

## **Regulatory Assessment Statement 2009/2010**

***The Princess Alice Hospice***  
**West End Lane**  
**Esher**  
**Surrey KT10 8NA**

### ***Introduction***

The Care Standards Act 2000 sets out those Independent healthcare providers in England that must be registered with the Care Quality Commission. To register, they need to demonstrate compliance with the Care Standards Act 2000 and associated regulations. The Care Quality 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***

The Princess Alice Hospice, which is a registered charity, provides specialist palliative care services for patients in the Surrey, Middlesex and South West London catchment area. The Hospice has it's own Education Centre which offers an extensive education programme and courses, covering all aspects of palliative care both for their own staff and for other health professionals. The specialist palliative in-patient care is delivered by a multi-disciplinary team consisting of doctors, nurses, social workers, chaplain, therapists and counsellors. Trained volunteers compliment the service, mainly working supporting the wards and within the coffee shop, gift shop, library and garden.

28 patients can be cared for in the in-patient facilities, which re-opened in July, 2006 following a major re-build. The facilities offer en-suite shower and toilets and all have access through french doors into a garden or courtyard. Each bed has an entertainment centre with access to television, radio, internet and telephone. The specialist palliative community care team, provide a 24 hour on-call advice and offer specialist advice and support to patients and their carers at home, in nursing homes or residential homes.

The day hospice provides facilities for up to 20 patients each weekday offering a very wide range of treatments and activities to compliment the nursing care including exercise, crafts, art, chiropody, internet and computer skills, massage etc.ve a short factual description of the provider's services

### ***Registration Categories***

This registration is granted within the following categories only

<b>Description</b>	<b>Service Category</b>
Hospice for Adults	H(A)

## Conditions of registration

This registration is subject to the following conditions.

<b>Condition of Registration:</b>
The service is registered to provide care to persons aged 18 years and over only.
This establishment is registered to provide treatment and care under the following service user categories only: Hospice for Adults - H(A)
Notification in writing must be provided to the Care Quality Commission at least one month prior to providing any treatment or service not detailed in your Statement of Purpose.
A maximum of 28 patients may be accommodated overnight at any one time.

## Assessments

The Care Quality 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 Care Quality 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 2009 to 31 March 2010.

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 2009 to 31 March 2010, 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 2009/10.

Where the Care Quality 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 7 February 2007.

Information reviewed		What this tells us
Self-Assessment	<input checked="" type="checkbox"/>	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.



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