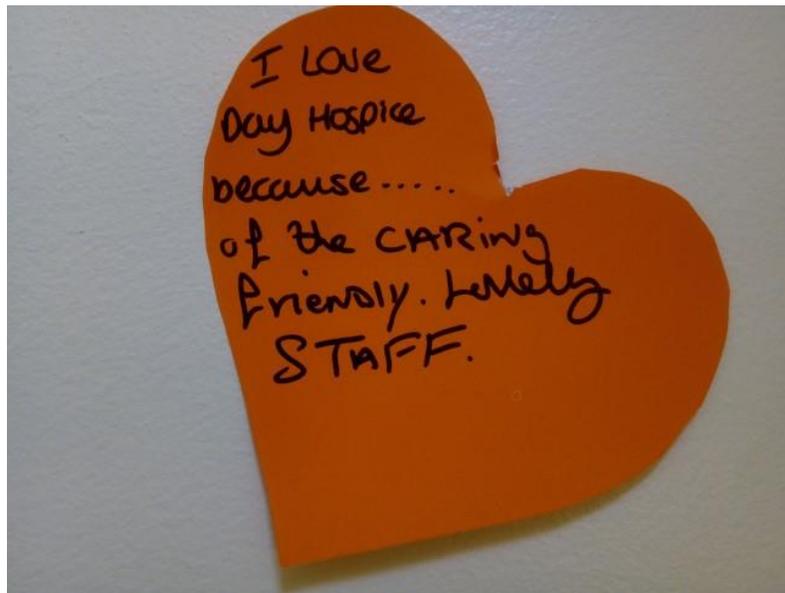




**Service Evaluation of the Heart of Sandwell Day
Hospice
Re-visit**



Report by Healthwatch Sandwell

Published August

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DISCLAIMER

This report is based on the views and experiences of respondents. Due to the nature of this approach, we recognise that there may be differences between people’s views and providers’ intentions. Efforts have been made to ensure information is accurate or where necessary, reflect more than one view, whilst keeping to the brief.

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Summary

This investigation is a follow up to the earlier Healthwatch Sandwell (HWS) reports published July and October 2017 which made four recommendations to improve the service. The aim of the re-visit was to assess if the recommendations had been implemented.

The Heart of Sandwell Day Hospice continues to provide an excellent service and much needed respite support for carers of the patients who attend.

The service provides social, physical and emotional support as well as practical support and financial advice etc. to patients whose lives are affected by a life limiting illness.

One recommendation was fully implemented; the location sign of the day hospice was displayed in the entrance.

The other three recommendations remain outstanding:

- We would recommend that Sandwell and West Birmingham Hospitals NHS Trust (SWBHT) considers making this service more readily available for more patients.
- We would recommend that SWBHT invest in additional transport and recruit more volunteer drivers.
- To consider forward planning for more space so that the service can accommodate more patients.

This visit also recommends that communication between the Day Hospice and GPs, and the Day Hospice and UHB, be improved to meet patients' needs.

HWS suggests that all these recommendations are given consideration by SWBHT to ensure that the service continues to provide an effective service.

The visit in July 2017 was to assess provision in relation to what SWB CCG pledged in their consultation report (SWB CCG November 2016), and to evaluate the service based on what SWB CCG found in various reports/consultations which identified what patients/carers wanted from a day hospice service (SWB CCG August 2016).

Recommendations

This re-visit found that one recommendation from the previous visit had been fully implemented, so therefore the three previous recommendations remain outstanding:

- SWBHT considers making this service readily available for more patients.
- SWBHT invest in additional transport and recruit more volunteer drivers.
- Consideration is given to planning for more space so that the service can accommodate more patients.

This re-visit also found an issue with communication between the Day Hospice and two other services, HWS recommend that:

- communication between the Day hospice and GPs, and the Day hospice and Queen Elizabeth Hospital (University Hospitals Birmingham NHS Trust) be improved to meet patient's needs.

Findings

The findings relate to progress made with recommendations from July and October 2017 reports (HWS 2017a and 2017b). This section also provides general findings that were recorded during the visit.

Recommendation One

We would recommend that the location of the day hospice is shown in the hospital main reception.



The location of the day hospice is now displayed twice; as you enter the hospital through reception and as you enter the Day Hospice. All staff and patients were aware of it. It is pleasing to note that this recommendation has been addressed.

Recommendation Two

We would recommend that SWBHT considers making this service more readily available for more patients.

The service operates over 4 days of the week and can accommodate 12 patients each day. Currently there are approximately 8 patients attending on those days.

Younger people (aged 40+) use the service and there are appropriate activities for them e.g. nail painting. This group meets on a Friday and it has proved to have a therapeutic effect as they are able to share their issues together.

The patients tend to be from white British backgrounds although there have been patients from Asian and African backgrounds recently.

Referrals can be accepted from any healthcare professionals; however, the referrals tend to come from The Connected Palliative Care Hub and Clinical Nurse Specialists.

We were informed that the service has also been advertised by Queen Elizabeth Hospital and community teams.

It was agreed during this visit that a representative from The Heart of Sandwell Day Hospice would attend HWS's next Health and Social Care Group (June 2018).

This recommendation is being worked on by the Day Hospice team by targeting various events and professions to raise awareness of the service, in particular GPs.

This service provides much needed respite for carers of people who have life limiting illnesses, even if it is only for a day.

This recommendation remains outstanding.

Recommendation three.

We would recommend that SWBHT invest in additional transport and recruit more volunteer drivers.

Patients are brought to the Day Hospice either by family members or are collected by the Hospice's own transport. The hospice has a 20 year old mini bus, which is showing signs of wear and tear and needs to be replaced. See appendix one for photos.

We were informed that on one occasion the door fell off and also the roof leaked. This is unacceptable for patients who need day hospice care.

It was discussed whether procuring taxis would be a tenable option, but due to risk assessments it was found not to be suitable. The volunteer drivers are trained to provide basic first aid and they are familiar with the needs of the patients, which a taxi driver would not be. We were informed It is not suitable to use Passenger Patient Transport (SWBHT) due to contractual issues.

There is still a need for more volunteer drivers. Patients can be traveling around the Borough for up to 2 hours. HWS strongly recommended that serious consideration is given to this aspect of service provision.

This recommendation remains outstanding.

Recommendation four.

To consider forward planning for more space so that the service can accommodate more patients.



Consideration for more space has not been considered, as this relates to when there are more patients using the service. HWS believe that if recommendations 2 and 3 are fully addressed then this recommendation will need to be addressed accordingly.

General findings.

The internal environment continues to be light and airy. There are lots of displays that the patients have made. The slabbed outside area now has raised beds, hanging baskets and seating. In all it is a very pleasant environment. See appendix two for photos.

HWS staff spoke to patients and staff about general issues that did not directly relate to the recommendations, we found:

Patients really enjoy the activities especially, silk art, holistic therapies, and the chair exercises. They spoke very highly of the staff and we witnessed good rapport between patients, staff and volunteers. The activities are co-ordinated by the occupational therapy specialist and aim to promote independence. The team work hard to find out what the individual patient would like to do.

One patient commented: *'I like the activities and I like getting out instead of being stuck at home..... the Staff are really helpfulthey can't do enough'*.

Staff spoke highly of the effective management they receive, it was described as *'extremely supportive'* One staff member described how their 1:1 sessions with their manager encourages reflection, which they felt was essential when working in palliative care. The HWS team were told that the consultants make themselves available to listen to the staff and their concerns. All of these factors enhance the working environment and is conducive to good teamwork.

During discussion with staff it was highlighted that there is an issue with communication between GPs and the day hospice about care of patients. There is also a communication issue between the service and University Hospital Birmingham NHS Foundation Trust as the hospice service can't access patients notes. The latter is due to an IT problem. Both these issues affect the sharing of information which means that patient care could be jeopardised.

HWS recommend that these two matters are addressed in a suitable manner.

Rationale and Aim

This investigation is a follow up to the earlier HWS visits and reports (July and October 2017). The aim of the re-visit was to assess progress with the recommendations that had been made.

Background

HWS visited The Heart of Sandwell Day Hospice in July 2017 to assess provision at The Heart of Sandwell Day Hospice in relation to what SWB CCG pledged in their consultation report (SWB CCG November 2016), and to evaluate the service based on what SWB CCG found in various reports/consultations which identified what patients/carers wanted from a day hospice service (SWB CCG August 2016). HWS published 2 reports (HWS 2017a and 2017b), which made recommendations. For the purpose of this report, the recommendations have been amalgamated, as follows:

1. We would recommend that the location of the day hospice is shown in the hospital main reception.
2. We would recommend that Sandwell and West Birmingham Hospitals NHS Trust (SWBHT) considers making this service more readily available for more patients.



3. We would recommend that the SWBHT invest in additional transport and recruit more volunteer drivers.

4. To consider forward planning for more space so that the service can accommodate more patients.

The focus of this visit was to assess progress with these recommendations.

Methodology

The HWS team visited the Heart of Sandwell Day Hospice on 12th June 2018, time was spent talking with patients (2), staff (3), student (1), volunteers (2).

A short survey was utilised and asked questions based on the recommendations and general feedback was also obtained.

Ethical considerations

Throughout this visit HWS gave due consideration to ethical issues. Codes of confidentiality were adhered to and the information gathered was recorded and stored as defined by the Data Protection Bill 2017 and General Data Protection Regulations (2018)

Due to the nature of the health and well-being of the patients, the HWS team were sensitive to this and upheld their dignity at all times.

About Healthwatch Sandwell

HWS is an independent consumer champion that gathers and represents the public's views on health and social care services in Sandwell. It ensures that the views of the public and people who use the services are taken into account by those who commission and provide services.

Healthwatch Sandwell's activities include: Experience Gathering. HWS staff meet with the public at various locations including community events, supermarkets, bingo halls, high street

etc. They provide information about Healthwatch and ask if people would, 'describe their last experience of health or social care services'.

Enter and View. These are visits to health and social care premises, involving staff and volunteers to look at the quality of services from the patients' perspective.

Information and Communication. HWS provides information and means for people to contact through various means including: telephone, website, email, public meetings, networking with community groups, Twitter, Facebook.

As part of HWS's statutory functions, it is our responsibility to make:

'...reports and recommendations about how local care services could or ought to be improved.'

(1 Section 221 (2) of the Local Government and Public Involvement in Health Act - 2007)

Acknowledgement

HWS would like to thank the patients who agreed to share their experiences. We would also like to thank staff who made time for the visit and included the team in the activities.

References

SWB CCG (August 2016) Improving Day Hospice Services. Public Consultation: 17 August to 24 November 2016. A preferred option for Day Hospice Services across Sandwell and West Birmingham

SWB CCG (November 2016) Report on Public Consultation: Improving Day Hospice Services

HWS (July 2017a) Enter and View Report for Heart of Sandwell Day Hospice Service

HWS (October 2017b) Service Evaluation of the Heart of Sandwell Day Hospice.



Appendices
Appendix One

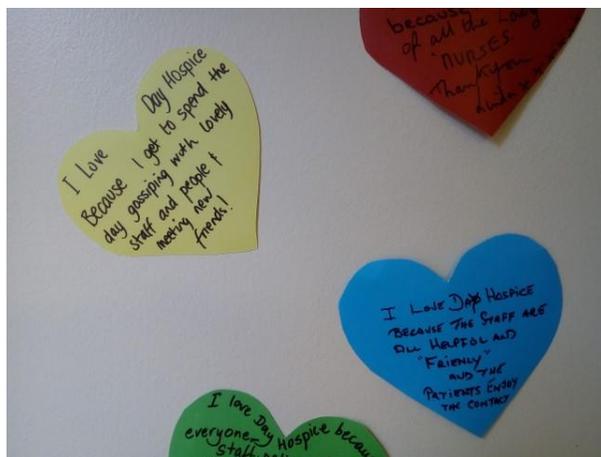
The Heart of Sandwell Day Hospice mini bus.





Appendix Two

Displays inside the Heart of Sandwell Day Hospice





The exterior of the Heart of Sandwell Day Hospice.

