

2023
2024



Pam, who we are supporting



Bedford site.

Quality Account



Zeb at Tots N Toys



CONTENTS



OUR VISION

MAKING THE DIFFERENCE WHEN IT MATTERS THE MOST.



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Our Mission

To lead the way in providing excellent care, supporting children and adults with life-limiting conditions and those affected by death and dying, helping them to live well and make every day count.

Keech Hospice Care provides free, specialist care for adults in Luton and Bedfordshire, and children from Bedfordshire, Hertfordshire and Milton Keynes living with a life-limiting illness.

Our care supports adults and children to live pain and symptom free, to spend untroubled time with their family and friends, to understand what's happening to them, to stay out of hospital and to make the most of the time they have.

Our care isn't just provided at the hospice buildings in Luton and Bedford, but in hospital, school, or family home - wherever our support is needed the most.



Our courtyard garden

About Keech Hospice Care

Our purpose

Our purpose is to lead the way in providing specialist care, supporting babies, children, young adults and adults with life-limiting conditions, helping them to live well and make every day count. The support extends to their loved ones and is free to all who need it.

Care and support can be provided in the patient's own home, as an outpatient or in our day services, or in our purpose-built in-patient units.

We will provide a programme of care and support, that has each person at the centre, enabling them to live well with their life-limiting condition.

We will offer a well-coordinated, multi-professional and 'seamless' service, which integrates hospice specialist palliative care services with primary, secondary and tertiary health care services, other voluntary/independent agencies, social services and, in the case of children and young people, education services.

Our approach will be non-judgemental and non-discriminatory, ensuring equal access for all.

We consider it equally important to give support to those who care for our patients, whether they are professional carers, members of the family, friends or trained volunteers.

We work with our communities to develop resilience at end of life and beyond and aim to use our expertise to benefit the community we serve. This includes promoting conversations about death, dying and loss within communities, so normalising the process and helping people to communicate their wishes. We also provide training to health and social care professionals.

We take the lead and work in partnership to spearhead research and innovation within our specialist field.

HOW WE ARE FUNDED

We raise funds through generous donations from our local community and the sale of donated goods in our charity shops. In addition, a funding contribution is made by the NHS and local authorities.

Statement from our CEO

I am accountable for the preparation of this report and its contents. To the best of my knowledge, the information reported in this Quality Account is accurate and a fair representation of the quality of healthcare services provided by our hospice.

I would like to start by thanking all our staff and volunteers for their outstanding work throughout the year. It has been a year to be very proud of.

We consider this Account to be an important publication as it is part of our accountability to the many individuals and groups with a stake in the work of Keech Hospice Care.

We are delighted to provide you with this summary of the quality initiatives that we have undertaken throughout the financial year, and to give you a high-level overview of some of our plans for 2024/2025.

The quality of our services is very important to us, and we know you want to be assured of our attention to the quality of our delivery and our efforts to continuously improve wherever we can.

Our ambitions remain:

1. A sustainable building and processes fit for the future.
2. A more equal and inclusive organisation.
3. A Teaching Hospice and Centre of Excellence.
4. Digital and innovation first.
5. New and improved income streams.
6. New and effective internal and external partnerships.

Overall, last year we've seen improvements and traction against our new strategy across all areas of the organisation. This can particularly be seen in the areas of Digital Developments and Sustainability.

We're extremely proud of all our recent feedback, once again we achieved an 'Outstanding Organisation to Work For' in the Best Companies List 2024, as voted by our staff. We were also delighted and humbled by the positive feedback that we receive from patients and their families across all our services, achieving 100% of friends and family who would be extremely likely to recommend our care.

We were inspected by the Care Quality Commission, and were rated Good overall and Outstanding for Responsiveness.

June 2023 saw the merger of Bedford Daycare Hospice into Keech Hospice Care. The bringing together of these two historic and much-loved charities will ensure that services for the people of Bedford and surrounding villages are preserved and indeed grow. The clinical strategy is well underway and a promising increase in referrals confirms our ambition.

Our challenges for the year ahead, like other healthcare providers, is the recruitment of nurses. A full cross organisational steering group is in place including Trustees to ensure that we leave no stone unturned in our wish to maintain full establishment.

We work closely with our system partners, and we are delighted to have an ICB Macmillan Transformation Lead in place to review and improve Palliative and End of Life Care priorities.

Funding also remains a challenge, with NHS funding not keeping pace with cost increases and in some cases reduced, and voluntary income as well remaining challenging in these difficult economic times, the pressure remains to be effective and efficient with our resources.

We look forward to the year ahead delivering our services to our whole community.

Report from the Deputy CEO/ Clinical Director

Over the previous years and especially the last year we are striving forward with our communities to ensure our services are provided how and when the community need them.

We are trying to make sure our services are culturally relevant and sensitive. This has included the scoping of the needs of perinatal services and the development of an inclusive health palliative care services for those who are experiencing homelessness. We are always listening to the voices of our communities and applying this learning to our clinical practice and service development.

This was equally true in the merger with Bedford Daycare Hospice in June 2023. Understanding the needs of those living in Bedford and identifying the gaps in service delivery helped us to shape the services at our Bedford site. The team in Bedford offered brilliant services and quickly engaged in the implementation of SystmOne so that we could better connect with the wider system. We will continue to develop and evolve the services in response to feedback received.

In November 2023 an unannounced CQC inspection found us to be 'Outstanding' in responsive care. We are so proud of this recognition in our ambition to coproduce our services with our community.



Elaine Tolliday Clinical Director

A huge thank you to the team, including all our volunteers for delivering compassionate, person-centred care and asking

“what matters to you”.

Liz Searle Chief Executive

To all the staff,
For looking after our family member so well over the past few years.
We are going to miss you all on Tuesdays.
Many thanks.

Bedford Team compliment



Achievements and highlights from 2023/24

Community Liaison Team & My Care Coordination Team

We are continuing to see a good response in referrals received via the self-referral system and are continuing to work closely with external professionals to ensure that they are aware of services offered and that patients, families and carers are able to access services.

Our My Care Coordination Team celebrated their 10-year anniversary this year. The team had a limited-edition poster made to mark the

Merger with Bedford Daycare Hospice

On Thursday 1 June 2023 Keech Hospice Care successfully merged with Bedford Daycare Hospice. This was formally registered by the Charity Commission on Monday 21 August 2023.

Both before and after the merger we have been through a period of transition, aligning our governance arrangements, policies and procedures and mandatory training across the two sites which will be known as the Luton site and the Bedford site.

As we have moved to a CQC compliant service at Bedford, there have been opportunities to develop SystemOne, medicine management, safe staffing levels, infection prevention control, staff training, competency programme, and patient information. The clinical team provide high quality and person-centred care really well and their personal development and growth within the team has been outstanding. As a result of this, staff have been working across both sites, where there is a need.

10 years and these have been taken to GP surgeries when attending practice meetings and on visits to care homes. The aim is to improve knowledge in our community of the service offered and encourage professionals to refer or direct patients to services that can help them. We hope that the outcome will be an increase in referrals and self-referrals which will enable support to be given to patients, families, and their carers when the need arises.



“From his first day with you he became calmer and more settled and you made his last days much brighter.”

Adult In-patient Unit compliment

Adult In-Patient Care

Following a review of the Senior Clinical structure and our vision for developing our services, we have appointed a Lead Palliative Care Clinical Nurse Specialist to manage both the inpatient and outpatient services with their key responsibilities being:

To lead the non-medical clinical practice of the inpatient unit (AIPU) and outpatient Service (Wellbeing Centre).

To demonstrate Advanced Nursing Practice as an independent autonomous practitioner utilising advanced skills to assess, treat and prescribe plans of care.

To manage the day-to-day operational running of the AIPU and Wellbeing centre through one integrated care team.

To be a catalyst for strengthening and developing the wider nursing agenda throughout Keech Hospice Care adult services through a contribution to education and training.

To support the development of non-medical clinician career pathways within adult services.

To promote nursing research and further the use of evidence-based practice within the multidisciplinary team.

To drive the clinical agenda to improve outcomes for patients by benchmarking and improving quality and services, in line with clinical guidance.




Outreach Activity

We have begun a new outreach project that will develop a homeless service for those suffering from palliative illnesses and homelessness across Luton and Bedford. An Inclusive Health Palliative Care Nurse has been recruited to lead this project.

Bedford Site Outpatient Care

As well as the continuing with the services already offered, we have been developing new services for patients in Bedford, these additional services are:

- **Life celebrations and memory making.**
- **Live well sessions.**
- **Children's play sessions.**



Nigel, Chaplain and Spiritual Care Co-ordinator

“He was understandably anxious about starting Music Therapy but after his first session with you he was converted! You gave him the strength to pick up his guitar again. He got so much pleasure from playing again and I know he found your sessions really helpful.”

Music Therapy compliment



Amanda and Clare, Transition Leads

Children's Play Services are offering a drop-in play session to families on our Children's caseload.



Memory workshops for patients to help capture memories for themselves and those important to them.



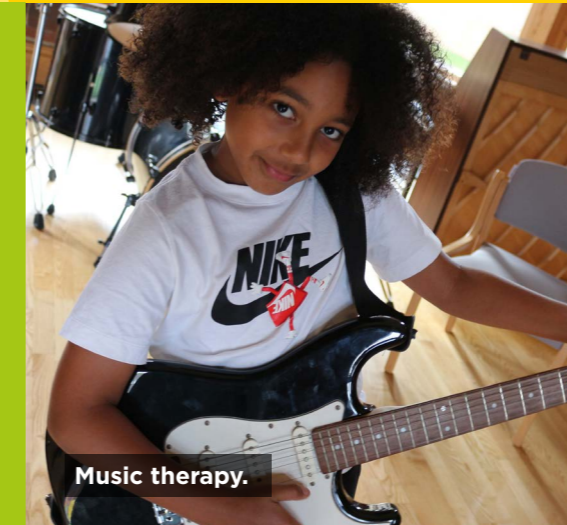
Hand mould

Supportive Care Services

Our Supportive Care Team is now operating at full capacity with several new appointments including art and music therapists and counsellors, and the waiting list for appointments has now significantly reduced.

Our annual Childrens remembrance event, Daffodil Sunday, was held in September 2023. It was the first 'live' service since the Pandemic and was done differently this year, with an afternoon where parents and family celebrated and remembered their child through activities, music, and bubbles.

Our annual remembrance event, Light Up a Life, was held on Sunday 3 December. Despite the rainy weather, this event was well attended, and the initial feedback has been very positive. One of the families known to Keech came to light the candle, and there were several readings of poems by members of staff as well as a reflection by our hospice chaplain. There was live music from a local choir and singers as everyone came together to remember their loved ones.



Music therapy.

I would just like to say, what a wonderful, inspiring place Keech is, with so many great activities and valuable support that as a family we never knew existed.

Children's Services compliment

Children's Services

The on-call service has seen the team provide over 400 hours of care out of hours primarily for symptom management and end-of-life care. The nurses have been well supported by our team of Palliative Care Support Workers who have also worked flexibly, providing care when and where it's needed.

This year we have started monitoring where we feel that a GP and/or a 111 contact or hospital attendance and/or admittance has been avoided as a result of our out of hours support. We have estimated 34 incidences of the former and 46 of the latter in quarter 3 alone.

Transition Support - the transition leads have provided extensive support to families and young people nearing discharge from our services. They are linking with statutory providers and adult hospices throughout Bedfordshire, Hertfordshire and Milton Keynes and established networks are engaged in considering the services they can develop for young people in the future. The newly developed transition pathway defines a clear process which will be supported by several focused workshops to help prepare young people and their families for adulthood.

Achievements and highlights continued

Achievements and highlights continued



Aquatic Therapy group

“Definitely has allowed me to move more than I can on land.

Thank you - it has been great.”

Aquatic Therapy compliment

Rehab Team

The team continues to work together with other teams to help ensure seamless therapy support between the Adult In-Patient Unit, out-patient, and community services.

The team welcomed a new Physiotherapist this year, increasing capacity and ensuring a more responsive service for patients.

There was collaboration with Total Wellbeing Luton Gym to hold a ‘Keech patients only’ weekly exercise group to help patients transition from direct hospice support to the broader community.

The Rehab Team have frequently been asked to share their knowledge and expertise with a wider audience and have taken part or delivered more teaching face to face, remotely and by webinars, teaching sessions about Palliative Rehabilitation more than ever before, including most recently to NHS England. The Rehab Team continue to be proud of the service they provide and continue to look to ways of making it better for service users.

In November, we began the ‘Drop in Gym’ pilot enabling those who had attended our circuits group to autonomously utilise the gym facilities in a safe and known environment. Our Crafty Gardening group has become well established with high uptake and continuing attendance.

We have redesigned all of our group information leaflets for patients and professionals to highlight the services we offer from the rehab team. These have been distributed to all local GP practices and relevant teams.



Circuit exercise group



Crafty gardeners group

Social Work Services

The children’s service continues to support a wide range of families with benefits, housing, motability, and grants. There is also an element of emotional support for parent carers continuing to work within the safeguarding process for our patients and their families.

The team held their first carers conference in June 2023 with over 20 informal carers attending. There were external speakers and each carer left with a wellbeing teacup.

Groups continue to be well attended. ‘Buddies’ continues to offer a social group for patients and their carers. ‘Steppingstones’ is also well attended, and we have received a compliment from a carer receiving bereavement support on how much she has got out of this group.



Our Social Work Team

“Thankyou so much for all the support that you gave me over the last few months - you’ve both been amazing and given me so much help and support and the time I needed it most.”

Social Work compliment

Did you know we offer **FREE** carer support groups?

“Thank you so much for everything. I can’t do what I am doing without all your help and assistance.

We are so lucky to be part of Keech. I can’t thank you enough.”

Social Work compliment



Carer’s support



Compassionate communities

The Compassionate Communities team have continued to deliver workshops in the Compassionate Communities series.

The Community Connector continues to develop links. Introduction postcards were printed and distributed within the community

Stakeholder engagement culminated in a presentation and hospice tour for some of the key community leaders and was held in June 2023. Visitors from the South Asian Community came to the Luton site. The group included GPs, a local counsellor and consultant, Chair of the Council of Mosques, and several Imams.

The team has had articles being featured in the national Wellbeing magazine, The Carer, Fundraising Magazine, the Care and Nursing publications.

The Community Connector for the South Asian Community has been involved in some **significant work.**



Achievements and highlights continued

A second **community tour** for 20 people took place in November on the back of the successful first tour back in June. This provided a fantastic opportunity for discussion and raising awareness of the services that Keech Hospice Care has to offer.

Discussing ideas around a spiritual care event/conference utilising connections with **Imam Mohammed Asad MBE** and other faith leaders/influencers.

Friday prayers to provide a prayer space at the Luton site for residents that had difficulty travelling to a mosque for prayers.

The first session was held in January 2023.

A **Wellbeing Walk** in November took place because of a conversation with an influential member of the South Asian community

Keech Hospice Care was used as the start base for the walk and providing refreshments at the end of the walk. 40 community members attended.



Mohammed, Community Connector



The Compassionate Communities Lead met with the Chief Inspector and an Inspector from the Wellbeing Team at Bedfordshire Police to explore what support can be provided to their officers. The Compassionate Communities Lead attended a leadership and development event at Police headquarters in Kempston and delivered an hour session to 20 staff including police officers, call handlers and police administration staff, sharing some ideas on how to support colleagues in the workplace who had suffered a loss or bereavement.

Look at this feedback!



“Enjoyed the session and learnt a lot. Will apply a lot of that what I’ve learnt in the workplace and in my home life.”

“Thought provoking around the language used during difficult conversations.”

“Guest speaker very engaging.

Enjoyed the session and this was a real benefit for supervisors and managers.”

“How to have open conversation and how to read people who are going through bereavement. The techniques that can be used to help support members of my team.”

A second Death Café took place in November.

This provides a safe space for residents to talk and explore themes around death, dying, bereavement and loss.

It was an informal event within the Luton Central Library.

Do you want to start making a difference?

Whether you are a neighbour, friend, colleague, or family member sign up for our Compassionate Friends workshop.

A compassionate community is one in which everyone recognises that we all have a role in supporting each other particularly during periods of crisis and loss.

Through this workshop you will learn more about body language, the spoken word and how taking the time to listen can make a real difference and turn that understanding into action.

Register your free place today: www.keech.org.uk/education



Death Café

Thinking about death won't kill you.

Dates
Thursday 27 June
Thursday 25 July
Thursday 22 August
Thursday 26 September
11am - 12.30pm

Venue
Luton Central Library -
Heritage Room
St. George's Square

Come enjoy a slice of cake, tea and a group chat where we talk about death, bereavement and the end-of-life.

Achievements and highlights continued

Education Prospectus

April 2024 to March 2025



Learning, Research and Development

Keech Hospice Care Learning launched its fresh look during Adult Learning Week in November 2024.

We continue to deliver leading education, innovation and research improving knowledge and skills everywhere, moving towards the aspiration of being a university teaching hospice. We have been developing partnerships across BLMK, Hertfordshire and at a national level.

We successfully recruited two Practice Educators into the team during the year to support the clinical teams in skills development through coaching and one to one support, practical skills workshops, and group sessions. They will support teams to develop their core competencies and progress through bands and into autonomous practice.



Launched our 2024-25 prospectus

Resource Hub for Staff.

Email promotion to all previous learners and partners.

Developing partnerships by:

- Working with Skills for Care on developing the Care Certificate qualification and Digital Leadership.
- Establish links with Noah Enterprise training academy.
- Developing links with Jobcentre Plus.
- Connecting with Tibbs Dementia regarding referral to services and contributing to each other's educational programme.
- Linking with Bedford College to support curriculum planning, teaching and offer of accessing their facilities for teaching.
- Working with BLMK ICB to develop a coproduction toolkit.
- Accessing Hospice UK education network and lunch and learn activities and adding content of best practice onto their Innovation Hub.
- Active member of the International, East of England, BLMK and Hertfordshire palliative and end of life care education groups.



Compassionate Neighbours

Luton Councillors' Meeting

We extend a warm invitation to the respected Councillors of Luton to attend a two-hour session dedicated to providing you with an overview of the work we are engaged in to develop Luton into a Compassionate town.

Your attendance and support will be vital in helping us to improve the lives of Luton residents/constituents who experience death, dying and bereavement or suffer from loneliness and isolation due to a life limiting or end of life diagnosis.

Compassionate Neighbours

www.keech.org.uk

Compassionate Neighbours

The new Compassionate Neighbours offer is currently being developed.

Work is underway to prepare for the new service to be promoted and launched in the summer of 2024.

Work has included:

- Creating a feedback form for volunteers, sent out and to be completed within the deadline to allow time for feedback to shape the support that is offered.
- Consulting with potential referral partners.
- Visiting venues to use for community training.
- Developing a Compassionate Neighbour Standard Operational Procedure (SOP) handbook.
- Meeting with Marketing and Communications team.
- Planning internal communications.
- Developing the branding for Compassionate Neighbours.
- Exploring options for a Customer Relationship Management system.

Delivering leading education

Masterclass

Thursday
11 Jan
6.30pm

Total complexity, Total uncertainty
what is the future of palliative care need in the UK and what can we do about it?

Guest speaker: Dr Simon Etkind

Simon is Assistant Professor of Palliative Care at the University of Cambridge, and Honorary Consultant in Palliative Medicine at Cambridge University Hospitals NHS Foundation trust. His research focuses on improving care for older people living with multiple illnesses or clinical syndromes such as frailty. Given the increasing complexity of illness and care, he is interested in the uncertainties inherent to complex illness trajectories, and how we can optimise care to improve patient and carer experience.

Overview

Population changes mean that palliative care need is expected to rapidly increase over the next 15 years. Models of palliative care need to adapt to projected changes in need. Uncertainty is increasingly core to illness trajectories, and how we can optimise care to improve patient and carer experience.

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email: learning@keech.org.uk

New logo, webpages, social media campaign and promotional video.



Chris, Lecturer Practitioner

**Update
on last
year's
pledges**

Priority action	How was this identified as a priority	How will this be achieved	How will progress be monitored	End of year result
To have a dedicated service for supporting babies under 1 year with a palliative care need.	Taken from National Guidance and local data which identified an increasing number of referrals for children under the age of 1 year for end-of-life care.	Between July and December 2023, we commissioned an external consultant to conduct a review into Palliative Perinatal Care, in order to scope the need for a dedicated service to support babies under 1 year and to propose how the prenatal service could be taken forward by Keech.	Progress was monitored by the Clinical Governance and Senior Leadership Team with regular updates to the Board of Trustees.	Final report to be presented to the Board of Trustees in June 2024. We have applied for ICB funding to develop this service and await the outcome.
To develop a Compassionate Neighbour service across Luton.	This is an existing social movement which we are excited to adopt at Keech to support those who experience loneliness and isolation.	We will recruit for a Compassionate Neighbour Coordinator and Compassionate Neighbour volunteers. We will set up community hubs and support volunteers to visit and support patients and their carers.	A steering group will guide and support the project. The coordinator will also be mentored by a coordinator in post within another hospice.	We have successfully recruited a Compassionate Neighbour Coordinator who has been busy visiting other hospices and befriending services to learn from their experience and good practices. We have been setting up our own internal processes. We have started the recruitment of volunteers; We have been networking with the Luton Community and identifying gaps in services and unmet need. Volunteer training is underway and the service is on track to go live in June 2024.
To implement the new Patient Safety Incident Framework (PSIRF) across the organisation	National requirement.	Development of action plan. Staff Training. Working with the ICB to develop a PSIRF Policy and Plan.	Progress was reviewed through contract review meetings with our commissioners and by our own internal Audit & Risk Committee.	Successful introduction of PSIRF Policy and Plan which was approved by ICB Commissioners and Keech Board of Trustees.
To be transparent with feedback provided about our services - To have patient feedback boards in our care areas.	Recommendation arising from a commissioner quality visit.	To have patient feedback boards displayed in our care areas displaying feedback provided about our services taken from surveys, compliments and complaints, details of changes made in relation to feedback received and outcome of the friends and family test. It will also have a QR code so people can leave feedback as and when they want to and details of how to obtain paper copies of surveys if they do not want to engage digitally.	Monitored through our Clinical Safety and Assurance Group with assurance provided to the Clinical Effectiveness Committee. Feedback to Commissioners.	Patient feedback boards are located in all care areas. Patients and family members can leave feedback when they want and how they want. Digital, paper and in-person options available. End of year feedback report is being written.

Priorities for 2024-25

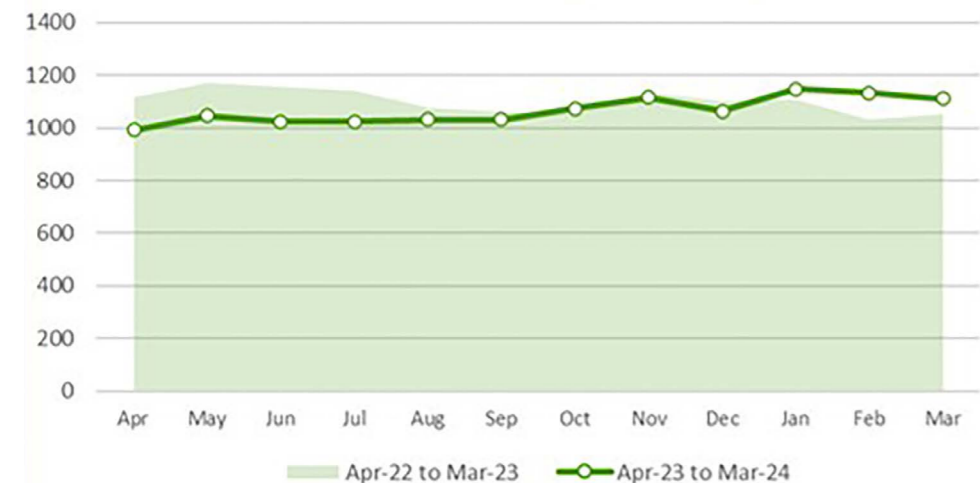
Priority action	How was this identified as a priority	How will this be achieved	How will progress be monitored
<p>To develop an Inclusive Health Service and provide a training program for people working with the Luton Homelessness Board.</p>	<p>Through a review of national evidence.</p>	<p>Through application for funding. Recruitment of a 'Palliative Care Inclusive Health Nurse'. Working closely with the Luton Homelessness Partnership Board</p>	<p>Through 1-1 line management meetings. Updates in Quality Report. Internal scrutiny from Senior Leadership Team, Board and Audit & Risk Committee. External scrutiny from funders.</p>
<p>To deliver leading education, innovation and research, improving knowledge and skills across Beds, Luton, Milton Keynes and Hertfordshire.</p>	<p>Through our organisational strategy.</p>	<p>Partnership working & collaborative research with academic institutions. Membership of the BLMK Research and Innovation Network. Set up internal 'special interest group'</p>	<p>Year on year road map reviewed and monitored by the Education Team.</p>
<p>To further develop our services at Bedford Daycare by offering a range of outpatient and day services that reflect the needs of the Bedford residents with palliative diagnosis.</p>	<p>Prior to the merger in 2023 we completed a health needs analysis and scoping to identify the gaps in services available to people in Bedford with a Palliative diagnosis.</p>	<p>Introduction of new services, project managed to ensure services are safe, well-staffed and marketed widely to health and social care professionals.</p>	<p>Updates in Quality Report. Internal scrutiny from Clinical Effectiveness Group, Senior Leadership Team, Board and Audit & Risk Committee. External scrutiny from Commissioners</p>
<p>To ensure we have robust policies and processes for Freedom to Speak Up Guardians (FTSU) as required by NHS England so that we can fully support staff to raise issues and concerns without fear. of negative consequences.</p> <p>Develop a speaking up culture in which the voice of staff is a vital driver of learning and improvement.</p>	<p>Learning from the Lucy Letby case and review of our own provision.</p>	<p>Recruitment of additional FTSU Guardians noting that FTSU Guardians do not have to be Trustees, they can be recruited from different staff groups, grades and seniorities. FTSU Guardians will attend relevant training provided by the National Guardians Office. Internal relaunch of the FTSU Guardian Role to support to staff to raise issues without fear of negative consequences.</p>	<p>Updates in Quality Report. Internal scrutiny from Clinical Effectiveness Group, Senior Leadership Team, Board and Audit & Risk Committee.</p>

Facts and figures 2023-24

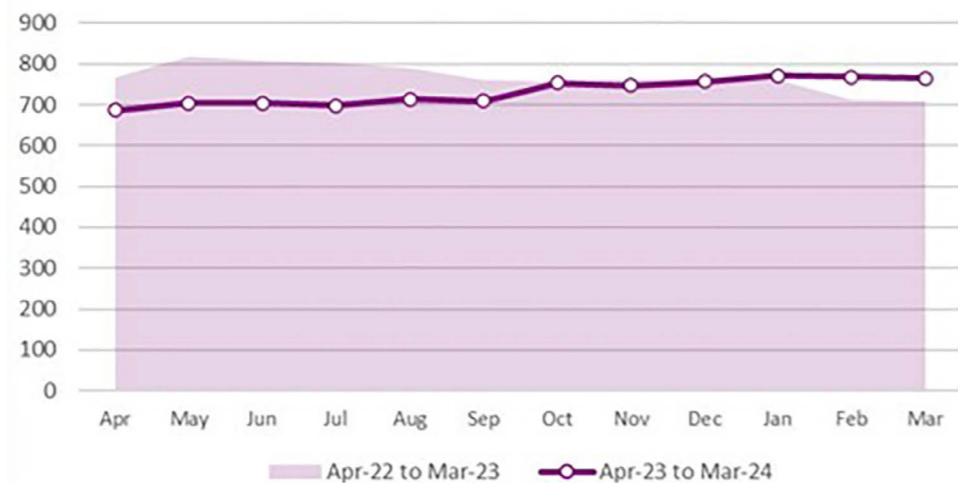
From March 2020 and throughout 2021 and part of 2022 our services were impacted by Covid-19 as we had to reduce or change how some of our services were delivered during periods of national lockdown.

In the last 12 months we supported...

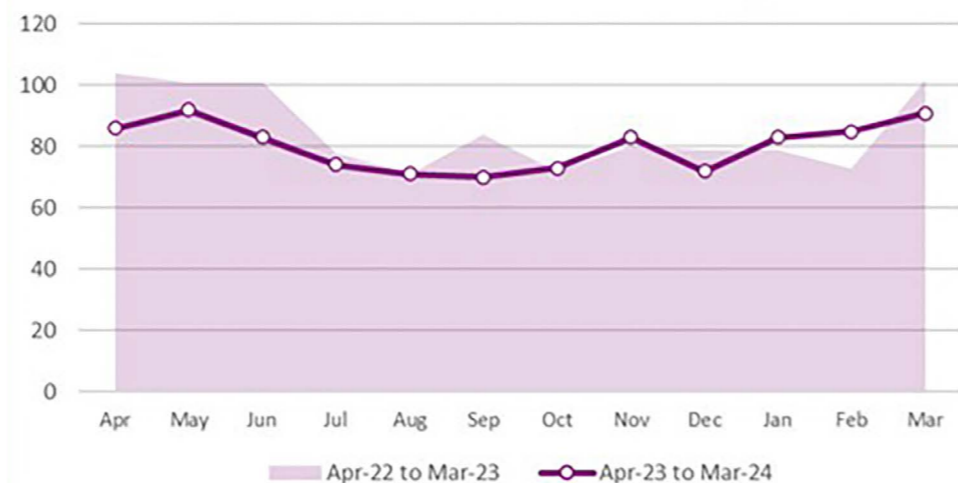
All services total beneficiaries **2143**



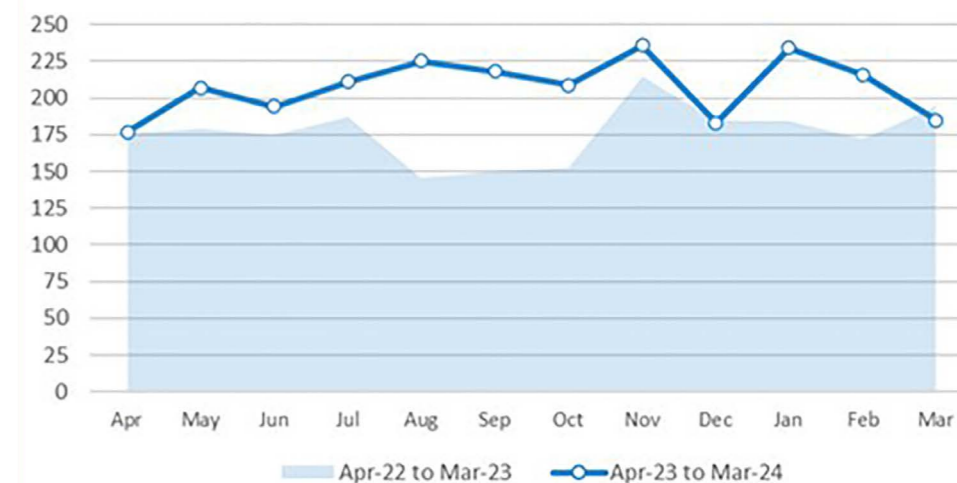
Total adult service patients **1426**



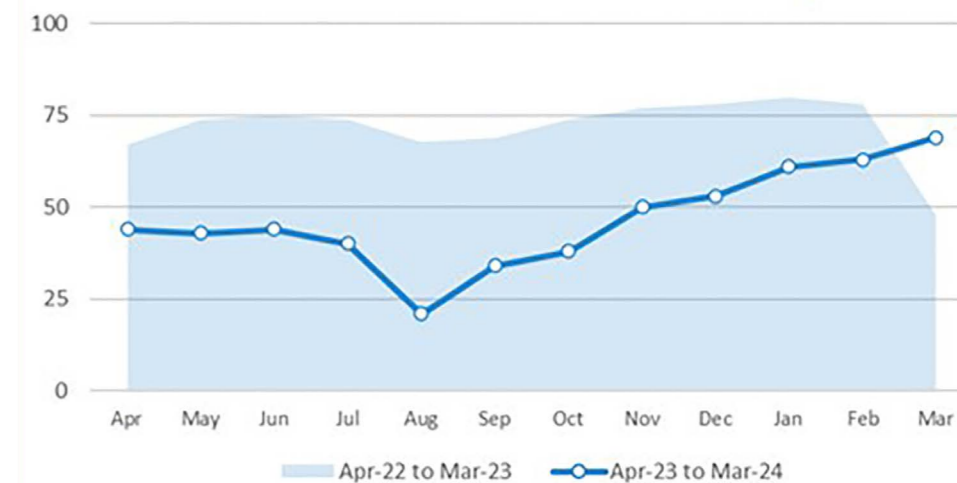
Total adult service friends and family **212**



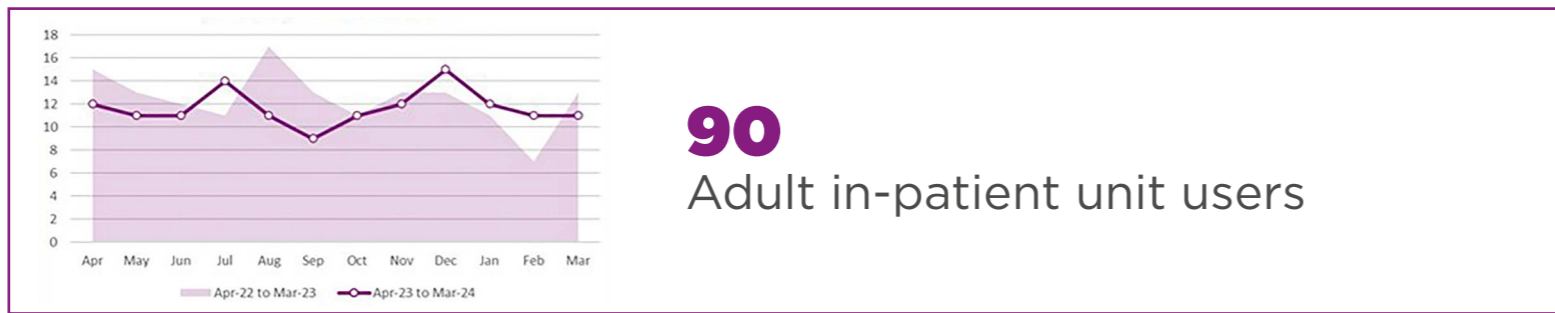
Total children's service patients **386**



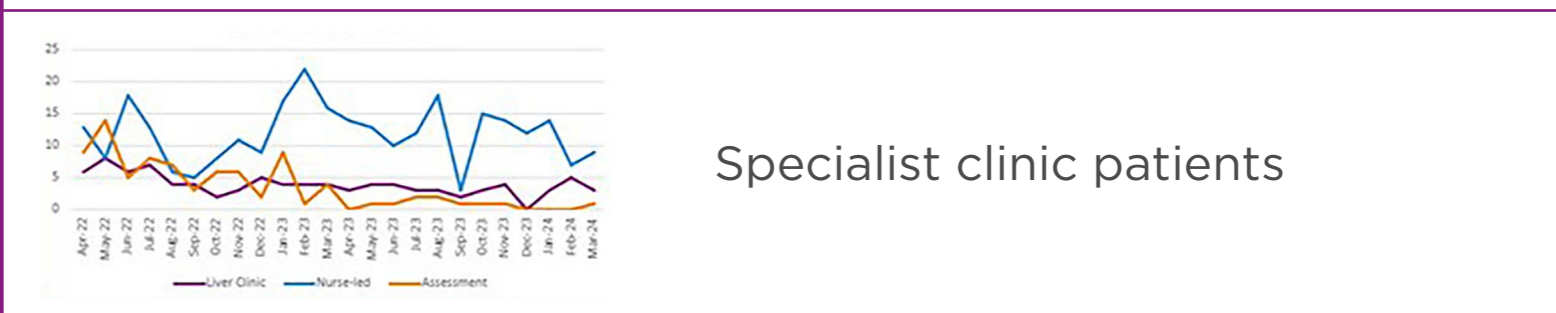
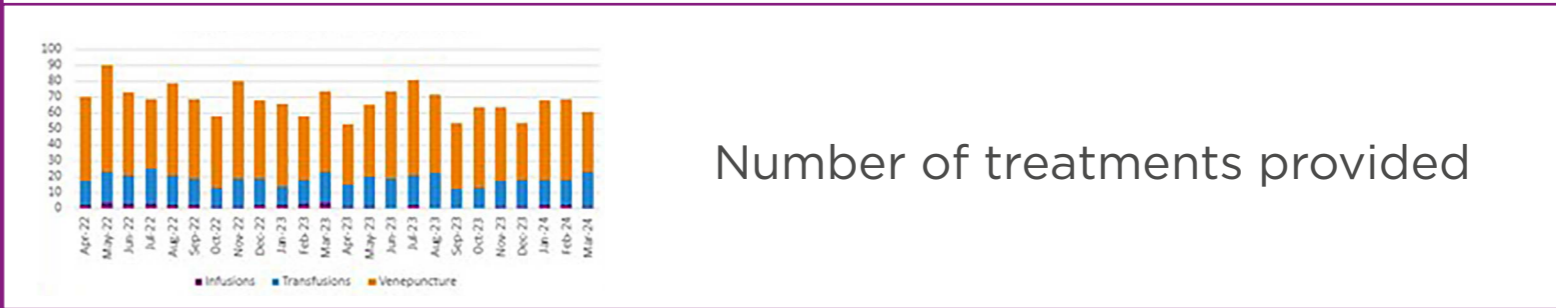
Total children's service friends and family **386**



Adult services

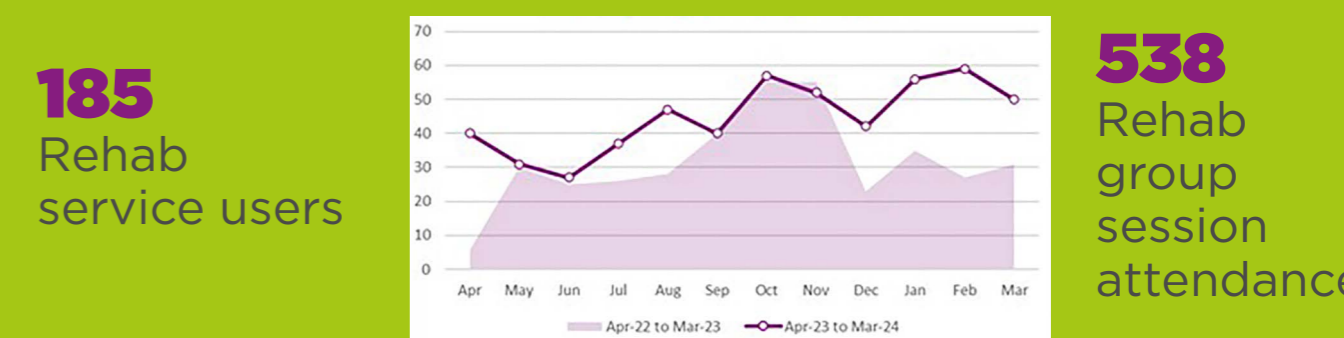
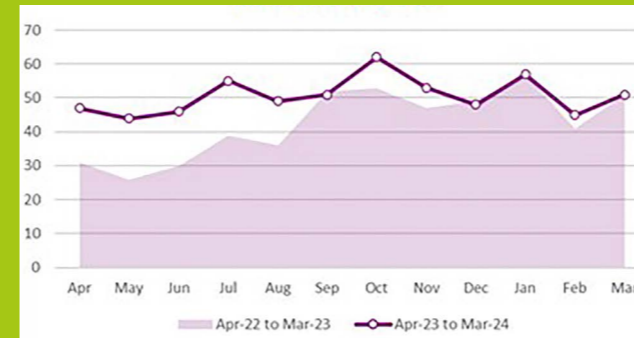
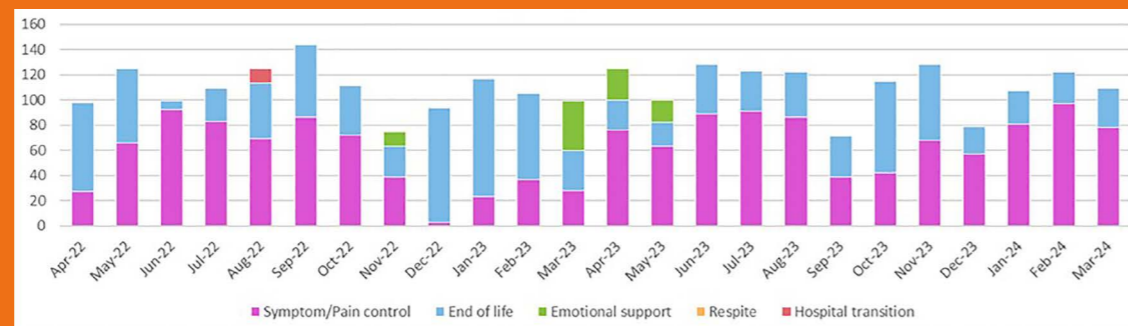


outpatient services



AIPU bednights by admission reason

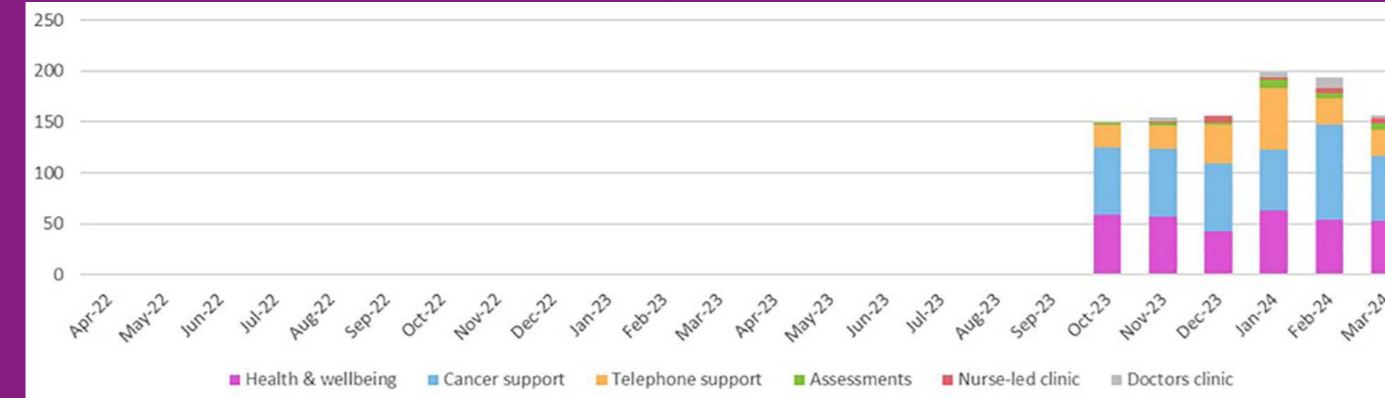
- 419** Symptom/pain
- 867** End-of-life
- 43** Emotional support
- 0** Respite
- 0** Hospital transition



In June 2023 Keech Hospice Care merged with Bedford Day Care. Since then, we have been working with the team to increase the services offered to patients living in Bedford. We aim to improve the quality-of-care support provided to the existing patients. This incorporates professional development, as well as changes and improvements required structurally to safely care for patients. Emphasis has been put on collecting service user feedback and we have continued to explore service improvement tailored to the feedback received.

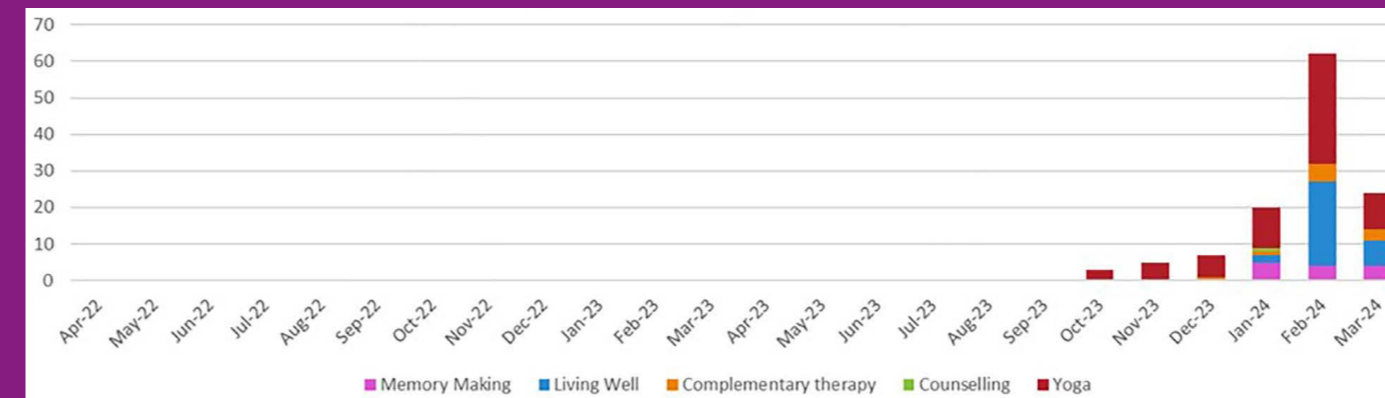
We started collecting data for **Bedford services** in October 2023.

**Bedford
clinic
attendance**



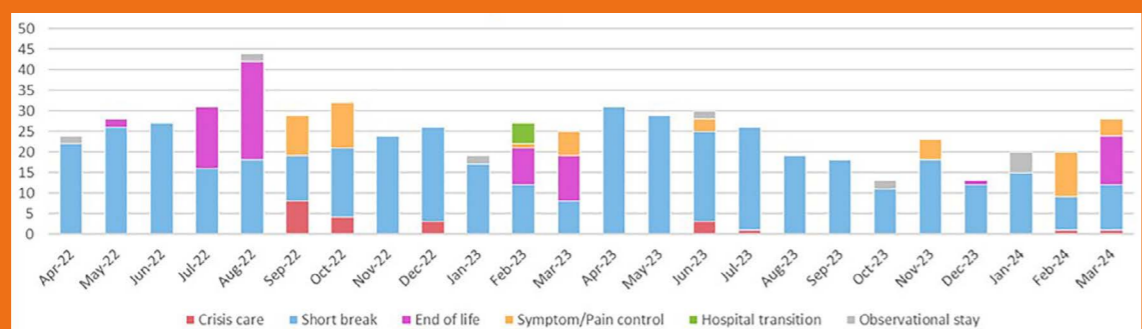
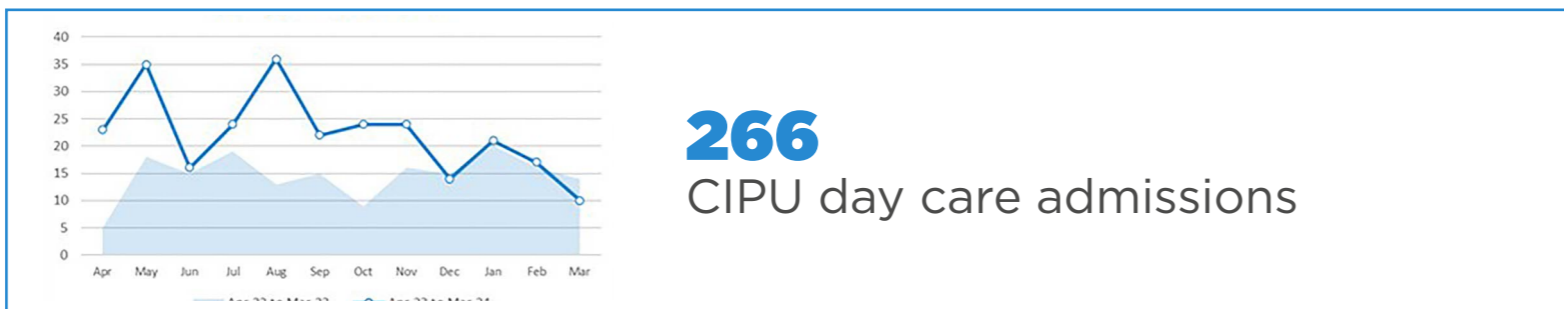
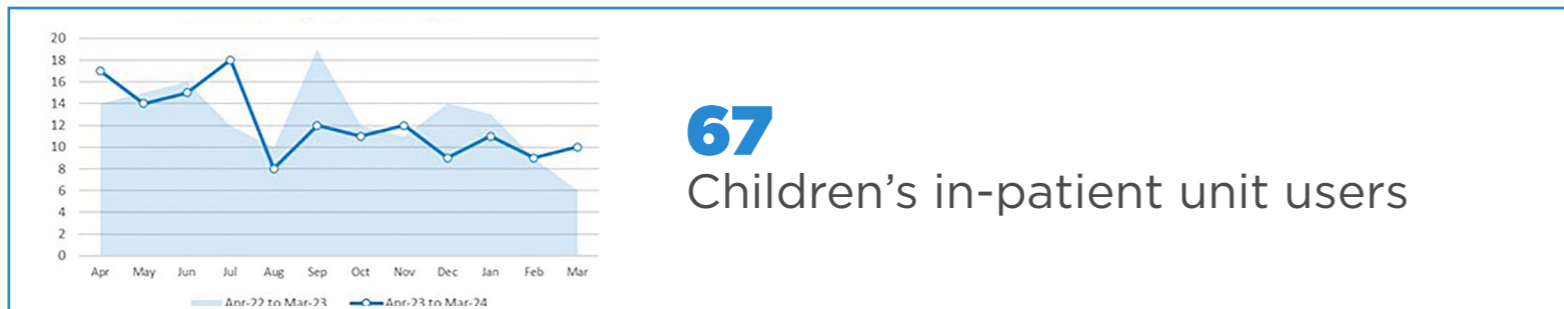
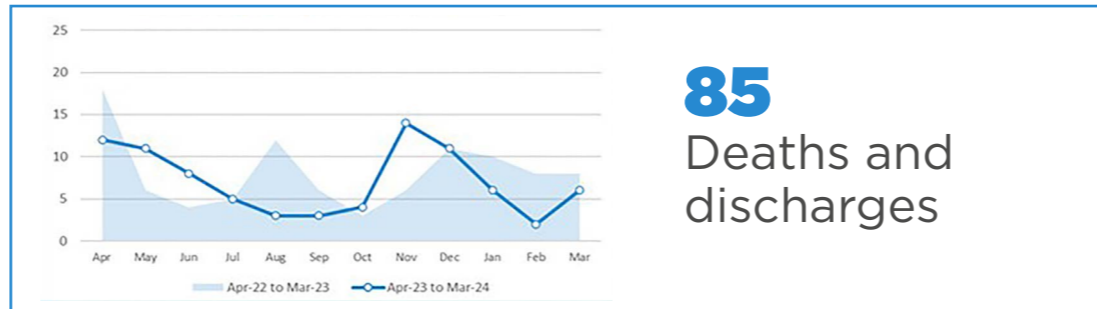
- 328** Health and wellbeing
- 416** Cancer support
- 194** Telephone support
- 26** Assessments
- 19** Nurse led clinic
- 26** Doctors clinic

**Bedford
clinic
supportive
care
attendance**



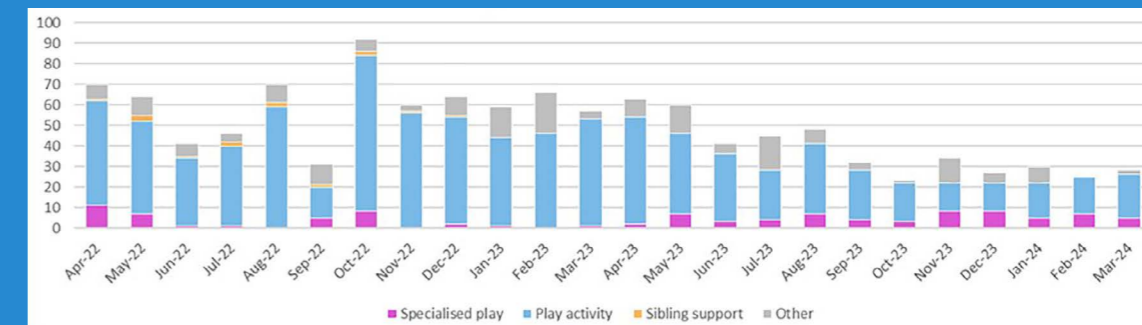
- 13** Memory making
- 32** Living well
- 10** Complementary therapy
- 1** Counselling
- 65** Yoga

Children's services



6 Crisis care
219 Short break
13 End-of-life
0 Hospital transition
9 Observation stay

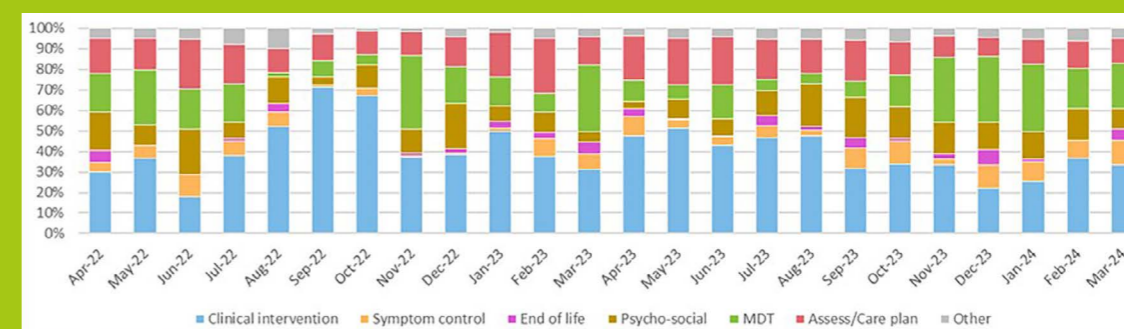
outpatient services



63 Specialist play
309 Play activity
0 Sibling support
84 Other



Reasons for community nurse and PCSW visits



1246 Clinical intervention
250 Symptom control
99 End-of-life
441 Psycho-social
573 MDT
541 Assessment/care
165 Other

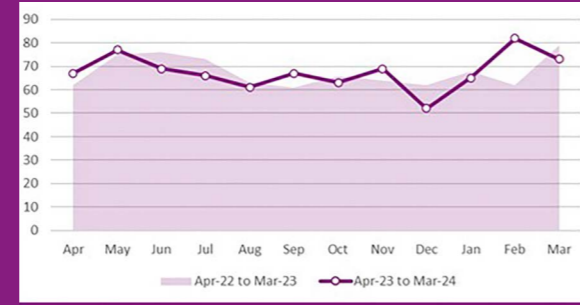
Supportive Care services

Facts and figures 2023-24 continued

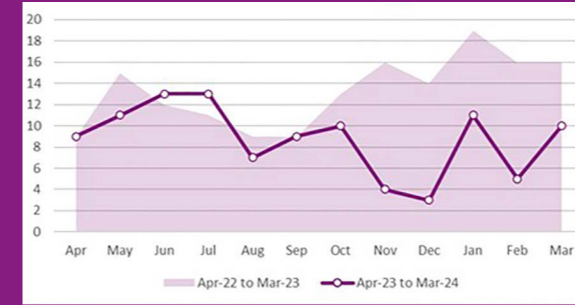
During 2023/24 there have been staffing challenges within the Supportive Care team, hence a reduction in some of the services offered.

A Supportive Care Workforce Business Case was submitted and approved to increase capacity within the team. The Therapies Manager/Art Therapist resigned at the end of August 2023 and the focus was recruiting into this position before recruiting additional staff. As of March 2024, the Supportive Care Team is very close to operating at full capacity and in most areas we can see activity picking back up.

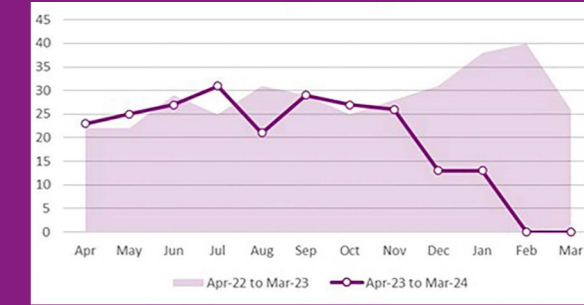
Adult service



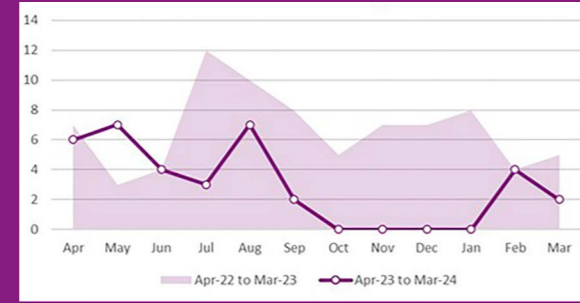
217 Social work users



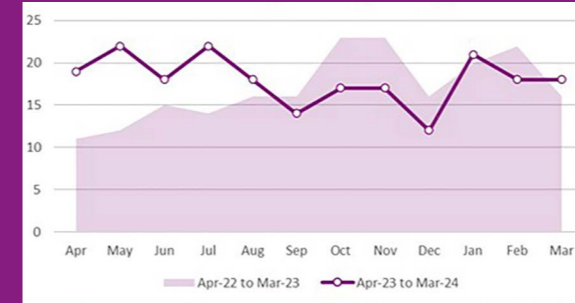
47 Music therapy



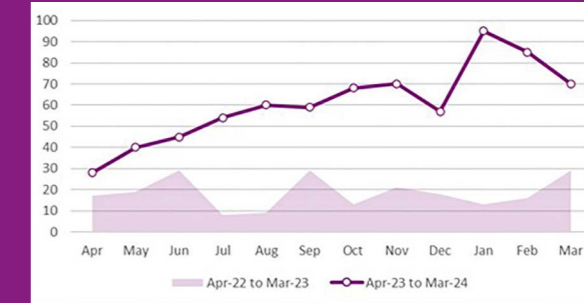
235 Hydrotherapy



19 Art therapy

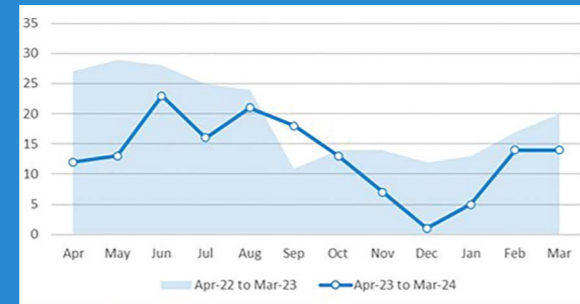


78 Complementary therapy

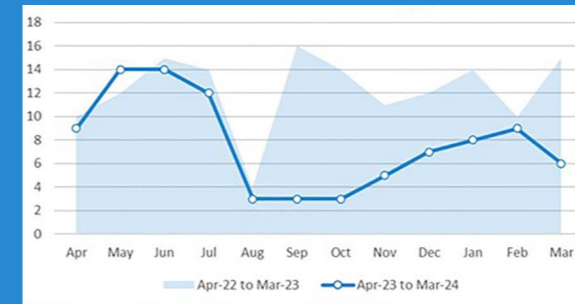


731 One-to-one bereavement

Children's service



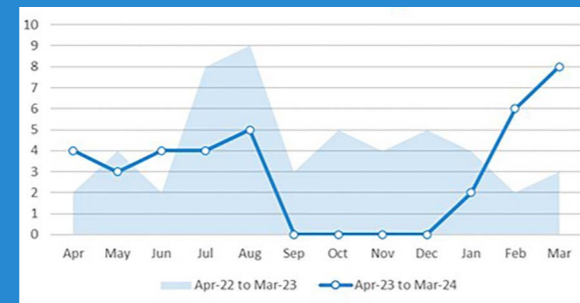
68 Social work users



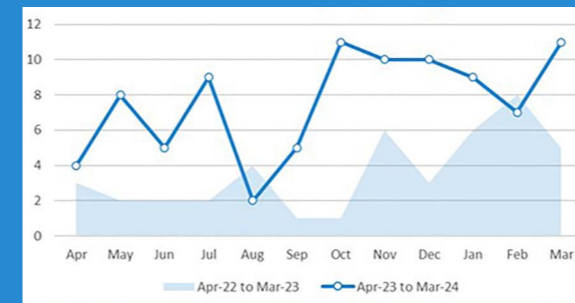
42 Music therapy



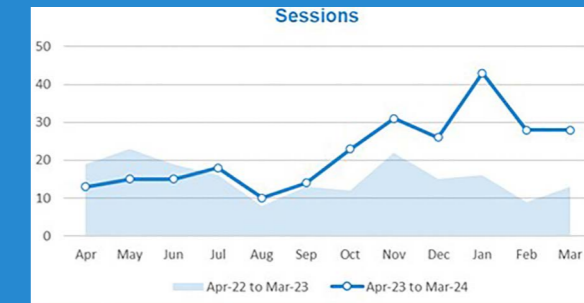
238 Hydrotherapy



16 Art therapy



27 Complementary therap



264 One-to-one bereavement

Statements of assurance from the Board

Our Board of Trustees are a group of volunteers who take overall responsibility for the hospice and act collectively to govern it.

Our Chief Executive and senior leadership team run our charity on a day-to-day basis. However, our Trustees are ultimately responsible for our hospices' governance, its assets and activities, safeguarding our charity and making sure the needs of our patients come first.

Our Trustees are appointed because of the individual skills and experience they bring to Keech Hospice Care, helping us continue to achieve our vision **'making the difference when it matters the most'**.



Simon, Chairman of Trustees



Patricia, Vice Chair of Trustees

During 2023/24 Keech Hospice Care provided the following specialist palliative care services which are part funded through our standard NHS Contract:

Children's Service

Our children's service provides specialist palliative care for babies, children and young people who have a life-limiting condition and live within Bedfordshire, Hertfordshire and Milton Keynes. The service is available to them up to their 19th birthday.

- Inpatient unit
- Play Services
- Community Nursing Team

Adult Service

Our services for adults with a life-limiting condition are provided to those who live in Bedfordshire

- In-patient unit.
- Outpatient Services.
- Care Co-ordination Services Drug Therapies.
- Independence and Wellbeing Service Rehabilitation Services.
- Health and Wellbeing services at our Bedford site.

Shared Service

In addition, we have also provided the following shared services for **adults and children**, funded through charitable funding:

- 24-hour advice line
- Medical Team
- Supportive Care Team, providing: Family Support, Music and Art Therapy, Complementary Therapy, Hydrotherapy Pool

Keech Hospice Care is required to register with the Care Quality Commission and is currently registered to carry out the following regulated activities:

Treatment of disease, disorder, or injury

There are no restrictions on our registration.

The Care Quality Commission has not taken any enforcement action against Keech Hospice Care in 2023/24.

Keech Hospice Care had an unannounced inspection from the Care Quality Commission in November 2023 as part of a follow up for concerns raised to the Care Quality Commission. It was the first time that the Care Quality Commission inspected the adults and children and young people elements of the hospice separately.

We were rated as **Good overall** with **Outstanding** for **Responsive** in our **adult service**.

Statements on the Care Quality Commission



	Safe	Effective	Caring	Responsive	Well-led	Overall
Hospice services for adults	Good	Good	Good	Outstanding	Good	Good
Hospice services for children	Good	Good	Good	Good	Good	Good

Overall
GOOD

A copy of our full inspection report can be found on the Care Quality Commission website.



Paula, Associate Director Integrated Governance and Improvement

Participation in Clinical Audit

- During 2023/24 no national clinical audits or confidential enquiries covered NHS services that Keech Hospice Care provides
- During 2023/24 Keech Hospice Care participated in no national clinical audits and no confidential enquiries of the national clinical audits and national confidential enquiries as it was not eligible to participate in. However, we ensured that key audits were completed using nationally recognised excellence audit tools for hospices developed by Hospice UK.
- The national clinical audits and national confidential enquiries that Keech Hospice Care participated in during 2023/24 are as follows: N/A
- The national clinical audits and national confidential enquiries that Keech Hospice Care participated in and for which data collection was completed during 2023/24 are listed below alongside the number of cases submitted to each audit or enquiry as a percentage of the number of registered cases required by the terms of that audit or enquiry: N/A
- The reports of 0 national clinical audits were reviewed by the provider in 2023/24. This is because there were no national clinical audits relevant to the work of Keech Hospice Care.
- Keech Hospice Care was not eligible in 2023/24 to participate in any national clinical audits or national confidential enquiries and therefore there is no information to submit.
- The local clinical audits that were reviewed in 2023/24 are listed further in the document .

Required statements

Use of CQUIN payment framework

We received **NO CQUIN funding.**

This is in line with changes to the NHS Standard Contract, shorter form, commissioning arrangements.



Research

- The number of patients receiving NHS services provided or sub-contracted by Keech Hospice Care in 2023/24 that were recruited during that period to participate in research approved by a research ethics committee was NONE.

Data Quality

- Keech Hospice Care did not submit records during 2023/24 to the Secondary Users Services for inclusion in the Hospital Episodes Statistics which are included in the latest published date because it is not eligible to participate in this scheme. We do however have our own system for monitoring the quality of data.
- We continue to use SystemOne, electronic patient record system, which is also used by many healthcare professionals in the community meaning that we can share information from and with other services (with given consent from the patient). SystemOne is also linked with the NHS spine which makes for an easier registration process when a patient is referred into the service, it also means that our doctors can access test results online.



Data Security and Protection Toolkit (DSPT)

As a condition of our NHS commissioning contracts, we are required to demonstrate we uphold high standards of data security and protection by completing an NHS assessment called the Data Security and Protection Toolkit (DSPT) once per year.

Clinical coding error rate

Keech Hospice Care was not subject to the Payment by Results clinical coding Audit during 2023/24 undertaken by the audit commission.

Keech Hospice Care submitted a completed DSPT assessment in March 2023 with **100% compliance** against all mandatory criteria.

Internal Audit activity 2023-24

Keech Hospice Care has a robust annual clinical audit programme that enables us to monitor and review standards of care in a systematic way against set criteria, identifying areas of good practice and areas for improvement. For many of the audits we use approved Hospice UK audit tools. Our internal Clinical Safety and Assurance Group meets monthly and provides a mechanism for reviewing audit results and monitoring action plans, assurance is provided to the Clinical Effectiveness Group and progress with our full audit programme is reported quarterly to our Audit and Risk Committee which is made up of trustees, lay persons and staff.

The Keech Hospice Care clinical audit plan for 2023/24 included audits as identified by the Care Quality Commission and audits requested by Commissioners of services. Over the next few pages are some examples of clinical audits this year with compliance scores where relevant and additional explanatory comments including main strengths and areas for improvement.

Medical Gases

The aim of this external audit is to measure the quality of the medical gas cylinder management against the criteria of the Medical Gase Cylinder audit tool.

Following the audit in December 2022, a quality improvement plan was created; the completion of which is being monitored through the relevant committee.



Controlled drugs storage

Controlled Drugs

The aim of this annual audit is to review the safe storage and security, procurement, stock, documentation, prescribing, administration, and destruction of Controlled Drugs on the adult in-patient unit at Keech Hospice Care using the Hospice UK CD audit tool. Below are the audit results for 22/23, due to the audit for 23/24 being on-going during the completion of the Quality Account.

AIPU

CIPU

Main strengths

98% compliance

100% compliance in 4 out of 7 sub-topics.

Continued to achieve **100%** in administration and destruction of CDs.

98.2% compliance

100% compliance in 6 out of 7 sub-topics.

1.3% compliance increase compared to the previous year.

Areas for improvement

- CD storage - All drugs should be clearly identifiable within the CD cupboard and stored separately from each other. Different strengths of the same drug should be easily identifiable.
- Prescribing and administration of liquid CD medications - All prescriptions for a liquid controlled drug must contain the strength of the liquid in the prescription.
- Patient weights on MAR charts - The current adult services MAR does not have a dedicated space for entering a patient's weight. Where drug dosing is dependent on weight this should be clearly visible somewhere on the chart for those administering from it.
- CD Registers - Remembering that if an alteration or a correction is required in the CD register the original entry must be crossed through with a single line so that the original entry is still visible. All corrections and alterations must be signed by the person making the correction and a witness and dated.
- FP10 PCD Requisition Numbers - Recording of unique requisition numbers requires improvement to ensure the security of prescription stationery at Keech Hospice Care.



Hand hygiene awareness

Hand hygiene

The Hand Hygiene Audit is a quarterly audit of the World Health Organisation's 'My 5 Moments for Hand Hygiene' in all care units. This is completed by the clinical teams every quarter, with results reviewed by the Clinical Governance & Patient Safety Nurse. We received back 100% completed audit tools for quarter four from the clinical areas at the Bedford and Luton Site, with no highlighted concerns on the completed audit tools.

Safeguarding

Safeguarding is a contemporaneous audit of Safeguarding Discussion Forms and Safeguarding Alerts reporting and management and is completed for every reported concern.

At Keech Hospice Care there are two ways to raise a concern, there is a Safeguarding Discussion form which looks at concerns, situations for advice or information sharing or a Safeguarding Alert Form for direct safeguarding concerns.

Both of which are emailed through to the safeguarding team and an MDT (Multi-Disciplinary Team) meeting is arranged as required to discuss risks and plan outcomes. Not all safeguarding discussion forms will need a full MDT.



Medication storage

General medicines

The aim of this annual audit is to review the safe storage and security, procurement, stock, documentation, prescribing, administration, and destruction of non-controlled drugs on the adult in-patient unit at Keech Hospice Care using the Hospice UK audit tool. Below are the audit results for 22/23, due to the audit for 23/24 being on-going during the completion of the Quality Account.

AIPU

CIPU

Main strengths

98.6% compliance

100% in 6 out of 7 sub-topic areas.

0.2% compliance increase compared to the previous year.

98.2% compliance

100% compliance in 4 out of 6 sub-topics.

2% compliance increase compared to the previous year.

Areas for improvement

- Documentation of patient and family conversation around new medications - these conversations must be documented on SystmOne or in the patient record. Since the audit, the remedial action of a trigger alert on SystmOne reminding the clinical teams to document the conversation if a new medication has been started, has been completed.
- Unlicensed medication - It is important to ensure to remember that most paediatric palliative care medications are used off licensed, and you should consider ensuring that the parents/carers are fully made aware of this when commencing new medications. If a new medication is commenced at Keech, the patient information leaflet (PIL) must be given to the patient or family, to inform them of their benefits and their potential harm.
- Destruction of general medicines - any non-controlled drug medications that are out of date or no longer required by the patient can be sent to Birdsfoot Pharmacy for destruction. It is also best practice to return any unrequired medications to the patient's family, if they are on-site.

FP10

This is a weekly audit conducted by the medicines link nurses in CIPU and AIPU of the FP10 PCD stationery used or spoiled during the week.

Results of each audit are documented centrally on a monitoring spreadsheet overseen by the Accountable Officer.

Any issues or concerns are investigated immediately.

Internal
Audit activity
2023-24
continued

Internal
Audit activity
2023-24
continued



Notes audit

AIPU

This audit took place during January – March 2024 using a holistic record keeping standard based on Keech policy and historic CHKS accreditation scheme standards.

CIPU

This audit took place during July – August 2023 using a holistic record keeping standard based on Keech policy and historic CHKS accreditation scheme standards.

On-call

This is a contemporaneous audit of clinical on-call telephone calls or visits completed by the Children’s team.

This audit is completed by a Children’s Care Service Administrator and the Associate Director of Patient Services (Childrens).

Results from this audit are shared on an annual basis to the Clinical Safety & Assurance Group.

PPE

PPE is an audit of PPE usage and the relevant training in care units. During the recent Care Safety Week focusing on Infection Control, it was decided to incorporate this audit into the monthly Safety Thermometer Tool, which is completed by the clinical teams. These Safety Thermometers are reviewed by the Clinical Safety & Assurance Group monthly, where they can discuss any arising questions, concerns, or actions.

Main strengths

96% compliance

100% compliance in 29 out of 36 criteria

99% compliance

2% compliance increase from the last Children’s Service Note audit.

100% compliance in 33 out of 36 criteria

Areas for improvement

- Religion - In order to fulfil and support a patient’s spiritual needs, it is useful to ask them about their religion or faith. There is a section to be completed on SystemOne which includes options if their religion is not known, or if they prefer not to disclose it and this option can be changed at a later date.
- Digital Signatures - Before sending any communication to the patient, including discharge letters that are being sent, staff must ensure that the letter includes a digital signature prior to scanning the communication onto their SystemOne records.
- First Language - Where English is not their first language, staff need to ensure that the patient’s ‘first language’ box is filled appropriately and not left blank. If staff are unsure, the language box can be completed with” Not Known” and can be changed at a later date.
- End of Life Care Plans - When a patient has been admitted for End-of- Life care, it is important to initiate the following the templates during their admission: EOL Care Plan, Plan of Care for the Last Days of Life & Individualized End of Life after Death Care.
- Religion - In order to fulfil and support a patient’s spiritual needs, it is useful to ask them about their religion or faith. There is a section to be completed on SystemOne which includes options if their religion is not known, or if they prefer not to disclose it and this option can be changed at a later date.
- Written in Retrospect - When adding in a journal note or a conversation at a later date or time, the option to add the correct time and date of the original conversation on SystemOne can be applied; this will allow the entry to fall chronologically in the body of the tabbed journal. You need to ensure that at the beginning of the entry, the sentence “WRITTEN IN RETROSPECT AT (TIME)” is added.
- Allergies and Sensitivities - If the allergy information recorded on SystemOne is different to what’s on the patient’s MAR chart, staff need to bring it to the attention of a doctor or the nurse-in charge.



PPE Training

Falls Records

Patient Falls is a contemporaneous audit of clinical management of patient falls. This is completed for every reported fall.

Below are the results of the reported falls throughout 2023/24:

- Moving and Handling assessment completed on admission- **100% compliance**
- Moving and Handling assessment reviewed during admission- **100% compliance**
- Falls Assessment completed on admission - **100% compliance**
- Post Fall Assessment completed - **33% compliance**
- Post Fall Observation Chart Completed - **100% compliance**
- Evidence of patient seen by a hospice doctor following a fall - **100% compliance**
- Evidence that a relative was informed - **100% compliance**

Clinical Information Sharing (NG138)

The aim of the audit is to establish whether adult patients at Keech Hospice care are being given enough information in relation to their care by the healthcare professionals they have contact with, in accordance with section 1.4 of NICE Guideline 138 ("Patient experience in adult NHS services" - hereafter referred to as NG138). The audit also examines whether enough relevant information about the patient and their families is being shared amongst the professionals involved in their care in order to improve the patient experience, in accordance with NG138.

Main strengths

AIPU staff are scoring high on recording information on SystmOne for the handover sheets, potentially having a positive impact on patient care

Patients are given relevant information prior to discharge, with opportunities to discuss any concerns with both nursing and medical staff.

Areas for improvement

- In staff handover and verbal updates, ensure more details on key factors are shared (e.g. falls/mobility status, NOK, past medical history), using notes from SystmOne to ensure consistency of information handed over.
- Document on SystmOne that you have explained to patients who is responsible for their care.
- Doctors/NMP to complete the notes section of the handover form on SystmOne so that staff are aware of changes that have been made to the patient's current treatment plan.

IPC – National Standards of Cleanliness

The Infection Control Audit is a monthly audit deriving from the National Standards of Healthcare Cleanliness. The audited areas include AIPU, CIPU and WBC with the areas measured against a variety of factors, these vary from the overall cleanliness to subcategories of the rooms and are given a star rating out of five.

The overall compliance score from these monthly audits is displayed on the feedback boards in the clinical areas of the hospice.

Actions arising from these audits are shared with the relevant teams on the publication of the audit results.

The audit went live across the Luton Site in Q3 23/24, results are below:

Quarter 3 23/24 Results & Star

98% AIPU
★★★★★

93% CIPU
★★★★★

96% WBC
★★★★★

Quarter 4 23/24 Results & Star

97% AIPU
★★★★★

97% CIPU
★★★★★

97% WBC
★★★★★

Pressure Ulcer records

Pressure Ulcers is a contemporaneous audit of clinical management of pressure ulcers.

This is completed for every reported pressure ulcer.

- Patients had a SSkin bundle initiated on admission - **100% compliance**
- Patient had received a Waterlow assessment on admission - **100% compliance**
- Pressure Area Care Plan in place with evidence of it being followed and reviewed - **100% compliance**
- Wound care plan in place with evidence of it being followed and reviewed - **92% compliance**
- MUST (Malnutrition Universal Screening Tool) Completed on admission - **68% compliance**
- Photograph taken - **95% compliance**

Internal Audit activity 2023-24 continued

Care Safety Weeks



Our housekeeping team with volunteer Julien

The aim of the safety weeks is to:

- Ensure patient safety is being maintained at satisfactory levels,
- Ensure that standards of professional responsibility are high and can be evidenced,
- Obtain feedback from service users and staff.

Infection Control

Care safety week took place between 18 September – 29 September 2023 with a theme of Infection Prevention & Control.

Activities that took place:

- Daily emails sent out from the Clinical Education Team for informational purposes,
- The Quality and Compliance Team have been verifying completion of action plans from audits, complaints, incidents and accidents etc,
- General check sheet covering patient safety, environment and professional responsibility was completed by the Head of Quality & Governance and the Clinical Governance & Patient Safety Nurse.
- Commitment to Cleanliness Charters were published in the clinical areas of the hospice, along with the monthly star ratings obtained by the unit completing the National Standard of Healthcare Cleanliness audit tools.

Safeguarding

Care safety week took place between 22 January – 2 February 2024 with an agreed theme of Safeguarding.

Activities that took place:

- Bi-daily emails sent out from the Clinical Education Team to the clinical teams for informational purposes,
- The Quality and Compliance Team have been verifying safeguarding concerns on incident forms with the Social Work team
- Visits from Trustees Simon Ogden and Debra Smith, where they spoke with various stakeholders on our current processes including patients and staff.
- A display board in Valerie's on Safeguarding, recent news topics regarding safeguarding and who to contact in the event of concerns,
- A lunch and learn hosted by Kerry Connor, Social Work Team Leader, on the Mental Capacity Act, the principles of the act and how to complete a capacity assessment. The session also covered topics such and Deprivation of Liberty Safeguards and Lasting Power of Attorney.
- General Observation Checklists covering patient safety, environment and professional responsibility was completed by the clinical teams for the following areas: Adult In-patient Unit (AIPU), Child In-Patient Unit (CIPU), Wellbeing Centre (WBC) and the Bedford Site (BDH).

Safeguarding Behavioural Code of Conduct

This behaviour code outlines the conduct Keech Hospice Care expects from all our staff and volunteers including trustees, ambassadors, agency staff, interns, students on work placement and anyone who is undertaking duties for the organisation, whether paid or unpaid.

Keech Hospice Care has a **zero-tolerance** approach to abuse and exploitation of any kind including (but not limited to) physical, verbal, emotional or sexual.



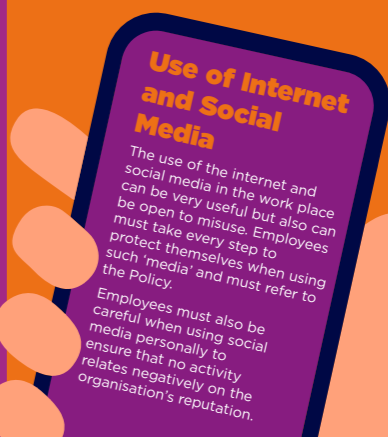
Safeguarding Values

Protect: We take a zero-tolerance approach to harm, abuse or exploitation of any kind. All of our decisions and actions prioritise the safety and well-being of those connected with our work.

Prevent: We aim to prevent harm through professional, responsible conduct. We take a robust approach to dealing with any breaches.

Personify: We assume individual and organisational responsibility for safeguarding and provide staff with training and guidance to fulfil their obligations.

Partner: We maintain best practice through open, transparent dialogue with others, including the communities we serve. By listening to others, we ensure our conduct is appropriate to each context and the unique needs of those we are working with and caring for.



Responsibility

We are each individually responsible for:

- Prioritising the welfare of babies, children, young people and vulnerable adults.
- Providing a safe environment for babies, children, young people and vulnerable adults.
- Ensuring equipment is used safely and for its intended purpose.
- Having a good awareness of issues to do with safeguarding and child protection and acting when appropriate. Note that unjustifiable delay in reporting concerns is not acceptable.
- Following our values, policies and procedures.
- Staying within the law at all times.
- Challenging all unacceptable behaviour and reporting any concerns about others behaviour.
- Acting in a way to protect the organisations reputation.
- Take responsibility for your own actions and behaviour.
- Seeking to develop positive relationships with patients, families, colleagues, supporters, ambassadors, volunteers and the public that are characterised by professional integrity and judgement.
- Recognise diversity and difference.
- Treating all patients, (babies, children, young people and adults) families, colleagues, paid and unpaid, members of the public with dignity and respect.
- Fostering a culture of openness and support.

Conflicts of Interest

Employees must be mindful to avoid personal circumstances which could lead to conflict of interest and should discuss/report any potential conflicts of interest with their manager.

A report on the weeks was generated by the Quality & Compliance Team, providing an overview of each of the activities, highlighting examples for commendation and ideas for sharing best practice as well as identifying areas for improvement.



Sarah, Clinical Governance and Patient Safety Nurse

Patient Safety

Keech Hospice Care created a new post of Clinical Governance and Patient Safety Nurse successfully recruited into by an internal candidate in the summer of 2023. The role is intended to support the quality and governance team in the implementation of Clinical Quality Governance, Assurance and Clinical Risk Management to support the delivery of high quality, safe patient care.

The Clinical Governance and Patient Safety Nurse forms part of the quality and governance team to ensure that clinical governance processes and activities are embedded and assured.

PSIRF and patient safety

Duty of Candour

Duty of Candour is a legal duty to be open and honest with patients and their families when mistakes in care have led to significant harm. It applies to all health and social care organisations registered with the Care Quality Commission. At Keech Hospice Care we promote a culture of openness and honesty throughout the whole organisation. We have a culture of safety and commitment to transparency in all we do.

Patient Safety Incident Reporting Framework (PSIRF)

The NHS Patient Safety Strategy was published in 2019 and describes the Patient Safety Incident Response Framework (PSIRF) as a foundation for change and as such, it challenges us to think and respond differently when a patient safety incident occurs.

PSIRF is designed to promote learning and systemic improvement, moving away from the previous Serious Incident Framework which focussed more on process than emphasising a culture of continuous improvement in patient safety.

This framework is designed to focus on doing investigations in a collaborative way, led by those who are trained to conduct them. It ensures the involvement of patients, their carers, families, and staff in an embedded system that responds in the right way, appropriate to the type of incidents and associated factors. It recognises the need to provide a safe and supportive environment for those involved in any investigation, with an emphasis on systemic improvement.

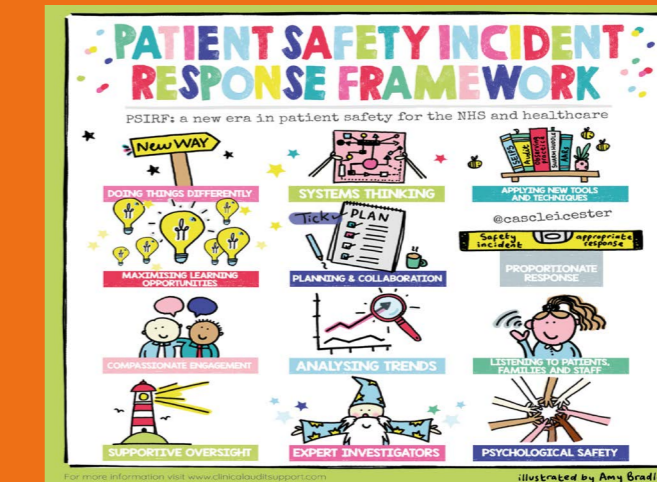
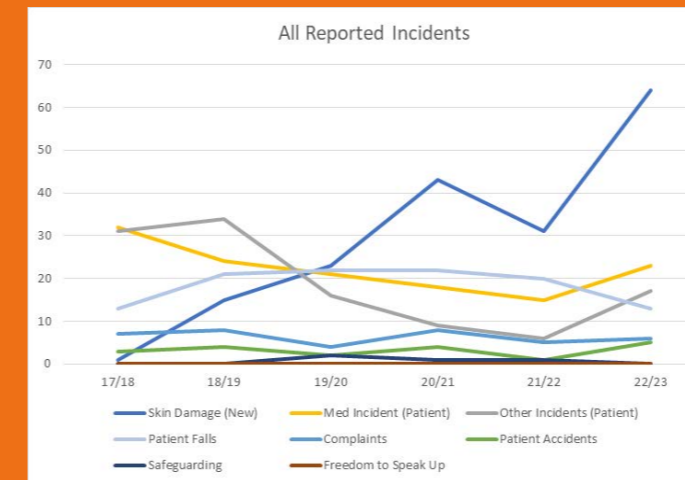
Analysis of our current systems has improved our understanding of our patient safety processes and allowed us to use these insights to develop our PSIRP (Patient Safety Incident Reporting Plan). Our PSIRP covers responses conducted solely for the purposes of systems-based learning and improvement.

Our patient safety incident profile

In order to determine our priority areas to support the delivery of our new PSIRP, we needed to attain an understanding of the scale of patient related safety activity at Keech Hospice Care.

To do this we reviewed all of our patient safety data between April 2017 – March 2023, giving us six years of data. The data analysis below identifies the following key patient safety activity:

	17/18	18/19	19/20	20/21	21/22	22/23	Total	%
Skin Damage/PU (New)	1	15	23	43	31	64	177	29.7%
Med Incident (Patient)	32	24	21	18	15	23	133	22.4%
Other Incidents (Patient)	31	34	16	9	6	17	113	19.0%
Patient Falls	13	21	22	22	20	13	111	18.7%
Complaints	7	8	4	8	5	6	38	6.4%
Patient Accidents	3	4	2	4	1	5	19	3.2%
Safeguarding (about Keech)	0	0	2	1	1	0	4	0.7%
Freedom to Speak Up	0	0	0	0	0	0	0	0.0%



Our governance framework for patient safety supports the introduction and rollout of our patient safety plan, thereafter, providing oversight, scrutiny, and support to all involved to ensure that those who use our services are protected from harm. We will provide assurance through this framework to demonstrate learning from incidents and best practice is embedded into our daily routines.

Our PSIRF details the planned response locally to different types of patient safety incidents and the anticipated improvement route. All PSIRF activity is monitored through our Clinical Safety and Assurance Group on a monthly basis. It has the flexibility to manage emergent risks or new incidents that signify extreme levels of risk or incidents that don't fall into the outlined categories. Keech Hospice Care will take a pragmatic approach and a proportionate response to maximise learning.

Our PSIRP has been signed off by our lead ICB and will be reviewed every 12-18 months in line with national guidance.

Complaints

Care complaint **outcomes**
(last 12 months)

2
partially
upheld

Hello to all the team,
I recently called for advise on behalf of a friend whose father was entered into end-of-life care at Watford Hospital.

The situation is complicated but the time you spent helping me on the phone was invaluable and made our next steps so much easier.

We are so grateful!
Thanks so much!

My Care Co-ordination Team compliment

To all staff, just a note to thank everybody who cared for our family member during his journey whilst with you.

Very much appreciated by you all.

Adult Services compliment

I would like to advise that his wheelchair arms have been replaced with longer ones and his sofa at home has been raised.

This has made a huge difference and both M and his wife would like to convey their thanks to you.

Rehab Team compliment

In the last 12 months, we have received a total of 8 complaints related to our care services.

From these 8 complaints, 2 complaints have been partially upheld, 3 complaints have been upheld, and 3 complaints were not upheld.

When we receive a complaint, we aim to have the complaint fully resolved within a 25 working-day period or an agreed period with the complainant. Of the 8 care complaints received in 23/24, all complaints were acknowledged within 3 days and 6 of the 8 were fully resolved within the 25 working-day period. The two complaints that have not been resolved are still under investigation.

The categories of these complaints include: the co-ordination of care delivered to patients, patient care, staff behaviour, overall communication from staff to relatives and patients, the parking available at our Bedford Site and a bereavement letter delivered to a patient who had passed away.

3
upheld

3
not
upheld

Compliments

I have just been to visit one of our child patients at their home.

His mother fed back that during her metabolic consult with her Dr at GOSH, she stated that Keech deliver the best care of any team in the world.

She said that she is very happy that her child is in such safe hands.

Made me incredibly proud to be part of this amazing team!

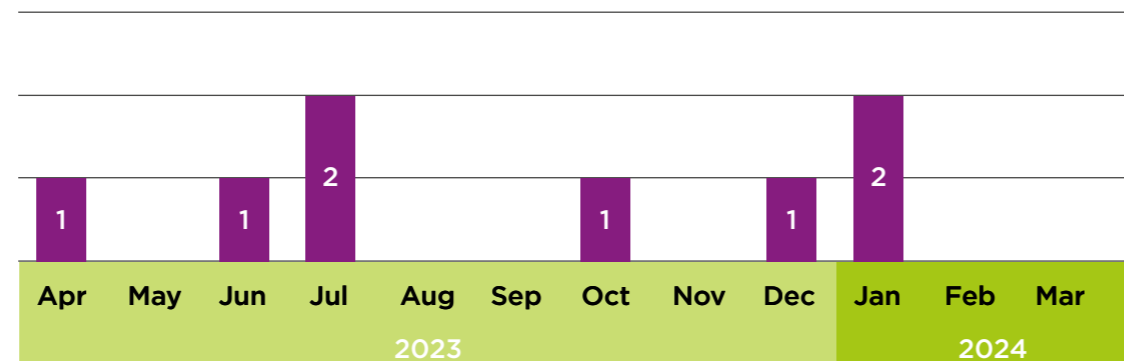
From a carer.
“Thanks for everything.

You are our angel in this earth.”

Bereavement Services compliment

Children's Services compliment

Number of care complaints



I hope you're well. I thought I'd email you letting you know how helpful you have been. I feel at ease knowing I can reach out to you for any help. You are so passionate about your work and that's visible.

I will forever remain grateful.

Thank you once again for all your help.

Children's Community Team compliment

In the last **12 months** we have received back **66** completed surveys.

57 of those surveys completed through a hardcopy and 9 completed digitally.

Friends and family questionnaire and experience survey

One of the questions that we ask on our survey is "If a friend or family member required similar care in the future, how likely would you be to recommend Keech Hospice Care?"

Adult services

100%
extremely likely

Children's services

100%
extremely likely

In June 2023, we implemented a new process across both the Luton and Bedford Sites that allows users to digitally leave feedback or complete our survey through a QR Code poster. This poster is available in the clinical areas of the hospice though a feedback board, therapy rooms or in patient rooms and is also available to other users of the hospice through the public sharing areas such as our conference suits, our restaurant and in our reception areas.

We also aim to ensure that feedback can be left in more than one way, such as:

- Digitally – scanning the QR code, which will take you through to an MS Forms Questionnaire,
- Paper – hardcopy versions are available on demand and on request,
- Verbal – feedback to staff who will feedback to the Q&C Team,
- Electronic- Sending an email of your feedback to our feedback email address,
- In-person- asking a member of staff to complete the survey on your behalf. All staff have been trained on the MS Forms Questionnaire and would be more than happy to aid you in completing a survey or leaving us feedback.

We are currently reviewing our survey questions to align with the CQC "I" and "We" statements to ensure that we capture all relevant feedback from those who use our services.

All feedback we receive is shared with the relevant department leads and discussed at a monthly clinical meeting, to ensure that we can improve our services with your suggestion in mind.

Help us shape our services by leaving your feedback

Scan the QR code to leave your comments



We appreciate all feedback, so we would be pleased to hear your comments about the things you feel we do well and any suggestions you have for changes to what we do.

"I came to you a little lost and mixed emotions. You've been amazing. Life has become clearer. I'm coping very well and feel more positive with my future.
And yes 'being kind to yourself' feels good.
Thank you again for all your help."

email us your feedback
feedback@keech.org.uk

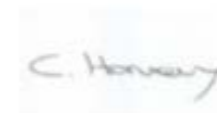
NHS Hertfordshire and West Essex Integrated Care Board (HWE ICB) welcomes the opportunity to provide this statement on the Keech Hospice Care Quality Account for 2023/24. The ICB would like to thank Keech Hospice Care for preparing this Quality Account, developing future quality priorities, and acknowledging the importance of quality at a time when they continue to deliver services during ongoing challenging periods. We recognise the dedication, commitment, and resilience of staff, and we would like to thank them for this.

HWE ICB regard Keech Hospice Care as a key partner in the delivery of integrated palliative and end of life care for the children and young people of Hertfordshire. During the year the ICB has been working closely with Keech Hospice Care in gaining assurance on the quality of care provided to ensure it is safe, effective, and delivers a positive patient experience. In line with the NHS (Quality Accounts) Regulations 2011 and the Amended Regulations 2017, the information contained within the Quality Account has been reviewed and checked against data sources, where this is available, and confirm this to be accurate and fairly interpreted to the best of our knowledge.

It is positive to see the achievements on the 2023/24 quality priorities, notably on being voted as an 'Outstanding Organisation to Work For' in the Best Companies List 2024 and the positive feedback received from patients and their families across all services. The ICB commends Keech Hospice in achieving an overall CQC rating of 'Good' and 'Outstanding' for responsiveness. The ICB acknowledges the team's vital role in the on-call service, providing over 400 hours of out-of-hours care for symptom management and end-of-life care, significantly supported by Palliative Care Support Workers. The extensive support offered to families and young people approaching discharge by the transition leads is commended.

The ICB would like to recognise Keech Hospice Care for their ongoing work related to the implementation of the Patient Safety Incident Response Framework (PSIRF) which sets out how the NHS responds to patient safety incidents for the purpose of learning, improving patient safety and outcomes for our population. The ICB looks forward to working in partnership and across the system as we collectively take forward PSIRF in 2024/25.

During the year the ICB have been working closely with Keech Hospice Care gaining regular assurance on the quality and safety of provision to ensure a positive patient experience. Looking forward to 2024/25, the ICB supports Keech Hospice Care quality priorities, and we look forward to a continued collaborative working relationship, including through building on existing successes and collectively taking forward needed improvements to deliver high-quality services for this year and thereafter.



Chris Harvey
Assistant Director of Nursing and Quality

Dr Jane Halpin, Chief Executive
Rt. Hon. Paul Burstow, Chair

Commsioner Statement

Statement from Bedfordshire, Luton & Milton Keynes Integrated Care Board (ICB) to Keech Hospice Care Quality Account 2023 – 2024

BLMK ICB acknowledges receipt of the 2023/2024 Quality Account from Keech Hospice Care. The Quality Account was shared with key members of the ICB and reviewed by members of the ICB's Quality Team as part of developing our assurance statement.

The ICB has continued to work together with Keech Hospice Care over 2023/2024, gaining assurance on the delivery of safe and effective services. Across Bedfordshire and Luton we have worked closely with Keech Hospice Care and Partners (Local Authority, Healthwatch and community providers) in ensuring patient safety and quality of services. In line with the NHS (Quality Accounts) Regulations, BLMK ICB has reviewed the information contained within the Keech Hospice Care Quality Account and checked this against data sources, where this is available to us, as part of our existing monitoring discussions and confirm this to be accurate.

BLMK ICB would like to thank Keech Hospice Care for their commitment to provide specialist care for babies, children and young adults and adults with life limiting conditions. Following the unannounced CQC inspection in November 2023 and subsequent rating of Good overall with Outstanding in Responsive for the adult service, the ICB would like to congratulate Keech on a commendable outcome.

Further to the merger with Bedford Daycare Hospice, the ICB notes that over 2023/2024 there has been a period of transition. It is positive to see the development of SystemOne, medicine management, safe staffing levels, infection prevention control, staff training, competency programme and patient information.

The ICB welcomes the outreach project to develop a homeless service, life celebrations and memory making, live well sessions and children's play sessions. The Quality Account highlights Keech Hospice Care's aspiration of being a university teaching hospice further to developing partnerships across BLMK, Hertfordshire and at a national level.

Further development of services at Bedford Daycare will support Bedford residents with increased access to palliative services. In line with requirements from NHS England to implement Freedom to Speak Up Guardians, this will promote a positive culture for staff in learning and improvement, increasing patient safety.

As Strategic Commissioners and System Partners we recognise the ongoing improvement of services to support the ever-increasing demands, complexities and challenges of meeting the needs of the population. The ICB looks forward to continuing the work with Keech Hospice Care in improvement of patient safety, quality and patient experience.

We trust Keech Hospice Care finds these comments helpful and anticipate continuous improvements throughout the coming year. BLMK ICB looks forward to working with Keech Hospice Care across our Integrated Care System in 2024/25 and beyond.

It is assuring to see the progress and achievements made against the 2023/2024 priorities. These include the identification of increasing referrals for children under the age of 1 year for end-of-life care, development of a Compassionate Neighbour service across Luton, the implementation of the new Patient Safety Incident Response Framework and development of patient feedback boards across all care areas.

The ICB has reviewed Keech Hospice Care's priorities for 2024/2025. Developing an Inclusive Health Service to support people working with Luton Homelessness Board is in line with the ICB's priorities to improve outcomes, reduce inequality and improve access to services. Delivery of education, innovation and research, improving knowledge and skills across Bedfordshire, Luton, Milton Keynes and Hertfordshire will improve quality of service delivery and outcomes for the residents.



Sarah Stanley
Chief Nurse/Executive Director Nursing & Quality
BLMK Integrated Care Board