



• Mount Edgcumbe Hospice • St Julia's Hospice •

*Caring for our community*

## Quality Account – 2024/25



[www.cornwallhospicecare.co.uk](http://www.cornwallhospicecare.co.uk)

## Statement of Assurance from the Board

I am, once again, delighted to report that in the last twelve months we have provided the highest levels of care to patients, their families and carers across Cornwall.

Whether caring for those in our 20 inpatient beds at Mount Edgcumbe and St Julia's Hospices or via our expanded Community Services, our dedicated clinical teams supported by our wonderful volunteers, have made 'every day matter'.



David Renwick, volunteer Chair of Trustees

I am proud of each and every member of our team in our hospices and in our community services and thank them all for their commitment and hard work.

David Renwick, volunteer Chair of Trustees

## Chief Executive's statement:



Paul Brinsley, Chief Executive

We are now one year into our 5 year strategy (2023 to 2028) and I am pleased to be able to report good progress is being made against our key ambitions. (Appendix 1 of this Quality Account).

Our funding environment continues to be extremely challenging; we are one of the lowest funded Hospice providers in the UK, receiving significantly less from the NHS

Cornwall Integrated Care Board than the national average (9% compared to 30+%). Increasing our funding to the national average would enable us to do so much more to support people at the most difficult time of their lives.

I am constantly amazed and humbled by the support that we receive from the people of Cornwall, together with the commitment and skill of our Income Generation teams. Without all of them we could not sustain our services that ensure our community are provided with essential end of life care.

Paul Brinsley, Chief Executive

## Here for The Cornish Community

We are very proud to be a local Cornish charity serving the people of Cornwall. Our staff and volunteers feel that same and this was very apparent during the consultation we held in 2023 over refreshing our purpose. Our purpose now specifically now mentions working with the local Cornish community:

*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 services really do stretch to all parts of the county as can be seen from the following maps.

This first map shows inpatient's home addresses since April 2020 – March 2024. It can clearly be seen that all of Cornwall is covered in the blue – which represents patients home addresses – right from the Isle of Scilly in the very south of our area up to Poughill near Bude and Launceston in the north, and across to Liskeard in east. Since April 2020 until end March 2024 we have admitted 1,474 patients to our two hospices. The numbers have increased year on year except for the Covid Pandemic year which clearly impacted all health care providers.



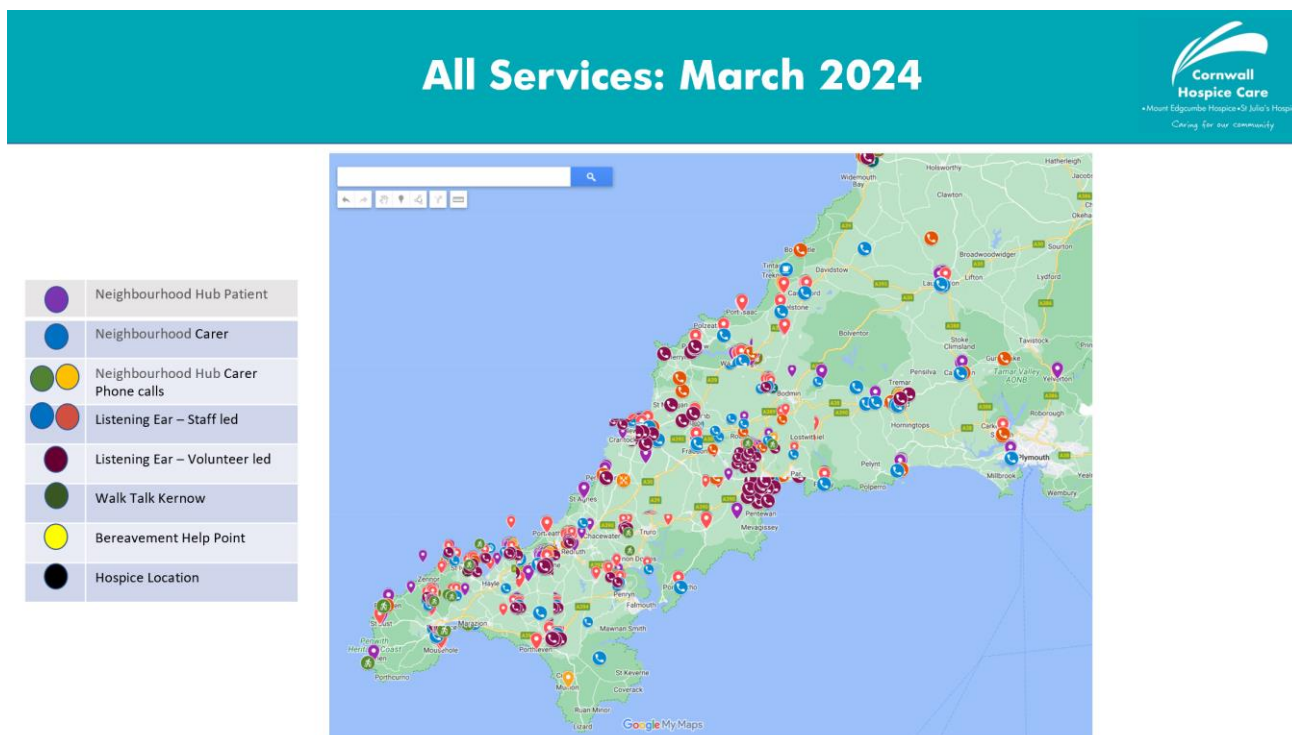
This second map shows the home addresses of the 387 patients that have been in one of our hospices as an inpatient during the financial year April 2023-March 2024.



*"It is difficult to find the words to show my gratitude for all that you did for my husband while he was with you.*

*Every single member of the team treated us with skill and compassion. I would like you to know how much it was appreciated."*

The following map shows the home address of patients and carers who use our community services along with where the services operate from. Again it can be seen that all of the county is covered.



Our Advance Nurse Practitioner also covers the whole of Cornwall and has patients across the county. She also provides training and micro teaching sessions for staff across the county as do our education team. Between March 2023 - April 2024 our education team have delivered training to 1,020 health care professionals from across the county spreading the learning on palliative care throughout Cornwall. The attendees are mainly health and social care staff from care homes and nursing and medical students.

The education team have also provided 707 internal face to face training session for hospice staff.

***“Thank you all so much for all your teaching and support over the past couple of months. I really feel I have been learning from the best and will carry so much forward with me into my career.”***

The performance section of this report on pages 11-16 shows the details on the numbers of Cornish patients and families we have supported across all of our services.

## **Working with The Cornish Community to Fund Our Care**

We foster a OneTeam culture at Cornwall Hospice Care and our clinical staff are fully aware that they could not provide the care to Cornish people and families without the support of our fundraising and income generation teams and the money they raise to fund the care. These teams also work right across the county with the support of local people and communities.

Due to the cost of living pressures last year was a challenging year for these two teams which proved a catalyst for our income generation team to grow it's reach and benefit for the whole of our county. New shops were opened in Fowey, St Ives and Penzance, taking the total number of Cornwall Hospice Care shops to 30 expanding the reach of our pre-loved and bargain offers further and wider than ever before.

Last year did however see record levels of support for Cornwall Hospice Care Lottery as our Cornish community rallied behind this simple and easy way for a lot of people to give a little and collectively make a huge impact on the care we provide.

Our fundraising team maintained their reach across Cornwall with activities held in St Just and Marazion to Bude, Donderry and even a cycle event from Cornwall to Mont-Saint-Michel in France, providing a return to international eventing.

*Charity cyclists in Mont-Saint-Michel*



***"My wife died in November and spent her last few days at St Julia's Hospice in Hayle where the team were unbelievable. They were really fantastic looking after her and so it means a lot to me to do this with her brother who's also riding for the charity."***

Gifts in Wills and donations in memory of loved ones, as ever, humbled our teams, demonstrating the value and love for our charity for those we support. Information on how to leave a gift in a Will can be found on our website at [Leave a gift in your Will - Cornwall Hospice Care](#)

As the attention turns to the year ahead, the challenge remains steadfast as we continue to push to fund our care priorities outlined below looking at both expansion countywide and investment in existing activities to meet those needs through additional income. As ever, we rely on the support of our community who help us to make a huge difference in all those whose lives we touch and to ensure our care remains 100% free.

### **Making Every Day Matter**

It's not just financial support we receive from our wonderful Cornish community. When one of our patient's wishes was to have a donkey visit her at our Mount Edgumbe Hospice Eric and Mabel travelled from their home at Enchantment Cornwall in Temple to the Hospice in St Austell.

"Helping people make memories is a vital part of what we do" says Gina Starnes, Clinical Director.

"We're here to ensure every day matters for our patients and to help them achieve their goals, whether that's taking a few steps, eating a favourite meal or in this case seeing donkeys. It's at times like this that our whole team pull together to make magic happen and we're always grateful for the community's support too."

Donkey owner Dannii Simmonds was able to respond to a call out for a visiting donkey and arrived with her Mum Lesley Wright, Eric and Mabel who spent nearly an hour with the patient and with the assembled staff and volunteers who gathered outside the hospice reception.





# **Priorities for Improvement and Statements of Assurance**

## **Priorities for Improvement 2023/24 - what we aimed to achieve last year and our progress**

### **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.

*Progress in 2023/24:* We have revised all the paperwork used on the wards ready for implementing an electronic system. One of our local health economy partners – Royal Cornwall Hospitals NHS Foundation Trust - are currently replacing their electronic patient record systems and we are waiting to see if the system can be rolled out to the hospices. However in the meantime we have decide to implement an e-notes patient record which will get our staff used to recording patient information electronically. We will keep a watching brief on the development of our partner’s electronic system to see if it can meet our needs.

### **2. Reconfigure Mount Edgcombe 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 Edgcombe 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.

Progress in 2023/24 for priorities 2 and 3 – we have had architects plans drawn up for all the building works and costed them up. The project including the plans was discussed at the Board meeting in October 2023 and approval to proceed was given. Following this approval we have commissioned additional support for our fundraising team to raise the finances needed for the project. Work in this area continues in 2024 with an anticipated building start date of 2025.

## **Priorities for Improvement 2024/25**

- 1. Ensure we are Fit for the Future. This is our over-arching priority to ensure our buildings and staffing are able to provide the high quality care we are so proud of.**

**Buildings** – this element includes meeting the changing and now higher demands on our clinical care, as well as striving to make our hospices more eco friendly, including the installation of new solar systems across both our hospices and a comprehensive insulation programme to reduce our energy consumption.

**Staffing** – continue the work to become a more clinically led unit. This will include a review of our nursing establishment to ensure we continue to have the appropriate numbers of nurses for our patients. We will continue to develop new training packages for our staff and other health care staff across Cornwall and ensure all of our OneTeam are suitably trained.

- 2. Implement electronic patient record system. This priority builds on the previous year's priority of considering the options for a system.**

We have agreed the way forward and are now reviewing our internally processes so that they can be aligned to an electronic patient system.

*"The care that you gave my wife during her short stay was quite exceptional for which I thank all of your team."*

# Statement of Assurance

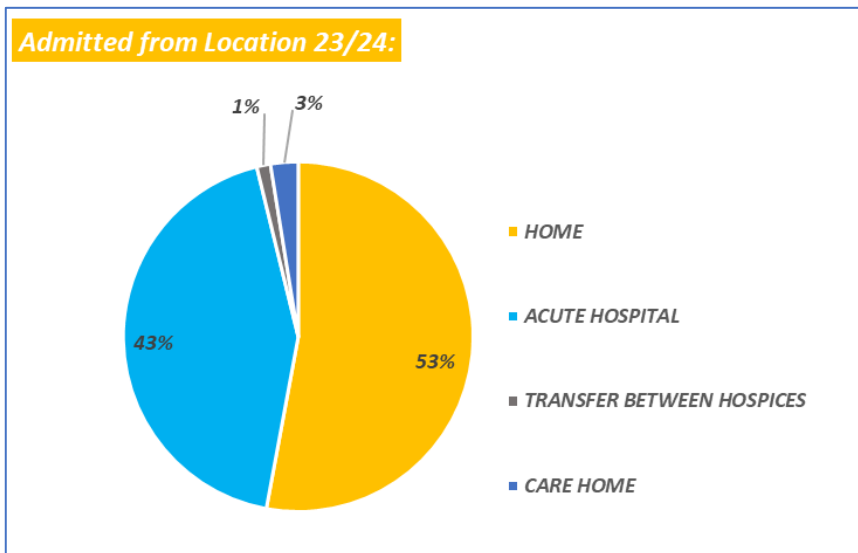
## Review of 2023/24 Performance

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

### Inpatient Activity

Between April 2023 and the end of March 2024 we had 387 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 351 inpatients.

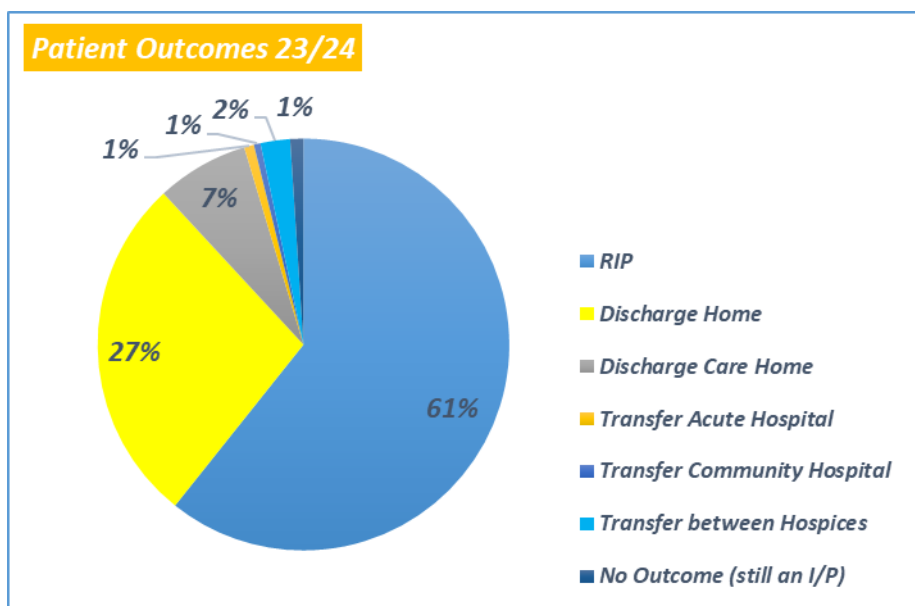
In the pie chart below the table shows that 53% of our inpatients are admitted from their home.



*"We felt compelled to write to say how much the family appreciated your care for dad and for us as a family.*

*We felt as if we were a special case receiving special care. In reality you must be doing what you do all the time. Although death must sadly be a commonplace event for you to deal with, our situation was handled with such sensitivity to all concerned."*

The pie chart below shows the outcomes for the patients admitted in 2023/24. In summary 34% of patients returned home/care home and 61% sadly died.



*"Thank you all for looking after our mum in her final days. You made them worth living."*

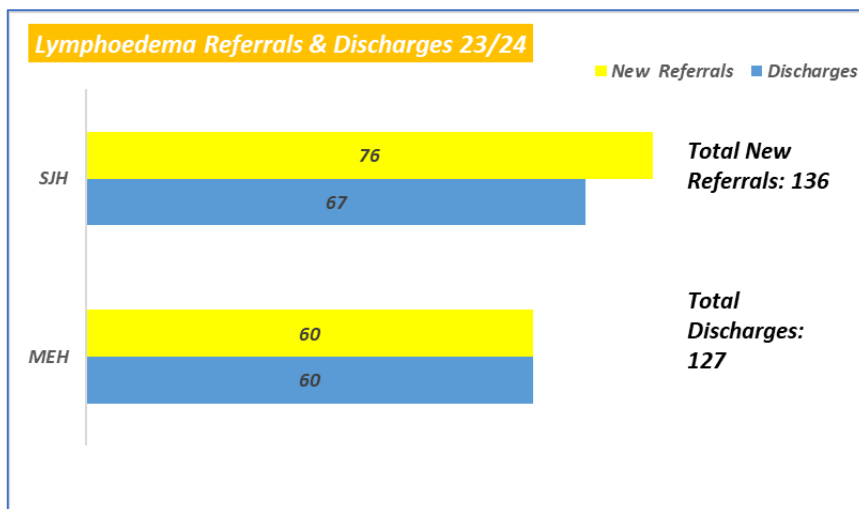
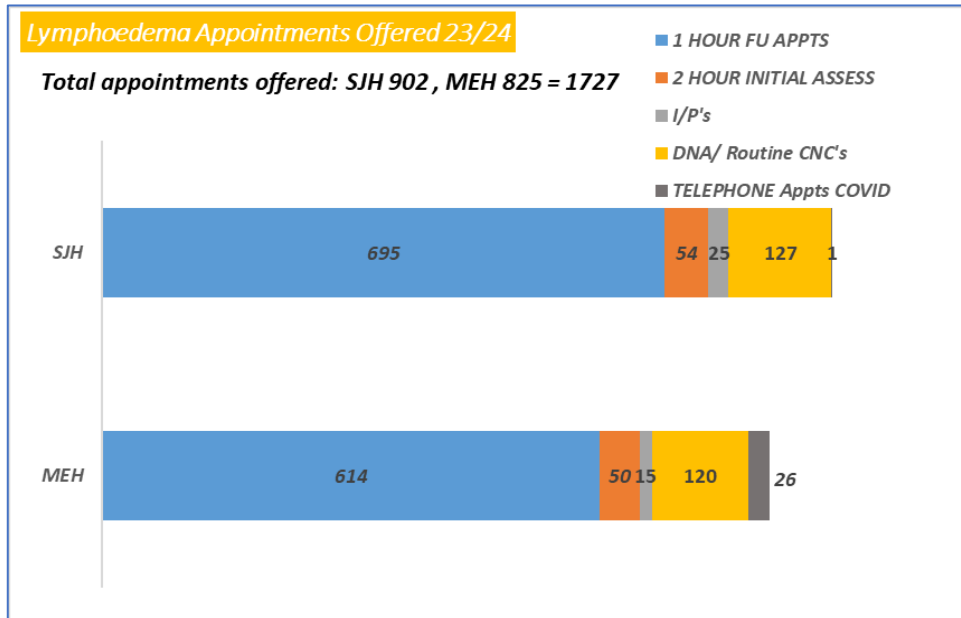
## **Counselling**

Our 2 counsellors held 1,810 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.

*"After my wife died, after the funeral and everyone had gone home to get on with their own lives, then I was really alone. My life, my purpose, my future all gone. Knowing there was a call with your counsellor was booked in my calendar started to give structure to the void. Some anchor points in the swirling confusion of this unwelcome new chapter. I can't thank you enough."*

## Lymphoedema Clinics

Our lymphoedema clinics offered 1,727 appointments in 2023/24 which represented a 28% increase on the previous financial year. These referrals were made up by:



*"Absolutely no negatives. My lymphoedema specialist practitioner was supreme in every area. Professional, attentive listener, extremely comprehensive in answering all my many questions."*

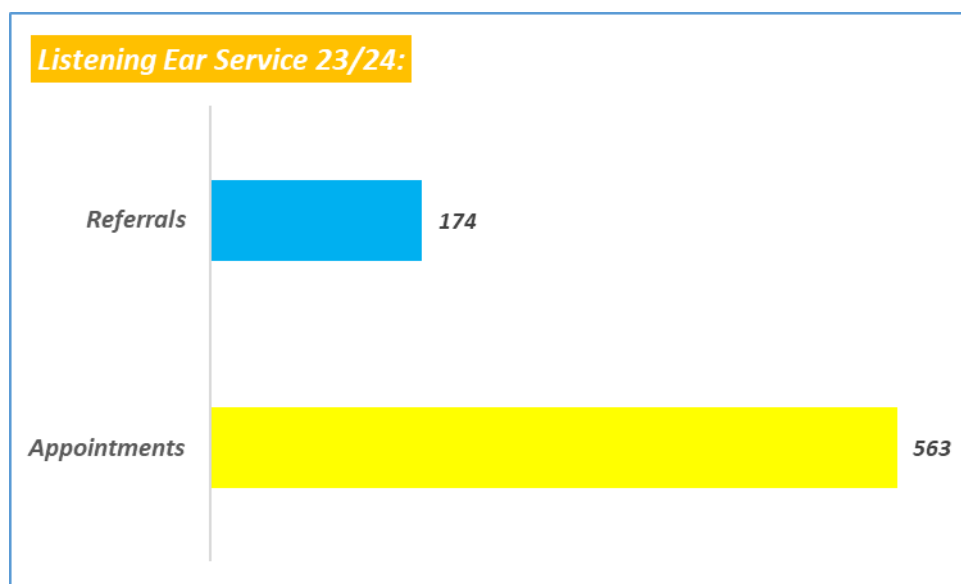
## Community Services

Our community services have continued to grow in 2023/24 to offer more Cornish patients and families support. You can see how many people have attended the various services below with patient/family feedback comments shown in red at the end of each service section.

### Listening Ear

The number of people who have benefited from our Listening Ear services is shown below. Our Listening Ear Service is available to anyone living in Cornwall who has experienced the recent death of a loved one.

Although not a counselling service, we are able to offer free information, support and signposting via the telephone for 6 calls of up to an hour each.



Below is what a Listening Ear service user says about the service:

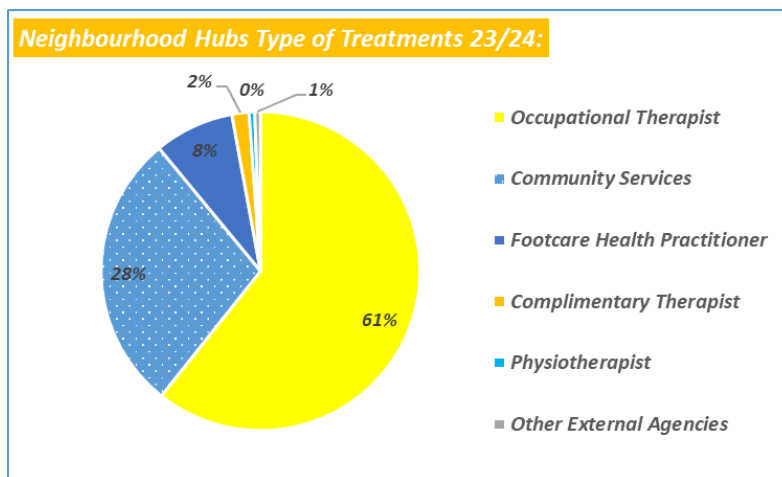
***"I didn't feel I needed to talk today and was surprised that I got emotional. I realised that I did need to talk, and it feels good to have done that."***

## Neighbourhood Hubs

Our Neighbourhood Hubs offer support, practical advice, information and treatment for people living with a palliative/terminal illness or deteriorating progressive disease and their carer.

All our Hub services are free of charge and are centred around your needs and what matters to the patient/family.

In 2023/24 our hubs were attended by 172 people with 173 treatments provided. The graph below shows the 173 treatments.



This is what a couple of Hub service users say about the service:

*"The advice given was extremely helpful and actions were followed up promptly."*

*"I certainly felt valued and listened to. Thank you."*

## Walk Talk Kernow

Walk Talk Kernow offers adults who have been bereaved to join a likeminded group on a gentle walk providing a safe space for conversations and to make social connections. Since April 2024 197 people have attended one of the walks which represents a 64% increase on the 2023 figure.

This is what one our Walk Talk Kernow walkers said:

*"I enjoyed the fresh air, meeting likeminded people. It gave me a purpose to get up and get on."*

## **Bereavement Help Points**

Bereavement Help Points offer a safe space for bereaved adults to come and talk, share experiences, receive peer support and make social connections. 91 people attended a help point in 2023/24.

An attendee at a Bereavement Help Point said:

*"I get help every time I come. It sets me up for the week to come."*

## **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**

In 2023/24 we appointed two deputy Controlled Drugs Accountable Officers to support our Director of Clinical Services who is our Controlled Drugs Accountable Officer. All three attend our local Controlled Drugs Local Intelligence Network (CDLiN) which shares information on and monitors drug errors across the South West.

The criteria for reporting controlled drug incidents to our CDLiN changed in 2023 to only reporting controlled drugs incident which caused harm to patients. We reported one incident to CDLiN in 2023/24 which involved a lower dose of pain relief being administered than was prescribed resulting in the patient having to be given a stat (immediate) dose to ease pain following the error.



## **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 no incidents that had to be reported to RiDDOR between 1 April 2022 and 31 March 2023.

## **Information Governance**

During 2023/24 'hybrid' working (a combination of home working and office working) has become the '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, with individual errors rather than systemic issues causing most of the reported incidents.

The Senior Information Risk Owner (SIRO) along with the Information Asset Owners (IAOs) completed the 'Data Champions' 3<sup>rd</sup> party training course and the overall requirement of achieving 95% of all staff successfully completing Information Governance and Cyber Security training was achieved.

The Charity successfully completed the NHS Data Security and Protection (DSP) Toolkit for the 2023/24 reporting period.

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

*“Although my darling sister was with you for such a short time it was very precious. For her to be with you and to receive such love and care was all we could wish for.*

*We are so very thankful that her last moments were so calm and peaceful.”*

## **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 2023 to March 2024) we received 5 complaints which is in line with the previous year. The complaints were mainly relating to communication.

The complaints were all discussed with the parties involved and have been resolved and closed. Any learning has been implemented.

## **Compliments**

During 2023/24 we received 157 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 read.

## **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**

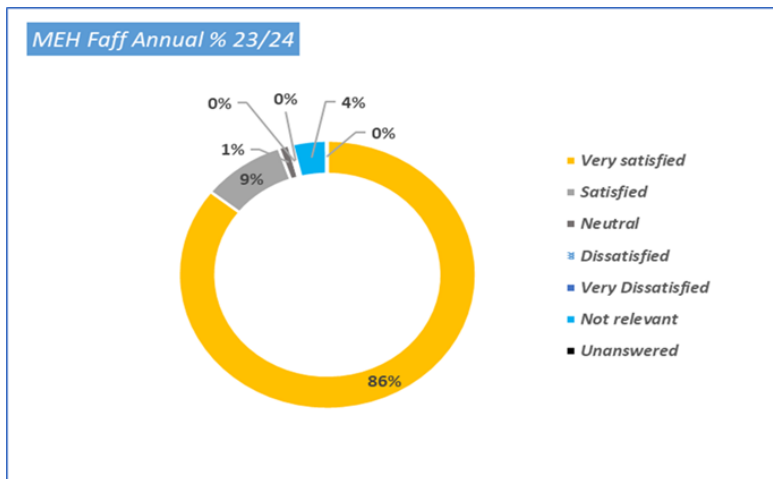
We always welcome feedback from patients, families and carers and we use any feedback to further develop and improve the services we provide. You can see some of the feedback we have received – larger red text in quote marks - throughout this report.

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

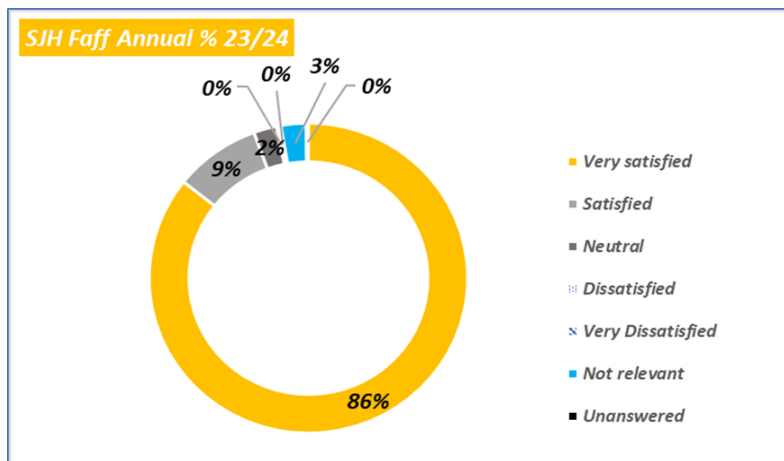
Practitioner.

The graphs below show results for the Friends and Family Feedback Questionnaire feedback for April 2023 to March 2024 for both of our hospices. In summary, 95% of patients/families who were at either hospice were very satisfied or satisfied with the care they received.

### Mount Edgcombe:



### 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 Sharing Spaces, Wellbeing Workshops, Walk Talk Kernow and Bereavement Friendship Support Groups.



• Mount Edgumbe Hospice • St Julia's Hospice •

*Caring for our community*

**To contact us call**

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