



**St Oswald's
Hospice**

Quality Account

2023 - 2024

Welcome to our Quality Account for 2023 - 2024

This year, our Hospice has continued to go from strength to strength welcoming many more patients, their families and visitors through our doors. We've seen some truly exciting developments and changes that have allowed us to better serve the needs of our local community.

I'm delighted that our new strategy launched in December 2023 and will cover the period, 2023-2027. When we decided to develop a new strategy, we knew that we needed the views of many people to make sure that it truly reflected local need, and the wider health and care system priorities. With this in mind, we reached out to many key stakeholders. We have been very fortunate in the number of people who wanted to contribute to our strategy by telling us their stories – and we are extremely grateful for their time and input. You can read more about our strategy and what it means for St Oswald's Hospice later in the report.

Our care and support services have continued to grow this year. The Combined Supportive Care Service, which started in May 2022 is an ongoing service offered in partnership with Newcastle upon Tyne Hospitals. This service is for patients living with lung cancer or mesothelioma. Our Children's Outreach Service, which launched last spring, has been supporting many children with complex life-limiting conditions in our community. At the time of writing, we are about to break ground on our Young Adults Accommodation. You can read more about what this means for young adults that access our services later in the report. Our Volunteer to Career programme launched this year and will help to support those interested in a career in health or social care.

Our fundraising, marketing, communications and retail teams have been creative and flexible in thinking of new ways to boost income this year. During the summer our teams worked together on our art trail called "Shaun on the Tyne". All teams involved worked really hard to get sponsorships, tell the story of the trail and share the story of the Hospice. Shaun on the Tyne was extremely popular, with some trailgoers travelling from across the country to take part! It was wonderful to see businesses, families, schools and community groups getting involved and connecting with the hospice. We were totally blown away by the support from Shaun on the Tyne, which raised £310,000. All of the money will go directly towards our vital care and support services. In January 2024, our retail team launched a brand new shop in Blyth. Measuring just under 4,000 square feet, the shop gives customers the chance to donate their high-quality and re-sellable pre-loved goods, browse our books with a cuppa and buy wonderful clothing, household, furniture and books.

We've continued our work in collaboration with our partners across health, social care and the voluntary and community sector. Our relationship with Newcastle Hospitals NHS Foundation Trust has grown through our links with our collaborative services and due to their excellent and ongoing Infection Control Guidance advice. We're also working closely with charities and community groups focusing on children from socially deprived backgrounds and patients and families affected by dementia. We're also building relationships and trust with faith and culture groups.

I'd like to pay tribute to our amazing team of staff, volunteers and supporters who have been with us every step of the way. Without their dedication and support, we simply couldn't provide the outstanding care that our patients and their families have come to expect from St Oswald's Hospice. I'm so proud of everything that we've achieved in the past 12 months.

Finally, it still remains our Vision that, together, with others, we will make the most of time and improve quality of life for everyone, of all ages, in the North East who are living with a progressive life-limiting condition, and for their families and carers too.

Thank you for your continued support.

Steph Edusei
Chief Executive



Who we are

St Oswald's Hospice is a charitable hospice rooted in the North East. We provide outstanding, specialist and expert care to adults and children with life-limiting conditions. We strive to provide quality time for everyone.

Established in 1986, our Vision is Together, with others, we will make the most of time and improve quality of life for everyone, of all ages, in the North East who are living with a progressive life-limited condition, and for their families and carers too.

See our Vision and Mission Statements on the following pages, and our Strategy 2023-2027 objectives updates overleaf to find out how we are doing this.

What we do

We offer a range of adult services including an inpatient unit; a Focus on Living Centre which offers group sessions, therapeutic activities and one-to-one sessions; outpatient services; Lymphoedema management, bereavement and family support, and outreach.

We are experts in pain and symptom management and end of life care.

We follow a team approach – including consultants, doctors, nurses, social workers, spiritual care, bereavement support, physiotherapists, occupational therapists and complementary therapists.

We look after people with a range of incurable conditions, not just Cancer, for example, Motor Neurone Disease, Multi System Atrophy and advanced respiratory or cardiac conditions.

We also care for babies, children and young adults with progressive, life shortening and life threatening conditions. We provide specialist short breaks and offer end of life care.

We provide care and support to patients, families and carers, following a holistic approach to our care.





Strategy 2023 - 2027

As our Vision 2025 drew to an end, we knew it was time to start developing a new strategy, which would cover the period: 2023-2027.

Working with Claire Henry Associates, we engaged with key stakeholders including patients, families and the public, on our new strategy, which will help us deliver the very best care for our patients and their families.

Below outlines Our Vision Statement and Our Mission Statement for 2023-2027.

Our Vision Statement

Together, with others, we will make the most of time and improve quality of life for everyone, of all ages, in the North East living with a progressive life-limiting condition, and for their families and carers too.

Our Mission Statement

Together, with the vital support of our staff, volunteers, donors, customers and supporters, we will continue to develop and grow our services so that everyone in our region gets expert, dignified and compassionate care when and where they need it.





Strategy 2023 - 2027

Our Strategy 2023 – 2027 has at its heart our aim to continue to grow and develop high quality clinical and support services for those people in our community with progressive life-limiting conditions, and those caring for them.

The 3 care service areas of focus are:

Frailty, Bereavement and **Transition**.

Our 4 Strategic Aims

Our 4 Strategic Aims will provide the focus for the way we work in the coming years. The Strategic Aims are:

- Partnerships
- Community
- Sustainable Funding
- Education and Research

Our 4 Foundations

Our 4 Foundations are the important work that supports everything we do. The Foundations are:

- Our People
- Effective, Efficient and Sustainable
- Equity, Inclusion and Diversity
- Identity, Presence and Message

We will develop a plan with actions, targets and measures that will detail the steps we will take each year to deliver this Strategy.



Strategy 2023 - 2027

Our 4 Strategic Aims and how we will use them

We will:

- **Partnerships** - Build strong, lasting partnerships to improve palliative and end-of-life care, working closely with communities, healthcare systems, and like-minded organisations for better support and mutual growth.
- **Community** - Expand service delivery into community settings, prioritising accessibility, fostering partnerships with community organisations and leaders, and promoting open conversations about death and dying to destigmatise these topics and improve community support.
- **Sustainable Funding** - Maximise income generation through innovative approaches, strategic investments, and mutually beneficial partnerships, while ensuring responsible management of risks and alignment with agreed return on investment (ROI) goals.
- **Education and Research** - Enhance support for caregivers and people with life-limiting conditions through comprehensive education, bereavement support, and research collaboration to advance palliative care knowledge and foster a culture of continual learning and adaptation.



Priorities for improvement and required statements

St Oswald's Hospice remains committed to the continuous development of the whole service and through an active approach to patient and stakeholder involvement, keeps the service users at the heart of decision making and service improvement.

PRIORITIES FOR IMPROVEMENT - Key Priorities for 2023-24

There were a significant number of objectives for each directorate in 2023-2024, however three objectives were highlighted:

1. Develop services to meet patients and carer needs post Covid-19.

2023-24 has enabled us to reach out to more patients and families so they can access our services. We were able to keep all of our services open throughout 2023/24 and service developments included:

- Our Combined Supportive Care Service in partnership with Newcastle Hospitals NHS Foundation Trust is an ongoing service offered by St Oswald's Hospice.
- Our "Widening Access to Hospice Care" project launched. This project aims to look at improving access to our Focus on Living Centre for people living with palliative care needs, throughout the West and East ends of Newcastle.
- Our Children's Outreach Service have been supporting children and their families in the community and in their homes.
- We have been fortunate to secure some external funding that will part fund the building of some self-contained Young Adults Accommodation. The new accommodation will help us to further support the transition of young people and their families and carers from children into adulthood and may allow us to provide short breaks and respite care beyond age 25.
- Ambulatory Care has thrived since it started in 2021.

2. Develop volunteer roles to deliver flexible and innovation services.

- Our "Volunteer to Career" pathway launched. This pathway gives people the opportunity to find out if a career in health or social care is for them. People who sign up to become a clinical volunteer are supported by an expert team of clinicians and mentors. They can gain experience in our Lymphoedema Service or Adult Inpatient Unit.

- Volunteer to Career has received great feedback, as Matthew who completed the pathway, tells us: "I'm hoping to apply for postgraduate medicine and with the experiences I've gained, it will absolutely be at the top of my application list."

3. To work collaboratively with health partners in charities and the NHS to improve palliative care for patients.

- In response to NHS England's requirement to engage with the PSIRF (Patient Safety Incident Response Framework) we have been working as a collaborative of colleagues from Hospices North East and North Cumbria to produce a response which meets both local, regional and national requirements. Following three workshops a draft document is now in production.
- As part of the preparation for the launch and development of our new hospice strategy, we met with several other organisations and charities to discuss collaborative working. In particular, we have met with Children North East to review any opportunities to work with children, especially those from socially deprived backgrounds.
- Additionally, we've started working with Silverline Memories, a local charity supporting patients and families affected by dementia, facilitating mutual learning and sharing of training and service development ideas.

Priorities for improvement and required statements

Reviews of Service

During 2023-2024 St Oswald's Hospice provided and / or sub-contracted three NHS services.

- Outpatient Lymphoedema Service
- Outreach Lymphoedema Service
- Ambulatory Care

St Oswald's Hospice has reviewed all the data available to them on the quality of care in two of these NHS services.

In addition the Hospice has provided the following services through grants and charitable funding:

- Children and Young Adults Service
- Children's Outreach Service
- Focus on Living Centre including therapeutic activities
- Outpatient Clinic
- Complementary Therapy
- Physiotherapy
- Occupational Therapy
- Social Work
- Bereavement Support Team
- Spiritual Care Team

Public authority including NHS income represents approximately 41% of the Hospice's total income. The remaining 59% was raised by the charity from a variety of sources.



Priorities for improvement and required statements

Participation in Clinical Research:

During the period 2023-2024, St Oswald's Hospice has continued with its research development, with the following specific highlights:

- Dr Felicity Dewhurst attained a prestigious National Institute for Health and Care Research (NIHR) Advanced Fellowship; the first in the country to be awarded in Palliative Care Research. Dr Dewhurst's focus under this fellowship will be studying the palliative care journeys of individuals with multiple chronic conditions.
- Sister Diane Nicholson is nearing successful completion of her award (NIHR Advanced Practice Fellowship from the Applied Research Collaborative (ARC) North East North Cumbria). This fellowship facilitated Sister Nicholson's investigation into Augmentative and Alternative Communication (AAC) methods employed with children and young adults facing communication challenges within hospice and short break environments. (AAC encompasses various techniques substituting spoken communication.) Our forthcoming initiatives involve disseminating key findings to internal teams, as well as sharing insights with external stakeholders across other hospice settings and potentially other sectors too.
- From an infrastructure perspective, the Hospice reinforced its research trajectory by allocating additional resources, including the appointment of a new post: the Head of Strategy and Research Development. This role is pivotal in supporting project development, encompassing project management, funding, and governance/oversight.

For information, the active research projects we currently are involved with are listed below:

- Research Culture Index (Lead Site)
- Bereavement Education and Training for Employers evaluation and Recommendations (BETTER) (Lead Site)

- NIHR ARC NENC Advance Practitioner Fellowship – Iris project (Lead Site)
- NIHR PEOLC Infrastructure: Collaborative Paediatric Palliative Research Network (CoPPaR) (Lead Site)
- NIHR PEOLC Infrastructure: NE collaborative - now termed "Research in Palliative and End of life care North east" (RIPEN) (Host - Lead: Newcastle University)
- PONDER: supPORtiNg shared DEcision-making for deprescRibing in palliative care (Host - Lead Newcastle University)
- Serious Illness Conversations (SIC) Programme (Host - Lead: Northumbria Foundation NHS Trust)
- A cluster randomised trial of Clinically-assisted Hydration in cancer patients at End of Life (CHELsea II) (Host - Lead: University of Surrey)
- Experiences and decision-making processes leading to premature withdrawal from important occupations in Motor Neurone Disease (MND): co-production of a novel Occupational Therapy Intervention to promote occupational engagement. (MND-OT Study) (Lead Site)
- DECIDE – Diverse Experiences of End of Life care for Dementia - Establishing Consensus and Capacity through Collaboration and Co-production (Host - Lead: Newcastle University)
- NIHR Advanced Fellowship – PROMISE: Palliative Care trajectories of people with multiple long terms conditions (Host - Lead Newcastle University)
- Deathbed Etiquette (Host - Lead: Lancaster University)
- Children's Palliative care Outcome Scale (C-POS) Validation study (Host - Lead: King's College London)
- 24/7 (Host - University of York)

Statements from the Care Quality Commission

St Oswald's Hospice is required to register with the Care Quality Commission (CQC) and is currently registered to carry out the below regulated activities:

- Treatment of disease, disorder or injury.

St Oswald's Hospice has the following conditions on registration:

1. The registered provider must ensure that the regulated activities are managed by an individual who is registered as a manager in respect of the activity, as carried on at or from the location St Oswald's Hospice.
2. This regulated activity may only be carried on, at or from the following locations: St Oswald's Hospice, Regent Avenue, Gosforth, Newcastle Upon Tyne, Tyne & Wear, NE3 1EE.

St. Oswald's Hospice has the following additional conditions:

1. The registered provider may accommodate no more than 19 service users in the adult unit at St Oswald's Hospice.
2. The registered provider may accommodate no more than 8 service users, aged from birth to 25, in the children and young adults unit at St Oswald's Hospice.

The CQC has not taken enforcement action against St Oswald's Hospice during 2023-2024.

St Oswald's Hospice has not participated in any special reviews or investigations by the CQC during the reporting period.

A series of inspection visits from CQC took place on 11th August, 4th and 7th of September 2015 and a final report was published in January 2016 with an overall rating of Good with Outstanding for Care.

A full copy of the report can be seen on the CQC website.
[Click here to access the report.](#)

No formal recommendations for improvements were made within the Report.

St Oswald's Hospice continues to engage with CQC as they transition to a new way of inspection. Throughout 2023 and into 2024 we have had several telephone conversations, responded to information requests and familiarised ourselves with the Quality Statements. We have also promoted the CQC feedback portal with patients and families. In that time, we have received regular email confirmations that CQC are satisfied and that there is no reason to trigger an inspection or change our rating.



Last rated
26 January 2016

St. Oswald's Hospice Limited

St Oswalds Hospice



Are services

Safe?	Good
Effective?	Good
Caring?	Outstanding ☆
Responsive?	Good
Well led?	Good

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at www.cqc.org.uk/location/1-106214874

We would like to hear about your experience of the care you have received, whether good or bad.

Call us on 03000 61 61 61, e-mail enquiries@qc.org.uk, or go to www.cqc.org.uk/share-your-experience-finder

Priorities for improvement and required statements

We will continue to work towards our Strategy 2023 - 2027 strategic aims and related foundations, whilst delivering outstanding care to local people. During 2024-2025, however, in line with our Strategy, our highlighted priorities for care are:

PRIORITIES FOR IMPROVEMENT - key Priorities for 2024 - 2025

Frailty

Bereavement

Transition

Review of performance and user involvement

During 2023- 2024, **2,869 adult patients, 99 children** benefited from St Oswald's Hospice services including:

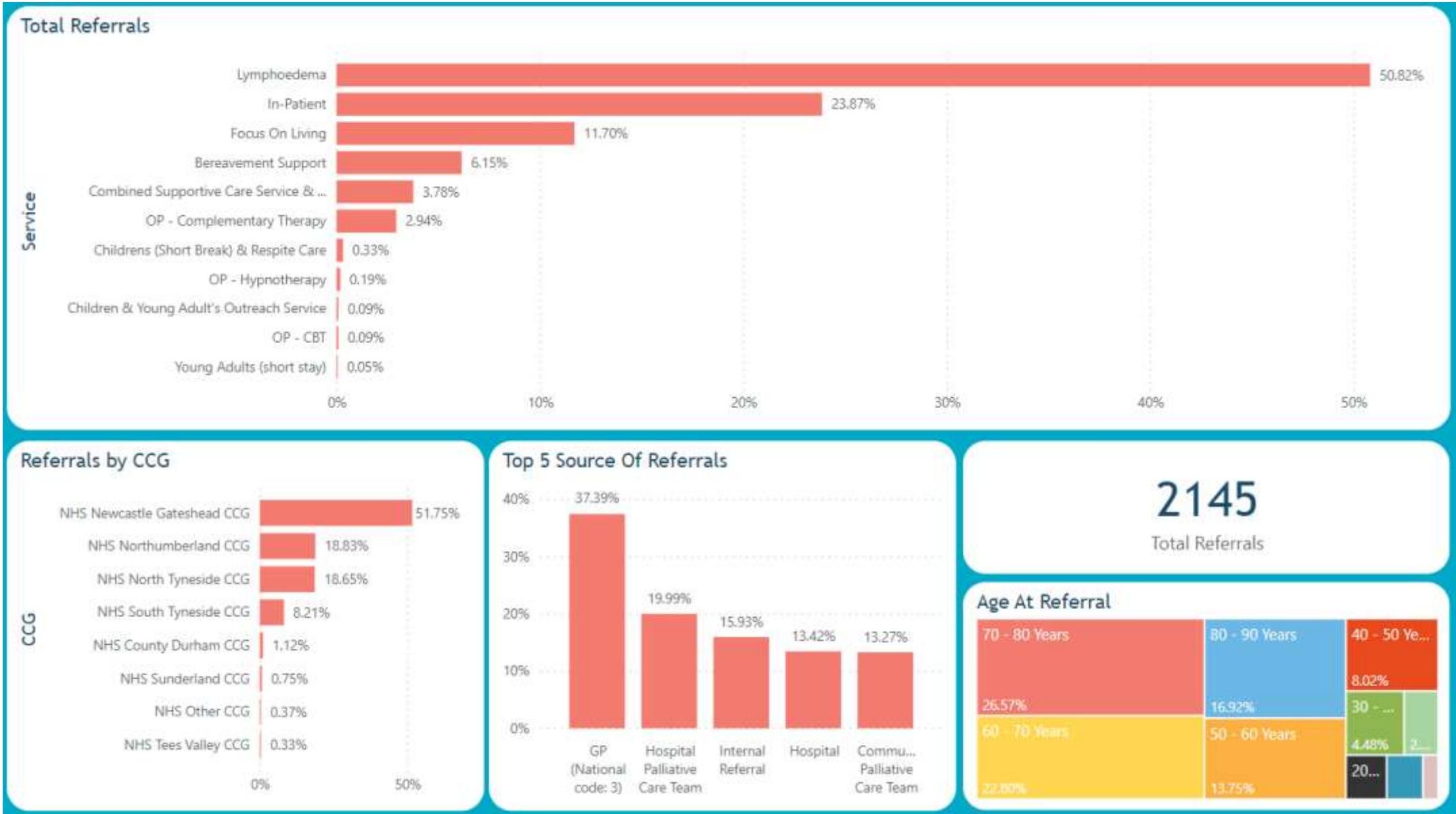
- **235** adult inpatient admissions and **233** completed stays.
- **666** one-to-one contacts recorded over **125 patients** in our Focus on Living Centre.
- **1,090** Lymphoedema referrals.
- **9,743** Lymphoedema outpatient attendances.
- Children and Young Adults Service recorded an occupancy of **81%** over the year resulting in **1,988** bed days.

We serve adult patients from Northumberland, North Tyneside, Gateshead and Newcastle. In addition, children and young adults from Sunderland, South Tyneside and North Durham can also access our services.

Patients are referred to us by their GP, consultant or specialist palliative care team. Children and young adults are referred to us by health and social care pathway co-ordinators.



Referrals to the hospice...an overview



Inpatient Service

Our 15-bedded inpatient unit caters for patients needing pain and symptom control, emergency respite, and end of life care.

Our multi-disciplinary team work together and strive to address not just a patient's physical needs, but their emotional and spiritual needs too.

Our aim is to ensure patients with palliative care needs can improve their quality of life, facilitate a safe and timely patient discharge or transfer to a continuing care service, as well as provide a supportive environment at the end of life. We also understand the impact an illness has on the whole family and offer wide ranging support for carers.

As we aim to provide excellent standards of care to patients and families, we also want to ensure that we support the education of future palliative care nurses. This year, we have employed our first "Learning Disability Nurse". We are already seeing how the knowledge and skills from this role are bringing a wider perspective to the way we care for patients with a learning disability, alongside a palliative care diagnosis.

We also have two Auxiliary Nurses who are attending Teesside University for the Trainee Nurse Associate Programme this year, which will allow them to join the nursing register when they qualify and will help to sustain the St Oswald's Hospice workforce. In line with our new strategy, two members of the Senior Nurse Team are now part of a research team involved in assessing our patients' eligibility for national trials. This will help to develop their skills in this area and we hope to provide evidence which could improve our patients' experience.

This year, we have been working on launching electronic prescribing, which aims to be in place for summer 2024. There are many benefits to this way of prescribing and administering medication, including our main reason for moving to this system - which is it reduces the risk of medication errors.

Our fantastic family room continues to be popular and offers a relaxed space away from a patients bedside. It has already seen much laughter, story-swapping and reminiscing at special events such as the Euro's World Cup Final, Mother's Day celebrations and much more. The room also transforms into a cinema with a large cinema screen and starlit ceiling for nights in at the movies.

Last year...

- There were **235** adult inpatient admissions, **233** completed stays, **67** patient discharges and **166** deaths.
- **4,241** bed-days were occupied during the year, with an average occupancy of **81%**
- Patients stayed with us for an average stay of **19** days and average wait of **4** days.
- **All** families and carers have access to our Family Support Unit including bereavement support.



"Thank you so much for all of your care and compassion, humanity, humour and skill in looking after "N". Equally, thank you for looking after me. It has been a tough time, but being in such an amazing, caring place has made it one of the most special times of my life. You enabled me to be with my Mam in such a positive way. Observing you throughout the time, working as a team and being so caring and cheerful — nothing was routine or too much trouble. Made me appreciate what exceptional people you are."

Daughter of an inpatient.

Inpatient Service - An Overview

70

Avg Age

19

Avg Length Of Stay (Days)

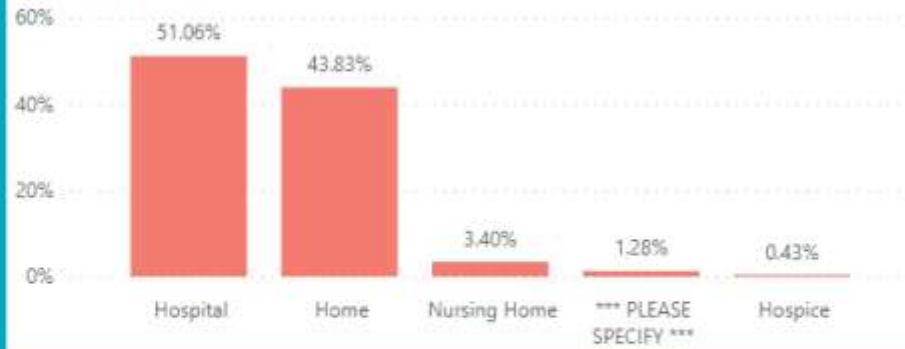
13

Median Length Of Stay (Days)

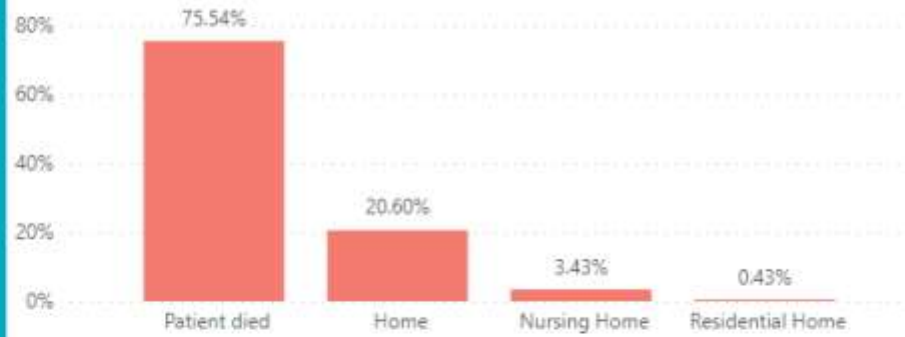
4

Avg Wait (Days)

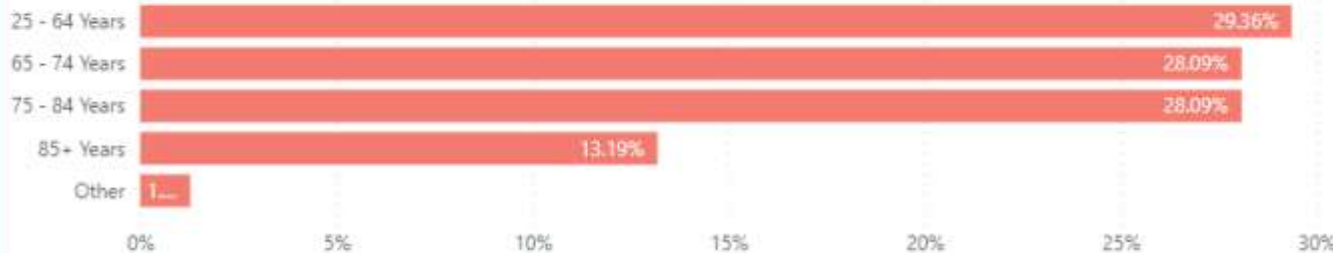
Admitted From



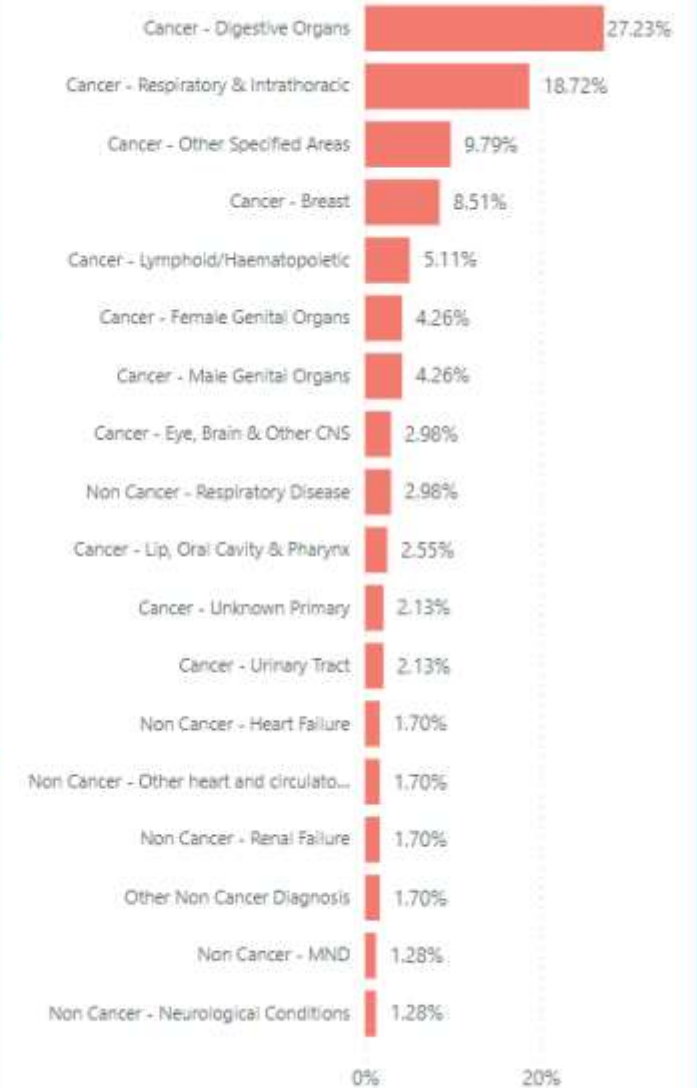
Location After Discharge



Age Group On Admission



Diagnosis



Focus on Living Centre

Our Focus on Living Centre prides itself on offering personalised, holistic care supporting palliative patients to live as well as possible with their condition. We are continually reviewing our services, working closely with the NHS and other healthcare partners to ensure we're meeting the needs of patients.

Living with a progressive, life-limiting condition impacts the person's whole life and comes with many challenges – from physical symptoms or side-effects to dealing with practical issues, such as care planning, housing or money matters. And of course, it can have a real impact on emotional or spiritual wellbeing – and mental health too.

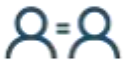
Our multi-disciplinary team aims to support patients in achieving their priorities, including nursing, medical, physiotherapy, occupational therapy, social worker, spiritual care and complementary therapy professionals along with psychology and dietetics.

Over the year, **666** contacts were recorded for **125** patients, **94%** of that involved group activities—this includes Complementary Therapy.

Types of support given to Focus on Living patients:



Virtual support – telephone calls, emails and video calls to offer practical advice, support and a listening ear.



One-to-one support - one to one support face to face, via telephone and online video platforms.



Small groups - face to face sessions on Fatigue Management, Breathlessness, Tripudio, exercise, Relaxation, Living with a Palliative Illness, Ladies and Men's classes and Music Therapy.



At home support - Based on telephone assessments, providing a home visit service, dependent on individual patient's needs.



Complementary Therapy - We offer a range of complementary therapies to patients at our Gosforth clinic and in the comfort of their own homes. Treatments include massage, aromatherapy, Indian head massage, reflexology and reiki.



"I can't tell you what a difference coming to Focus on Living has made to my life – not just me, but for my family too. When I first came in for my assessment, I felt for once I could say what I wanted and talk about how I was really feeling. I think I have had to hold everything in with regards to talking about death and dying as it upset my family which meant I couldn't talk about it and it weighed heavy on me. When I was asked if I wanted to come here, I thought this is the end for me, but when I came to Focus on Living...that is what I am doing now – focusing on living the rest of my life. What a good name for a department!"
Focus on Living Centre patient.

Focus on Living Centre...continued

The Ambulatory Care service has thrived since it began in 2021, providing care and support to patients with progressive life-limiting conditions who may not have previously been referred to the Hospice. This service gives patients the opportunity to have a holistic assessment whilst they are being treated. The time spent within our hospice environment offers our patients, their families and carers the opportunity to manage their situation in the best way possible and improve their quality of life.

The Combined Supportive Care Service which launched in 2022, is an ongoing service offered by St Oswald's Hospice. This weekly service is in collaboration with Newcastle Hospitals NHS Foundation Trust and has been set up to care for people with lung cancer or mesothelioma. We've received great feedback about this service which offers a much more comfortable and relaxing environment for patients, as well as freeing up much needed capacity in hospitals.

In 2023, we launched a project to widen access to our Focus on Living Centre. Headed up by Davina Radford (pictured), Spiritual Care Lead, the aim of this project is to raise awareness of our Focus on Living Centre amongst people who we don't traditionally engage with.

Numerous studies have shown that people from economically disadvantaged areas are much less likely to access hospice care and palliative services, compared to those living in affluent areas. They are more likely to die in hospitals and report not having enough support at home.

To help with this, The Masonic Charitable Foundation has funded the project that will run for 18 months. The project will work with communities within the west and east ends of Newcastle to raise awareness about the available hospice care and palliative services and promote discussions around the choices people have when they have been diagnosed with a life-limiting illness.



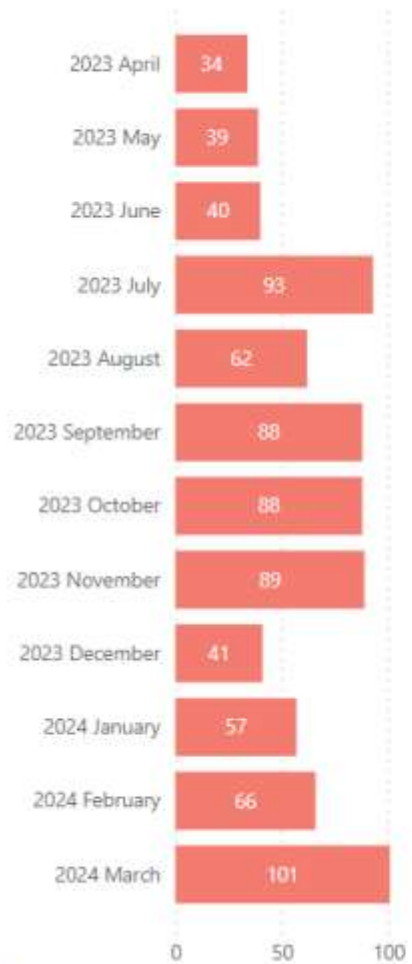
One To One Support - an overview



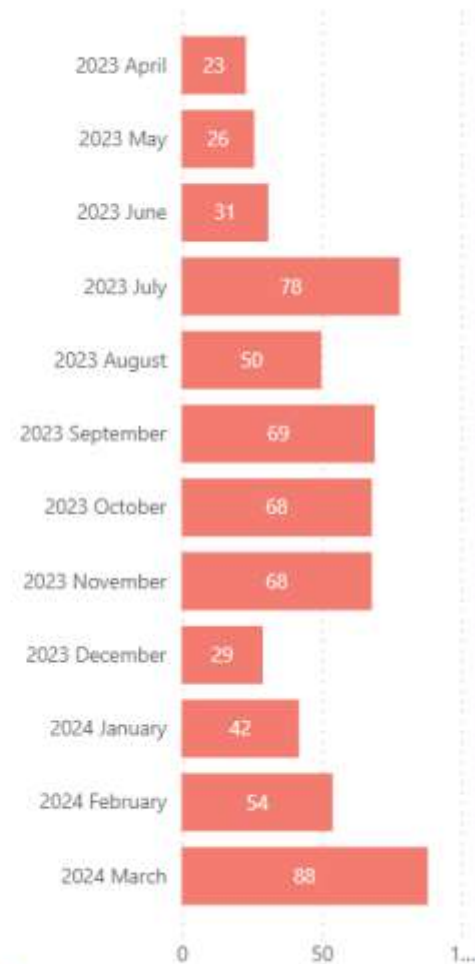
Group attendances

- an overview

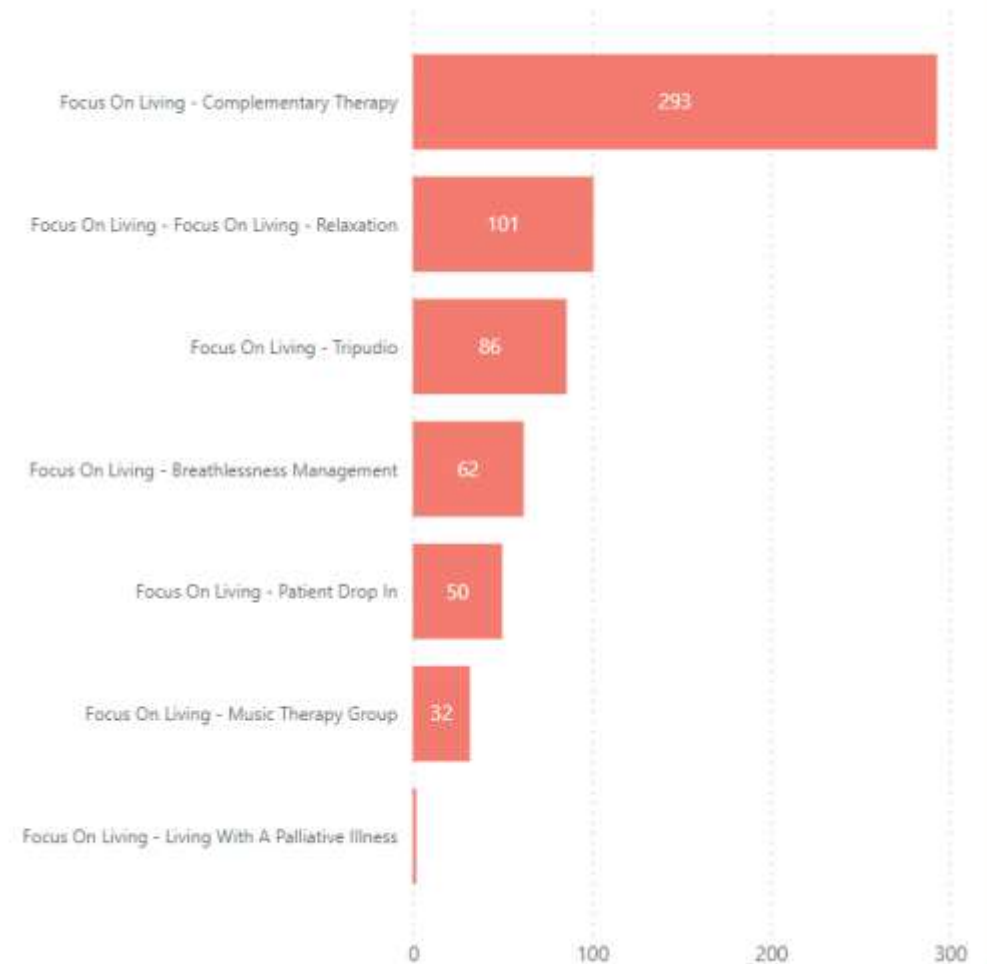
Group Booked Places By Month



Group Total Attendances By Month



Group Total Attendances By Group



Ambulatory Care - an overview

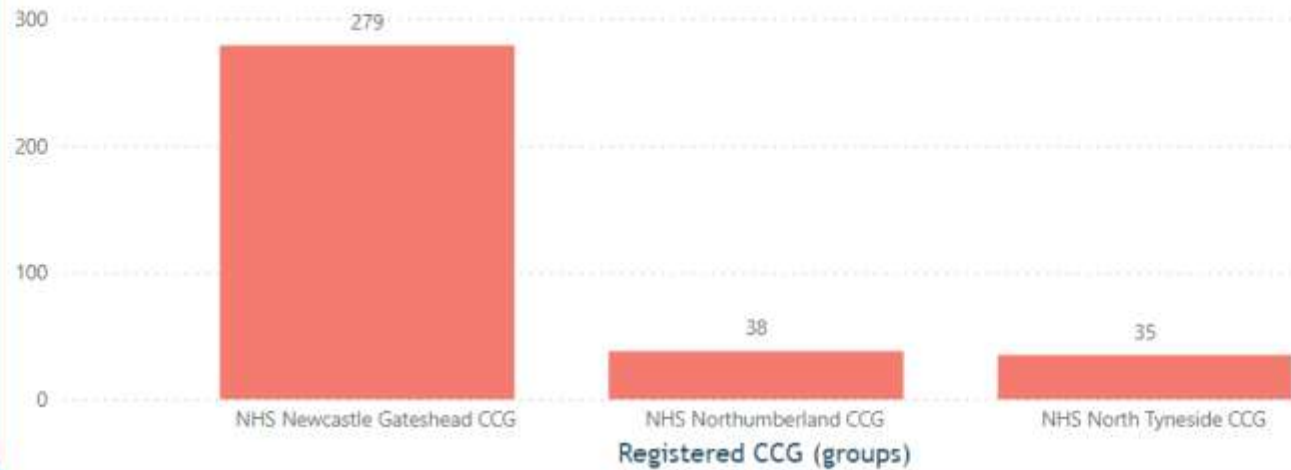
Number Of Patients

53

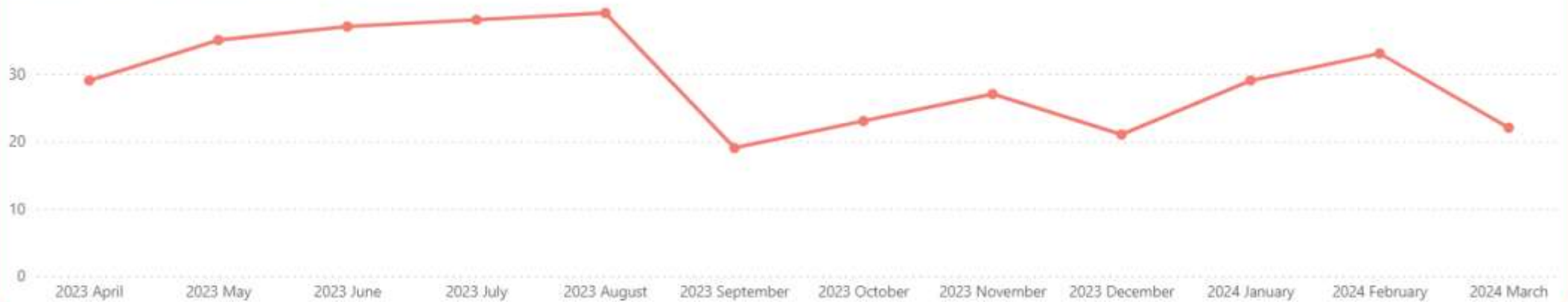
Number Of Transfusions

352

Transfusions By CCG



Number Of Transfusions Per Month

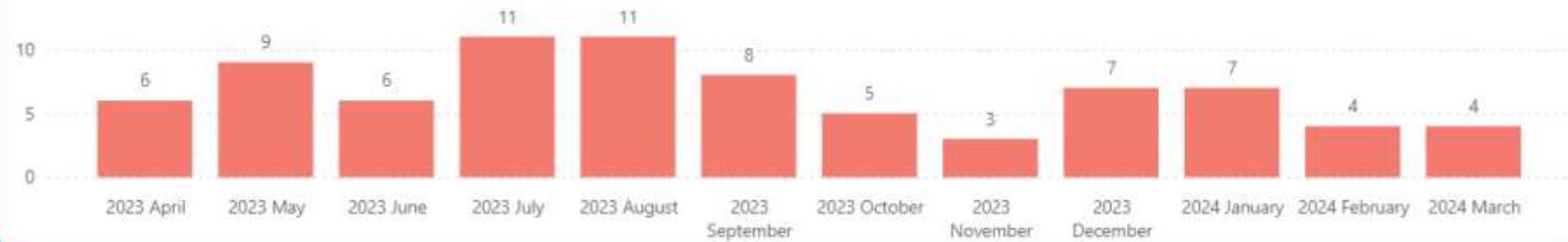


Combined Supportive Care Service - an overview

81

Total Referrals

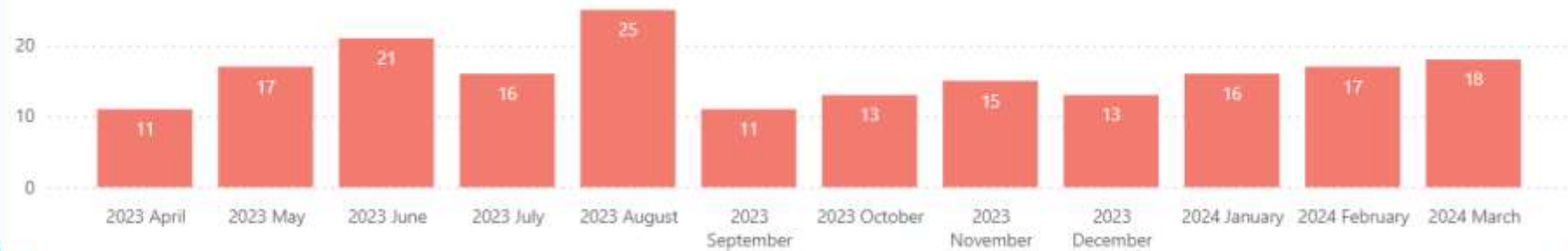
Number Of Referrals



68

Number Of Individual Patients

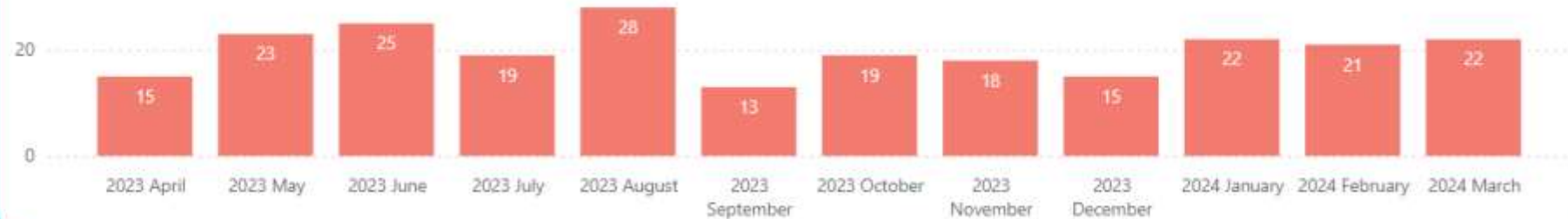
Number Of Patients



240

Number Of Appointments

Number Of Attendances



Outpatient Service

Our Outpatient Services for patients and their carers include:

Complementary Therapy

We offer a range of complementary therapies to patients and their carers both at our Main Hospice in Gosforth and in the comfort of their own homes. Treatments include massage, aromatherapy, Indian head massage, reflexology and reiki.

Complementary therapies are widely used alongside conventional medical treatments and our therapists work holistically to address all our patients' needs physically and emotionally as well as socially and psychologically.

Hypnotherapy

Clinical Hypnosis can help patients feel more in control and aid in pain management, reduce anxiety and aid in self-esteem and confidence building. Sessions are provided by Dr Lisa Bushby, who has undertaken pioneering work with Northumbria University to develop the use of hypnosis in palliative care settings.

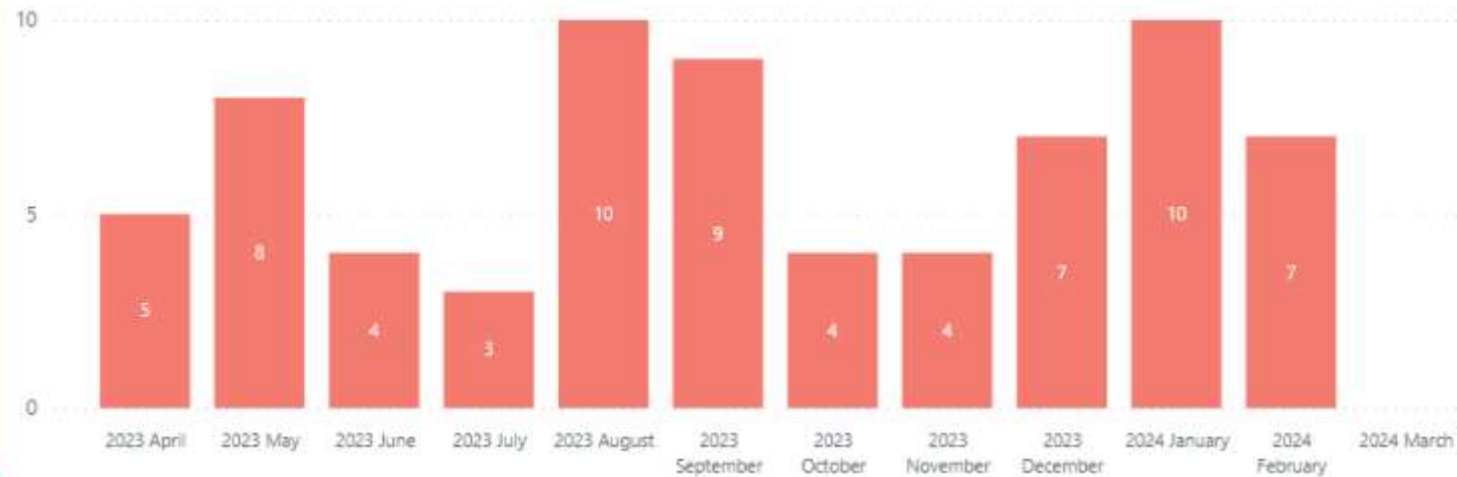
Acupuncture

This very beneficial treatment delivered by our team of physiotherapists, acupuncture can be used to relieve pain, aid in relaxation, reduce muscle tension and help manage anxiety and sweats



Outpatient activity last year

Referrals By Service



Service	Total Referrals
OP - Complementary Therapy	63
OP - Hypnotherapy	4
Children & Young Adult's Outreach Service	2
OP - CBT	2
Total	71

Completed Outpatient Appointments

Rota type (groups)	NHS County Durham CCG	NHS Newcastle Gateshead CCG	NHS North Tyneside CCG	NHS Northumberland CCG	NHS South Tyneside CCG	NHS Sunderland CCG	Total
C&YA Medical Telephone Appointment	39	84	70	118	50	20	381
CBT & Cognitive Behavioural Therapy CBT		8	1				9
Children & Young Adult's Outreach	4		13			12	29
Complementary Therapy		48	19				67
Medical Outpatients		8	2	1			11
Occupational Therapists		3					3
Physio OutPatients		34	7	2			43
Social Work		1					1
Total	43	186	112	121	50	32	544

Lymphoedema Service

Recognised as a national centre of excellence in Lymphoedema management, St Oswald's Hospice is the largest specialist Lymphoedema service provider in the North East.

As we've provided Lymphoedema care consistently for over 30 years, our team treat patients with varying degrees of Lymphoedema - in both adults and children. We are specialists in our field and we regularly treat the most complex, severe cases.

Our specialist practitioners also work closely with the GP surgeries and district nurses to ensure our patients receive ongoing treatment in the community. Our team works across all internal services of St Oswald's Hospice managing patients throughout the clinical areas of both adults and children's. We also hold quarterly multidisciplinary meetings with "Tissue Viability" from Northumbria NHS Foundation Trust.

All patients are cared for on a pathway approach, covering assessment, treatment and planned review and discharge. Our pathways mirror the International Lymphoedema Framework Best Practice Consensus Document (2006).

As well as the clinics held at our main hospice in Gosforth, we have a second specialist hub at Cleadon Park in South Tyneside, as well as outreach clinics in Gateshead and North Tyneside. These clinics enable patients to receive specialist care closer to home.

This year, our team launched "Living Well with Lymphoedema". The sessions aim to give our patients the ability to successfully self-manage their condition. Patients attend two sessions over two weeks and can bring a family member or carer, so they can learn about the condition too. We are looking into making the sessions available online for those unable to attend in person. We hope to provide essential information for patients to understand their condition, treatment, risk reduction and emphasise the role of the patients in self-management of their condition, alongside their Lymphoedema practitioner.

Last year...

- **2,556** individual patients accessed our lymphoedema service
- We received **1,090** referrals.
- **9,743** appointments were attended by patients.
- Our outreach clinics provided care and support to people living with lymphoedema closer to home. This included **2,056** appointments in South Tyneside, **318** appointments in our Shiremoor Outreach Clinic and **448** appointments held in Blaydon.



"Even though it's difficult, we have found a way to cope but without the support from St Oswald's Hospice we would have struggled a lot more. The treatment we receive from the Lymphoedema team is the most vital. It has such a big impact on 'W' – and our family. If we hadn't been referred to the team when she was a baby, I can't imagine where we'd be at now. I genuinely think she would have such a poor quality of life."

Mam of Lymphoedema patient

Lymphoedema Service - Overview



Children and Young Adults Service

We provide specialist short breaks and palliative care to babies, children and young adults, aged from 0 to 25, with progressive, life-shortening conditions. We also provide end-of-life care and care after death. Specialist, medically-supported care is provided, 24 hours a day, seven days a week. Our care team of skilled staff provide residential short breaks to children and young adults from across the region. Up to seven children and young adults can stay at any one time in our relaxed, home-from-home environment.

Children and young adults from Northumberland, Newcastle, Gateshead, North Tyneside, South Tyneside, Sunderland or Durham City, Chester-le-Street and Derwentside can benefit from short breaks at St Oswald's Hospice. There is an assessment and referral pathway that has been agreed with health and, social care colleagues and ourselves within each area.

We work closely with colleagues at the Great North Children's Hospital and Newcastle upon Tyne Hospitals NHS Trust.

Caring for children

Children staying with us can enjoy a range of activities such as: sensory play, music therapy, arts and crafts and baking. Teenagers benefit from their own living area – complete with games consoles, wide screen TV and PC's.

In July, our Children's Service celebrated its 20th birthday. The day was a real celebration as our Children and Young Adults enjoyed a photo booth, balloon-arch, bouncy castle and lots of tasty treats – including ice cream to help them cool down after such an exciting day!

Throughout the summer, our Children & Young Adults took to the seas to enjoy incredible trip with the "Wetwheels" crew. Our children, young adults, family members, carers and St Oswald's Hospice support team boarded the specially-built, fully accessible powerboat for two half-day trips, which saw them sail along the river and into the mouth of the Tyne. Our children and young adults thoroughly enjoyed the trips – a few even got to be Skipper and steer the boat!

In September, our Children and Young Adults kitchen was refurbished. This was made possible after proceeds from the auction of Banksy's artwork, Game Changer, was gifted to Southampton Hospitals Charity in May 2020. National Building & Maintenance Solutions, carried out the refurbishment work and also gifted money as part of the revamp to install interactive and sensory experiences for our Children and Young Adults.

One special moment from February 2024, was the chance for our Children and Young Adults to meet professional footballer, Kieran Tripper, who is the official Charity Ambassador of St Oswald's Hospice Children and Young Adults Service. During his visit, Kieran got an unusual request from one of the young adults who asked Kieran to sign his arm so that he could get it tattooed as a permanent reminder of their meeting. The young adult said: "Even though he's a senior footballer from Newcastle United, he took time out of his day to visit the hospice. He was so nice to everyone and very easy to talk to."



Young adults social

As well as offering residential short breaks to young adults, our Young Adults Social Group remains popular, which offers a range of empowering activities and a chance to socialise. This year, our Young Adults have enjoyed trips to the theatre, a visit Alnwick Gardens to see the Lilidorei Christmas light trail, a night out at the “NX Newcastle” - and Christmas and St Patrick’s Day celebrations.

At the time of writing this report, we are hoping to break ground on our Young Adults Accommodation. The development will increase our capacity to offer short breaks to young adults up to the age of 26 years old. The accommodation will also help our young adults explore the possibility of more independent living, help them transition to adult care services in a more seamless way, allowing us to help other young adults with progressive conditions who are referred to us but who have expressed a reluctance to access short breaks here in (what they perceive as) a Children’s Service.

Family support in our Children and Young Adults Service

At St Oswald’s Hospice we’re committed to providing services for the whole family. Our care team offer confidential 1-1 support to parents and we strive to bring families together.

Our Children and Young Adults Outreach Service has been supporting three Children and Young Adults since the service launched last year. Wingrove Motors kindly gifted the team an electric car to use for two years, which has been a great asset to the service. The team is now able to offer outreach support for Children and Young Adults up to the age of 25 years old.

On a more practical note, for families wishing to stay with us, we offer four en-suite bedrooms, a bathroom and a lounge area with kitchen. Parents can also benefit from our free complementary therapy service.

We also offer dedicated support for siblings, each year running two ‘Sibz Days’ for brothers and sisters of children with chronic conditions who stay with us for short breaks. Sibz Days involve sharing feelings and experiences and expressing them in different ways – including art, crafts and music. Children get the chance to have fun, make new friends and even play with medical equipment that their brother or sister may use, in a safe environment.

If a child dies at St Oswald’s Hospice, their own home or in hospital, we are also here to provide ongoing bereavement support to families.



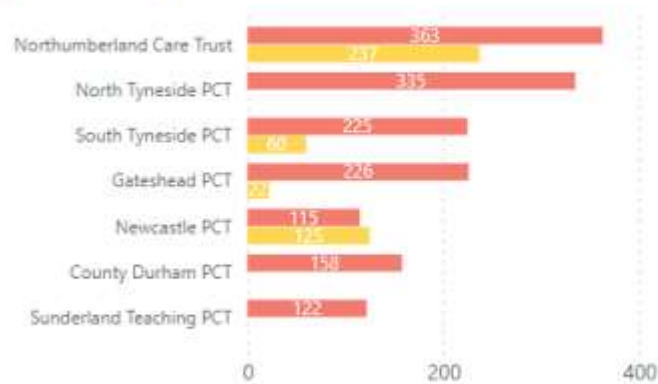
“The main thing that I really appreciate about coming to St Oswald’s Hospice is, not only does ‘S’ really enjoy her time here and gets excited about coming here, with all the activities that she’s able to access and all of the fun she can have, but for me, I can come somewhere where I’m in a safe environment with my daughter where we can just focus on having a nice time together. Having something to look forward to in the diary with St Oswald’s Hospice is a great thing.”

Dad of a young adult.

Children and Young Adults Service - Overview

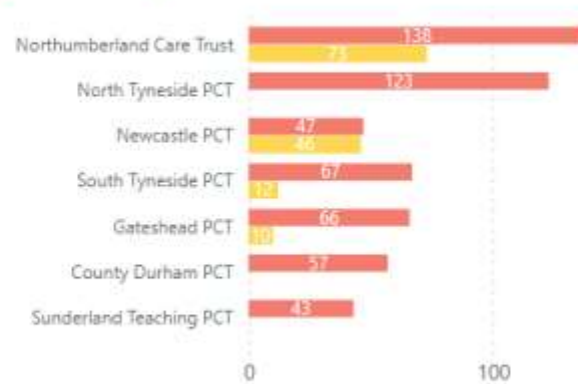
Bed Nights By Trust

● CHILDREN'S ● Young Adults (short stay)

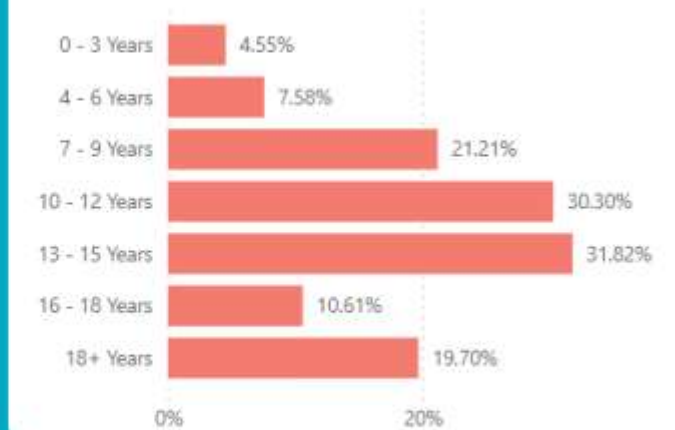


Admissions By Trust

● CHILDREN'S ● Young Adults (short stay)



Age Groups (Overall Service)



Last year...

- **53** children and their families benefited from our Children's Service.
- A further **13** young adults were cared for at St Oswald's.
- **4%** of children staying were aged between 0-3 years old, **8%** 4-6 Years Old, **21%** 7-9 Years Old, **23%** 10-12 Years Old, **32%** 13-15 Years Old and **13%** 16-18 years Old.
- **682** admissions, **1,988** bed days were occupied with a **81%** occupancy rate.
- The average length of stay is **3** nights per visit for Children & **3** nights for Young Adults.

Average of Length Of Stay

● CHILDREN'S ● Young Adults (short stay)



Carer and Bereavement Support

- In July 2023, our bereavement team started holding “Bereavement cafés” at St Oswald’s Hospice. The cafés are for anyone grieving and allow people in a similar situation to come together, talk about their loved ones and share how they are feeling in a safe and supportive environment.
- Our services to carers include complementary therapy, carers drop-in sessions, group sessions and one-to-one support.
- We also offer a range of support services to bereaved people and families on a one-to-one basis and in groups.
- Any bereaved person can access bereavement support. They are offered face to face or telephone support which is private, confidential and non-judgemental.
- We offer bereavement group sessions at St Oswald’s Hospice where people have the opportunity to discuss their feelings with others who are also dealing with the grief and the death of a loved one.
- We have funded a Children’s Lead in our Bereavement Team, which was previously funded by Children in Need. This is a permanent post to support children facing the death of a loved one. The post has also extended the reach of the bereavement service in order to benefit children who have no prior association with the Hospice.
- Our bereavement team also provide training to health care professionals and teachers to enable them to support individuals more effectively and understand how grief affects people in different ways.
- Our Corporate Bereavement Online Training continues in partnership with Hospice UK. As part of this, one of our Bereavement Support Workers, qualified as a Bereavement Facilitator for Hospice UK’s Compassionate Employers training programme, in September 2023. This programme offers practical guidance and support to companies to help them manage bereavement in the workplace and support staff back to work following a death.

Last year...

- **132 Referrals, 152 adults and 60 children** accessed the bereavement services with a total of **838** contacts, **126** of those contacts with people under 18.



Patient Feedback

- an overview

We continue to listen and act on the feedback of our patients, children, young adults and families where we can. Feedback can be given through feedback forms which give service users the option to: comment on any good experience/what could be improved; have their say on whether they would recommend us to family and friends (in line with the NHS friends and family test); and rate the care provided at St Oswald's Hospice.

Our Adult Inpatient Unit Care Rounding continued this year. Our care team works with our patients stopping at St Oswald's Hospice to make sure they are comfortable and provide anything they might need during their stay.

There are 'feedback boxes' in the Hospice so that people can submit their feedback using these forms anonymously, and feedback forms are also sent with patient letters.

We continue to use focus groups to gather more qualitative information in a more specific way when considering service developments or redesign. St Oswald's Hospice has a "Consultation Network" which was a pilot during this year. The Consultation Network is made up of patients, family members, carers and the public. We wanted to get their views on aspects of Hospice life and for them to help develop and improve the services we deliver at the Hospice.

Feedback Bank

The feedback bank includes any feedback received through social media, suggestions boxes and comments books. A summary of the type of feedback is shown below, and as can be seen, the vast majority includes thank you or positive comments. **(91% in 2023/24).**

Where feedback is given which requires a response, the information is forwarded to the department manager and a response requested, which is updated on the online feedback portal.

From 1st April 2023 – 31st March 2024, a total of **192 responses** were recorded on the Feedback Bank. Breaking the results in to categories, we received:



Positive
35%



Thank you
56%



Suggestion
0%



Constructive
criticism
3%



Negative
feedback
5%



Neutral
feedback
1%

"To all the people on the ward who brightened the day, provided care and comfort, smiles and laughter and helped make my stay such a fantastic experience. thank you."

Staff and Volunteer Feedback

We believe that our staff and volunteers are able to be at their best when they know their duties, obligations and rights, and have opportunities to make their views known on issues that affect them, including quality of care, patient safety or bullying and harassment. We're committed to being open and honest and encourage staff to speak up and to raise any concern they have at an early stage and in the right way.

The views of staff and volunteers are actively sought via line managers, the feedback bank, special briefings, focus groups when needed, departmental visits from the Management Team and Trustees, and surveys. Staff surveys include the Equity, Diversity and Inclusion Survey and the Pulse Survey. Surveys help us to identify some of the things that we're doing right, what we need to do more of and what we need to stop, to help us to work more efficiently and support our people.

We've continued our work to promote positive staff health and wellbeing this year and have started to look at our wellbeing offer in more detail. We have recruited for a bigger cohort of Mental Health First Aiders and at the time of writing, now have over 20 trained members of staff from all different avenues at the Hospice. Mental Health First Aiders are a point of contact for staff or volunteers who are experiencing a mental health issue or emotional distress. Staff or volunteers can contact our Mental Health First Aiders to have an initial conversation and they can support them to get appropriate help, if needed.

We also re promoted our In House Confidential Listening Service. This service can be used by staff or volunteers if they have a personal or work related problem and they feel it would help to talk things through with someone in strict confidence. This team is made up of St Oswald's Hospice members of staff. Staff can also talk to one of our Better Health at Work Advocates. Our Advocates are trained members of staff who were part of our Bronze Better Health at Work Awards programme, an award that recognises the efforts of employers in the North East in addressing health issues within the workplace.

St Oswald's Hospice operates a formal policy for staff and volunteers to raise issues of concern at work (whistleblowing). A Whistleblowing Policy exists to help staff raise these concerns as soon as possible and in an appropriate way. Whilst St Oswald's Hospice cannot guarantee that it will respond to all matters as a member of staff may wish, the hospice will strive to handle the matter fairly and properly. Any matter raised under this procedure will be investigated thoroughly, promptly and confidentially, and the outcome of the investigation reported back to the member of staff who raised the issue. No member of staff will be victimised for raising a matter under this procedure.

We've continued to promote our Freedom to Speak Up Guardians this year. Our Freedom to Speak Up Guardians are there for staff and volunteers to contact if they have concerns of any nature or if they want to make a suggestion or give feedback. The Freedom to Speak up Guardians will support staff in ensuring their concerns are heard and acted upon as appropriate and that feedback is forwarded to the right person.

A grievance procedure also exists to set out how staff can raise issues in relation to their concerns, problems or complaints with regard terms and conditions, how staff are managed, the working environment, Health & Safety Issues, work relations, new working practices, the working environment, and equal opportunities. It is not an exhaustive list and staff may raise a grievance about any issue.



We educate

We are a leading provider of specialist palliative care education in the North East. We have been providing first class quality care for over thirty five years and are renowned locally, regionally and nationally for our expertise.

Our role as an educator also includes:

Medical Specialty Training

We provide postgraduate training for Specialty Registrars who are training to become Palliative Medicine Consultants.

Northern GP training programme

We provide palliative medicine training to eight GP registrars each year as part of their GP training programme and we also lead the palliative care teaching sessions for the Northern GP training programme. These are led by our consultants and specialty doctors.

Student placements

We provide medical students placements throughout their studies. We work specifically with fourth year medical students, who undertake a six month placement as part of their Advanced Clinical Experience programme, supervised by one of our consultants.

As well as this, we offer one day placements for students looking for clinical experience. We also offer electives of 6 to 9 weeks in 4th or 5th year for medical students locally, nationally and internationally.

Commissioner Statement from North East and North Cumbria Integrated Care Board for St Oswald's Hospice Quality Accounts 2023/2024

The North East and North Cumbria Integrated Care Board (NENC ICB) is committed to commissioning high quality services from St Oswald's Hospice. NENC ICB is responsible for ensuring that the healthcare needs of the patients that they represent are safe, effective and that the experiences of patients are reflected and acted upon. The ICB welcomes the opportunity to review and provide comment on the 2023/24 Quality Account for St Oswald's Hospice.

Firstly, the ICB recognises that 2023/24 remained a challenging year across the system due to increasing service demands. The ICB would like to extend their sincere thanks to St Oswald's Hospice and their staff for the commitment and dedication demonstrated throughout these difficult times, and for ensuring that patient care continued to be delivered to a high standard.

St Oswald's Hospice is commended for the creative approach to boosting their income. Notably, the 'Shaun on the Tyne' art trail raised £310,000 which is a fantastic achievement. The generosity of donations is testament to the fact that St Oswald's Hospice is an integral part of the local community and the services provided are valued and well-respected by patients, their families, and the public.

The Quality Account provides a good description of the quality improvement work undertaken by St Oswald's Hospice and is a transparent account of where improvements against the priorities have been made.

The ICB commends St Oswald's Hospice for the excellent achievements made through their quality priority to develop services to meet the needs of patients and carers post COVID-19. It was encouraging to see the wide breadth of work that has taken place over the past year, including the development of new and innovative services. These include the Combined Supportive Care Service which, in partnership with Newcastle Upon Tyne Hospitals NHS Foundation Trust, provides support to people with lung cancer or mesothelioma. The "Widening Access to Hospice Care" project which aimed to improve access to the Focus on Living Centre. Also, the Children's Outreach Service supporting children and their families in the community and securing funding to build self-contained Young Adults Accommodation to support the patients' transition from childhood into adulthood. The ICB notes that transition continues as a priority of care for 2024/25.

The ICB recognises the opportunities provided through the quality priority to develop volunteer roles to deliver flexible and innovative services. The 'Volunteer to Career' project, which provides mentorship and experience to help individuals decide if a career in health and social care is something they would consider, is an excellent initiative. It is fully acknowledged that the support volunteers provide to patients, families and staff is invaluable and the ICB would like to commend them for their fantastic contribution. The ICB congratulates St Oswald's Hospice for being a leading provider of specialist palliative care education in the North East.

Commissioner Statement from North East and North Cumbria Integrated Care Board for St Oswald's Hospice Quality Accounts 2023/2024 (continued)

The ICB congratulates St Oswald's Hospice on completing their priority to work collaboratively with health partners in charities and the NHS to improve palliative care for patients. This is evidenced through the work with 'Hospices North East and North Cumbria' on the implementation of the Patient Safety Incident Response Framework, with Children North East to review opportunities to work with children, and with Silverline Memories who support those affected by dementia.

The ICB commend St Oswald's Hospice for their continued commitment in developing their clinical research activity to ensure patients receive evidenced based care. Notably the appointment of the Head of Strategy and Research Development, and the research projects detailed within the quality account for which awards were gained from the National Institute for Health and Care Research.

The ICB recognises and appreciates the significant impact St Oswald's Hospice makes through the services it provides, in particular the 'Focus on Living Centre' which offers personalised, holistic care to support palliative patients to live as well as possible. The provision of carer and bereavement support on a one-to-one basis or in groups, including "Bereavement cafés", is commendable. As is the appointment of a Children's Lead to provide personalised support to children who are facing the death of a loved one. The ICB notes that bereavement continues as a priority of care for 2024/25.

The ICB congratulates St Oswald's Hospice for continuing to be a national centre of excellence for Lymphoedema care in the North-East of England. Their collaborative working with secondary care, General Practitioners and District Nurses is to be commended.

The ICB applauds the proactive approach in seeking, listening, and responding to feedback from patients, children, young adults and families through a variety of initiatives, such as the 'Feedback Bank', which demonstrated extremely positive results. It was also positive to note the comprehensive approach to seeking the views of staff and volunteers and promoting their health and wellbeing through a variety of different measures, including mental health first aiders and the 'House Confidential Listening Service'.

The ICB welcomes the three quality priorities set for 2024/25, which underpin the strategic aims and foundations within St Oswald's Hospice's Strategy 2023-2027. The ICB considers these quality priorities are appropriate areas to target for continuous evidence-based quality improvement and link well with commissioning priorities.

Commissioner Statement from North East and North Cumbria Integrated Care Board for St Oswald's Hospice Quality Accounts 2023/2024 (continued)

The ICB can confirm that to the best of their ability the information provided within the Annual Quality Account is an accurate and fair reflection of St Oswald's Hospice's performance for 2023/24.

It is clearly presented in the format required and contains information that accurately represents their quality profile and is reflective of quality activity and aspirations across the organisation for the forthcoming year.

The commissioners look forward to continuing to work in partnership with St Oswald's Hospice to assure the quality of services commissioned in 2024/25.



Richard Scott
Director of Nursing (North)
NENC ICB

June 2024

Quality time for everyone

0191 285 0063 | enquiries@stoswaldsuk.org

www.stoswaldsuk.org

St Oswald's Hospice, Regent Avenue, Gosforth, Newcastle upon Tyne, NE3 1EE. Reg Charity No. 503386