

St Catherine's Hospice

Preston

Enter and View Report

Friday 2nd December 2022

1:00pm–4:00pm



DISCLAIMER

This report relates only to the service viewed at the time of the visit and is only representative of the views of the staff, visitors and patients who met members of the Enter and View team on that date.

Contact Details:

Lostock Hall

Lostock Lane

Preston

PR5 5XU

Email: jimmy.brash@stcatherines.co.uk

Telephone number: 01772 629171

Date and time of our visit:

Date: Friday 2nd December 2022

1:00pm-4:00pm

Healthwatch Lancashire Authorised

Representatives:

Emmy Walmsley (Senior engagement officer)

Lesley Miller (Administrator)



Introduction

Our role at Healthwatch Lancashire is to gather people's views and experiences, especially seldom heard, to give them the opportunity to express how they feel about a service. This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire (HWL) who have the authority to enter health and social care premises, announced or unannounced. The aim is to obtain the views and experiences of patients, relatives and staff and observe and assess the quality of services.

The team compile a report reflecting observations and feedback. Healthwatch Lancashire is an independent organisation, therefore we do not make judgements or express personal opinions. The report identifies aspects of good practice as well as possible areas of improvement. This is sent to the manager for their opportunity to respond. Where appropriate, Healthwatch Lancashire may arrange a revisit to check the progress of improvements. The report is then published on the Healthwatch Lancashire website at www.healthwatchlancashire.co.uk and sent to the Care Quality Commission, Healthwatch England and any other relevant organisations.

Acknowledgements

Healthwatch Lancashire would like to thank staff, patients and relatives, for making us feel welcome and taking part in the visit.

General Information

Healthwatch Lancashire representatives spoke to nine patients, one relative and fourteen staff members at the time of our visit.

'St Catherine's cares for patients and families across Chorley, Preston and South Ribble who are affected by life-shortening conditions like cancer, motor neurone disease and heart failure.'

Methodology

The Enter and View representatives made an announced visit on Friday 2nd December 2022 and spoke to nine patients, fourteen staff members and one relative.

Healthwatch Lancashire obtain the views and experiences of patients, relatives and staff. Conversations with each are adapted to capture individual experiences to help assess the quality of services. Conversations with residents were structured around three themes (Environment, Care and support). Conversations with staff included their experiences of staffing levels, support and training. Relatives are asked to speak about their general experiences including how they feel about the service, if they feel involved in and informed. The team also recorded their own observations on the environment, facilities and staff-patient interactions.



Summary:

The inpatient ward capacity within the hospice has eleven single rooms and four twin rooms. St Catherine's hospice provided us with some insight into who they have in the hospice and cater for different needs including:

- *"Admissions to the Inpatient unit and Clinical nurse specialists are offered to adults (18 years of age +) for symptom management, psychological care and end of life care*
- *Outpatient appointments are offered to adults (18 years of age +) for symptom management and psychological care*
- *Lymphoedema assessments and treatments are available to both children and adults."*

During the visit Healthwatch Lancashire representatives spoke to nine patients, one relative and fourteen members of staff.

Interactions between staff and patients were observed to be caring and professional at all times during the visit. Healthwatch Lancashire representatives were greeted by a member of the management team who was keen to show us around and tell us all about what services are available at the hospice. He showed us what staff facilities have been put in place including a new staffroom which consisted of a kitchen, tables, chairs, interactive corner where staff can put their own information on for others to see and a balcony to sit out on.

The inpatient ward is located downstairs with easy access from the front entrance. There is a reception area with a gift shop on the ground floor for anyone to use. The second floor consists of offices and meeting rooms. The reception area is spacious with seating for patients and visitors. Large outdoor area and grounds for patients and visitors to use during their time there. There is a multi-faith chapel within the hospice which is open to all families.

Healthwatch Lancashire representatives were informed that the St Catherine's website information can be translated into various languages and into easy read so that everyone can access and read about the facilities in the hospice.

The hospice runs a bereavement support group and regularly gets feedback on how to improve the service and asks relatives what they would support they would like to receive from the service. There are two groups that run, one during the day and one in the evening to ensure every need is catered for.

Enter and View observations

Pre visit and location

Before beginning the enter and view Healthwatch Lancashire representatives viewed the St Catherine's Hospice website and found it informative regarding the Hospice and what is offered. The Hospice is located centrally and has a café and shop on site near public transport routes.

There is a lot of parking available at the front of the hospice, one side for the hospice and one on the right for the shop and cafe. The hospice is clearly signposted and extra signposts as you enter the car park to enable people to find different parts of the hospice. Signs to the hospice can be seen from the road and signs to help you find the right part of the hospice are clear.

The external environment

St Catherine's hospice is set back off the road and has grounds surrounding it. The grounds are well maintained with freshly mown grass and accessible. The main entrance leads to the reception area where there is also a shop run by St Catherine's and is onsite for patients and visitors. Healthwatch Lancashire representatives were warmly welcomed into the hospice by the reception staff and asked to sign in. This was also apparent when visitors were entering the hospice.

When Healthwatch Lancashire representatives arrived at the hospice there were Christmas trees in the entrance and outside for visitors to see. There was an accessible pathway to the entrance which was low and had automatic doors in the entrance, it was clear where to go as the signage was clear.

The internal environment/reception - first impressions

On arrival at St Catherine's hospice representatives were warmly greeted by reception staff and shown around the hospice by a member of the management team explaining to us what they do at the hospice and what they provide. The reception area was spacious and had enough room for visitors to sit and also a shop.

There were four twin rooms and eleven single rooms occupied at the hospice, the rooms were spacious and allowed room for visitors. The rooms led out onto a shared patio area where patients and their visitors can go sit and enjoy the outdoor area.



The observation of corridors, toilets, and bathrooms

The communal areas are clean and tidy and accessible for patients and visitors. They are large enough to facilitate wheelchairs and physical aids. All rooms were clearly signposted with words and pictures to show what the rooms held inside them. Every bedroom had its own private toilet and bathroom to access. There are also communal bathrooms and toilets for patients and visitors to use.

There was a welcome board displayed allowing staff to notify patients and visitors of any new developments or any news that is important to them. Healthwatch Lancashire poster was displayed in the communal areas across the hospice notes



to each other. The poster made patients, staff and relatives aware that Healthwatch Lancashire was attending.

The lounges and other public areas

A patient and relative room consisted of tables, a kitchen and some chairs allowing them to sit in there and make themselves something to eat or drink. There was also a board displayed which allowed visitors and patients to write positive thoughts. There were different areas around the hospice where patients can have visitors and have some privacy.

The garden area is large enough to facilitate many families. Hand sanitisation and mask wearing was the top priority of the hospice and that these were being implemented across the inpatient unit for staff, visitors and relatives.

The garden area is large and consists of gardens, walks and seating areas. The garden can be accessed in different parts of the hospice. There is lighting up around the garden so patients and visitors can enjoy night walks and look at the lighting.



Observations of patient and staff interactions

There was a lot of staff present on the day of the visit and two members of staff on reception to manage the visitors coming into the hospice. Staff were observed to be caring towards the patients by talking to them and laughing with them.

Staff were seen talking to the relatives of patients. Staff members coming on to the ward were aware of the patients on the ward and management were also aware of names and how they need to be looked after.



Additional information

A pre-visit questionnaire was carried out with St Catherine's hospice prior to attending. The previsit questionnaire takes place to establish initial questions prior to entering the hospice and to establish how to best speak with patients, relatives and staff on the day. Feedback obtained included:

- *"We receive some feedback from patients and families via "I want Great Care". This is similar to the Patients and families feedback used in the NHS and can be made available should Healthwatch representatives wish to see it.*
- *Face-to-face discussions with patients and families is generally the most effective style of communication and engagement. Twice yearly, a trustee of the Board will undertake a provider visit meeting patients, families and staff and face to face communication is effective in these instances."*



Feedback from patients

Healthwatch Lancashire representatives spoke to nine patients during the visit.

Level of care

"If there was a standard above excellent it would be that." The nurses are fantastic."

"The care is very good, in fact it's excellent, can't fault it at all."

"Couldn't get any better."

"Good, can't get any nicer."

"I receive perfect loving care."

"The staff have always plenty of goodness and time for me."

"Been very good so far."

"Very good."

"In one word, incredible."

What improvements do you think could be made?

"Everything I've seen has been excellent from the front entrance to the room. Possibly an opportunity to socialise but people might not want that."

"Can't think of anything. The staff are good, polite and know their job, they are fantastic."

"I can't think of any improvements of what is already in place."

"Having more time at admission would be nice as it can feel a bit rushed."

"Nothing, everything is comfortable and happy."

Do you know who to speak to about a complaint?

"Yes, Alison on reception because she knows where to go, she's very discrete but would get a message to where it was needed."

"Any of the staff, the level of communication is brilliant. If I ask any member of staff for medication the next person to come into my room would have the medication, I need with them."

"Yes, I do, I would go to a nurse or someone upstairs."

four patients said, "Yes I would ask a member of staff."

Two patients said they don't know how to make a complaint

Do you think the environment is suitable for your needs?

"It's stunning."

"Yes, it's peaceful. I watch the squirrels from my window, I couldn't ask for anything more."

"Yes, I do. I have been in the garden, it's beautiful. I got a bit chilly, so I came back in."

3 patients said "yes."

"Yes and no, it would have been nice to have a physical introduction to my room and the surroundings to help my independence."

"I am very comfortable here; all my needs are carefully met, and staff are caring."

Do you feel yourself and your relatives are given adequate support?

"Oh my gosh yes. My parents don't live locally, and they only managed to arrive to visit as my lunch was being delivered to me. They were asked if they would like a sandwich, when it arrived there was a large platter of sandwiches, crisps and salad."

Seven patients said, "Yes, I do."

"We have always been given lots of good support and we know that will continue to happen."

Have you used or are you aware of any additional support available to you within the hospice?

"I'm having my wedding vows renewed on Monday, we wanted a simple event, but the hospice has pulled out all the stops, I'm having my hair done and my nails. Our pet dog is also going to be attending the service. The hospice is also providing food for us."

"Yes, I have."

Four patients answered, "No I'm not aware of any."

"Social working family support are very good."

Any additional comments

"The community support is good. Lots of people use the Mill Café and the Charity shop which supports the hospice."

"They have sorted out everything that I need sorting out."

"Can't find anything to grumble about here. The food is good."

"Thank you, St Catherine's, for all that you do."

"Everything is good."

Relatives and friends' views

Healthwatch Lancashire representatives spoke to one relative on the day of the visit.

How do you feel generally about the service

"Care has been very progressive in reaching the care my relative requires. She is receiving pain management which is a progressive thing, and the pain is almost gone now. It's been excellent progress."

Are kept informed about your relative

"Yes, I visit every day. The hospice keeps me updated and reporting back to me is excellent. When asking questions, I'm kept well informed. Everyone has the time to have a conversation with you. It's a happy and relaxed environment."

Do you know how to make a complaint if you need to

"The reception staff take steps to be very welcoming. I don't know who to complain to by name but feel confident that I can ask anyone what I could do if I needed to make a complaint and they would ensure the hospice response is forthcoming."

Are you aware of any additional support available

"Not really, there is a lack of information for support for relatives. I have been asked if I need support but have declined any. There are no booklets around with information about benefits or support, are they presuming people know."

Would you recommend this service to others

"Yes, I feel my relative is getting 5 treatment and would recommend St Catherine's Hospice to anyone."*

Any other comments

"My relative and I are absolutely confident that she is in the right place for palliative care."

Staff views

Healthwatch Lancashire representatives spoke to fourteen staff members on the day of the visit.

Do you have enough staff when on duty?

"It's the same as everywhere, the sector is struggling. We are organised and when someone is off, we work round it."

"It varies but the staff who are here do their very best to provide the best care possible."

"Not always been a lot of times when the shift has been low in nursing numbers, coupled with the home being full and busy, it can be very demanding."

Mostly, same as everywhere else in the industry with staff shortages."

"There are occasions when we only have a couple of nursing assistants on in the morning. This makes delivering person centred care more difficult."

"Yes, we always have enough staff on duty, changes will be made if they need to be."

"Yes, always enough staff, staff feel valued."

"Yes, very good communication with management."

"Not always no, when everyone is in its great."

"Not always, management try their best, but it isn't always possible."

Do you feel supported to carry out person centred care?

"I do. If I'm not sure there is always someone to ask."

"Very supported."

five staff members said, *"yes definitely."*

"Ethos of the hospice, the client is at the centre of our values."

"Management have expressed that they want to improve person centred care, but it feels like no steps have been taken to achieve this."

"Some staff are very routine and when spoken to about person centred care they don't really know what it is or how to work in this way."

"Absolutely, everyone is so helpful."

"I feel supported and work closely as part of an amazing team."

"When staff shortages not always time to give as much care as possible but all the patients are given a wash and personal care when needed."

Do you feel you have enough training to carry out your duties well?

"Yes, I do. There is new training all the time. We have refreshers and online training."

"Yes, I've never felt more supported, there is always someone to help."

"I feel I have enough training to do my duties well."

"Yes, training is sufficient and ongoing."

"No, I have asked for training in several areas, but this isn't supported, I have source my own training for end-of-life care."

"Mandatory training is given but it's squashed in to a day session and feels rushed."

"I feel balled over with the amount of training we've been provided with."

"There is plenty of training available."

"Yes, very good training."

"Training is excellent."

Do you enjoy working here?

"I do – The job feels worthwhile, giving dignity in death. We have a counselling service for staff, and we all look after one another."

"I love my job; the staff are very supportive and friendly. The job is very rewarding in different ways, making the patients last days comfortable."

"Yes, I like to care for people."

"Love my job but feel pressure from staff shortages and none in charge if sister is not on duty."

"I enjoy working here because I think its an honour to nurse end of life patients and their families."

"Yes, a very good work environment with friendly staff."

"I enjoy working here despite some frustrations, I love the work and I feel happy and fulfilled with my role."

"I know I make a difference and support patients."

"I have been here for years I feel more creative within my role and it's the best move I ever made."

"Yes, been here years, very supportive team and very upbeat."

"Lovely team, management really care about their staff."

Would you be happy to recommend this care home to a close relative?

Ten members of staff said, *"yes we would."*

"Yes, because the care given is great."

"The staff do an amazing job and patients aren't aware of the frustrations/difficulties."

"Yes, the care is second to none."

Additional comments

No clear roles for management, managers and leaders don't spend enough time on the unit and aren't available to help nurses when we are short."

"Volunteers are great and a massive help."

"Planned training and supervision sessions can't always be attended because there are not enough staff on shift."

"Everyone here pulls together and helps each other."

"Staff wellbeing had massively improved with staffroom improvements and forums in place."

"More team meetings would be nice, whole team and individual unit meetings."

"People think St Catherine's is a catholic place and can limit our demographic."

"There is a lot of love in the place, staff genuinely care."

Management goes over and above to help support the staff."

Areas for Improvement

The following areas for improvement have been highlighted from resident and staff feedback. These are not Healthwatch Lancashire recommendations but rather, areas to explore further for possible improvement.

- Look at promoting more staff meetings as a whole and also in individual departments.
- Look at some information booklets for relatives to take away with them so they are aware of what is available for them.
- Ensure any planned training or supervision is effectively covered to ensure staff are given the most up to date information and training needed to carry out their duties.
- Review staffing levels on a regular basis to ensure there are enough staff on duty.

Response from provider

Areas identified for improvement	Action from provider	When by	Comments
<ul style="list-style-type: none"> Look at promoting more staff meetings as a whole and also in individual departments. 	<p>Following a recent listening exercise, a need for a meeting just for nurses was put forward by staff and as a result, a nurse forum is to be established to allow for nurses to consider their practice.</p>	<p>March 2023</p>	<p>This meeting will be in addition to existing meetings e.g. weekly multidisciplinary meeting, monthly inpatient team meeting, fortnightly team talk for department managers, –bi-annual staff seminars, monthly staff engagement forum, daily handovers (nurse to nurse and nurse to medical team)</p>
<ul style="list-style-type: none"> Look at some information booklets for relatives to take away with them so they are aware of what is available for them. 	<p>Wall space in the IPU will be identified to fit a larger leaflet rack, replacing the existing one, ensuring that visitors will be able to easily self-select leaflets in addition to the processes for information sharing described in the comment's column.</p>	<p>Feb 2023</p>	<p>A range of leaflets and booklets are available for carers. All patient, carer, customer and donor information and communications underwent a major review in Autumn 2022. This was led by an external person with support from all teams across the hospice. It also included a review of letters sent to patients, carers and professionals.</p> <p>The outcome of the work was reported to the Patients and Families sub-committee who overwhelmingly welcomed the revisions and changes.</p> <p>In addition, the Support [social work] team has access to a range of information tailored to individual requirements e.g. benefits, sources of support, blue badge claims, help with debt, funerals, bereavement</p> <p>The Hospice has recently invested in Recite, this is a tool attached to the main website that has the capability to translate information into other languages so we can ensure families can access important information and support in their first language wherever possible. In addition, we are currently translating some key leaflets into several languages spoken in the local vicinity.</p>
<ul style="list-style-type: none"> Ensure any planned training or 	<p>Nine of 23 staff nurses are currently undertaking a leadership course. Depending upon its evaluation, this is</p>	<p>June 2023</p>	<p>Staff undertake a detailed induction upon joining St Catherine's. This includes meeting key staff, commencing mandatory training and specific training relating to individual roles. New staff are not</p>

<p>supervision is effectively covered to ensure staff are given the most up to date information and training needed to carry out their duties.</p>	<p>likely to be included in the training schedule for 2023</p>		<p>included within the shift numbers for at least 2/3 weeks to allow essential training to be undertaken</p> <p>A series study days are planned throughout January to March every year and staffing is increased on these days to enable attendance.</p>
<ul style="list-style-type: none"> Review staffing levels on a regular basis to ensure there are enough staff on duty. 	<p>Once the staffing establishment is achieved and newly appointed staff have attained the necessary competencies, the bed occupancy will be gradually returned to 19 beds</p>	<p>May 2023</p>	<p>As with other healthcare providers across the UK, there have been challenges to staff recruitment. This has been compounded by the effects of the pandemic. In order to manage this, the capacity of beds was reduced from 19 to 14. Once the staffing establishment returns to pre-pandemic levels, the five inactive beds will be reopened.</p> <p>Given the current challenges to staffing, numbers are reviewed for each shift on a daily basis. Managers and staff endeavour to fill gaps in a shift establishment with bank staff. The IPU team is flexible and members will often their shifts accordingly. This is greatly appreciated. Managers will step in to cover where necessary.</p> <p>On occasions, additional bank staff have been enlisted for shifts according to patient dependency e.g. several obese patients may require additional nursing input or a patient may require one-to-one nursing.</p> <p>During 2022, a number of nursing staff expressed how difficult the burden of administrative work was becoming. Savings from another area were identified and the post of ward administrator was created on a full time basis. It is understood that this has been extremely beneficial and allowed nurses more time to work directly with patients</p>
<p>Completed by</p>	<p>Jimmy Brash. Director of Nursing, Governance and AHPs</p>	<p>24 Jan 2023</p>	

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 info@healthwatchlancashire.co.uk

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