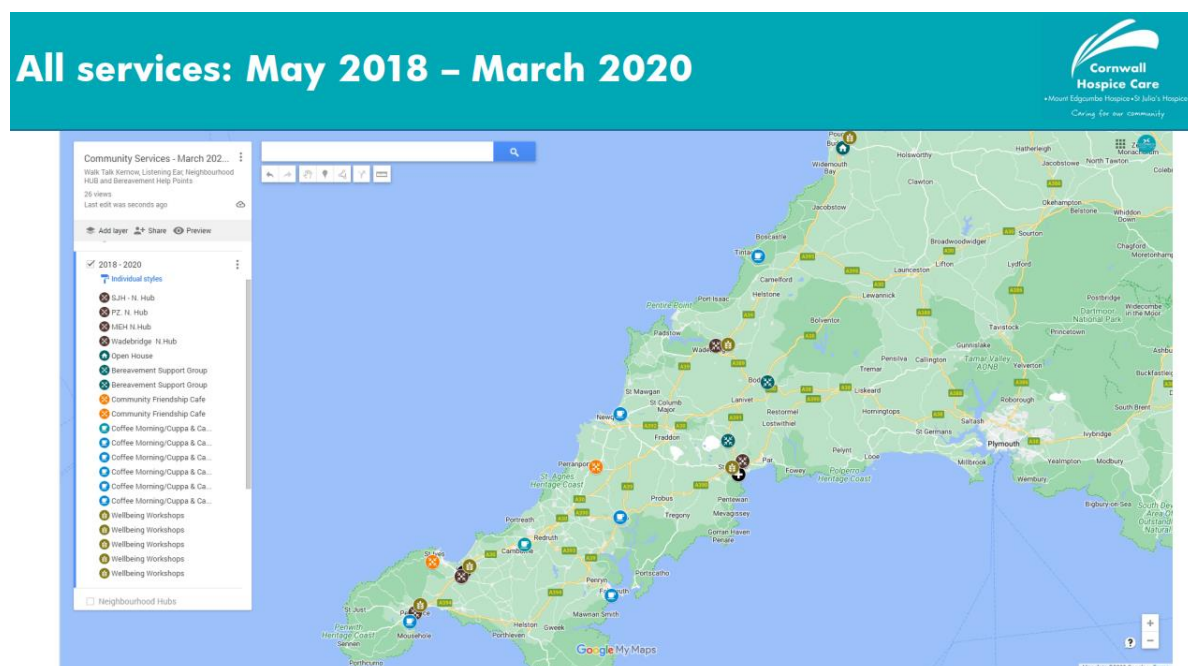
The team also manage the Virtual Community Friendship Café on Facebook which is there for anyone feeling socially isolated, for carers and those coping with a long-term illness or bereavement. There are currently 211 group members.

The team's latest project is the Welcome Home Bag – initially a hospice hug in a bag for all our patients who are discharged home but now extended to all bereaved families as well. These are designed for people to be able to make a hot drink and a snack when they get home and contain tinned soup, crackers, sweet biscuits, tea, coffee, long life milk and sugar. The bags will also have an item to keep such as a knitted blanket, lavender pillow or glass heart and a welcome home card designed by local school children.

“The welcome home bag is a really lovely idea, especially for those who might not have family close by. The card, blanket and provisions are perfect. It was a lovely surprise!”



The increase in provision of our community services can be seen in the images below. The first image shows the community services we provided at the end of March 2020 and the second what we provide now (Spring 2023).



In addition, in March 2023, we opened our new Redruth Neighbourhood Hub.

The community-based support initiative is co-located at our bargain outlet and will provide palliative help for patients and their carers and support for those who have been bereaved.

The charity’s neighbourhood hubs were originally set up in 2017 to help patients

and carers in the community achieve the best quality of life possible. They offer one to one outpatient therapy appointments (occupational therapy and physiotherapy) and living well workshops (managing fatigue, stress, anxiety and breathlessness). Activities aimed at encouraging patients to plan for their future will also be introduced at the Redruth Hub in the near future.



The picture is of the ribbon cutting at the opening of Cornwall Hospice Care's new Redruth Neighbourhood Hub and features (from left to right) Helen Treleven Therapy and Community Services Manager, Clare Bray Community Engagement Officer, Gwendoline Treseder Neighbour Hub Lead and Occupational Therapist and Tracey Davey Community Services

Coordinator.

Producing a 24 Hours in the Life of Film

We are aware that there are still many myths about what it is like to be admitted to a hospice and how hospices are funded so in 2022 we, for the first time, made a film about hospice life.

We wanted to show just what it takes to ensure we can provide our care and to illustrate how each different department within our charity is working towards the same goal. We particularly wanted to illustrate the 24-hour nature of our charity – our hospices never close – and how the wider team work to ensure the care is always there, free of charge for those who need us.

Our in-house PR and Communications team worked with the creative agency Idenna to record and edit the footage.

We chose a 24-hour period that started at midday on the Sunday and during our annual Coast and Clay Sport Event and ended at midday on the Monday.

As the film was being edited the in-house team were also developing the annual Impact Report as a supporting document carrying the same title of 'This is what we do'.

Both the film and Impact Report were launched together, in the first instance to staff and volunteers. The reaction from our staff and volunteers was instant as they saw at first-hand what other departments were doing to achieve the same end result of providing hospice care in Cornwall. Shop teams were reminded that nursing staff are on duty 24 hours a day, clinicians saw how the fundraisers are constantly busy bringing in the money to pay for the care.

We then shared both with external parties, including our local media contacts, our regular supporters (6,000+) and through social media posts and YouTube links.

The film now features on our website, is shared with those who choose to fundraise for us, is played by our charity speakers at talks and used by senior staff when working with outside agencies. This external work is ongoing.

In terms of statistics, we know a lot of people – almost 68,000 - have engaged with the film in some way by either watching it, watching one of the online adverts showing clips of the film, commented or liked the film on social media.

We would like to thank the staff, volunteers, patients, visitors, fundraisers and shoppers who took part.



To watch the film please click [HERE](#)

To view the Impact Report entitled This Is What We do please click [HERE](#)

“It felt really impactful...it’s such a good snapshot of Cornwall Hospice Care.”

“What a wonderful way to show all the hard work that is done in and for the hospices in a 24-hour period.”

Developing our New 5-year strategy

2023 saw the end of our existing 5-year strategy so it was important to agree a new 5-year strategy we can all work towards delivering.

It was very important to us that this new strategy included the views of our staff and volunteers so we began, in January 2022, by asking them for their views on the existing vision, aim and values and if they thought anything was missing. The level of response was very encouraging and from their comments we developed new draft statements on our purpose, our values and our ambitions. A set of expected behaviours were also developed to support our values. We then asked staff, volunteers and our trustees what they thought of these draft statements. Again, we took their comments into consideration and developed a final set of statements which were approved by our Board of Trustees in March 2023.

On 1st April 2023 the new purpose, values and ambitions replaced the vision and mission we previously developed five years ago. Posters advertising the purpose, values and ambitions have been displayed in our hospices, offices, shops and warehouse so everyone can see why we do what we do and how we should act as individuals and towards each other.



Priorities for Improvement and Statements of Assurance

Priorities for improvement 2022/23 – what we aimed to achieve last year and our progress

1. Consider the options for introducing an electronic patient record system

Progress:

We used 2022/23 as a year to scope the functionality and interoperability of the systems available and have arrived at a shortlist of two systems. Various hospice staff members have visited other hospices to see clinical systems in operation. The introduction of electronic prescribing in both hospices has meant that our clinical staff have got used to using computers on a more daily basis and this will serve us well going into 2024 when we aim to implement an electronic patient record. See 2023/4 priorities for further information.

2. Ensure increased privacy and dignity of all patients by moving to all single rooms at our hospice that has multi bed bays

Our Mount Edgcombe Hospice has two four bedded bays. The pandemic social distancing requirement has meant that we have only been able to admit two patients, instead of four, into these bays. Single bedrooms offer a greater degree of dignity and privacy for the patient and their family.

Progress:

Over the last year our Clinical Services Committee and our Board of Trustees have discussed the reconfiguration of the bedded bays at the hospice and approved the project to commence. We have had detailed architecture plans drawn up and have also extended the original scheme – see 2023/4 priorities for further information.

We remain committed to increasing the privacy and dignity of our patients by moving to single rooms.

3. Continue to work in partnership to continue to develop the integrated care medical model for specialist palliative care

Progress:

The hospices have worked hard to reach out and work in partnership with our NHS, independent and charity sector colleagues to support a seamless service around the patient and their family. This piece of work is hugely important and continues to be an area where we strive to improve the whole system wide service. As new initiatives and working processes change and embed in the new Integrated Care Board (ICB) the hospice will continue to champion and support our clinical colleagues in improving access to specialist palliative care at a time, and in a way that is most helpful to the people of Cornwall.

4. Continue developing our education strategy to enable us to extend the reach and knowledge in relation to end of life care.

Building on the work completed in 2021/2 we will extend the invites to our training course and offer more courses, with the aim of improving the knowledge of end-of-life care, thereby resulting in improved patient care for those at the end of their life.

Progress:

We continue to be a committed member of Cornwall & Isles of Scilly Palliative and End of Life Care Strategy Board and chair the Cornwall End of Life Education Group. Our key priority to develop an Education Strategy that actively influences curriculum development and design and supports the individual, organisational and systemwide learning outcomes for end-of-life care, has been achieved.

We have a clear vision to support end-of-life care education across the county and continue to undertake and complete some great collaborative work as well as ongoing developments.

In addition to collaboratively producing the End-of-Life Care Education Strategy we have focused our energy on developments to support upskilling community staff. As a result of this we were successful in securing funding to deliver communication skills training and advance care plan workshops for health and social care staff across the county. These sessions have been very well received with excellent feedback and continue to be delivered. Communication skills training is vitally important, and we are committed to ensuring staff are supported through providing a comprehensive education framework. This will help to ensure that staff at all levels are equipped with the communication and listening skills to support and respond to patient and family concerns and to support shared decision making. With this in mind, we have collaboratively secured funding and recruited under the Education Group a team of trainers to train with the Maguire Team in Advanced Communications Skills, this will form part of our Communications Skills Faculty that we are developing across Cornwall & Isles of Scilly.

We host medical school placements, this involves coordinating and supporting

medical student clinical placements for year 3, 4 and 5. The hospice facilitates 2 palliative and end-of-life care pathway weeks simultaneously which sees approximately 69 4th year medical students undertake both pathway weeks (offering 276 placement sessions), with each student having the opportunity to spend time at each hospice site supported by the multidisciplinary team.

We have also continued to support our wider NHS medical teams by hosting a number of trainee doctors and clinical fellows across the year:

- 3 placements for GP ST1s
- 3 placements for GPST2s
- 4 clinical fellows

We have continued to welcome placements from Plymouth University – these include nursing students, nursing associates, allied healthcare professionals, counselling, and psychology degree students. And we continue to work in partnership with Truro College and Greenwich University supporting nursing associate placements and, also, delivering education sessions on the year 1 and year 2 curriculum.

We are registered as a Regional Training Centre for the Gold Standards Framework Programme, and we actively participate in various countywide education groups including the Nursing Associate Community of Practice Group and Placement Expansion Group. We have signed a national learning agreement with the Royal College of Nursing, focusing on exploring different ways of supporting people on their learning and development journey.

The Palliative and End-of-Life Care Calendar of Events is published and distributed across the county every quarter. We pride ourselves on the high-quality education we offer to the healthcare community. In addition to bespoke sessions, we have a wide range of topics available including, Advance Care Planning, Care of the Dying Patient, Mouth Care in Palliative and End-of-Life Care, Palliative Care Emergencies, Spirituality in Palliative and End-of-Life Care, Symptom Management, Syringe Driver Use, Verification of Death, Communication Skills in End of Life Care, Gender, Sex and Sexuality.

We have broadened our internal education offer with a variety of face-to-face clinical skills. Education sessions being delivered, incorporating simulated practice and micro teaching sessions.

We have seen an increase in our offer of education across the board for both internal and external staff. This increased activity has resulted in 1,524 total session attendees.

As we move forward, we continue to strengthen our collaborative reach and we are participating in a project with Plymouth university which involves

developing research priorities for End-of-Life and Palliative Care in the Southwest. This is an exciting piece of work which will involve patient, carer and healthcare professional participation through face-to-face focus groups.

Priorities for Improvement 2023/24

1. Introduce an electronic patient record system

Building on the work we did in 2022/23 we will select an electronic record system, ensure our paperwork is still all relevant for ward activities so we can use it to build templates for the system and in late 2024/early 2025 move to an electronic patient record system. We will start small and build the system as we go.

2. Reconfigure Mount Edgumbe Hospice to ensure increased privacy and dignity of our patients by modernising the bays into single bedrooms

We will commence fundraising activities for the reconfiguration of Mount Edgumbe Hospice, appoint a developer and a project manager and finalise all design plans ready for ground to be broken in early 2024.

3. Future proofing the hospice buildings

We will, as far as possible, seek to future proof the life of our two buildings by making them as energy efficient as possible by replacing old heating and cooling systems with solar systems, improve building insulation and replace old inefficient windows. By doing this we will not only lengthen the life of the building but will also significantly reduce our energy cost.

Statement of Assurance

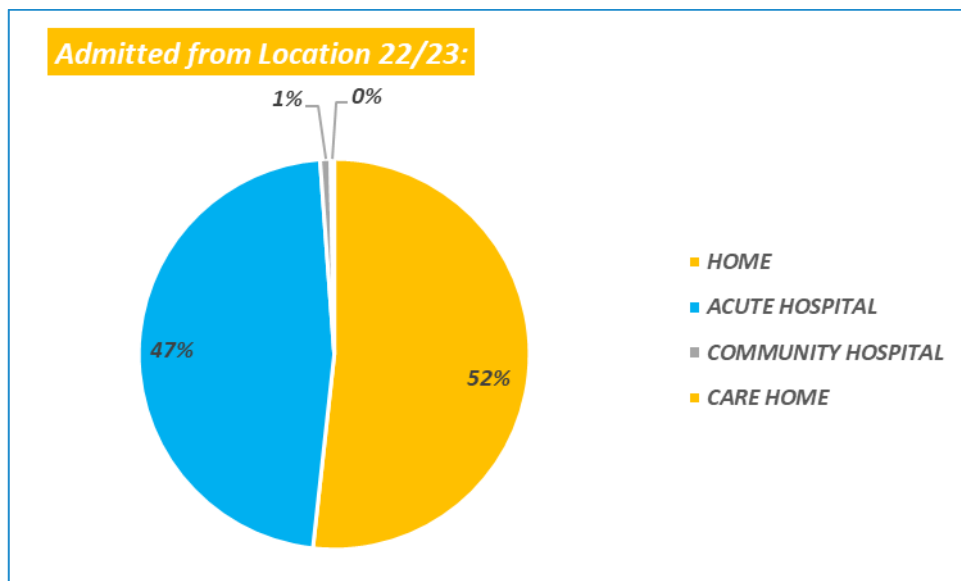
Review of 2022/23 Performance

The graphs below provide information on activity figures for both hospices and some of the other services we provide.

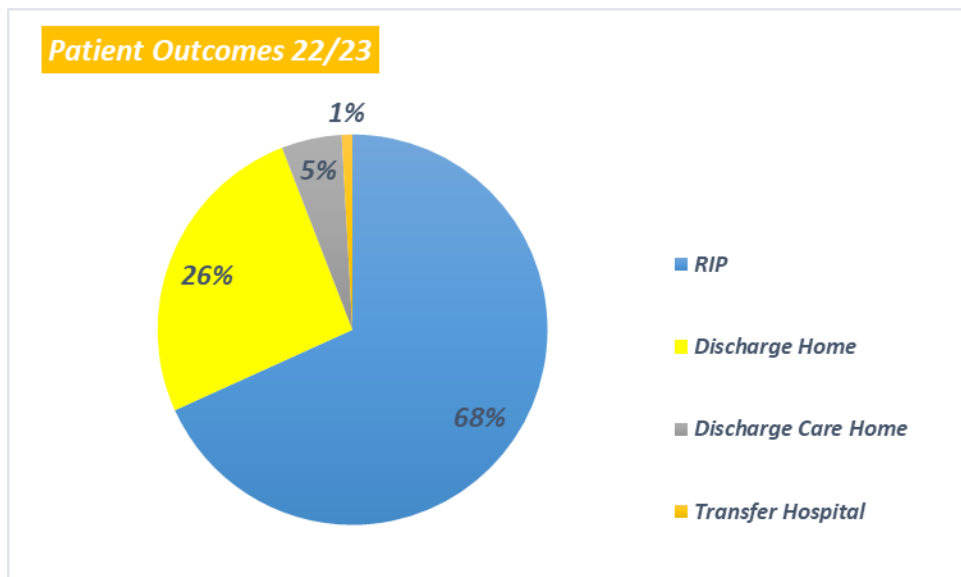
Inpatient Activity

Between April 2022 and the end of March 2023 we had 351 admissions onto our two inpatient wards. These admissions are shown in the table below. This is a slight increase on the previous year when we cared for 331 inpatients.

In the pie chart below the table shows that 52% of our inpatients are admitted from their home.



The pie chart below shows the outcomes for the patients admitted in 2022/23. In summary 31% of patients returned home/care home and 68% sadly died.



Counselling

Our 2 counsellors held 1,899 appointments to help people come to terms with the loss of a loved one. The majority of these appointments were offering support prior to the death of their loved one (76%) with 24% being post bereavement.

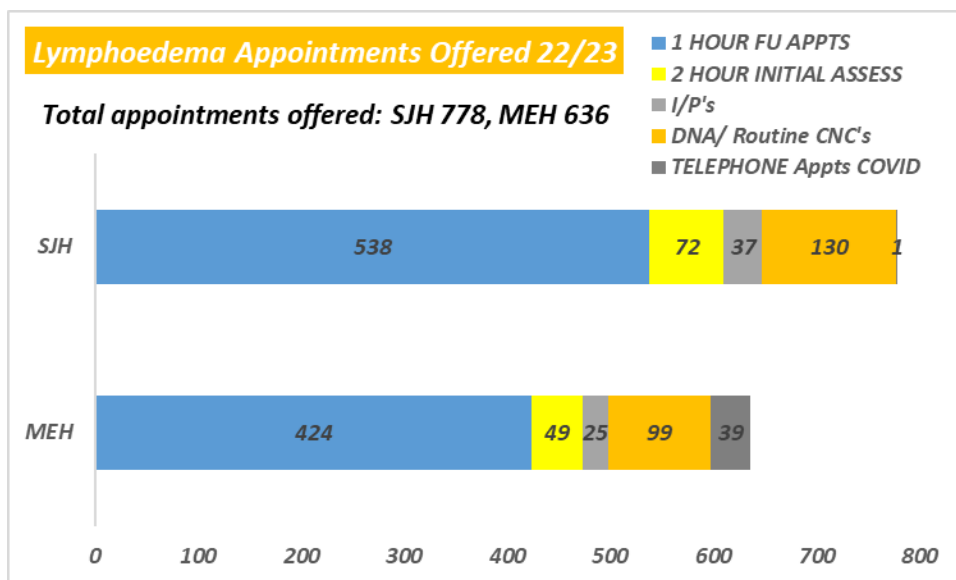
"I feel 'heard'. That someone is sympathetically and compassionately listening to me, tell the adversities I am having to overcome and the distress I suffer as I work through my bereavement. And giving me helpful advice. The regular calls enable me to see my progress, giving positive feedback."

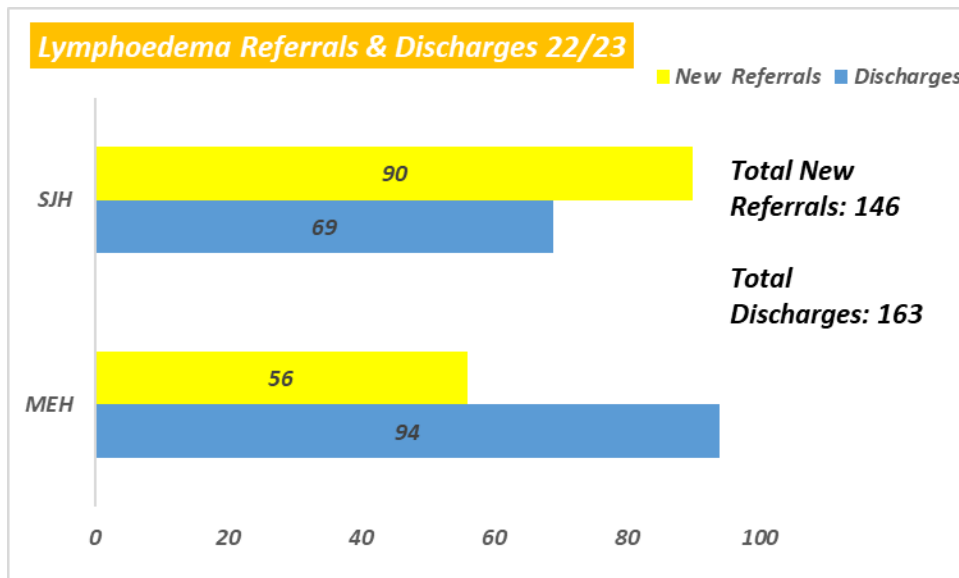
"I've been able to express what I'm feeling & how losing my mum has had an effect on me. I felt like I could just talk and be heard & understood."

"These sessions were very good indeed. It's having someone to listen to you other than family and be so supportive. Thank you so much for this."

Lymphoedema Clinics

Our lymphoedema clinics offered 1,414 appointments which were made up by:





Below is a patient comment about how helpful our lymphoedema service is:

"My experience was exceptional. I found he was a very calm and knowledgeable person. I felt that I was having VIP treatment and would recommend him."

"Good to have someone who understands how I'm feeling and doesn't judge and is very helpful with suggestions of treatment."

Community Services

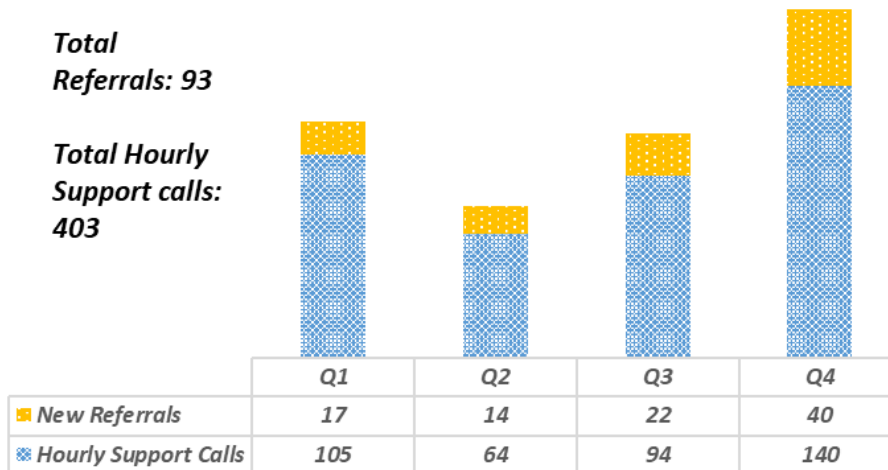
Listening Ear

The number of people who have benefited from our Listening Ear services is shown below.

Summary of 'Listening Ear' Service 22/23

Total Referrals: 93

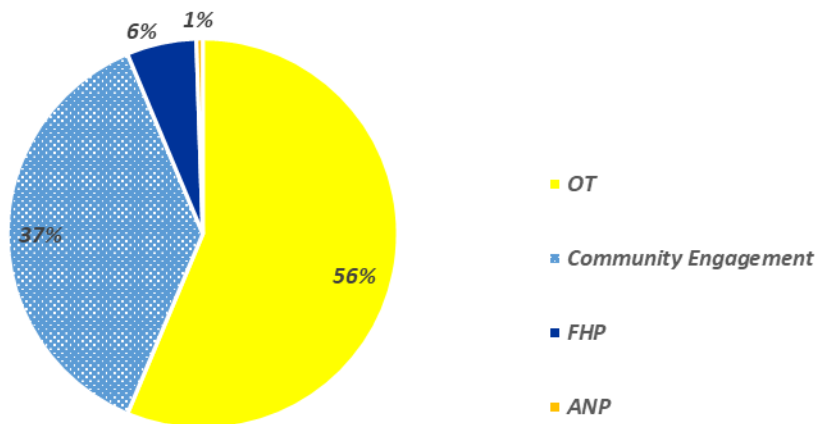
Total Hourly Support calls: 403



Neighbourhood Hubs

In 2022/23 our hubs treated 190 people. The graph below shows the treatments the 190 received. This is an increase on the previous year when the hubs treated 131 people.

Neighbourhood Hubs type of Treatment 22/23:



Advice Line

Our Palliative Care Advice Line is available to healthcare professionals 24 hours a day, 7 days a week. This provides access to specialist nursing and medical advice at any time on symptom control, syringe driver and drug use, appropriate place of care and management of palliative care emergencies as well as hospice bed requests.

Between April 2022 and the end of March 2023 the Advice Line handled 1,315 calls with 587 calls being hospice bed requests. The remainder of the calls were for clinical advice.

Moving into next year the Advice Line will move to be part of the existing Kernow Health Cornwall wide position. This will mean that a wider range of support will be available to patients and their relatives over the 24-hour, 7 day a week period.

Learning

Learning is key in terms of service improvement and quality. We have identified some key themes in our learning in 2022/23:

- Demand for our services, especially community services, continues to increase.
- The age of our inpatients is getting younger meaning that our wards are caring for a greater age range of patients than previous years
- When they arrive with us our inpatients are sicker than in previous years meaning we have to provide a greater level of medical care along with our nursing and personal care.
- We are continuing to see increased length of stay at St Julia's Hospice as patients are having to wait for packages of care to be approved or places at nursing homes to become available. For St Julia's Hospice the average length of stay has increased from 14 days in 2020/21 to 17 days in 2022/23. Mount Edgumbe Hospice's average length of stay in 2022/23 was 14 days which is fairly constant across the recent years.
- The introduction of electronic prescribing has significantly reduced our medication incidents. In the 6 months prior to electronic prescribing being introduced there were 32 medication incidents, an average of 5.3 incidents a month. In the 10 months following its introduction there have been 23 medication incidents which is an average of 2.3 incidents a month. None of these medication incidents have caused major harm to our patients.
- GP Trainees who undertake placements with us are not always familiar with the drugs we prescribe for end-of-life patients which has led to some near miss medication errors. We have introduced guidance notes for the Trainees at induction, bought some palliative care formulary paperbacks and arranged access to the formulary online which has improved the situation.
- The majority of our patients who have had a fall on one of our inpatient units have all of the relevant falls interventions in place but have either avoided them, for example gone round the falls mat, or have not rung their call bell due to them wanting to maintain their independence. We had 34 falls between April 2022 and March 2023 with only one causing severe harm where a patient fell and broke their hip.
- We continue to see an increase in the number of patients who are admitted to our inpatient units who have pressure ulcers. Between April 2021 to March 2022 we found 21 patients had a pressure ulcer on admission. This increased to 50 patients being admitted with pressure ulcers for the period April 22 to

March 2023. With our care many of the pressure ulcers are improving by the time patients, who are able, to be discharged home. Sadly, for some end-of-life patients who cannot move or be turned comfortably pressure ulcers have not healed.

- Following a number of audits on patient notes we have seen an improvement in the audited areas of the notes.
- We have seen an improvement in our hand hygiene audit results as we identified those staff who had not quite understood the rules around not wearing stoned rings and being bare below the elbow.

Quality Performance

Benchmarking Data

Cornwall Hospice Care participates in Hospice UK's safety metric benchmarking, with over a hundred other hospices. The safety metric includes falls, medication errors and pressure ulcers.

This safety information, along with additional patient safety information, is discussed at Clinical Incident Forums and presented to our Clinical Services Committee (which meets on a quarterly basis), via our clinical dashboard. The dashboard is also discussed at clinical team meetings to embed any learning or ideas for service improvement.

Controlled Drugs

Our Director of Clinical Services is our Controlled Drugs Accountable Officer and attends our local Controlled Drugs Local Intelligence Network (CDLin). In 2022/23 we reported 13 drug incidents to CDLin – which is about the same as the previous year when 12 incidents were reported. All of these cases were reviewed at our Clinical Incident Forum and were closed.

The criteria for reporting controlled drug incidents to our CDLin changed in 2023 so we are expecting numbers of incidents reported to fall in 2023/24.

Infection Prevention and Control (Clostridium difficile, MRSA or Norovirus)

We have no cases of Clostridium difficile, MRSA or Norovirus at either of our hospices.

Health and safety RiDDOR reportable

From the clinical side of the organisation there were two incidents that had to be reported to RiDDOR between 1 April 2022 and 31 March 2023. One of these incidents related to a lifting and handling injury and the other was a fall.

Information Governance

2022/23 saw the embedding of 'hybrid' working (a combination of home working and office working) as the new 'normal' way of working for many within the Charity. The effective implementation of IT controls has made this feasible from an information governance perspective. To support the move to 'hybrid' working Cyber Security training, through Blue Stream Academy, has been introduced for all IT users.

There were relatively few information incidents reported during the year and none that needed to be reported to the Information Commissioners Office or the NHS, and we were able to successfully complete the NHS Data Security and Protection (DSP) Toolkit for the 2022/23 reporting period.

The DSP Toolkit sets out the National Data Guardian's (NDG) data security standards. Completing this Toolkit self-assessment, by providing evidence and judging whether we meet the assertions, demonstrates that the Charity is working towards or meeting the NDG standards.

Complaints and Concerns

Feedback, good and bad, is vitally important for us as it allows us to make improvements where they might be needed. In the last year (April 2022 to March 2023) we received 2 complaints and 1 concern which is lower than the previous year.

The complaints and the concern were all discussed with the parties involved and have been resolved and closed. They have also been discussed at the Clinical Governance Committee to ensure any learning is implemented.

Compliments

During 2022/23 we received 145 written compliments. Comments left by patients and families are anonymised and reported to the Clinical Governance Committee and summaries are also available for staff to look at.

Safeguarding

We continued to encourage all staff, patients, families and visitors to talk to us about any safeguarding concerns they may have. We have not had to report any

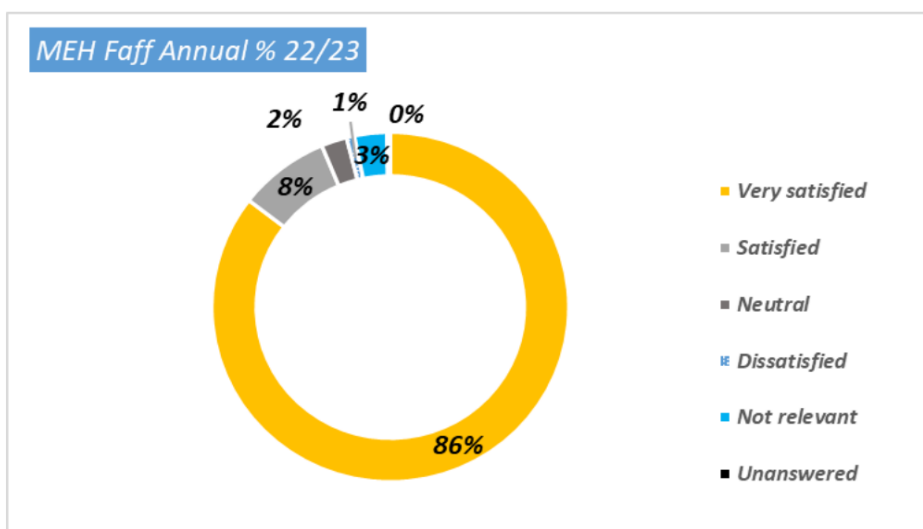
safeguarding alerts to the Adult Safeguarding Service or the Multi Agency Referral Unit (children).

What patients, families and carers say about us

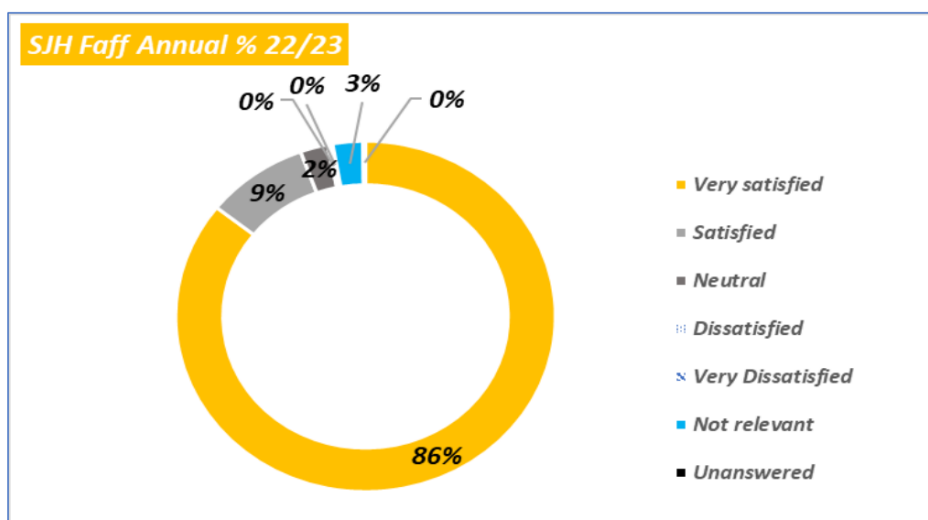
We always welcome feedback from patients, families and carers and we use any feedback to further develop and improve the services we provide. Along with gaining views via engaging with the community we also use a Friends and Family Feedback Questionnaire. We also have specific feedback forms for our counselling service and lymphoedema service along with our Advanced Nurse Practitioner.

The graphs below show results for the Friends and Family Feedback Questionnaire feedback for April 2022 to March 2023 for both of our hospices.

Mount Edgumbe:



St Julia's:



If any patient or family provide any negative feedback or are dissatisfied in any way and wish to discuss this, the Director of Clinical Services contacts the family. It is important that this feedback is followed up as it may lead to ways we can improve our services. Feedback is also discussed at the Clinical Governance Committee.

Our purpose:

Our purpose is to provide compassionate, specialised end-of-life care for patients, their families and carers whilst guaranteeing our high-quality standards. Together with our local community in Cornwall we will continue to make every day matter.

Our values:

We'll work together to achieve our purpose by following our values, which are:

- **Compassion** - the quality of being gentle, kind, caring and helpful.
- **Integrity** - being honest and having strong moral principles. A person with integrity behaves professionally and ethically at all times and in all work places.
- **Togetherness** - valuing everyone who works or volunteers for our charity or uses our services, giving us all the information, tools, independence and freedom to achieve.

Our ambitions are to:

1. Work in partnership to grow our charity for the future, ensuring close working relationships across all our departments. We will also continue to work collaboratively with our external partners.
2. Develop our learning and education to ensure all our staff and volunteers, and where relevant, those from our external partners have the knowledge, skills and competencies to fulfil their roles.
3. Raise sufficient funds to protect and grow our hospice services through a range of income generation activities.
4. Work towards lowering our environmental impact by implementing, where possible, sustainable systems and processes in all areas of the charity's operations.
5. Be innovative in our own individual areas, teams and across the charity to deliver continuous improvement in all we do.

Our Services

We offer the following services:

- **Inpatient specialist palliative care services** where all patients will be assessed by our multidisciplinary team and a plan will be discussed and agreed with them and/or their families/carers.
- **Lymphoedema Clinic:** Our Lymphoedema nurses care for cancer patients with mild to complex swelling. We offer both long and short-term management programmes and provide information and advice on living with Lymphoedema. Our Lymphoedema nurses give every patient an individual care plan. This includes treatment and advice on successfully controlling their Lymphoedema. If you would like to know more about the Lymphoedema service please ask for a leaflet.
- **Bereavement Support:** Our counsellors offer support pre-bereavement and post-bereavement for families, including children and young people.

Therapy Services

- **Occupational Therapy:** Occupational therapy helps people reach their potential and improve their quality of life. This can be anything from practical activities like getting washed and dressed or purely for leisure such as sitting in the garden. Our occupational therapist will visit patients during their stay as we believe that activity promotes wellbeing.
- **Physiotherapy:** Our physiotherapists work with patients to help identify goals; these may be simple or complex but will always be realistic and achievable and will help maximise independence and make a difference to a patient's quality of life.
- **Community Services:** Our therapy team and community team provide a range of specialist palliative care services during the day in satellite clinics we call Neighbourhood Hubs across Cornwall. This enables palliative care, rehabilitation, advice and support to be delivered to patients and carers in the community closer to their own home, often provided in partnership with other providers.

There is also the opportunity to have a chat with other patients/families going through similar things at our Community Friendship Cafes, Wellbeing Workshops and Bereavement Friendship Support Groups.



• Mount Edgumbe Hospice • St Julia's Hospice •

Caring for our community

To contact us call

Mount Edgumbe Hospice on **01726 65711**

St Julia's Hospice on **01736 759070**

General Enquiries Line on **01726 839156**

Retail, Fundraising and Finance on **01726 66868**

Hayle Fundraising Office on **01736 755770**

Public Relations and Communications on **01726 65711**

www.cornwallhospicecare.co.uk