



**healthwatch**  
Sandwell

**Service Evaluation of the Heart of Sandwell Day  
Hospice**



***Report by Healthwatch Sandwell***

***October 2017***





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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

In July 2017 Healthwatch Sandwell (HWS) visited the Heart of Sandwell Day Hospice at Rowley Regis Community Hospital, Moor Lane, Rowley Regis to evaluate the service. This evaluation resulted from recent changes to hospice services and a consultation by Sandwell and West Birmingham Clinical Commissioning Group (SWB CCG) 'Improving Day Hospice Services. Public Consultation: 17 August to 24 November 2016'.

During a presentation by SWB CCG at a HWS Health and Social Care Group meeting (September 2016) which publicised this consultation, concerns were raised including whether the new services would be as described and whether they would meet patients' needs.

The investigation aimed to assess provision at The Heart of Sandwell Day Hospice in relation to what SWB CCG pledged in their consultation report (November 2016), and to evaluate service based on what SWB CCG found in various reports/consultations which identified what patients/carers wanted from a day hospice service.

This evaluation found that the service delivers what was promised during the consultation exercise and to a good standard.

Based on the findings, HWS recommends that Sandwell and West Birmingham Hospitals NHS Trust (SWBHT) recruit more volunteer drivers and provide more vehicles so that patients avoid long journeys to the service. Also, that consideration is given to accessing more space so that the service can accommodate more patients in the future.

There was a mixed view from the patients who had visited Bradbury Day Hospice and the Heart of Sandwell Day Hospice, regarding the amount of space at both venues. However, there was

agreement that the quality of food was to a good standard. The patients and relatives reported that the staff are attentive, kind and caring.

Leading up to this service change and following a number of internal reviews, CQC reports and stakeholder events, SWBHT had come to the view that the Bradbury Day Hospice service was not fit for purpose and that day hospice services needed to be improved to meet the needs of local people. SWB CCG needed to relocate Hospice day services in Sandwell, and Rowley Regis hospital was the preferred option.

11 patients were interviewed and were all residents of Sandwell.

## Recommendations

Overall the service has delivered what was promised during the consultation exercise. With regards to the service evaluation elements there are minimal recommendations:

- Recruit more volunteer drivers and provide more vehicles.
- To consider forward planning for more space so that the service can accommodate more patients.

## Findings

11 patients were interviewed at the Heart of Sandwell Day Hospice, of which 6 had received day care at Bradbury House and Rowley Regis Community Hospital. This small group were asked to rate and compare the services.

During the visits, some patients were unwell, so did not participate in the interviews.

Regarding the overall service, 5 of the 6 patients (83%) rated it as the same. The other person didn't know and commented that it wasn't fair to compare.



There was a mixed view of the amount of space at both venues; 50% thought that Bradbury was more spacious. There was a consensus about the quality and variety of food, being viewed equally as good at both venues.

SWB CCG had promised several features at The Heart of Sandwell Day Hospice (see appendix one), which respondents were asked about. The feedback was unanimous that The Heart of Sandwell Day Hospice provided these features.

The following features are not commented on as they were not applicable to the respondents:

- Improved parking
- Public transport that makes the building easy to get to

The patients were asked about the consultation process by SWB CCG. 33% contributed to this process, 2 people knew about the move to the Heart of Sandwell Day Hospice, 1 of the patients commented that they didn't know where the service was moving to. This lack of information had caused this patient a little anxiety at the time. There had been coverage in local papers prior to and after the move (see appendix two).

All patients were asked about: environment, accessibility, and availability of related services which had been identified in Report on Public Consultation: Improving Day Hospice Services (SWB CCG November 2016)

### Environment

The patients gave extremely positive feedback about the environment at the Heart of Sandwell Day Hospice describing it as spacious, homely, relaxed and calm. 100% said that the atmosphere is friendly. Patients liked having a dedicated area for activities.

The whole area was described as spacious for the amount of people using the day services. However, concern was expressed if more

people used the service, there may be a need for a bigger communal area.

All patients commented about the need for the outdoor area/garden to be completed. During the visits by HWS, this work commenced and was welcomed by patients.

### Accessibility

All the patients found The Heart of Sandwell Day Hospice accessible, whether family or an ambulance brought them.

Staff expressed the need for more drivers/vehicles as some patients can spend up to 2 hours travelling around the Borough. It was noted though, that the patients enjoy the social aspect of the journey. It was a concern that patients may be unwell and then be put off attending due to the long journey.

### Availability of related services

The patients gave an overview of the related services that they have received (See appendix three).

This demonstrated that there is a full range of services to support the patients while they were at The Heart of Sandwell Day Hospice.

During the visits by the HWS team, patients and the HWS team took part in various activities. This aspect of the service was creative and therapeutic. There was a range of activities on offer and involved local volunteers assisting alongside staff.

The patients were asked about the staff at The Heart of Sandwell Day Hospice, all the patients were extremely complimentary of the staff describing them as caring, and there is good continuity of staff which helps the patients in building relationships.

The patients were all residents of Sandwell, who were British and were aged between 50 – 75+.



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## Rationale and Aim

This investigation resulted from recent changes to hospice services and a consultation (SWB CCG August 2016) and associated information sharing. This had included a presentation by SWB CCG at a HWS Health and Social Care Group meeting. At the meeting, concerns were raised including whether the new services would be as described and whether they would meet patient's needs.

The investigation had two aims:

1. Assess provision at The Heart of Sandwell Day Hospice In relation to what SWB CCG pledged in SWB CCG (August 2016)
2. Evaluate service based on what CCG found in various reports/consultations which identified what patients/carers wanted for a day hospice service.

## Background

In 2016 SWBHT and partners were awarded a contract to improve all services for people within the area thought to be in the last 12 months of life. The aim of the service is to improve the care and experience for patients and carers with a range of facilities. One feature of the new contract was Day Hospice provision. See appendix four, for an overview of day hospices services.

Prior to April 2017, day hospice services for the majority of the community of Sandwell operated over four days per week at Bradbury House in Oldbury, West Midlands.

Following a number of internal reviews, CQC reports and stakeholder events, SWBHT held the view that the Bradbury Day Hospice service was not fit for purpose and that day hospice services needed to be improved to meet the needs of local people.

SWB CCG (August 2016) identified the following reasons why there was a need to change:

- Bradbury House is limited in size and a stand alone site
- It has limited access to healthcare staff
- Excludes those with mobility difficulties
- Lack of security for staff and patients

Bradbury House belonged to NHS Property Ltd and the lease came to an end in March 2017.

SWB CCG (August 2016 and November 2016) noted the following engagement activities and review of Day Hospice Services:

- In April 2014, Agewell (An independent social enterprise led by older people who consult and engage with older people) published the results of an independent survey that they had carried out on the End of Life day therapies with current and future users of the day hospice services.
- In February 2016 Sandwell and West Birmingham Hospital NHS Trust reviewed the current service at Bradbury Day Hospice and engaged with current and previous patients, staff and volunteers.

From these engagement activities, a number of features emerged that are important to patients and carers:

- Accessibility.
- Availability of related services e.g. holistic services such as physiotherapy, counselling, personal care, occupational therapy, complementary therapies.
- Positive Environment.

SWBHT approached SWB CCG with a preferred option to deliver future Day Hospice Services; Rowley Regis community hospital Moor Lane, Rowley Regis. It was noted that this venue would enable SWB CCG to deliver safely and effectively a new Day Hospice model with the range of services which were identified as being



important to people in their previous engagement (see appendix five).

SWB CCG undertook a consultation<sup>1</sup> between: 17 August to 24 November 2016 for the new Day Hospice provision in Sandwell (SWB CCG August 2016).

This consultation exercise asked:

- What aspects of day hospice services are important to you?
- Is our vision for high quality day hospice care right?
- Do you agree with our preferred option?

The consultation found:

Patients, carers and their relatives stated that the most important aspect of day hospice services was a pleasant relaxed environment inside the building. This was followed by a range of clinical and complementary services and an opportunity to socialise.

The consultation concluded that:

There are mixed feelings about the relocation of the Day Hospice service to the preferred option of Rowley Regis Hospital. Those who know or live near to the hospital are fairly positive. Those who live further away have not been as positive.

Another area of concern was that the preferred setting, though community orientated, is still a hospital setting.

These issues and concerns were reviewed in this HWS survey.

## Methodology

A 2-part survey was designed:

Part 1 – this was for patients who had previously attended Bradbury House. These questions related to the range of services that SWB CCG had pledged would be available at The Heart of Sandwell Day Hospice and asked patients to compare the two services. They also asked about the consultation process by SWB CCG.

Part 2 – this was for all patients and related to the environment, accessibility and availability of related services at The Heart of Sandwell Day Hospice.

Two visits took place with 3 members of staff and 1 volunteer. These visits also were part of HWS Enter and View programme. A separate Enter and View report has been produced (HWS October 2017).

## Ethical considerations

Throughout this research 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 Act (1998).

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

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<sup>1</sup> Clinical Commissioning Groups are governed by Section 14Z2 NHS Act 2006 which gives them a responsibility to inform and consult all stakeholders on any proposed changes, where plans include a

significant variation to the way the service is currently provided. This change of location triggers a significant variation.



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 and relatives who agreed to share their experiences.

We would also like to thank the staff at The Heart of Sandwell Day Hospice 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

Presentation Slide (12th September 2016) Improving Day Hospice Services. A preferred option for Day Hospice Services across Sandwell and West Birmingham. Presentation slide by Tammy Davies (Nurse Manager/Service Lead Palliative and End of Life Care: Sandwell and West Birmingham NHS Trust) and Phil Lydon (Engagement Manager: Sandwell and West Birmingham Clinical Commissioning Group)

Express and Star (14th January 2017) 'Hospice services in Oldbury will move to hospital.'

Express & Star (22nd April 2017) 'Day hospice reopens with 'better services''

Healthwatch Sandwell (October 2017) Enter and View Report for Heart of Sandwell Day Hospice Service.



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## Appendices

### Appendix One

#### **Our Day Hospice Base Location**

Our preferred option which would enable us to deliver safely and effectively our new Day Hospice model is Rowley Regis Hospital for the following reasons:

- A range of on-site staff (specialist medical, nursing advice including symptom control)
- On-site catering services
- A more homely feel than a general hospital
- Accessible building (able to get in and out of the building easily)
- NHS transport to continue

Source: Improving Day Hospice Services. A preferred option for Day Hospice Services across Sandwell and West Birmingham. Presentation slide by Tammy Davies (Nurse Manager/Service Lead Palliative and End of Life Care: Sandwell and West Birmingham NHS Trust) and Phil Lydon (Engagement Manager: Sandwell and West Birmingham Clinical Commissioning Group) on 12th September 2016





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## Appendix Two

### **Express and Star (14th January 2017) Hospice services in Oldbury will move to hospital**

A day hospice in Oldbury will close with all its services moved to Rowley Regis Hospital, health bosses have announced. It follows a 12-week public consultation on Bradbury House after bosses declared the building was 'no longer fit for purpose'. The hospice in Wolverhampton Road, which is open four days a week, provides short programmes of care for patients across Sandwell.

Bosses say the range of services that are needed to 'ensure responsive and quality care' cannot be provided from the current site due to the state of the building. Staff are unable to let people with severe mobility restrictions attend, due to the size of the building while managers have concerns about the site's security.

Services and workers will be transferred by April 1 and a satellite service developed. Transport will be provided but patients will have the choice of travelling to Rowley Regis, or visiting an outreach clinic.

More than 500 people responded to the consultation. Chairman of the CCG, Nick Harding, said: "Reflecting on the results of the consultation, we support Sandwell and West Birmingham Hospitals NHS Trust to move the day hospice service to the preferred option of Rowley Regis Hospital."

Hospital trust chief executive Toby Lewis said: "This is great news for patients, careers and staff."

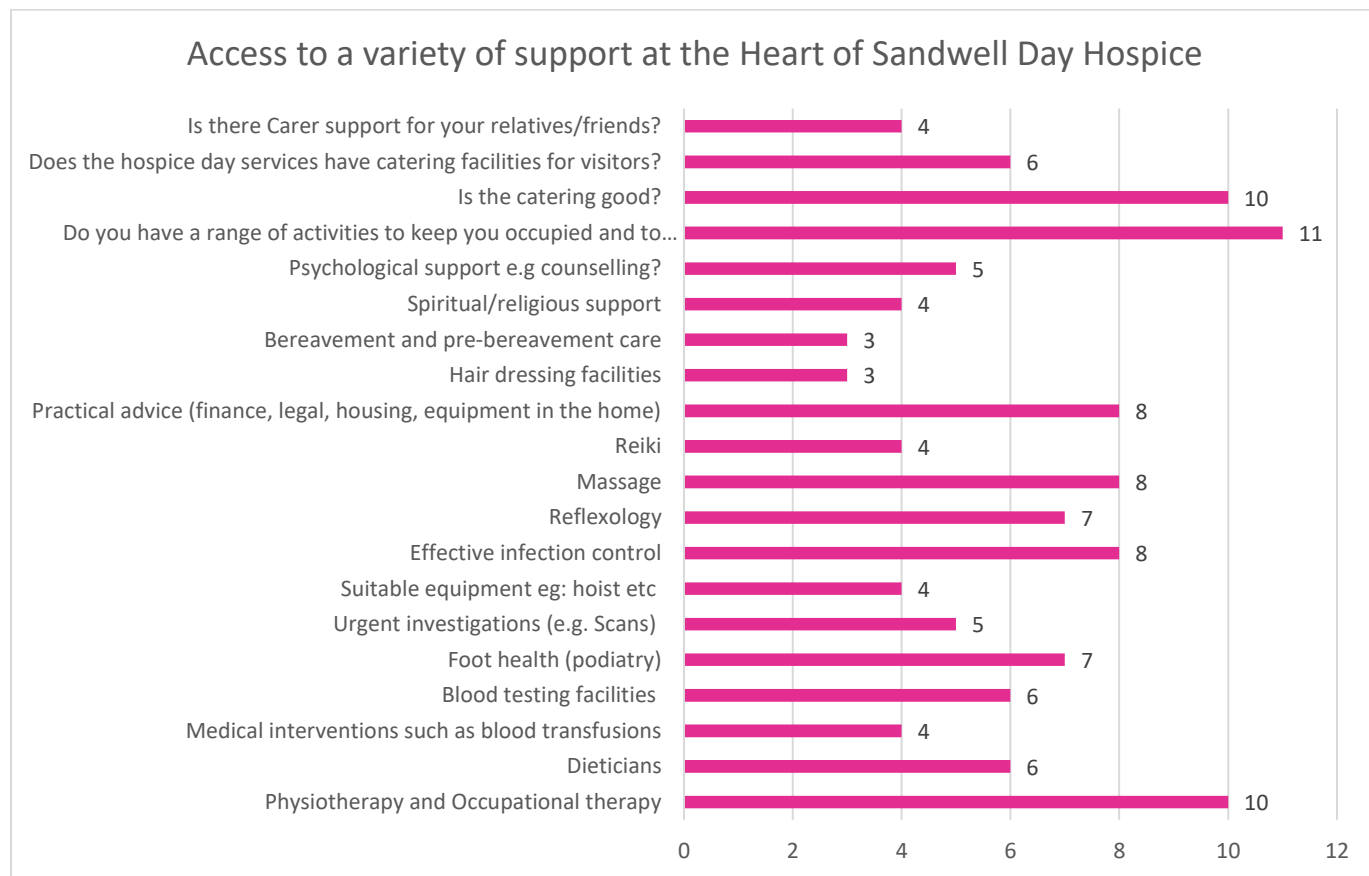
### **Express & Star (22<sup>nd</sup> April 2017) Day hospice reopens with 'better services'**

A Day hospice, which was forced to move after its premises were branded 'no longer fit for purpose', has re-opened at a Black Country hospital.

Speaking following the announcement, Toby Lewis, chief executive of SWBH described the move as 'great news for patients, carers and staff. A bigger and better service, and using our dedicated transport service, access will not be adversely affected. Our connected Palliative Care team is blazing a trail in developing super end-of-life care services, which stand comparison with the best in the country.



## Appendix Three





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## Appendix Four

### What are Day Hospice services?

Day Hospice services provide care for people who have a diagnosis of advanced life limiting illness requiring management of symptom control; these symptoms may be physical, psychological, spiritual, social, or a family and carer orientated issue. This includes those who have complex social needs resulting from their illness or whose families show exceptional emotional distress which is anticipated will be alleviated by day hospice support. Teams include doctors, nurses, social worker, therapists, counsellors, and trained volunteers. Attendance may also be for respite care to support family members and carers. Hospice services aim to feel more homely than hospitals do. They can provide individual care more suited to the person who is approaching the end of life, in a gentler and calmer atmosphere.

Hospice teams include doctors, nurses, social workers, therapists, counsellors, and trained volunteers.

Services may include:

- Specialist medical and nursing advice and symptoms control including pain management
- Physiotherapy
- Occupational therapy
- Complimentary therapies
- Rehabilitation
- Respite care
- Financial and practical advice
- Bereavement and pre-bereavement care
- Spiritual and psychological support

Sources:

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

Report on Public Consultation: Improving Day Hospice Services

Adapted from: Improving Day Hospice Services. A preferred option for Day Hospice Services across Sandwell and West Birmingham. Presentation slide by Tammy Davies (Nurse Manager/Service Lead Palliative and End of Life Care: Sandwell and West Birmingham NHS Trust) and Phil Lydon (Engagement Manager: Sandwell and West Birmingham Clinical Commissioning Group) 12th September 2016



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## Appendix Five

Sandwell and West Birmingham Hospitals NHS Trust propose to deliver Day Hospice Care from the Rowley Regis Hospital site which currently offers a full range of services throughout the week with staffing models to support consistency and responsiveness. It also has many features of a therapeutic environment which were considered important by members of the community.

For example:

- It has on site physiotherapists, occupational therapists, medical and nursing staff who could contribute to the Day Hospice programme alongside the core Day Hospice team.
- There are facilities available such as large rooms for group sessions and spacious clinic rooms for 1-1 consultations and therapy.
- On site catering is available to allow hot meal provision which is not reliant on one individual.
- There are on-site facilities and available equipment to support all of the appropriate treatments.
- The building is fully accessible and has features which are conducive to a therapeutic environment with accessible gardens which could be utilised for activities for those attending the Day Hospice.
- Arrangements are in place that allow for health and safety and control of infection to be monitored and standards maintained with the additional reduction to lone working implications for staff.
- There is adequate parking onsite and public transport links to the door of the building.
- Rowley Regis Hospital has disabled access.
- The Rowley Regis site is a hospital, but it is a small community hospital with more of a homely feel than a large general hospital.

SOURCE:

Sandwell and West Birmingham Clinical Commissioning Group (November 2016)

Report on Public Consultation: Improving Day Hospice Services