



Saint Catherine's

Hospice and Community Care for North & East Yorkshire

Quality Account

2023/2024





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Statement from the Chief Executive

On behalf of our Board of Trustees and the Executive Team, I am very pleased to be able to present the Quality Account for Saint Catherine's Hospice for 2023-24.

Last year I wrote this statement as the new CEO for the hospice, I had only been in role for a few weeks before being asked to complete this publication. How quickly a year goes by, and I certainly cannot describe myself as new any longer and the last year has been an incredibly busy and challenging one for the whole of the organisation but also an exciting one.

The organisation has undergone a large number of changes and improvements across all aspects of its work, whilst maintaining the highest quality services to our clients, their families, and carers by providing safe quality care and support that places the patient, and not the illness, at the centre of everything we do.

As a hospice we have been developing our relationships with the local communities we serve and building stronger working agreements with our supporters. As Chief Executive, I am committed in maintaining and developing a nurturing working environment and whilst we are incredibly proud of this year's achievements, we also continue on a journey to be recognised as a Hospice that continuously works to improve and deliver outstanding services to those communities we work with.

Our staff are our greatest asset, and the quality priorities for next year reflects the investment in them with ongoing training and development. The passion, dedication and ambitions of all our staff at Saint Catherine's Hospice is evident across all the services we deliver.

Thank you to all the clinical and support teams that enable the delivery of our aspirations, ambitions and standards of care. I continue to be astounded by the resilience and commitment our staff show every day, and everything we have achieved in the last year is as a direct result of their efforts.

During the last year we have has seen clinical services transform and offer increasing number of patients the expertise of our services both in the hospice setting as well as in the community. All of our teams have shown great flexibility and strength to innovate and adapt to change. As we move ahead into the next financial year, we look forward to exploring how we can continue to challenge ourselves, to improve and evolve in line with our values and strategy. I have no doubt that our workforce will continue to excel, providing high standards of care and truly making a difference to people's lives.

I am responsible for the preparation of this report and its contents. To the best of my knowledge, the information reported in this Quality Account is an accurate and fair representation of the quality of the healthcare services provided by Saint Catherine's.

Ray Baird

Chief Executive



Purpose

Saint Catherine's enhances the quality of life of patients and those important to them by providing services during the changing phases of palliative illness.

Our purpose is to provide excellent multidisciplinary specialist palliative and end of life care. We aim to deliver outstanding holistic treatment and care to our patients, to assist in the relief of their physical and emotional suffering and to help them lead, purposeful, and fulfilling lives.

Our Vision and Aspiration, Ethos and Values

Mission Statement

Saint Catherine's Hospice is dedicated to providing the highest quality of care, compassion and support for individuals and their families facing life-limiting illnesses across North and East Yorkshire.

Our mission is to enhance the quality of life, respect dignity and offer comfort through expert care, while fostering a community of collaboration, support and understanding.

Our Vision

To be the 'outstanding' provider of comprehensive hospice and specialist community care across North and East Yorkshire, recognised for our excellence in palliative and end of life care and support, innovation and commitment to enhancing the lives of those we provide services to.

Our Core Values are EPIC

Excellence

We will deliver high quality, effective, compassionate care

People Centred

We will take the time to listen to and respect patient and family choice

Integrity

We will act with openness and honesty in all situations

Collaboration

We will share knowledge, skills and ideas to improve care



Strategic Intent

1. Enhance Patient Care and Experience

Initiative 1: Develop 'outstanding' personalised care plans to meet the unique needs of each patient and their families.

Initiative 2: Expand services to reach more individuals in need across North and East Yorkshire.

Initiative 3: Integrate wellbeing and holistic therapies.

Initiative 4: Utilise and develop Information technology to ensure regulatory compliance and robust data management.

2. Strengthen Community Engagement and Support

Initiative 1: Establish and deliver specialist educational programmes to raise awareness about end-of-life, palliative care to partnership organisations and the wider community.

Initiative 2: Forge partnerships with local organisations and healthcare providers to broaden our reach and support network.

Initiative 3: Engage volunteers and supporters to actively participate in fundraising and community events.

3. Foster Organisational Sustainability and Growth

Initiative 1: Implement efficient operational practices to ensure financial stability and maximize resources.

Initiative 2: Invest in staff development and retention strategies to maintain a skilled and compassionate workforce.

Initiative 3: Explore opportunities for growth and innovation in clinical service offerings.

Initiative 4: Invest in current hospice site through development of non-clinical services to enhance community engagement.



Implementation Plan:

Short-Term Goals (1-2 years): Focus on expanding community outreach programmes, improving current environment and patient resources, improving patient care plans, and enhancing staff training. Increase community awareness of hospice purpose and challenge pre-conceived perceptions. On-site improvements to enable the organisation to be recognised as a community resource out with, end of life care.

Medium-Term Goals (3-5 years): Consolidate partnerships, launch new initiatives, and evaluate the impact of expanded services on the community. Research programmes for innovative practice. Establish a continued improvement culture throughout the organisation. Wider recognition through Hospice UK networks.

Long-Term Goals (5+ years): Position Saint Catherine's Hospice as a regional leader in palliative and end of life care, with sustained growth, increased funding, and ongoing support for patients and families.

Monitoring and Evaluation:

Regular assessments, feedback mechanisms (including staff, patients, families, community and partners surveys and other improvement tools) to capture comments and thoughts. key performance indicators will be utilised to measure the success of initiatives and the alignment with our strategic objectives.

This strategic intent document provides a framework for Saint Catherine's Hospice across North and East Yorkshire to align its actions, initiatives, and resources with its mission, vision, and values while outlining a roadmap for future growth and in providing an 'outstanding' specialist service.

Responsibilities

Patients, families and friends will be treated as individuals with compassion, humility, honesty and kindness. We will listen to them and, whenever possible, involve them in decisions about patient treatment. Their preferences, beliefs and customs will be respected, and their complete privacy and dignity assured both in the community and within the Hospice. The needs of patients at different stages of their illness will always be taken into account. There is no charge to patients or their families for use of our services. The community generously contributes a great deal of money, time and effort to sustain our work. We must use these resources wisely, prudently and effectively.



Specific Aims

Maintain Saint Catherine's Care Quality Commission rating as 'Good' whilst working to achieve an outstanding rating. Safely delivering to patients, carers and families an appropriate range and quality of integrated core services, which are structured to provide easily accessible, responsive, and scalable holistic person-centred care.

- Provide safe, and the right quality of, care by ensuring we maintain our compliance through good governance, and a strong focus on health, safety & welfare and risk management throughout all Saint Catherine's operations.
- Provide easy accessibility to integrated services for professionals, referrers and patients whilst ensuring patients, carers and families only have to provide information once, though for example, a single point of access and utilisation of a 'trusted assessment'.
- Provide a model of care and support for our patients, carers and families, which is holistic, person centred, responsive, rehabilitative, flexible and scalable, which delivers care and support wherever needed.
- Deliver care and support in an environment which is responsive and robust to the changing needs of patients, carers and families and the wider external environment.
- Deliver sustainable and equally accessible services to patients and families across an agreed geography in locations where the care and support is needed.

Deliver Saint Catherine's care and support through an integrated employee and volunteer workforce of empowered people. Attract and retain people by offering attractive salary and benefits, which includes developing and investing in people through ongoing training and education. Offer a variety of high quality and flexibility opportunities for volunteers which demonstrates the unique value and potential for our volunteer roles.

- Ensure Saint Catherine's maintains a workforce who demonstrate our values & behaviours and have the right balance of skills and abilities, through robust recruitment and people management and development of individuals,
- Ensure Saint Catherine's is able to recruit and retain a workforce to deliver our care and support through offering attractive and competitive salary and benefits.
- Ensure Saint Catherine's workforce utilises appropriate skilled and technical roles as part of its efficient and effective use of resources, which supports the development of individuals and the roles required to deliver our care and support.
- Maintain organisational wide focus on the implementation of Saint Catherine's Volunteer Strategy, thereby ensuring the Hospice maximises the volunteer base with the right balance of skills and abilities, through opportunities which are flexible and scalable to meet demand and support our services.



Maintain Saint Catherine's Specialist Palliative and End of Life Care focus, which is underpinned by a culture of learning and continuous improvement, together with a strong research capability. Use the outcomes of applicable research and external best practice to support continuous improvement, innovation and development of the core services provided to patients, carers and families.

- Engage with relevant and appropriate research to ensure Saint Catherine's services reflect best practice and current learning.
- Maintain an environment of continuous improvement and development for all services, which encompasses innovation and best practice arising from external research and learning from others.
- Support selective investment for robust core services based upon innovation and learning from external research and best practice where required, and which meet the needs of the patients, carers and families who use our services.
- Provide education and support to local healthcare providers in our areas of expertise with regard to specialist palliative and end of life care

Utilise and develop information technology and electronic records and systems throughout Saint Catherine's to ensure regulatory compliance at all times, ensure good quality and robust data management, and maximise the efficient and effective use of all resources.

- Develop and utilise full electronic records to underpin and capture the information required to deliver safe care and support to the patients, carers and families who use our services.
- Develop and utilise electronic systems, process and records to underpin good governance, health, safety & welfare and risk management throughout all Saint Catherine's operations.
- Develop information governance, technology and security to enable Saint Catherine's to achieve compliance with ISO27001/13 standards and ensure the Hospice meets all current legislative and regulatory requirements.
- Develop and utilise full electronic records to underpin and capture our supporter and donor information required to support to maintain contact and ensure the Hospice meets all current fundraising legislative and regulatory requirements.

Maintain a sustainable level of total expenditure for Saint Catherine's, which is at least 2% less than our total income, through a culture of continuous improvement and with effective and efficient use of resources across all departments.

- Ensure Saint Catherine's expenditure required to ensure we deliver our core services, is maintained at a sustainable level of 2% less than our total income by 2021.



- Maintain and develop Saint Catherine's income generation to deliver growth of least 2-3% annually, based on 2018-19 income generation levels of £2.18m.
- Ensure all support services deliver models which are flexible, responsive and scalable in a culture of continuous improvement.

Ensure Saint Catherine's maintains a visible profile and highly respected reputation in all the local communities for whom we deliver care and support.

- Deliver marketing and communications programmes which engage all stakeholders, maintain and raise our profile with public and professionals, and support our income generation.
- Develop resources for Saint Catherine's to maintain and raise our profile with patients, families, carers and professionals to ensure those who need our care and support know how to access our services.
- Develop our internal and external communications to reflect our culture of continuous improvement and innovation and ensure good communication with all internal staff and volunteers as well as all external stakeholders.
- Collaborate with other healthcare providers for the benefit of our patients, families and carers.

The services we provide

Saint Catherine's provides specialist palliative care and support to adults with any active, progressive and advanced disease across North and East Yorkshire.

Saint Catherine's recognises that everyone is unique and that a personalised approach to care delivery is required to meet the individual needs of all within its care. Saint Catherine's offers a range of services to ensure this approach offering:

- **Inpatient care and support** – The Inpatient Unit is a specialist Palliative Care Unit that provides 24-hour holistic palliative care for patients by a team of dedicated palliative care staff.
- **Wellbeing Support** – Providing a range of services to help maximise quality of life for patients and their families and carers including specialist palliative care consultant outpatient clinics, counselling services, bereavement support, physiotherapy, occupational therapy, complementary therapy, Multidisciplinary clinics and patient and carer support groups.
- **Lymphoedema management** – Offering care delivery by a specialist palliative care Clinical Nurse Specialist to support cancer patients manage their symptoms of Lymphoedema, gain greater independence and prevent complications whilst offering opportunities for rehabilitation and adaptation strategies.



- **Community Clinical Nurse Specialist care and support** – Providing complex symptom management and holistic care to patients in the community with the aim of ensuring that patients have the optimum quality of life until death. The team of specialist nurses work in collaboration with primary and secondary health and social care professionals to empower individuals and their families to make informed choices, whilst promoting quality of life.
- **Bereavement Counselling and support** – Offering a specialist led service by qualified and accredited counsellors to anyone connected with a patient of Saint Catherine's. The service provides support to patients and their families throughout the stages of a person's illness and to families and carers after death.
- **Education** – Providing a range of specialist courses for healthcare professionals to support with improving the care and support available to patients and their carers and families.
- **PalCall** – A palliative out of hours telephone helpline for both patients and their carers offering advice and support outside of normal GP working hours.
- **Fast Track Home Care Team** – A commissioned service provided by trained Healthcare Assistants that supports high quality palliative and end of life care delivery to patients in their own homes.
- **Mobile Outreach Buses** – Providing valuable engagement in the community, acting as a hub to increase our reach and promote that Saint Catherine's is a Hospice without walls.

Our services are provided by a Multidisciplinary team approach, including:

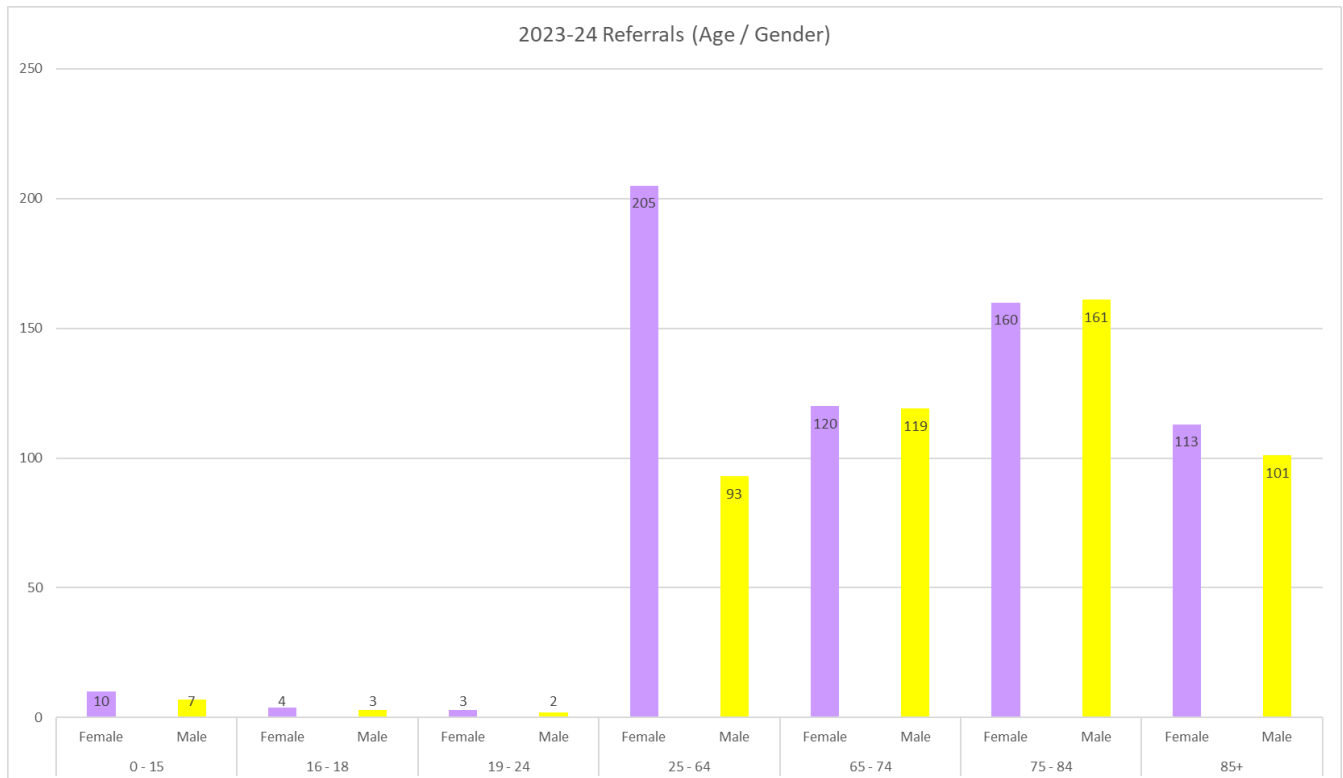
- Doctors and Consultants
- Nurses, Nurse Associates and Healthcare Assistants
- Social workers
- Pastoral care
- Therapists including Physiotherapy, Occupational Therapy, General Therapy Assistants and Complementary Therapists
- Speciality Bereavement Counsellors and volunteers
- Support Services including Catering, Housekeeping, Estates and wider Business Support Services all who are sustained by a team of administrative personnel



Activity Data

During 2023 – 2024, 1,693 adult patients and 38 children benefited from Saint Catherine's services including:

- 300 Inpatient referrals and 193 adult inpatient admissions including 15 Nurse Led Bed admissions.
- 73 Lymphoedema referrals and 676 Lymphoedema outpatient appointments as well as 375 telephone contacts.
- 494 calls were made to 'Palcall'.
- The new Fast Track Home Care team received 109 referrals and carried out 4702 home visits over the year which totalled 4755.6 care hours for patients.
- 783 referrals were made to the Community Specialist Palliative Care team who carried out 1766 home visits over the year and 4852 telephone contacts.
- 327 physio contacts were made to inpatients and outpatients.
- 630 contacts were made by the OT team to inpatients, wellbeing Centre patients and community patients.
- Our Therapy Assistants also carried out 1175 face to face contacts with patients on the inpatient unit and in their own homes as well as 83 telephone contacts.
- 223 people benefitted from the hospice's Bereavement Support Service attending 406 sessions, 7% of those being appointments for children.
- 134 patients, 118 carers and 21 children were cared for by the Palliative Care Counselling team attending a total of 375 sessions.



Feedback

As part of the work of the Patient and Public Engagement Group, Saint Catherine's continuously looks at how it can collect feedback from its service users. During the year, the group has met regularly to look at how we can improve the ways we gather and use feedback from our patients, their families and carers.

We have built in new ways to record feedback via our website, The Hub and capturing verbal feedback on S1 records to try and capture more feedback from different stakeholder groups.

Carers / family members have said:

- The team couldn't have done any more. Everyone is simply wonderful.
- The care my husband received was exceptional. The Hospice is a very special place.
- Thank you to everyone involved for our mum's care and support both in the community and in the Hospice. In her final days we were able to be her daughters again and not her carers. For that and so much more we are immensely grateful.
- The care received could not be better, everyone was an absolute angel and they helped so much at such a distressing time. A heartfelt thank you to all involved.
- "Care at the hospice was exceptional. Every single member of staff are so dedicated and they gave my dad the dignified end that he deserved."



- Thank you to the FTHC team for helping to care for Dad at home before he passed. We do not know what we would have done without you.
- All of the staff are truly amazing - They are the most caring and considerate people anyone could ask for in the difficult times. They care for everyone in families and you're made to feel as much as important as the patient is. My experience there was nothing but amazing and warm - And that's what everyone in the world needs to know - It's a beautiful place for end of life.
- Everyone that was involved with Dad in his last week were amazing. We were overwhelmed with his care (and ours). You are all amazing and we are so thankful for Dad to have been cared for by Saint Catherine's in his last week. Every single member of staff is amazing. I thank you all from the bottom of my heart. My Dad was so thankful and said how wonderful you all were.
- the standard of nursing he received was exceptional. The care and kindness we both received was wonderful. We were so grateful there was a bed for him when he needed it. Every person we encountered in the hospice, doctors, nurses, carers, housekeeping, chefs etc all played a part in providing such a marvellous happy place to be at end of life. Thanks also to the social services who helped me so much.
- As soon as I walked in the door I could feel the stress coming off me, I felt relaxed. We didn't see a doctor in the hospital for 4 weeks, at the hospice you can ask anyone anything and it's not too much trouble. when I first heard 'hospice' I said absolutely not, is mum going in there but now, we can be a family.

Patients have said:

- The whole process of assessment was excellent and I needed confirmation (or not) and ongoing support. Recognition of the number of patients seen and the busy times, the reception staff have been very helpful in passing information or questions which were responded to as quickly as possible.
- Excellent service, cannot find any faults at all. Kepp up the GREAT work.
- Excellent work, doing a fantastic job. Always happy to help, If we need anything we can ring up. Keep up the good work that you are doing.
- My GP diagnosed my lymphoedma, but apart from that was no help at all. I contacted my McMillan nurse C Midgley at Scarborough Hospital and she recommended Lyndsey and put in a referral for me at the hospice clinic. This was the best anyone could hope for as my treatment/advice has been brilliant. Lindsey is so calm and mindful about all aspects of the treatment with the patient.
- Having no knowledge of Lymphoedema, the information, support and advice has been invaluable, it has helped me to understand all the issues I need to adjust to deal with the condition. I am also now aware of some complications that may occue and how to deal



with and the importance of good skin care. All staff have been professional, friendly and supportive. I can't thank them enough.

- Always made to feel relaxed when treatment being done. Staff are always friendly, helpful and caring. Can't thank them enough for their care and treatment.
- The Lymphodema service at Saint Catherine's Hospice has an excellent, truly personalised service. When support is totally lacking it can leave a Lymphodema patient without hope, especially if SLD has become difficult for some reason. This particular lymphodema clinic is outstanding and a very necessary service.
- Best support ever!! Brilliant advice and empathy; Lyndsey is a gem - we are so lucky to have her - incredible knowledge, great advice to go home with and manage lymphoedema at home - I feel I am learning so much more with Lyndsey by my side
- I have been an outpatient for many years. You are amazing in your care, in your understanding, and you listen! You are an amazing team, thank you. Just keep doing what you are doing - Scarborough is so lucky to have you!!

Professionals have said:

- Thank you. I have worked with the best people and a team of CNSs that are unmatched anywhere else best hospice and SCH team so supportive of the project. You make my job easy!
- To all the staff on IPU thank you for having me, I've learnt so much during my time at Saint Catherine's. A placement I will never forget.
- Thank you very much to Lucy Tymon, CNS, who had supported a resident at Ardent House. Jane wanted Lucy to know that her and her team were very grateful for her support, knowing that she was there for them to call was very much appreciated - "Credit due where credit's due".

Visitors have said:

- "The Christmas Extravaganza on Saturday was really really brilliant. The whole thing was so well organised. I don't know what more you can do to top it next year!"
- I spent 2 volunteer days at the Hospice. The first day with the fundraising team helping them plan for the Christmas Extravaganza, and the second in the new Barn Boutique. The team here are all highly organised & a pleasure to work with. I certainly want to help again in the future.
- In my week at Saint Catherine's Hospice, I worked with a very kind maintenance team and learnt many new things in the topic. Working here gave me different opportunities and gave me a chance to work in a different environment and work with different people. I would suggest Saint Catherine's Hospice for anyone who enjoys maintenance and doesn't mind getting their hands dirty.

- Thank you for an excellent Fair. I have attended several Fairs at the Hospice before, and this was the best. You certainly worked very hard. I have pencilled this year's dates on my calendar.

Measuring Quality

The quality of the care we deliver at Saint Catherine's is a priority and as such we strive to deliver outstanding care. Saint Catherine's strives to be an outstanding organisation. In 2023 Saint Catherine's created a new substantive role that of Clinical Safety and Quality Lead to work alongside patients, staff, the Integrated Care System (ICS) and regulators to evidence and give oversight of organisational quality. Furthermore, a substantive Clinical Matron role was agreed to give an additional level of monitoring and assurance. This role will begin early 2024.

Staff Development and Support

Saint Catherine's recognises that staff development and support is an essential aspect of its business and has continued to develop the skills and knowledge of its workforce and has moved further towards providing a blended approach to education by providing face to face, virtual learning, debrief and reflection learning opportunities.

Saint Catherine's supports a range of healthcare students on placement, including, pre reg nursing students, medical elective placements, Elective Nursing Placements, pre reg therapy students and pre reg social workers, in addition to supporting work experience placements from local schools and colleges to promote a culture of inclusivity to support with building a workforce which is fit for the future.

Patient Safety

Patient safety has been a key priority in 2023 for Saint Catherine's. August 2022 saw the publication of the The Patient Safety Incident Response Framework (PSIRF) by the NHS and throughout 2022 and 2023 Saint Catherine has worked to change its systems and processes to respond to patient safety incidents for the purpose of learning and improving patient safety. This has involved developing patient safety incident response policy and plan, which has been ratified by the ICS and rolled out within the organisation. Saint Catherine's advocates a co-ordinated and data-driven approach to patient safety incident response that prioritises compassionate engagement with those affected by patient safety incidents, embeds patient safety incident response within a wider system of improvement and embraces a shift towards systematic patient safety management. A new electronic reporting system, VANTAGE was rolled out in quarter 4 of 2023 and it now embedded into the organisation. This now allows all accidents and incidents to be logged, and any themes to be identified and actions and learning to be shared across the organisation.



Safeguarding

Saint Catherine's takes safeguarding very seriously and complies with national standards and requirements. Having a Lead for safeguarding Adults and children. In the last year Saint Catherine's has strengthened its commitment to safeguarding by adding additional training requirements for staff e.g., female genital mutilation FGM and Trustees. Quarterly reporting to the board of Trustees takes place and regular safeguarding Steering Group meeting with attendance from a representative of the Board of trustees for assurance and oversight. The hospice has completed regular safeguarding audits and has completed a PREVENT audit this year.

Mental Capacity Act (MCA) and Deprivation of Liberty Safeguards (DoLS)

Saint Catherine's takes MCA and DoLS very seriously and carries out regular audits of MCA and DoLS compliance and quality of documentation. MCA and DoLS training is mandatory and compliance is monitored regularly and reported to the Board of Trustees.

Clinical Effectiveness

As a result of audit and service review activity we have significantly improved the time it takes for our community team to respond to and visit patients following referral. We have actively worked with local GP practices where there were lower referral rates, and through partnership working, have increased referral rates from those practices to our services.

We have relaunched our community service to local care homes supporting them with new leaflets and resources to improve symptom control management.

Our Wellbeing Service is expanding with the launch of a Multi-Disciplinary Team breathlessness service and increased access for patients to complimentary therapies.

Our Clinical Nurse Specialist (CNS) competency programme has successfully seen its first graduates and continues to be used to support the clinical development of our community CNS team.

We run the locality Non-Medical Prescribing Forum (NMP) and continue to develop our own NMP's improving patient assessment and management plans as well as the prompt access to prescriptions.

As part of the locality group, we continue to work with our community partners to standardise key palliative and end of life documentation across the locality to improve the process of caring for patients who move from one setting to another.

The above achievements are supported by ongoing improvements in the use of our electronic patient records, with reporting, referral, audit and compliance developments regularly being implemented in SystmOne.

Clinical Audit

Audit work continues to play an important part in our assurance processes. Medicines management, fall and tissue viability incidents are benchmarked against data offered by Hospice UK (2023-2023).

There is an additional active programme of internal clinical audit contributed to by our clinical teams. The Clinical Governance Steering Group review and agree an annual audit schedule for the key areas of clinical risk. The results and action plans for clinical risk audits are reviewed and agreed by the relevant Clinical Governance Steering Subgroups. In 2023-2024 we have carried out audits in infection prevention control, safeguarding adults, medicines management, DNACPR documentation, "Prevent" compliance, mortality review and bed rails to name just a few of the topics.

Education

Our education department continues to strive to provide the highest quality education making sure this has an impact on patients and families wherever they are being cared for.

In 2023/24 we were delighted to reintroduce our face-to-face training post pandemic. This has taken place as part of our formal education programme delivered in our excellent conference centre facility as well as in local primary care settings. We continue to increase the numbers of students attending the hospice on placement through our ongoing involvement with Hull and York Medical School and Universities of York and Coventry respectively. The feedback from students who have received education while on placement in the hospice has been extremely positive with many commenting that it has "opened their eyes" to the work we do to care for patients with palliative care needs.

Our face-to-face education is complemented by a programme of online education in recognition of the need to reach time-stretched healthcare professionals in the community with monthly Palliative Care Clinics, Syringe Driver and Verification of Expected Death training. Our teams are also continuing to lead quarterly professional forums and bespoke care home education.

We are looking forward to linking with City Healthcare Partnership in 2024 to further improve the training we can provide to our staff and externally.

Research

Saint Catherine's recognises the importance of participating in research to further the evidence base available to all clinicians providing care to patients with palliative and end of life needs. We also recognise the positive benefit being part of research offers patients and their families.

Over the course of 2023/24 we have been recruiting patients to a national multi-centre randomised controlled trial, Chelsea II. Led by the University of Surrey and funded by the NIHR, this is a cluster randomised trial comparing the use of fluids via a drip on the incidence of delirium and other symptoms at the end of life.

We welcomed the publication of a study in the journal Palliative Medicine which we contributed to data collection for in 2022/23 entitled "A qualitative interview study of staff and volunteers caring for hospice in-patients with delirium".

We were also delighted to have the results of our review of our specialist palliative movement disorders service presented at the National Palliative Care Congress

We continue to review submissions for future research projects in the hospice.

Care Quality Commission (CQC)

The CQC last inspected Saint Catherine's in November 2021 and confirmed that Saint Catherine's organisation was rated 'Good'. CQC launched a new Strategy in 2021 and a new inspection framework in November 2023- The Single Assessment Framework. Saint Catherine's has worked during 2023 to ensure its preparedness for this new type of inspection. The last review pertinent to this report took place in March 2023 and Saint Catherine's maintained its overall 'Good' rating. This is something we remain proud of.

Data Quality

Data quality across all areas of the organisation remains a high priority, achieving this is both an Information Governance and a Clinical Governance target, supported by regular reporting and audit. The improvement of digital systems, and software along with increased provision and access to IT equipment means that the organisation has strengthened its ability to respond to data requests and queries, and it is able to have an increased confidence in the quality of the information and data it holds. The role of Caldicott Guardian within the organisation has changed and resides with the Medical Director.

DSP Toolkit:

The Management of Information Governance, Information Security and IT developments has delivered continued improvement and compliance across all elements evaluated under the DSPTK. This year's review is due to be completed by the end of June 2024.

Duty of Candour

Duty of Candour required Saint Catherine's to be open and transparent in all that we do, in particular around how we care for our patients and those important to them and how we manage complaints and incidents. Saint Catherine's has Duty of Candour embedded within the organisation and from February 2019 now has Duty of Candour recorded through the electronic



DATIX system. Developments within SystmOne also prompt staff about the need for Duty of Candour where appropriate

Clinical Coding

Saint Catherine's was not subject to a clinical coding audit in 2023-2024.