

Review of compliance

Wigan & Leigh Hospice Wigan and Leigh Hospice	
Region:	North West
Location address:	Kildare Street Hindley Wigan Greater Manchester WN2 3HZ
Type of service:	Hospice services
Date of Publication:	August 2012
Overview of the service:	<p>Wigan and Leigh Hospice is a registered charity, which was founded in 1982. It is an adult hospice for people aged 18 or over and delivers quality, specialist palliative care to people who have a life threatening illness from any disease and who are thought to be in the last year of their lives.</p> <p>The hospice is a purpose built unit and</p>

	provides ground level accommodation for up to 14 in patients and 15 day places in the day hospice, 3 days a week.
--	---

Summary of our findings for the essential standards of quality and safety

Our current overall judgement

Wigan and Leigh Hospice was meeting all the essential standards of quality and safety inspected.

The summary below describes why we carried out this review, what we found and any action required.

Why we carried out this review

We carried out this review as part of our routine schedule of planned reviews.

How we carried out this review

We reviewed all the information we hold about this provider, carried out a visit on 24 July 2012, looked at records of people who use services, talked to staff and talked to people who use services.

What people told us

We spoke with two people who were attending the hospice day centre and two people who were staying at the hospice. They were able to tell us about what it was like to stay at the hospice and use their day centre facility. They also told us how the staff provided the care and support they needed. People we spoke with made the following positive comments.

Day Hospice –

"The staff are all fantastic."

"I didn't want to come here initially but I love it now. It gives my family a break."

"I feel safe here and they treat me lovely."

"The food is lovely here."

"I am having my hair done today. It makes me feel so much better."

In patients –

"The staff can't do enough."

"The staff are very special people."

"The staff are lovely."

"The staff are brilliant."

"We get a choice of meals daily."

"They always come immediately when I press the buzzer. Sometimes two of them."

"I feel so safe here."

"If you want a mark from me it's a 100%, from the cleaners to the Dr's."

We also spoke with two visitors and a relative regarding the care and support provided. Their comments were also very positive and included:

"We know she is very safe here."

"The staff are brilliant."

"It is not a depressing place."

"We can stay overnight if we wish to."

"We are always made welcome."

"We have peace of mind."

"The staff phone us if there are any changes in her condition. They explain everything to us"

"My friend has access to all medical services and she enjoys the social contacts here."

We spoke with twelve staff, which included: nurses, carers and managers. Their comments included:

"The support is excellent."

"It all works well here. It's fantastic."

"I love my job."

"The training is very good."

"We work very closely with other agencies and other health care professionals all the time to ensure we have all the information we need."

"We get a lot of information and are kept up to date daily."

"We have regular meetings to keep us up to date."

"We have access to an independent person for clinical supervision."

What we found about the standards we reviewed and how well Wigan

and Leigh Hospice was meeting them

Outcome 01: People should be treated with respect, involved in discussions about their care and treatment and able to influence how the service is run

The provider was meeting this standard. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

Outcome 04: People should get safe and appropriate care that meets their needs and supports their rights

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

Outcome 07: People should be protected from abuse and staff should respect their human rights

The provider was meeting this standard. People who used the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Outcome 14: Staff should be properly trained and supervised, and have the chance to develop and improve their skills

The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

Outcome 16: The service should have quality checking systems to manage risks and assure the health, welfare and safety of people who receive care

The provider was meeting this standard. The provider had an effective system to regularly assess and monitor the quality of service that people receive.

Other information

Please see previous reports for more information about previous reviews.

**What we found
for each essential standard of quality
and safety we reviewed**

The following pages detail our findings and our regulatory judgement for each essential standard and outcome that we reviewed, linked to specific regulated activities where appropriate.

We will have reached one of the following judgements for each essential standard.

Compliant means that people who use services are experiencing the outcomes relating to the essential standard.

Where we judge that a provider is non-compliant with a standard, we make a judgement about whether the impact on people who use the service (or others) is minor, moderate or major:

A minor impact means that people who use the service experienced poor care that had an impact on their health, safety or welfare or there was a risk of this happening. The impact was not significant and the matter could be managed or resolved quickly.

A moderate impact means that people who use the service experienced poor care that had a significant effect on their health, safety or welfare or there was a risk of this happening. The matter may need to be resolved quickly.

A major impact means that people who use the service experienced poor care that had a serious current or long term impact on their health, safety and welfare, or there was a risk of this happening. The matter needs to be resolved quickly.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary changes are made.

More information about each of the outcomes can be found in the *Guidance about compliance: Essential standards of quality and safety*

Outcome 01: Respecting and involving people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

- * Understand the care, treatment and support choices available to them.
- * Can express their views, so far as they are able to do so, and are involved in making decisions about their care, treatment and support.
- * Have their privacy, dignity and independence respected.
- * Have their views and experiences taken into account in the way the service is provided and delivered.

What we found

Our judgement

The provider is compliant with Outcome 01: Respecting and involving people who use services

Our findings

What people who use the service experienced and told us

We spoke with two people who attended the hospice day centre and two people who stayed at the hospice. People we spoke with made the following positive comments.

"I didn't want to come here initially but I love it now. It gives my family a break."

"The food is lovely here."

"I am having my hair done today. It makes me feel so much better."

"We get a choice of meals daily."

We also spoke with two visitors and a relative regarding the care and support provided. Their comments were also very positive and included:

"The staff are brilliant."

"It is not a depressing place."

"We are always made welcome."

"We have peace of mind."

Other evidence

We found that the management of Wigan and Leigh Hospice provided people with satisfactory information prior to using the services. The information gave details about the services and facilities provided. A copy of this information was available in the reception area along with a range of additional leaflets for the people who used the service.

The hospice provided holistic assessments for each person, prior to using the services. These were conducted by the medical team and palliative care nurse specialist team if people were in the community. Clinical assessments ensured that there was an accurate clinical diagnosis of the person's presenting conditions, so that their condition could be treated appropriately. We looked at the care records of two people, which identified their condition, medical and personal care needs. This ensured people's needs were met by the service. Assessments included the person's mental capacity, which determined if they were able to make their own decisions.

The assessments viewed and people we spoke with confirmed that they had been fully involved in their admission and had consented to the care provided. We suggested the service obtained written signature of consent, where possible, from the people to show their agreement to the care provision. This was discussed with the management at the time of the visit.

We observed visitors were made welcome at all times and they called in throughout the day. We spent sometime talking with visitors and a relative who provided positive comments on the home. A visitor spoken with told us that provision was made for them to stay overnight if they wished.

We were told people were able to make choices of how they wished to spend their day. We observed this during our visit and it was confirmed by the people we spoke with. One person we spoke with told us she was having her hair done that day and was really looking forward to it.

We spent some time in the day hospice and observed people were relaxed and comfortable during their stay. Staff and volunteers were in attendance at all times to meet people's needs and this was conducted in a very caring, polite and dignified manner. We spoke with two people who used the day service and they spoke very highly of the staff and volunteers and the dignified way in which they delivered their care. The atmosphere was pleasant and relaxed and people were seen to chat with staff, volunteers, visitors and each other.

We also spent some time in the in patient unit and people we spoke with also provided very positive comments regarding the care provided and the dignified and respectful way in which it was delivered. We found rooms were comfortably furnished; very clean and fully equipped to meet the needs of the people who stayed there. Ramp facilities provided access to the large extensive, well kept garden areas.

Other facilities provided included: a hairdressing service, spiritual area, therapy and counselling suites, craft and creative art room for activities and a garden room with an enclosed garden. There were sufficient areas available for people to have quiet space

for their use or meet with their families. Remembrance services were held three monthly in the day hospice for those people who wished to attend. We were told that these services were very successful and over 140 people attended each of the quarterly services. A memory tree was also available for people to use in memory of their loved ones.

Transport services were available on a needs assessment basis. This was provided by volunteer staff.

All the people we spoke with expressed the view their dignity was maintained when staff supported them well with personal care.

People told us they were offered a choice of meals and alternatives where available.

The staff were observed to speak with people in a respectful manner and treated them with dignity and respect at all times. Staff always knocked on peoples doors prior to entering their rooms.

People we spoke with told us they are kept informed of progress through meetings and care reviews. A monthly newsletter, 'In touch' kept people informed of progress, events and celebrations.

To obtain people's views of the people who used the service, satisfaction surveys were conducted and comments, suggestions and complaints were welcomed. This showed that the service listened to people's comments. These leaflets were available in the reception area.

The hospice had a fund raising team who were responsible for the coordination of fund raising events in the community. Information on events and activities for fund raising were displayed in the 'In touch' monthly newsletter.

Local community groups, such as schools were encouraged to attend the hospice to meet the people who used the service and join in activities together.

Our judgement

The provider was meeting this standard. People's views and experiences were taken into account in the way the service was provided and delivered in relation to their care.

Outcome 04: Care and welfare of people who use services

What the outcome says

This is what people who use services should expect.

People who use services:

* Experience effective, safe and appropriate care, treatment and support that meets their needs and protects their rights.

What we found

Our judgement

The provider is compliant with Outcome 04: Care and welfare of people who use services

Our findings

What people who use the service experienced and told us

We spoke with two people who attended the hospice day centre and two people who stayed at the hospice. People we spoke with made the following positive comments.

"The staff can't do enough."

"The staff are very special people."

"The staff are lovely."

"The staff are brilliant."

"They always come immediately when I press the buzzer. Sometimes two of them."

We also spoke with two visitors and a relative regarding the care and support provided. Their comments were also very positive and included:

"The staff are brilliant."

"It is not a depressing place."

"We have peace of mind."

Other evidence

During the visit we looked at two people's care records. These showed each person's needs including: clinical diagnosis, areas of risks, mobility, personal care, pain relief and medication. Reviews of care had been undertaken and changes recorded daily. Care needs were monitored daily by the staff through handovers and the completion of daily records, which recorded daily care given. Any changes noted by staff were dealt with on the day.

People's care records were transported with them throughout their involvement in the hospice services. These include: community support, day services and in patient. This enabled people's care to be followed throughout their hospice service placement and provided staff with the information to support them. Staff we spoke with showed a good understanding of people's individual care needs. Their comments included: "We get a lot of information and are kept up to date daily" and "We have regular meetings to keep us up to date."

Regular meetings took place involving all in their care to ensure their individual care needs were monitored closely.

Care records and people we spoke with confirmed people had been involved in their care planning.

We spoke with a number of staff who demonstrated their understanding of people's individual care needs and it was evident that they knew the people well.

We observed staff attending to people's care needs. This was undertaken with a dignified and pleasant approach and reassurance and encouragement was provided at all times.

The staff told us they had a good relationship with other health care professionals and agencies, who provided additional care and support to people when required. Their comments included: "We work very closely with other agencies and other health care professionals all the time to ensure we have all the information we need."

People had access to other services provided at the hospice and these included: an outpatient's clinic, occupational therapists and physiotherapist, social worker, chaplaincy team and bereavement counselling.

People we spoke with told us the staff responded immediately to their call bells when they needed support.

We observed the lunch time period in the day hospice. Meals were provided in the spacious, pleasant dining room. Staff and volunteers were attentive at all times to assist during meals if needed in an unhurried manner. People we spoke with throughout the day told us the food was good and choices were available.

There was a pleasant, relaxed, calm atmosphere throughout the day. People we spoke with provided positive comments regarding the staff employed.

Our judgement

The provider was meeting this standard. People experienced care, treatment and support that met their needs and protected their rights.

Outcome 07: Safeguarding people who use services from abuse

What the outcome says

This is what people who use services should expect.

People who use services:

* Are protected from abuse, or the risk of abuse, and their human rights are respected and upheld.

What we found

Our judgement

The provider is compliant with Outcome 07: Safeguarding people who use services from abuse

Our findings

What people who use the service experienced and told us

We spoke with two people who attended the hospice day centre and two people who stayed at the hospice. People we spoke with made the following positive comments.

"The staff are all fantastic."

"I feel safe here and they treat me lovely."

"The staff can't do enough."

People we spoke with told us that they felt safe and the staff were kind and caring.

We also spoke with two visitors and a relative regarding the care and support provided. Their comments were also very positive and included:

"We know she is very safe here."

"The staff are brilliant."

"We have peace of mind."

Other evidence

We spent sometime talking with the staff, people who used the service, a relative and two visitors regarding this outcome. Staff spoken with told us they had received

safeguarding training and described the actions they would take if an allegation of abuse was made. Staff confirmed that they felt confident to report any poor or concerning practice.

We were told the service used the local authority's safeguarding procedures and confirmed that contact was made with the correct authorities should any safeguarding alert be made.

We observed the interaction between people using the hospice and the staff employed throughout the visit. People were relaxed and comfortable in their care. The atmosphere was friendly and relaxed. The staff were attentive to their needs and were respectful, kind and patient when addressing people or offering assistance.

The management informed us that they operated an 'open culture' policy and were available to speak to people who used the service, staff and visitors should they need assistance. We were told by the management all staff were recruited following a thorough recruitment check, which included a criminal record bureau check (CRB). Thus ensuring people were in safe hands.

Our judgement

The provider was meeting this standard. People who used the service were protected from the risk of abuse, because the provider had taken reasonable steps to identify the possibility of abuse and prevent abuse from happening.

Outcome 14: Supporting workers

What the outcome says

This is what people who use services should expect.

People who use services:

* Are safe and their health and welfare needs are met by competent staff.

What we found

Our judgement

The provider is compliant with Outcome 14: Supporting workers

Our findings

What people who use the service experienced and told us

We spoke with two people who attended the hospice day centre and two people who stayed at the hospice. People we spoke with made the following positive comments.

"The staff are all fantastic."

"The staff can't do enough."

"The staff are very special people."

"The staff are lovely."

"The staff are brilliant."

We also spoke with two visitors and a relative regarding the care and support provided. Their comments were also very positive regarding the staff employed.

Other evidence

Staff spoken with told us the training was very good and they were kept up to date. They told us that there was a wide range of training courses available, which provided them with the skills to carry out their roles. Training included: Infection control, first aid, moving and handling, palliative care and bereavement and loss.

Staff told us they were kept up to date by regular meetings and daily handovers. Multidisciplinary education forums were held at the hospice, which provided a variety of

topics, such as anxiety management and the role of complementary therapy in palliative care. Staff told us they were supported through regular supervision and had access to a clinical external supervisor. Staff told us the management was very supportive and approachable. Staff we spoke with provided the following comments regarding the training and support provided.

"The support is excellent."

"It all works well here. It's fantastic."

"We are one big family."

"I love my job."

"The training is very good."

"We have regular meetings to keep us up to date."

The service had an educational department, which monitored the training for staff and ensured that it was regularly updated. We were told the staff had access to e learning training and the service had two training rooms dedicated for staff to use. Staff from the educational department provided a range of courses to external services, such as nursing homes and these included: advanced care planning and palliative care.

We were told new staff had a thorough induction, which included the completion of mandatory training courses, such as moving and handling. This enabled new staff to be introduced into their roles in a safe manner.

We observed staff worked together throughout the day supporting each other and the people who used the service. Care and support was provided in a dignified, respectful manner and staff were always smiling and pleasant in their approach.

Our judgement

The provider was meeting this standard. People were cared for by staff who were supported to deliver care and treatment safely and to an appropriate standard.

Outcome 16: Assessing and monitoring the quality of service provision

What the outcome says

This is what people who use services should expect.

People who use services:

* Benefit from safe quality care, treatment and support, due to effective decision making and the management of risks to their health, welfare and safety.

What we found

Our judgement

The provider is compliant with Outcome 16: Assessing and monitoring the quality of service provision

Our findings

What people who use the service experienced and told us

We did not speak to people who used the service about this standard, however we did see people speaking openly and freely giving their opinions to staff during our visit.

Other evidence

To monitor the quality of service delivery regular internal audits were undertaken by the unit managers. Trustees also undertook inspections of the environment, equipment and held discussions with staff and people who used the service. They reported their findings in a report, which included their comments and recommendations. The last report was seen for January 2012. The Clinical Audit Group held six monthly meetings, which looked at specific areas, such as infection control and people's views.

To involve the people who used the service, their views were sought through surveys, compliments, suggestions and complaints. The hospice valued people's views and opinions, whether positive or negative. The hospice operated an 'open culture' and was keen to hear the views of the people who used their services.

The service had notified the Commission of any incidents which have occurred at the hospice, which we are required to be informed of and records were kept of the actions taken. Regular monitoring of care practices and risk assessments were conducted to provide safe working systems for the people they cared for.

Our judgement

The provider was meeting this standard. The provider had an effective system to

regularly assess and monitor the quality of service that people receive.

What is a review of compliance?

By law, providers of certain adult social care and health care services have a legal responsibility to make sure they are meeting essential standards of quality and safety. These are the standards everyone should be able to expect when they receive care.

The Care Quality Commission (CQC) has written guidance about what people who use services should experience when providers are meeting essential standards, called *Guidance about compliance: Essential standards of quality and safety*.

CQC licenses services if they meet essential standards and will constantly monitor whether they continue to do so. We formally review services when we receive information that is of concern and as a result decide we need to check whether a service is still meeting one or more of the essential standards. We also formally review them at least every two years to check whether a service is meeting all of the essential standards in each of their locations. Our reviews include checking all available information and intelligence we hold about a provider. We may seek further information by contacting people who use services, public representative groups and organisations such as other regulators. We may also ask for further information from the provider and carry out a visit with direct observations of care.

Where we judge that providers are not meeting essential standards, we may set compliance actions or take enforcement action:

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. We ask them to send us a report that says what they will do to make sure they comply. We monitor the implementation of action plans in these reports and, if necessary, take further action to make sure that essential standards are met.

Enforcement action: These are actions we take using the criminal and/or civil procedures in the Health and Social Care Act 2008 and relevant regulations. These enforcement powers are set out in the law and mean that we can take swift, targeted action where services are failing people.

Information for the reader

Document purpose	Review of compliance report
Author	Care Quality Commission
Audience	The general public
Further copies from	03000 616161 / www.cqc.org.uk
Copyright	Copyright © (2010) Care Quality Commission (CQC). This publication may be reproduced in whole or in part, free of charge, in any format or medium provided that it is not used for commercial gain. This consent is subject to the material being reproduced accurately and on proviso that it is not used in a derogatory manner or misleading context. The material should be acknowledged as CQC copyright, with the title and date of publication of the document specified.

Care Quality Commission

Website	www.cqc.org.uk
Telephone	03000 616161
Email address	enquiries@cqc.org.uk
Postal address	Care Quality Commission Citygate Gallowgate Newcastle upon Tyne NE1 4PA