



Enter and View St Rocco's Hospice

Announced Visit
26 June 2024



What is Enter and View?

Part of Healthwatch Warrington’s remit is to carry out Enter and View visits. Healthwatch Warrington Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Warrington’s Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Warrington’s Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

Details of the Visit

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Service Address	Lockton Lane, Bewsey, Warrington WA5 0BW
Date and Time	26 June 2024 1.30pm to 4pm
Authorised Representatives undertaking the visit	Tracy Cresswell Norman Holding

Acknowledgments

Healthwatch Warrington would like to thank the Registered Manager, Chief Operating Officer, staff and all the patients, service users and relatives for their co-operation during our visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit on 26 June 2024. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Who we share the report with

This report and its findings will be shared with the Manager of St Rocco's Hospice, Care Quality Commission (CQC) and Healthwatch England. The report will also be published on the Healthwatch Warrington website.

Healthwatch Warrington's details

Address:

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Healthwatch principles

Healthwatch Warrington's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

- 1. A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
- 2. Essential Services:** Right to a set of preventative, treatment and care services provided to a high standard to prevent patients reaching crisis.
- 3. Access:** Right to access services on an equal basis with others without fear of discrimination or harassment when I need them in a way that works for me and my family.

- 4. A safe, dignified and quality service:** Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.
- 5. Information and education:** Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education, about how to take care of myself and what I am entitled to in the health and social care system.
- 6. Choice:** Right to choose from a range of high-quality services, products and providers within health and social care.
- 7. Being listened to:** Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.
- 8. Being involved:** To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The visit was announced and was part of the ongoing work programme of Healthwatch Warrington.

Details of the service

St Rocco's Hospice supports individuals and their families who are diagnosed with an illness that is no longer curable, they have an inpatient ward that has accommodation for 10 patients, the ward is built around an internal courtyard, and all the rooms are bright and have ensembles.

They offer Hospice at Home, Physiotherapy and Occupational Health, Complimentary Therapies, Bereavement cafes, Counselling and Emotional care to name a few.

Provider Service and Staff

The hospice has a multitude of staff. Safe staffing levels on the inpatient unit is a maximum of 10 patients - 5 nursing staff during a.m., 4 nursing staff during p.m. and 3 staff during the night, plus medical, therapy and a senior clinical team.

Discharge planning includes patients, relatives, social workers, OT's, physiotherapists, care agencies, doctors, home assessment teams and anyone else that is required.

All staff receive palliative and end of life education as part of the training framework. Training is provided in house and as part of Warrington PEOLC education group, Safeguarding and FTSU training is provided.

Results of the Visit:

First impressions

Signage to the hospice was clear, there was plenty of parking. The gardens and grounds were well maintained. On entering the building, we were asked for our ID and asked to sign in. The building was clean, warm, well decorated, bright and airy, no unpleasant smells, it had a welcoming feel to it as soon as you entered the reception, and this was the same throughout the hospice.

Well Led

On arrival we met with the Chief Executive Officer, Clinical Lead / Manager. All the staff were pleasant and welcoming, all staff expressed that they were well supported by the management and received the training that was required. There was a board with all the staff names and roles displayed that was accessible for everyone to see, the ARs observed all the staff wore ID badges, and their uniforms represented the roles they carried out.

The hospice has approximately 500 volunteers, they support with art and crafts, picking patients up to attend sessions, supporting with refreshments etc.

The hospice works closely with Liverpool University medical school and has an onsite training facility for trainees that are working on site.

The staff have a huddle room if they need some down time.

Access to Services

The hospice has a community support team that works with all other health and social care teams within the area.

Daily handovers occur with the clinical team, nursing, medical and AHP. Ward rounds take place daily in the morning and afternoon. Outreach ward rounds are carried out daily by the integrated MDT. All the records are electronic and are updated as needs change.

Safe

The building is secure, all inpatient rooms, consulting rooms and therapy rooms have alarms.

There is a dedicated person that is responsible for infection control.

The ARs observed visible fire alarms with a fire panel located directly adjacent throughout the hospice.

Within the therapy room the ARs observed a variety of chairs for the patients to use.

Within the inpatient area, the nurse station was situated centrally, and all the rooms were visible, this allowed staff to respond very quickly if required. The patients that we engaged with expressed that the staff were great and informed the ARs that the staff involved them in their care plans which are reviewed on a regular basis and their relatives are also involved.

Patients expressed that they could contact the staff 24/7, regardless of if they are an inpatient or receiving treatment in the community. One patient expressed "I feel safe at all times including when I have therapy".

The bathrooms and toilets are spacious and well equipped with alarms and pull cords. However, the toilet seats were the same colour as the pedestal, for patients or visitors that are living with dementia they may not be able to distinguish the toilet seat if it is the same colour as the pedestal. Therefore, having a contrasting coloured toilet seat may avoid potential issues.

Privacy, Dignity and Caring

The ARs observed the interaction between patients and staff, the staff spoke with the patients using their preferred names.

The noise levels are kept to a minimum wherever possible and the patients that the ARs engaged with expressed that they are not disturbed by the noise. During our visit there were patients attending a relaxation session, the ARs observed that staff spoke quietly when walking past the room. One patient expressed that "they are not disturbed at night".

All of the rooms were bright and airy, well decorated and had a welcoming feel to them, they had appropriate seating for staff and patients.

Inpatients can personalise their rooms if they wish and staff informed the ARs that they have a specific room with an extra bed. They have a family room, with a shower, toilet and sofa bed, along with a designated family area and patient area for meals, breaks and watching TV etc.

All the rooms have blinds on the doors, so dignity and privacy are maintained at all times. Within the inpatient unit the patients have a choice of having their door open or closed. When they are in the bathroom the curtains are pulled to maintain dignity.

The hospice has a Rose room, the Clinical lead explained to the ARs during the visit that they have a good relationship with the funeral directors to support the timely transfer of the patient that has died. They close the doors on the corridor to maintain the patient's dignity. The door is locked and accessed by a key. Policies have been put in place to support learning from the Fuller inquiry.

One patient expressed that "it is hard losing independence, but I am supported with privacy and dignity", Another patient expressed that "having the difficult conversation is done in a compassionate manner".

Responsive

The hospice provides a daily outpatient service with several treatment rooms available for patients to receive various treatments.

The hospice is well equipped with physiotherapy, therapy and consulting rooms.

There are quiet rooms available for both staff, relatives and patients to use.

Call bells are responded to routinely within a couple of minutes and every 15 minutes the volunteer support checks on patients' welfare. One patient expressed that "staff respond to the alarm quickly",

Food

The catering team provide daily menus for the inpatients and provision is made for relatives visiting / staying over. The catering team offer dietary requirements, the volunteers support with the refreshments throughout the hospice including the bereavement café.

Subsidised meals are offered to staff, cakes were provided for the community outreach team and during the visit the relaxation team were enjoying their tea and cake whilst we were engaging with a patient and their relative, we were all offered a selection of cakes and a drink.

Special occasions are well catered for, and relatives are always welcome to the events.

Hydration is available in all rooms, there is a tea point for visitors to use in the inpatient area.

Being involved and listened to

Admissions are discussed with patients including the proposed length of stay and discharge plans.

Patients and those that are important to them are included in the daily ward rounds / handovers. They are invited to attend the MDT meeting if they wish to.

Communication needs of the patients are discussed at the beginning and interpreters are used if required, including British Sign Language (BSL).

Patients expressed that the staff ring at least twice a day.

The hospice has a complaint / concern policy in place and staff receive training including customer care. All patients / relatives are provided with a leaflet and visitors can obtain one from the service desk, it is also displayed on the notice board.

There is a communal area for patients and visitors to use, volunteers support within this area by talking and supporting visitors to the hospice where required.

Patients have a choice to join chapel services and outreach services including relaxation, art and a craft group. During the visit the art and craft group had finished, the ARs engaged with the volunteer lead who explained that they offer whatever the patients want to do. Patients expressed "Classes we attend are supportive, relaxing and the staff are excellent".

Patient Voice

The patients that we engaged with mentioned "*staff listen, that has not always been the case at other places I have attended*". "*The classes we attend are supportive, relaxing and the staff are excellent*". "*It is a wonderful place; this is the second time I have been an inpatient and have received great care at home from the community team*".

Conclusion

The staff are dedicated and provide an excellent service with the support from amazing volunteers. Patients are always treated with dignity, and they were very complimentary of all the staff and the service provision.

The inpatient unit did not feel clinical, it had a calm and relaxing feel to it, which was felt throughout the hospice. The design was well thought out.

Recommendations

Recommendations made from findings

1	Please display the Healthwatch Warrington poster, which will offer an independent choice for the patients to feedback.
2	We recommend that toilet seats are installed in different colours to the pedestal (considering Dementia patients).

Comment from provider

On behalf of St Rocco's thank you for visiting and the opportunity for us to share the work of the hospice. We appreciate and note the recommendations and are pleased to share we have already implemented these changes, following the verbal feedback during the visit.

Sara-Marie Black Chief Operating Officer

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