

## Regulatory Assessment Statement 2008/2009

**Sue Ryder Care - Leckhampton Court Hospice**  
Leckhampton Court, Cheltenham, Gloucestershire GL53 0QJ

### **Introduction**

The Care Standards Act 2000 sets out those Independent healthcare providers in England that must be registered with the Healthcare Commission. To register, they need to demonstrate compliance with the Care Standards Act 2000 and associated regulations. The Healthcare Commission tests providers' compliance by assessing each registered establishment against a set of *National Minimum Standards*, which were published by the Government and set out the minimum standards for different types of independent health services.

### **Background**

Leckhampton Court Hospice occupies a historic and tranquil site overlooking Cheltenham. Mentioned in the Domesday Book, parts of the present building date from the 14th Century. It has a rich and varied history, but was in ruins when it was acquired by Lady Ryder in 1977 to establish a home for the care of those with life-shortening illnesses in Gloucestershire. Services are available for adults over 18 years of age who have specialist palliative care needs. The Hospice has both in-patient and day therapy facilities providing rehabilitation, reassessment and symptom management during all stages of an individual's illness journey; through this journey family support is also provided.

A multi-professional specialist palliative care team provides a service for people with lifeshortening illness and their carers in order to maintain and enhance quality of life.

The inpatient unit is registered to take 18 inpatients- these beds are distributed over two ward areas, Kings and Tudor Wing. Single rooms are available on Tudor Wing and multioccupancy single sex rooms available on Kings Wing. The day therapy unit is open five days per week and provides services which are aimed at providing practical care and advice through therapeutic activities and psychological support for users and their carers.

### **Registration Categories**

This registration is granted within the following categories only

Description	Service Category
Independent hospital	IH
Hospice for Adults (Day Care & Overnight beds)	H(A)

### **Conditions of registration**

This registration is subject to the following conditions.

Condition of Registration:
This establishment is registered as an independent hospital (IH) providing hospice services with 18 overnight beds (H)
The establishment may not treat patients below the age of 18 years.
In addition to the overnight patients, the hospice may provide hospice day care services accommodating up to 20 patients at any one time.
The prior written approval of the healthcare commission must be obtained at least one month prior to providing any treatment or service not detailed in the statement of purpose.

## Assessments

The Healthcare Commission only carries out on site inspections to make assessments of standards where we do not have sufficient evidence that the required level of performance is being achieved. The Healthcare Commission is required to inspect establishments at least once every five years and this report reflects the assessment of the establishment or agency at a given point in time.

This establishment has been assessed as not needing an inspection during the period 1 April 2008 to 31 March 2009.

We have reviewed a range of information about this establishment during the year, including information provided by the establishment and information about it from other sources. When we reviewed all of this information we did not identify any serious issues that indicated that we should inspect the establishment. The establishment will continue to provide information to us during the year from 1 April 2008 to 31 March 2009, to help us identify any risks to its compliance with the National Minimum Standards. If during the year we identify serious risks that the establishment is not meeting the National Minimum Standards, we may decide to inspect it to check compliance with the standards.

Below are some of the sources of information we considered that underlies our decision not to inspect this establishment in 2008/09.

Where the Healthcare Commission has carried out on-site inspections, these are available on our web site. This service was last subject to an on-site inspection on 06 June 2006.

Information reviewed		What this tells us
Self-Assessment	☒	The first stage in the annual assessment process is for registered providers to complete a comprehensive self-assessment against all the National Minimum Standards that relate to their service. We ask providers to describe what systems and evidence they have to assure themselves they are complying with these. We look at their responses and judge whether we feel confident that the systems and evidence they have is sufficient to demonstrate compliance. Where we find gaps we may ask the provider to submit more evidence to us, where no such evidence can be provided we may undertake an inspection to check for ourselves.

<p><b>Previous year's report</b></p>	<p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/> Not applicable as no previous report</p> <p>We look back to the assessment process for last year. Where issues were identified with the provider's performance we will, this year, look at the evidence they submit about these, in some detail. We are looking to see if the same problems seem to continue. Where this is the case we may inspect to decide whether more formal action is required to bring about improvement..</p>
<p><b>Action Plan</b></p>	<p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/> Not applicable as no previous action plans requested</p> <p>Wherever we write a report about a provider's performance, that contains requirements, we ask the provider to develop an action plan setting out how the requirements will be met. We will look at this during the annual assessment process to see how progress is being made. Where a provider was asked to write an action plan but failed to do so, we will assess whether the issues they were asked to cover should be inspected instead. This will not always be the case and sometimes providers will address the issues in the Self Assessment form making the action plan, itself, less important.</p>
<p><b>Previous 12 month history of notifications</b></p>	<p><input type="checkbox"/></p>	<p>Regulations 8,11,14,28,29,30,31,32 and 41 require the registered provider to notify the Commission of certain events. Most events that must be notified through the provisions of these regulations are in connection with the registration of an establishment or agency, to ensure that the business is operated and managed so that it does not compromise the health, safety and welfare of patients. These notifications may include events such as a patient death or a serious untoward incident. The notifications are reviewed at the time we receive them and the Healthcare Commission may have already taken action. However, during the annual assessment process we review these notifications again, looking for trends or patterns that may require us to ask for further information or carry out an inspection.</p>
<p><b>Registered provider visit reports</b></p>	<p><input checked="" type="checkbox"/></p>	<p>Regulation 26 of the Private and Voluntary Healthcare [England] Regulations 2001 requires any registered provider, who is not in day-to-day charge of the establishment, to make visits to the establishment on an unannounced basis, once every 6 months. The regulations set out areas that they must review and these include discussing the quality of care with patients, reviewing complaints and discussing the management of the establishment with the staff. The provider is then required to compile a report regarding the visit and submit this to the Healthcare Commission. These reports are reviewed at the time we receive them and the Healthcare Commission may have already followed issues up. However, during the annual assessment process we review these reports again, looking for trends or patterns that may require inspection. Failure to submit these reports may also be a cause for inspection.</p>
<p><b>Concerning Information &amp; Local intelligence</b></p>	<p><input type="checkbox"/></p>	<p>Whilst the Healthcare Commission is not a complaints handling or arbitration service, we welcome any feedback from patients and the public on the performance of providers as they found it. This may include information about complaints raised with the provider or general concerns about things they saw or experienced. This information is reviewed at the time we receive it and the Healthcare Commission may have already taken action. However, during the annual assessment process we review this information again, looking for trends or patterns that may require inspection.</p>

The Healthcare Commission exists to promote improvement in health and healthcare. We have a statutory duty to assess the performance of healthcare organisations, award annual performance ratings for the NHS and coordinate reviews of healthcare by others. In doing so, we aim to reduce the regulatory burden on healthcare organisations and align assessments of the healthcare provided by the NHS and the independent (private and voluntary) sector. The Healthcare Commission's full name is the Commission for Healthcare Audit and Inspection.

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