

Review of compliance

Princess Alice Hospice Princess Alice Hospice	
Region:	South East
Location address:	West End Lane Esher Surrey KT10 8NA
Type of service:	Hospice services
Date of Publication:	December 2011
Overview of the service:	Princess Alice Hospice provides a range of services for adults with palliative (supportive) care needs. These services include management of symptoms for those undergoing active cancer treatments and those with long-term life limiting or life threatening conditions. There are 28 overnight beds and separate day hospice facilities.

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

Our current overall judgement

Princess Alice Hospice was meeting all the essential standards of quality and safety.

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 1 December 2011, observed how people were being cared for, talked to staff, reviewed information from stakeholders and talked to people who use services.

What people told us

When we visited The Princess Alice Hospice we met people who were using the service and some visitors. We spent time speaking with people who used the Day Hospice. These were people who had spent time as a patient on the In-patient Unit (IPU) and we also spoke with people who were currently being cared for on the IPU. People told us that before they spent time on the IPU they 'never knew what a hospice did. I thought you came here to die'. It did not occur to me that you can go into the In-patient Unit and come out and live a lot longer'. People said that The Princess Alice Hospice is a place where 'all they are interested in is making you feel less worried and accepting of your condition' and that 'Nothing is too much trouble' 'If you use your call bell staff appear almost straight away". I have always found the staff to be helpful and "they are always smiling and there is never any negativity from them at all'. The people who use the service also stated that in addition to the staff the "volunteers are amazing' 'I feel comforted here, which is a big healer'. 'There is a feeling of tranquillity and peace here'. People also stated that it was not just the care that they received that was excellent they also felt that 'The food is superb', 'The food is always superbly cooked' and is always "excellent'.

In addition people said that they were asked to give feedback by staff about the care and experiences they have had at the hospice.

A member of staff said that all meals that are prepared by the hospice are designed to be fully balanced and meet the nutritious needs of the people who use the service. In addition the staff working in the kitchen are dedicated to making meals a pleasure to eat and benefit from the experience.

What we found about the standards we reviewed and how well Princess Alice Hospice was meeting them

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

The needs of people using the service and any risks to them are fully assessed to ensure that safe and appropriate care is provided.

Overall, we found that The Princess Alice Hospice was meeting this essential standard.

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

The staff were aware of their role and suitable arrangements were fully in place to safeguard people who use the service from abuse or the risk of abuse.

Overall, we found that The Princess Alice Hospice was meeting this essential standard.

Outcome 13: There should be enough members of staff to keep people safe and meet their health and welfare needs

People using services have their health and welfare needs met by sufficient, competent and appropriately trained staff.

Overall, we found that The Princess Alice Hospice was meeting this essential 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 service has appropriate and well developed systems policies and procedures in place to assess and monitor the quality of the service that people receive.

Overall, we found that The Princess Alice Hospice was meeting this essential standard.

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.

A **minor concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard.

A **moderate concern** means that people who use services are safe but are not always experiencing the outcomes relating to this essential standard and there is an impact on their health and wellbeing because of this.

A **major concern** means that people who use services are not experiencing the outcomes relating to this essential standard and are not protected from unsafe or inappropriate care, treatment and support.

Where we identify compliance, no further action is taken. Where we have concerns, the most appropriate action is taken to ensure that the necessary improvements are made. Where there are a number of concerns, we may look at them together to decide the level of action to take.

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

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

The people we spoke to who used the service or their carers said that they were happy with the care and support that they receive at The Princess Alice Hospice. Community volunteers stated that the staff were carining and kind.

Other evidence

When we visited Princess Alice Hospice we met people who were using the service and some visitors. We spent time speaking with people who were waiting to use the Day Hospice. These were people who had spent time as a patient on the In-patient Unit (IPU) and we also spoke with people who were currently being cared for on the IPU.

People said that Princess Alice is a place where 'all they are interested in is making you feel less worried and accepting of your condition'.

People told us that Princess Alice Hospice provided transport to get them to and from the hospice when needed. People said they had seen and discussed their plan of care with the medical and nursing staff. They told us about the support they had received such as the physiotherapist, occupational therapist, spiritual support and complimentary therapy staff at the hospice.

People told us how staff maintained their privacy and dignity by drawing the curtains whilst assisting them with personal care or ensuring that the door to their room is closed.

We saw that staff interacted with people who used the service in a friendly, courteous and respectful manner. We saw they showed a patient and caring attitude and were keen to make sure people were comfortable and responded to any anxieties they displayed. We saw that visitors were made welcome by the staff.

One of the volunteers who help in the reception area said that the staff work hard to " make the experience of coming to the Princess Alice Hospice as easy and relaxed as possible and try to take the stress out of coming into a hospice"

The service identified that successful communication between staff and the people who receive care at The Princess Alice Hospice. In order to ensure that anyone who uses the service has can make their needs known the service has installed an Assistive Technology in one of the in- patient rooms. The Assistive Technology allows patients greater independence and helps them communicate more easily. By using the technology patients can open their own blinds, sit up in bed without assistance and even activate a speech aid.

Our judgement

The needs of people using the service and any risks to them are fully assessed to ensure that safe and appropriate care is provided.

Overall, we found that The Princess Alice Hospice was meeting this essential standard.

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

People told us that they were well cared for by staff and were happy with the support they receive.

Other evidence

We saw that the provider has attempted to minimise risk and potential abuse by making sure all the policies and procedures to promote safeguarding were in place.

We found the policy and procedure for handling issues of safeguarding to be effective.

Critical Incidents, concerns, complaints and accidents are monitored at regular intervals in order to reduce the potential for any occurrence to become a safeguarding concern.

Princess Alice Hospice policies are based on local multi agency policies.

Staff receive training to recognise signs of abuse, and staff induction and in-house training programmes clarified the responsibilities of all staff in their daily contact with people who use the service, especially their position in protecting those people from abuse.

Any safeguarding concern is immediately reported to the appropriate safeguarding team, who will then make the decision on any further action to be taken.

One person who used the service said that a situation has never arisen, but if they wanted to complain, they knew who to contact both inside and outside of the hospice.

They said that all the information they could need was in the information booklet they received when they first came into the hospice.

We spoke with two members of care staff who demonstrated a broad understanding of the procedures and their responses, each clearly identifying the paramount requirement of protecting vulnerable people. Their awareness extended to knowledge of the Whistle

blowing policy, Mental Capacity Act (2005), and deprivations of liberties guidance. There is a senior nurse on site at all times who is fully conversant on procedures to follow, and who to engage with for effective management.

Our judgement

The staff were aware of their role and suitable arrangements were fully in place to safeguard people who use the service from abuse or the risk of abuse.

Overall, we found that The Princess Alice Hospice was meeting this essential standard.

Outcome 13: Staffing

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 sufficient numbers of appropriate staff.

What we found

Our judgement

The provider is compliant with Outcome 13: Staffing

Our findings

What people who use the service experienced and told us

People told us that the staff were nice, helpful and "they are always smiling and there is never any negativity from them at all".

Other evidence

People who use the service are safe, and their health and welfare needs are met by sufficient numbers of appropriate staff.

We observed a good level of staffing on the day of our inspection visit. Staffing was made up of qualified and non-qualified clinical staff, administrative support, domestic staff and other allied health professions. We were informed that the duty rota is planned, generally taking into account the demands of different parts of the day, with higher staffing levels in the morning. Staff said they were very flexible in their response to the needs of the service.

The hospices has its own education centre which ensures that all the staff are fully up to date in all their training needs.

In addition the education centre won a contract with a local NHS trust to supply training to their staff in End Of Life Care.

The hospice itself won the Best Integrated Team Award in the Elizabeth Paice Awards for Educational Excellence (London Deanery) for their continuing education programme for all members of staff.

Our judgement

People using services have their health and welfare needs met by sufficient, competent and appropriately trained staff.

Overall, we found that The Princess Alice Hospice was meeting this essential 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

People who spoke to us had an awareness that they could comment on the level of service that they had received from the hospice. One person stated that the staff actively seek feedback about the service, meals and domestic arrangements when they are there as an in-patient.

Other evidence

The provider states that its governance arrangements enable the hospice to assess and monitor the quality of services provided.

We saw that the health and safety of people was constantly promoted, reviewed and audited by the staff.

In addition we saw that ongoing reviews of care plans, risk assessments and discussions with the people who live there and family members of are also used to assess the quality of the service being offered.

The Service actively request feedback from the people who use the service and their families. The feedback that is received is discussed and acted upon in order to improve the service provision at the hospice.

People who us the service confirmed that they are listened to and staff are very "active" in making sure that the patients are happy with the service they receive.

Staff who spoke to us confirmed that patient satisfaction feedback about the hospice is important. They are regularly reviewed to ensure that the services provided at the hospice meets the needs of the people who use the service.

There is a clear management structure with good lines of communication and accountability. Staff spoken with were clear about the management and reporting

arrangements. The manager informed us that staff can raise concerns about risks to people and about practice issues through formal supervision systems or through whistle blowing and complaints and grievances procedures.

Our judgement

The service has appropriate and well developed systems policies and procedures in place to assess and monitor the quality of the service that people receive.

Overall, we found that The Princess Alice Hospice was meeting this essential standard.

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.

When making our judgements about whether services are meeting essential standards, we decide whether we need to take further regulatory action. This might include discussions with the provider about how they could improve. We only use this approach where issues can be resolved quickly, easily and where there is no immediate risk of serious harm to people.

Where we have concerns that providers are not meeting essential standards, or where we judge that they are not going to keep meeting them, we may also set improvement actions or compliance actions, or take enforcement action:

Improvement actions: These are actions a provider should take so that they **maintain** continuous compliance with essential standards. Where a provider is complying with essential standards, but we are concerned that they will not be able to maintain this, we ask them to send us a report describing the improvements they will make to enable them to do so.

Compliance actions: These are actions a provider must take so that they **achieve** compliance with the essential standards. Where a provider is not meeting the essential standards but people are not at immediate risk of serious harm, 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
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