

St John's Hospice

Enter and View Report

Contact Details:

St John's Hospice
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Staff Met During Visit:

Sue McGraw- Chief Executive Officer.
Dee Riley- Day Hospice Sister.
Lucy O' Conner- In-patient Unit Sister.

Date and Time of Visit:

21st August 2015

Healthwatch Lancashire Authorised Representatives:

Michele Chapman (Lead)
Linda Brown

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General Information

St John's Hospice Lancaster is a registered charitable organisation which receives one third of its funding from the NHS. St John's services are provided free of charge to the local community.

This is summarized by the statement "Built for the People by the People" which is displayed prominently in the reception area. Services include a 17 bed inpatient unit with a guest lounge and guest bedroom and the Oak centre which is a traditional day hospice.

The Enter and View visit of the 21st August 2015 focused on the Oak Centre" Drop in Friday".



Acknowledgements

Healthwatch Lancashire would like to thank the Chief Executive of St Johns Hospice Sue McGraw her staff and the respondents for being so welcoming and taking part in the visit and questionnaire.

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 residents who met members of the Enter and View team on that date.

Introduction

This was an announced Enter and View visit undertaken by authorised representatives from Healthwatch Lancashire.

Representatives have statutory powers to enter health and social care premises announced or unannounced to observe and assess the nature and quality of services and obtain the view of those people using the services.

This visit was arranged in collaboration with the Chief Executive Officer of St John's Hospice Sue McGraw. This report was produced as a pilot for the Healthwatch Lancashire Enter and View team solely for the use of St John's Hospice and Healthwatch Lancashire.

The aim is to report on the service that is observed, to consider how services may be improved and how good practice can be disseminated.

The team of trained representatives visit the service and record their observations along with the feedback from respondents and staff. They compile a report reflecting these observations making comment where appropriate. The report is sent to the Chief Executive of the facility for validation / correction of the facts and their response to the comments, which are then printed with the final version of the report. The final report is then sent to interested parties.

Enter & View Observations

Environmental Observations by Enter and View Team at St John's Hospice on 21st August 2015.

Pre Visit

The Team evaluated several areas prior to our visit. The informative value of the brochure, the informative value of the website and the manner and timely response of reception to any telephone queries.

The Enter and View team found that all these areas were met with a score of 5/5

Location

On evaluation of the convenience and access to the location it was found that the hospice was clearly signposted, near to public transport routes and local amenities with sufficient parking and access for disabled people.

The Enter and View Team found that the location exceeded the needs of service users with a score of 5/5

External Environment

On arrival the Team considered the external environment whether it was pleasant, welcoming to visitors and whether the service users were able to "sit out".

The Team found that the external environment was extremely pleasant and welcoming. The grounds were exceptionally well kept, stocked and landscaped. A water feature and seating made this area particularly attractive and a nice touch was the dog water bowl left out for canine visitors.

The Hospice was evaluated as outstanding in terms of its grounds which are extensive and owned wholly by the hospice. A summer house has been provided where residents and guests have the opportunity to enjoy the full extent of the grounds in a sheltered and private environment. The Chief Executive took great pride in pointing out the hospice allotment,

tended by volunteers, where most of the food grown is incorporated into the hospice menu.

The external environment scored 5/5

Internal Environment

The internal environment experience was considered as a whole. The team were able to report that the centre was light and airy, the reception staff were solicitous, and appropriate identity checks were carried out. The team were particularly grateful for the welcome from the Chief Executive and the subsequent tour of the facility which she provided. Sue was clearly passionate about the work of the hospice and proud of her team of staff and cohort of 500 volunteers!

The score for this area was 5/5



Reception Environment

The reception area was attractive and user friendly with photographs of the staff a visitor’s book and a small gift shop. The floor surface was extensive, uncluttered and there was sufficient space for wheelchair users. Reception was well signposted and there was access to public toilets. Reception staff were welcoming, polite and aware of our visit.

The score for this environment was 5/5

Communal Areas

Corridors were wide and well lit. Artwork was prominently displayed including a “Wordle” created by patients. Corridors were also enhanced with a large fish tank, information leaflets and a suggestion box.

The flooring was clean, light and well maintained. There were handrails on each side of the corridor.

Patient and public toilets were well signposted and extremely clean with sufficient soap, and toilet rolls available. Hand gel was positioned prominently at all entrances and work stations.

The score for this environment was 5/5

Lounge/Guest Areas

There are several lounge areas including one specifically for guests. Comfortable lounge chairs were arranged in a homely manner around coffee tables and TVs. The guest lounge looked out onto a pleasant garden area and visitors were able to stay with their loved ones for meals. For those visitors who needed to stay overnight there was hotel standard accommodation in a modern twin room with en-suite facilities at no cost.

The hospice scored 5/5 in this environment

The Oak Centre

Enter and View staff attended the Oak Centre on a “Drop in Friday”. They were able to speak to patients’ carers’ and relatives’. It was nice to see that one patient brought in their pet dog and another patient brought their young grandson to introduce to the rest of the group. The environment was comfortable and mutually supportive. Tea and coffee were freely available and nursing staff were unobtrusive but visible and attentive.

Staff appeared to know patients by name and vice versa. Staff were also observed acting in a friendly, helpful and professional manner to patients, relatives and visitors.

Respondents were quick to praise the staff and the facility for the range and quality of activities, Holistic therapies and Positive living groups available to them and their carers’

The Enter and View team scored the Oak centre as 5/5



Methodology

We visited St John's Hospice on 21st August 2015.

Our main aim was to gather the views of the patients using the Drop in sessions on a Friday afternoon at the Day centre. 7 people responded to a questionnaire we had prepared for the drop in group. The questions were based on 4 themes (Environment, Care, Nutrition, Services) We spoke individually to 5 patients and 2 carers, asking the questions covered on the questionnaire and noting their responses. We also asked patients and carers to score their experience of each of the 4 themes and their overall experience on a scale of 1 to 5, with 5 being excellent and 1 being poor.

Summary of Scores

Residents' subjective scoring of their experience at St John's Hospice:

Theme	Score out of 5
Environment	5
Care	5
Nutrition	5
Services	5

Key:

Excellent = 5 Very Good = 4 Good = 3 Average = 2 Poor = 1

Environment

Summary of Responses:

- 100% of respondents we spoke to said they thought the Oak Day Centre offered a very positive environment.
- 90% of respondents found the Centre easily accessible on the whole. One respondent felt there should be more disabled parking spaces outside the Oak Centre and a wheelchair user found the exit from the lounge of the Oak Centre a bit difficult to negotiate because of the raised door plate.
- There are extensive well maintained gardens that respondents can sit out in or watch the wild life.
- All respondents were aware of a quiet room they can use if they need to be alone.

Residents scored the overall environment as:

5

out of 5

Quotes from Residents...

“A lovely place”, “I feel at Peace here”,

“I was scared at home on my own but within 24 hours of coming here I feel calm.”

Care

Summary of Responses:

- 100% of the respondents reported that the staff were friendly, helpful and treated them with respect. Staff were said to be always there if patients and Carers had any problems.
- 100% of the respondents, who attended for 12 weeks at the Day Hospital, reported to have had an initial assessment of their needs and regular reviews.
- Of those that attended the Day Hospice,, respondents, would have liked this to be been for a longer period of time than the 12 weeks. This was not applicable to the drop in sessions..
- 100% of the respondents felt that they could address any concerns they had at the centre.

Residents scored the overall care provision as :

5

out of 5

Quotes from Residents...

“Service here is brilliant”

“I couldn’t ask for better care”

“Care home staff should be offered the chance to work at the Hospice for training”

I can ring at any time if I have any problems”

“Staff are absolutely brilliant here”

“The Staff and Doctor here check on how I feel” (Carer)

Nutrition

Summary of Responses:

- 100% of those that attended the Day Hospice for a 12 week period reported the meal provided was “excellent”. Much of the food served at the Hospice is grown in their own garden allotment. There is no food offered at the drop in because it is not all day. However drinks are available through out the session.

Residents scored nutrition overall as:

5

out of 5

Quotes from Residents...

“Brilliant”

“Beautiful”

“Good choice of menu”

Services

Summary of Responses:

- 100 % of respondents were happy with the range of services and therapies offered including carers who were also offered all the therapies.
- 100% of those that had the therapies found them helpful
- 100% of respondents felt they were offered appropriate levels of support and information.
- 100% of respondents that attended the Positive Living Group found it to be “Very Good” and provided “high levels of information and support”

Residents rated the overall service provision as:

100%

Excellent overall.

Quotes from Residents...

The therapy provided “addresses stress levels”

“Especially good support from the Positive Living Group...Put two ticks” (on the questionnaire)

Positive living group-“Very Good” “We learned a lot of things we didn’t know”

“I enjoy the massage”

Additional quotes of overall experience

“The drop in has made me come out to have a break” (Carer)

“You think you are on your own but you are not”

“Particularly helpful is the Tea and Cakes Bereavement Group”

“Parking can be difficult”

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