

# Quality Account 2022/23

The **Quality Account** demonstrates the quality of our services and our commitment to continually strive to do our best.



## Every Contact Counts

“Support, Fun, Warmth and Laughter” (Patients)



**Willowbrook**  
**Hospice** Every Contact Counts

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# Index

<b>Executive Office Statement</b>	4-5
Part 1a <b>Priorities for Improvement 2023-2024</b>	6
Part 1b <b>Improvements in 2022-2023</b>	9
Part 2 <b>Statutory Information and Statement of Assurances from the Board</b>	15
Part 3 <b>What others say about us</b>	34

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# Welcome...

Here are some highlights from our patients, families and from those we have supported in times of bereavement...

*"You made our family feel safe and welcome and you couldn't have done more to support us through his final days and hours. Thank you!"*

*"I have loved the group activities, these have been so beneficial, time out of life just for me! Fabulous staff each and everyone. Lifts were also appreciated. Thank you all for a lovely service from start to finish – amazing people."*

– Outreach Services patient

*"Thank you for such good care, kindness and compassion during that last week. We appreciate all of you and in particular the nurse who brought him home to us the night before he died, peacefully surrounded by those he loved and who loved him, in the place he wanted to be. We are forever grateful for your kindness and support."*

*"Myself and my family would like to say a huge thank you for all the care you provided. You treated him with dignity and respect and kindness. We will always be grateful."*

*"I'm remembering the love and compassion that you all showed not just to my Mum, but also to me and my family. I shall never forget that. I cherish the memory of being supported to wash my Mum after she had left her body. I never expected that I would want to do that. To me it was the last act of love that I could do for my Mum and you understood that and gave me the opportunity and your time to support me in that. Thank you."*

*"The support and friendship I have had at Willowbrook has helped me tremendously in accepting support from others. The sessions of various subjects have been informative."*

– Outreach Services patient

*"Thank you all for your care, compassion and professionalism. We cannot thank you enough other than to say, every member of staff we met during our numerous visits were absolutely lovely. You can all be very proud of the extremely difficult job you do."*

*"Mum was rapidly discharged from hospital so she can return home, she is very poorly. Everything was put in place very quickly – oxygen and bed delivered. A Nurse from the hospice came home with mum in the ambulance and stayed with us until she was settled and the District Nurses arrived. Everything ran like clockwork."*

## Executive Office Statement

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### **Our continued focus is to progress Willowbrook Hospice's 3 Year Strategy which was launched in 2022.**

The hospice celebrated its 25 year anniversary in July 2022 and in October this year we said goodbye to Chris Haywood BEM, Executive Clinical Director who retired from post after working for Willowbrook Hospice for 25 years. Chris worked tirelessly during that time to ensure the highest standards of care and growth of services to support our Communities. We thank Chris for her leadership, compassion and professionalism and wish her well in her retirement. Chris leaves a strong legacy in clinical services that were rated Outstanding in the CQC report of 2019, and her legacy will continue.

October 2022 saw the introduction of a new Executive Clinical Director, Lynda Finney. Lynda has over 20 years' experience working in palliative care and brings a wealth of experience in both the NHS and the Charity Sector. She is looking forward to continuing the good work of Chris Haywood and to identifying opportunities for expansion and progression alongside her EMT colleagues that will continue to make the hospice sustainable for the future.

The hospice continued to function during the Covid-19 Pandemic but also learned to look differently at how services could be delivered to the wider community. A great example of this was the work of the Outreach Service who have been supporting patients and families remotely via Zoom as well as in person and have been delivering services in patients' homes. The service recently implemented a Young Person's drop-in session in recognition of the need to support people under the age of 50 years with children of school age. This has been very well attended and received, demonstrating the flexibility to deliver services that are tailored to the needs of patients and families.

Willowbrook Hospice continues to be committed to providing the best environment possible for patients at end of life regardless of their illness and condition and in December 2022 the hospice took the decision to close one bedroom and refurbish it to ensure the care environment is the best it can be. This work will also include the installation of a ceiling hoist tracking system that can be used for palliative patients who have reduced mobility and for bariatric patients.

This has enabled the hospice to support palliative patients in the community by extending the transitional care service that started as a pilot in July 2022. The service supports patient admission into the hospice and discharge home. This has evaluated well and continues to be an integral part of the Willowbrook Offer.

In January 2023 the hospice relaunched the Willowbrook Hospice Supported Discharge Service. This was in response to the challenge faced in discharging palliative patients home from hospital, we will continue to monitor and evaluate the effectiveness of this service.

In recognition of the high quality of care that Willowbrook Hospice provides we were approached to explore how the hospice could support palliative patients in the community and we plan to provide staff to work alongside the district nursing service in St Helens to support the continued care of palliative patients at home who have been rapidly discharged from hospital. This will ensure that patients can be safely cared for at home and prevent inappropriate hospital admission.

The integrated medical team for hospice and community services ensures that patients at home and in the hospice can access specialist medical care with improved patient experience. Despite a reduction in beds and doctor time for a period we have admitted 164 patients to the hospice, conducted 430 outpatient consultations and 203 home assessments. The 24 hour advice line for health professionals continues to provide vital support for health and care professionals in St Helens and Knowsley. The team will expand in 2023 with two new posts, an Advanced Nurse Practitioner and a part time Specialty Doctor.

Willowbrook Hospice Compassionate Neighbours' Service has continued to grow during the last year with our volunteers matched to support 15 people. The hospice remains committed to this service and is actively recruiting more volunteers so that the service can be expanded. The feedback from the service is incredible and demonstrates the need for companionship and support for people who are isolated at home with little or no support available. It also highlights the importance of Willowbrook Hospice volunteers in enabling the service to continue and the Compassionate Neighbours team of two who have worked tirelessly to grow the service.

The cost-of-living crisis has continued to affect families across the region but at the same time, we have seen an increase in sales across our Willowbrook Hospice shops. This successful operation of the shops is supported by our incredible and hard-working volunteers. The commitment and value that they bring alongside that of all our volunteers across the Willowbrook Charity is something for which we are continually grateful.

Following the pandemic and the relaxing of Covid-19 restrictions, 2022 saw the reintroduction of face to face fundraising activities. The hospice hosted the first 'Light Up A Life' event that we have been able to hold since 2019 and this also coincided with the employment of our new Fundraising Manager, Suzanne Davies. Suzanne brings a wealth of knowledge and experience that we know will lead Willowbrook in navigating the current, difficult financial landscape to enable the hospice to be financially viable for the future. We also look forward to the range of fundraising events that will be planned for the coming year.

We continue to offer high quality care and support to all patients and families that use Willowbrook Hospice services, and the hospice recently had a Quality Visit from the Cheshire and Merseyside ICB Quality team (St Helens). We are happy to report that we were compliant and have no recommendations following the visit.

**Dr Paula Powell**, Medical Director  
**Alun Owen**, Corporate Director  
**Lynda Finney**, Executive Clinical Director

May 2023



Governance Area	Aim	How we will measure ourselves
<p><b>Patient Experience</b></p>	<p><b>Family Liaison &amp; Wider Outreach Support</b></p> <p>Willowbrook Hospice Outreach Services to be more accessible for younger patients/working families through the commencement of a young patient drop-in cafe (for patients 50 years and below and patients of school age children and below). This may open more opportunities for families to consider/explore support for legal, welfare and legacy at a much earlier point in their illness as well as access to carer support groups.</p> <p>Utilising family liaison role more as a structured approach in the patient Wellness for You (WFY) group regarding planning future care with carers being able to attend this WFY session.</p> <p><b>Bereavement Support</b></p> <p>Resume the pilot performed in August 2022 with St Helens Libraries; to offer an element of basic level bereavement support to the wider community – in collaboration with other sectors/organisations as a joint approach or part of awareness campaigns (eg. Good Grief Week).</p> <p>Continue to provide choice in provision for families known to Willowbrook Hospice such as structured support, informal groups/cafes, one to ones and remote support.</p> <p><b>Outreach Service Digital Wellbeing and Inclusivity</b></p> <p>Continue to promote the growth of Outreach Services remote/virtual services to support with isolation, wellbeing, and inclusivity.</p> <p>Improving the digital maturity of our people and the organisation with digital drop-in support sessions and the digital awareness sessions in the WFY groups.</p> <p><b>Extension of the Willowbrook Transitional Care Service</b></p> <p>We will extend the Transitional Care Service, to offer pre-admission and discharge support to Knowsley residents who are admitted to Willowbrook.</p>	<ul style="list-style-type: none"> <li>• Audit results and evaluations</li> <li>• Patient/carer suggestions/feedback</li> <li>• Attendance</li> <li>• Increased access to services</li> <li>• Referrals</li> </ul> <ul style="list-style-type: none"> <li>• Suggestions/comments/recommendations</li> <li>• Increased access to other services</li> <li>• Attendance</li> <li>• Closer networks/liaison with other agencies</li> <li>• Collaborative working</li> <li>• Feedback and evaluations</li> <li>• Attendance</li> </ul> <ul style="list-style-type: none"> <li>• Feedback and evaluations</li> <li>• Suggestions/comments/recommendations</li> <li>• Increased access to other services</li> <li>• Attendance</li> </ul> <ul style="list-style-type: none"> <li>• Feedback and evaluations</li> <li>• Review of data both Quantitative and Qualitative</li> <li>• Clinical Assurance Group</li> </ul>

Governance Area	Aim	How we will measure ourselves
<p><b>Patient Experience</b></p>	<p><b>Willowbrook Supported Discharge Service</b></p> <p>We will also work in collaboration with the Specialist Palliative Care Team and Discharge Coordinators at Whiston Hospital, providing support to patients being discharged home for end of life care to their Preferred Place of Death.</p> <p><b>Patient and Carer feedback In Patient Unit</b></p> <p>We will actively seek feedback from service users and their families to ensure we continually improve our services across the hospice. This will include having an updated patient and family questionnaire that includes a QR code.</p> <p>This information will be reviewed and themes addressed to ensure we are listening to service users and their loved ones.</p>	<ul style="list-style-type: none"> <li>• Annual Preferred Place of death audit and summary reports to the Clinical Assurance Group and other Stakeholders as requested</li> <li>• Qualitative and Quantitative data will be captured and analysed to determine the effectiveness of this service</li> <li>• Annual Preferred Place of Death (PPD) audit</li> <li>• Quarterly reports with action plans, for presentation to the Clinical Assurance Group the Board Assurance Group and Stakeholders</li> </ul>
<p><b>Quality Effectiveness</b></p>	<p><b>Implementation of quality improvements</b> in Mouth Care assessment and treatment, in response to the “Mouth Care Matters” initiative.</p> <p><b>Cultural survey</b></p> <p>We will undertake a cultural survey of staff and volunteers to help the hospice “take the temperature of the organisation” to ensure Willowbrook values are demonstrated in all departments across the hospice.</p>	<ul style="list-style-type: none"> <li>• Audit of patient records</li> <li>• Audit results and an action plan will be presented to the Medicines Management Group</li> <li>• Feedback, stats from social media posts</li> <li>• Bird Song Staff survey results</li> <li>• Cultural Survey</li> <li>• The Executive Management Team will review the results and develop an action plan for the Board of Trustees</li> </ul>

Governance Area	Aim	How we will measure ourselves
<b>Communication Effectiveness</b>	We aim to streamline patient documentation and transfer all remaining paper documentation to SystmOne, thus ensuring more efficient, safe and quality systems.	<ul style="list-style-type: none"> <li>• Audit of patient records</li> <li>• Audit results and an action plan will be presented at the Clinical Governance and the Board Assurance meetings</li> </ul>
<b>Clinical Effectiveness</b>	<p>Participation in national research study Chelsea II on the impact of clinically assisted hydration at end of life on delirium. Data collection to start when allocated to research arm.</p> <p><b>Partnership working with St Helens Community Nursing Services</b></p> <p>We will support St Helens Community Nursing Services with the cross sector working of two Senior Nurses from Willowbrook Hospice Nursing team. These nurses will take on a caseload of palliative patients which will link in with, and include patients accessing the Willowbrook Transitional Care Service and Willowbrook Supported Discharge Service, thus providing a more seamless care pathway for patients at end of life as they transition between palliative care services.</p>	<ul style="list-style-type: none"> <li>• Reports from national research team</li> <li>• 6-month impact report</li> </ul>



Governance Area	Our aim was to...	We achieved
<p><b>Patient Experience</b></p>	<p><b>Transitional Care Pilot</b></p> <p>Undertake a Willowbrook Hospice and St Helens Community Nursing Services Transitional Care Pilot for people living in St Helens Borough please only at this time, as part of the pilot.</p> <p>The aim of this service is to offer an enhanced level of support for patients and families, from referral to the hospice and/or following discharge to home. Following evaluation, we aim to expand in to Knowsley. When adequately resourced, to work more closely with Whiston Hospital Specialist Palliative Care Team, supporting rapid end of life care discharges.</p> <p><b>Measure Yourself Concerns and Wellbeing (MYCAW)</b> is a validated tool developed by the Institute of Health Services Research, University of Exeter. We aim to use this tool within Outreach Services as appropriate for individual and groups. The tool collates key issues as expressed by our patient groups, provides statistical data and strengthens the patients’ voice.</p> <p><b>IPOS</b></p> <p>Embed the Integrated Palliative Care Outcome Scale (IPOS) into the assessment of all inpatients. IPOS is a brief measure of palliative care problems, covering multiple domains of physical and psychological symptoms, social and spiritual issues, communication, information needs and practical concerns, from the patient’s and carer’s point of view.</p>	<p>We have continued and expanded the Transitional care pilot after a successful evaluation. We completed the 6-month pilot. As the number of patients supported by the service was very small, we made the decision, during the pilot phase, to include patients who lived in Knowsley. During the pilot we supported 12 patient discharges and two patients pre-admission.</p> <p>We now see this service as business as usual and have included all patients across St Helens and Knowsley as part of the Willowbrook offer for all patients being admitted to and discharged from the hospice. Following evaluation of the pilot, we have decided to extend the service to include end of life discharges from Whiston Hospital, to support patients to be cared for at home at the end of life, if this is their wish.</p> <p>MYCAW has been used as an evaluation tool within Outreach from January 2022. The survey identifies patient’s main concerns and focuses on their general wellbeing. Both quantitative and qualitative data is collected, and an evaluation report is then produced.</p> <p>We plan to use this as an ongoing tool alongside regular in house survey. So far, the main concerns identified by patients have been anxiety, pain, breathlessness and fatigue.</p> <p>Due to service pressures this will be implemented in 2023-2024.</p>

Governance Area	Our aim was to...	We achieved
<p><b>Patient Experience</b> <i>continued</i></p>	<p><b>Namaste: Outreach Services</b></p> <p>Willowbrook Hospice Namaste Care model is a sensory and meaningful activity support programme designed to improve the quality of life for people living with moderate to advanced dementia and their families and offers person-centered care. We can support patients at home or in the hospice primarily via face to face or support remotely via telephone/digital means or as a combination of approaches to suit individual needs.</p>	<p>The implementation of this scheme is a focus for 2023-2024 with support from the dementia lead and Volunteer Hub.</p> <p>The next steps of the project are recruitment, training and rolling out as an initial pilot.</p>
<p><b>Quality Effectiveness</b></p>	<p><b>Resilience-Based Clinical Supervision (Foundation of Nursing Studies)</b></p> <p>Implement a revised model of clinical supervision focusing on resilience and staff wellbeing. Working through the pandemic has taken its toll with an element of compassion fatigue in some staff and impact on mental health. The new model aims to enhance staff wellbeing, resilience and improve patient care using facilitated reflective discussions.</p> <p><b>Research Project: <i>Developing palliative and end of life care research partnerships and capacity in the North West Coast of England</i></b></p> <p>Participate in a regional research project being undertaken by the International Observatory on End of Life Care, Lancaster. The project will offer eligible staff the opportunity to complete an online survey and be invited to working groups. The aim is to identify how 'research ready staff' are, current local research barriers and how these barriers maybe overcome.</p>	<p>Six members of the clinical team successfully completed the Resilience Based Clinical Supervision course, facilitated by Foundation of Nursing Studies (FoNS) This group of supervisors are now facilitating sessions utilising this new model of group reflection and support for staff across the clinical services.</p> <p>This project is completed and we await the final report.</p>

Governance Area	Our aim was to...	We achieved
<p><b>Clinical Effectiveness</b></p>	<p><b>Access to Services – Strategy 2022-2025</b></p> <p>A refresh of our strategy following consultation with all our stakeholders in reaching out to our communities of approaches to suit individual needs.</p> <p><b>Electronic Individualised Care and Communication Record (ICCR)</b></p> <p>Review the ICCR and create an electronic version to align with all other patient records on SystemOne. This will improve the quality of documentation and effectiveness of care.</p> <p>We will take part in a national research project on the effectiveness of clinically assisted hydration at the end of life in reducing delirium. Chelsea 11 study.</p> <p>Conduct an audit in collaboration with two other specialist units in Cheshire and Merseyside into strong opioid substitution.</p>	<p>We have already achieved one of our Goals which was to “engage with our community and strengthen and develop partnerships that allow us to extend our reach beyond the hospice walls”. We look forward to expanding and implementing services to achieve the hospice strategic aims.</p> <p>We reviewed the ICCR paper documents and created a standardised electronic record of care on System I. We liaised with other hospices to look into how they use this electronically in practice. We made changes to some aspects of the document to allow for better assessment and review.</p> <p>By creating an electronic document, the information will be easily accessible to all members of the MDT and will aid communication between teams. The electronic version will be easier to access, understand and audit, improving the quality and effectiveness of patient care.</p> <p>Research team identified and training complete. Awaiting start date for data collection from the national project team.</p> <p>Literature search and scoping complete with data collection beginning.</p>

# Some examples of new, adapted services and partnership working

## Partnership Working

Willowbrook has been able to further develop collaborative working in supporting others delivering palliative care; such as homelessness and other secondaries/cancer support groups by utilising the Outreach facilities of Cedarwood and facilitation of specific sessions. This has been a useful way of introducing the hospice environment in a non-threatening way to assist with the seamless transition between services. Enhancing overall experience and responding to the needs of our local community, combining approaches, and making services more inclusive. As a result of these partnerships 12 additional referrals have been made to Outreach Services since September 2022; approximately 53 monthly attendances within the partnership groups and donations made to date is £350.

## Upper GI Cancer support Team

Developed in August 2022; The upper GI Cancer support group facilitate their own group called 'tea with your team' every other Friday at Cedarwood Willowbrook Hospice. Guest speakers are invited to support the sessions, along carers. Average attendances at the sessions are approximately 15. This way of working has already supported the referrals and transition of care for patients between services.



## Breast Mates Secondaries Group

Developed in September 2022; the Breast Mates Secondaries Group facilitate their own group every first Thursday of the month at Cedarwood Willowbrook Hospice. Guest speakers are invited to support the sessions. Average attendances at the sessions are approximately 23. As above this way of working has already supported the referrals and transition of care for patients between services.



## Child Bereavement UK

CBUK partnership is working well at The Living Well as a monthly base; agreement has been extended until 2025.



## Development of Holistic Support Services at home

Our Holistic Support Services form a vital part of our Outreach team. Through working extensively with the specialist team our Holistic Support Assistants have built, learned, and developed an incredible range of skills and abilities all designed to help patients to live well and improve quality of life whilst at home.

With the remodelling of services in the ease of the pandemic we were able to recruit an additional Holistic Support Assistant in August to support the growth of services to include at home services. This means that we can support patients that are too unwell to attend in house hospice services. These services can include gentle/basic therapeutic touch, relaxation, supporting patients access virtual ORS, basic breathlessness/anxiety management techniques and use of virtual reality.





## The Volunteer Hub

The Volunteer Hub has developed two partnerships with Portico Vine ARLFC and Shakespeare North Playhouse for the Compassionate Neighbour Service and arranged corporate away days from Wain Homes, Sykes Cottages, Angel Solutions, BT, Virgin O2, Aimia Foods and LIVV Housing.

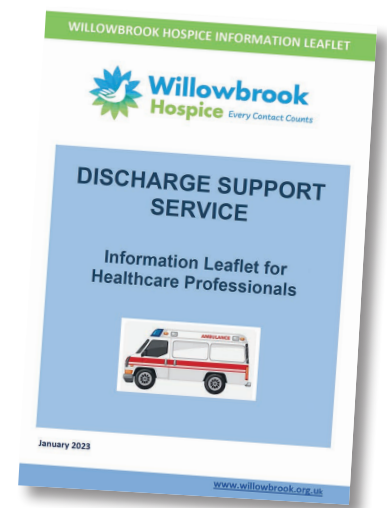
## Willowbrook Supported Discharge Service

When a seriously ill patient has been cared for as an inpatient at Willowbrook Hospice or Whiston Hospital, it can sometimes be daunting for them and their family to be going home. If the patient wishes to go home as they near the end of their life, to be with their family and friends, Willowbrook Hospice Supported Discharge Service aims to make this possible by providing accompanied or supported transfers, depending on the complexity of the patient's needs.

If an accompanied transfer is required, a Qualified Nurse or Healthcare Assistant from Willowbrook Supported Discharge Service can accompany the patient in the ambulance to their home or normal place of residence, e.g. Care Home. This will hopefully ensure a seamless transfer with minimum stress.

If a supported transfer is required for a patient with less complex needs and therefore, does not need to be accompanied, a Qualified Nurse or Healthcare Assistant from Willowbrook Supported Discharge Service can meet the patient at their home or normal place of residence.

Staff may stay to conduct a face to face handover with the District Nurse to assist communication between Healthcare Professionals. If the first visit from the District Nurse is not planned until the following day, staff will stay until the carer is satisfied that the patient is settled and comfortable.



## 2022: Our Year in Numbers

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Our volunteers gave us **71,133** hours of their time. This would have cost us **£785,310** in salaries and on-costs

In 2022, it cost **£4.8m** to run all our services with **56%** funded by Willowbrook supporters

Willowbrook has **88,556** supporters as donors, lottery members, social media followers and corporate sponsors

In an average year, monies left to us in Wills and Legacies contribute towards meeting up to **10%** of our running costs

Every 24 hours, it costs Willowbrook **£851** to care for each patient

In 2022 the number of sales were **40,227** with an average sale of **£2.83** up from **29,111** sales in 2021

Our Digital Outreach Programme remains as a choice in service provision, this alone has supported over **480** patient contacts this year aside from the in-person contacts

For **every £1** you give us our efficiencies mean we spend **82p** directly on patient care

We have **406** active volunteers who support us in our clinical, corporate and retail service provision on a weekly basis

## Part 2 Statutory Information and Statement of Assurances from the Board

This section of the Annual Report includes responses to any National requirements defined by a set of statements which are common to all Quality Accounts. Some of these however, are not directly applicable to hospices. The statements provide assurance that we are performing to essential standards, measure our clinical processes and performance and show where we are involved in any National projects and initiatives that are aimed at improving quality and safety.

### CORPORATE REVIEW AND DUTY OF CANDOUR

**Willowbrook Hospice is required to register with the Care Quality Commission (CQC) and there are no conditions of registration. The CQC has not taken any enforcement action against Willowbrook Hospice during 2022-2023. There have been no investigations by the CQC during this period.**

The last CQC inspection was undertaken in February 2021 when the hospice was virtually inspected using the new Transitional Regulatory Approach (TRA) model. After all the relevant information was put in to the algorithm by CQC it was confirmed that no further regulatory activity was required and no risks identified. Our overall rating remains **Outstanding** following the CQC inspection conducted by the team of inspectors in December 2019.

In 2022-2023 there were no notifiable safety incidents. As part of the quarterly Board Assurance and Risk reviews, all concerns, complaints and risks are discussed. Our Risk Register is very comprehensive covering Reputational Risk, Liquidity Risk, Capital Risk, Operational Risk, Legal Risk, Conduct and Regulatory Risk, Strategic and Business Risk and Clinical Risk.

In March 2023 the hospice was inspected by the St Helens PLACE Quality Team from Cheshire and Merseyside Integrated Care Board.

The aim of the Inspection is to assess the safety and quality of services provided by the hospice and to assure the Integrated Care Board that the hospice is compliant with national and local guidance.

The outcome following the inspection demonstrated that the hospice was fully compliant with no recommendations required.

The hospice continues to promote Freedom to Speak Up and is actively recruiting another Freedom To Speak Up Guardian. We are registered with the National Guardians Office and submit quarterly data and attend all network and regional meetings.

We continue to roll out our EDI Strategy and Willowbrook Hospice remains committed to the two main goals that reflect our vision and respond to what our patients have told us that they want.

1. Maintain and improve the quality of care provided by us and by others
2. Engage with our Community and strengthen and develop partnerships that allow us to extend our reach beyond hospice walls

To achieve these goals, we will:

- Engage with Current and future users of our services when services are reviewed or developed
- Develop and grow our relationships with other community organisations
- Seek opportunities to provide services for our wider community that enhances current provision for patients living with life limiting illness in our Community

As a Registered Charity (No 1020240) and Company Limited by Guarantee (No: 2808633), Willowbrook Hospice submits an Annual Return for public display on the Charity Commission website <https://www.gov.uk/government/organisations/charity-commission> and files its Audited Accounts at Companies House.



We contract with Mid-Mersey Digital Alliance through a comprehensive Service Level Agreement (SLA) that supports all our regulatory, mandatory, operational and strategic goals for the organisation. The SLA is monitored on a bi-annual basis and reviewed prior to any contract renewal by our Digital and Technology Trustee Group. The last submission against the NHS Digital Data Security and Protection Toolkit was successful in June 2022 and all 44 standards were met. We will submit again in June 2023 to maintain our compliance with this requirement.

The hospice receives a Statutory grant income and this continues to represent less than 28% of the total costs associated with the provision of specialist palliative care services provided to St Helens and Knowsley. The hospice relies heavily on the trading company and fundraising teams to generate the remaining income through events and campaigns, lottery team; a network of retail shops, donations, legacies and the continued generous support from the communities we serve.

As an Independent Charitable Hospice, our statutory income in 2022-2023 was not conditional on achieving quality improvement and innovation goals agreed between Willowbrook Hospice and any person or body they entered into a contract, agreement or arrangement with for the provision on NHS services, through the Commissioning for Quality and Innovation payment framework because none were identified.

## CLINICAL REVIEW

We measure our services against national, local and internal performance standards. This is an effective way of ensuring we provide services that are safe, effective and efficient.



## QUALITY ASSURANCE SCHEDULE OF REPORTS

Type	Content	Frequency	Contact
Statutory Notifications	Deaths, Serious Injuries, Abuse, Deprivation of Liberty, SUI's, Police incidents	As required	CQC
Central Quality Metrics	Corporate, Clinical & Statutory focus	Monthly	Board of Trustees, Internal
Hospice UK Benchmarking	Pressure Ulcers, Falls, Medication Incidents, Bed Data	Monthly Quarterly	Hospice UK
Occurrence Report	Controlled Drug Medicines Activity	Monthly	NHS England
Risk Register	Strategic & Organisational focus	Quarterly	Board of Trustees, Internal
Data Set	Clinical Activity	Quarterly	St Helens Place (ICB)
Data Set	Clinical Activity	Quarterly	Knowsley Place (ICB)
Freedom to Speak Up	Focus on safety and quality	Quarterly	National Guardian Office
Infection Control Report	Statutory Review – Infection Control	Annual	3 Boroughs ICT
Quality Accounts	Focus on quality activity	Annual	NHS England
Annual Report	Focus on financial activity	Annual	Companies House
Medical Revalidation	Responsible Officer Report	Annual	NHS England
Controlled Drug Management	CD Medicines Activity Analysis Assurance Report	Annual	Board of Trustees, Internal
Quality Visit	Statutory Review – last visit March 2023 No actions	Annual	St Helens Place (ICB)
Clinical Workforce	Safe Staffing	Annual	Board of Trustees, Internal
Quality Visit	Statutory Review – last visit May 2018 No actions	Annual	Knowsley CCG
Statutory Review	Last inspection Dec 2019 – Outstanding	3 – 5 yearly	Care Quality Commission

## CLINICAL AUDITS: INTERNAL

Willowbrook Hospice undertakes annual internal audits using Hospice UK validated tools to help us to systematically assess our effectiveness and compliance with recognised best practice guidance. The audits are a shared opportunity to involve different teams and produce action plans for improving safe practices in all areas of the hospice. Highlights of some of the audits undertaken during the reporting period are:

Our Key Actions and Learning...	
<p><b>Infection Control</b></p>	<p>All Health and Social Care facilities are required to have a mandatory, annual Infection Control audit. This audit was completed by a Clinical Nurse Specialist from St Helens Community Infection Control Team.</p> <p>100% compliance was demonstrated in each of the subtopics as follows:</p> <ul style="list-style-type: none"> <li>• Management</li> <li>• Outbreak Management</li> <li>• General Environment</li> <li>• Bathrooms</li> <li>• Toilets</li> <li>• Bedrooms</li> <li>• Sluice and Waste</li> <li>• Treatment Room</li> <li>• Sharps</li> <li>• Laundry</li> <li>• PPE</li> <li>• Cleaning and Medical Equipment</li> <li>• Hydration and Oral Health</li> <li>• Enteral Feeding</li> <li>• Urinary Tract Infection and Catheter Management</li> <li>• Covid-19 Measures</li> </ul>
<p><b>Prescribing Quality Audit</b></p>	<p>This audit was undertaken by the Hospice Pharmacist to demonstrate compliance with the standards for prescribing, as laid out in the Medicines Management Policy. All inpatient prescription charts in use on the day of the audit were reviewed against the standards.</p> <p>Overall, compliance was excellent with 100% compliance for documentation of patient details, allergy status and documentation on supplementary prescribing sheets.</p> <p>Areas for improvement were highlighted as adherence to generic instead of brand prescribing and to ensure that maximum doses were always documented. The Pharmacist now covers these issues during new staff induction.</p>
<p><b>Manual Handling Audit</b></p>	<p>Willowbrook has a team of champions from within the clinical team who are qualified to facilitate the mandatory, manual handling training of all employees. The team are also responsible for undertaking an annual audit as part of the Health and Safety agenda. There are 4 components to the audit:</p> <ul style="list-style-type: none"> <li>• Equipment</li> <li>• Risk Assessment</li> <li>• Workspace Assessment</li> <li>• Staff Training</li> </ul> <p>Compliance levels were reached in all areas but areas for improvement were identified as displaying of patient manual handling needs on bedside boards and updating on electronic incident reporting.</p>

## Our Key Actions and Learning...

<b>Controlled Drugs</b>	<p>This annual, internal audit was undertaken by two of the team’s Medicines Management Champions and audited the quality of documentation, records of receipt, safe and secure storage and appropriate stock check. 100% compliance was demonstrated in all areas.</p>																																						
<b>Hospice UK</b>	<p>The annual audit is undertaken by the Pharmacist to ensure the hospice is compliant with all controlled drug guidance and procedures which includes governance, obtaining and receiving, storing, prescribing, dispensing and supply, destruction, transporting, stationery, reporting and learning. This audit is then shared with Hospice UK.</p>																																						
<b>Patient Led Assessment of the Care Environment (PLACE)</b>	<p>To create high levels of satisfaction and feedback as received directly from patients, carers and external stakeholders to ensure our environments remain patient centered and carer focused.</p> <p>Previously on hold due to the pandemic, we were able to resume PLACE in October 2022 with Healthwatch St Helens and Knowsley. All national audits finalized March 2023 to determine Willowbrook Hospice score against the national average and previous benchmark scores. Verbal feedback from each external assessor was very positive.</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th rowspan="2"></th> <th colspan="3">Place results</th> <th rowspan="2">National average</th> </tr> <tr> <th>2017</th> <th>2018</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td><b>Cleanliness</b></td> <td>98.84%</td> <td>99.64%</td> <td>100%</td> <td><b>98.01%</b></td> </tr> <tr> <td><b>Patient Food and hydration</b></td> <td>97.18%</td> <td>98.24%</td> <td>97.78%</td> <td><b>90.23%</b></td> </tr> <tr> <td><b>Privacy and Dignity</b></td> <td>97.22%</td> <td>97.44%</td> <td>96.00%</td> <td><b>86.08%</b></td> </tr> <tr> <td><b>Condition, appearance and maintenance</b></td> <td>95.81%</td> <td>98.95%</td> <td>100%</td> <td><b>95.79%</b></td> </tr> <tr> <td><b>Dementia</b></td> <td>89.7%</td> <td>98.97%</td> <td>89.80%</td> <td><b>80.60%</b></td> </tr> <tr> <td><b>Disability</b></td> <td>88%</td> <td>91.78%</td> <td>85.00%</td> <td><b>82.49%</b></td> </tr> </tbody> </table>		Place results			National average	2017	2018	2022	<b>Cleanliness</b>	98.84%	99.64%	100%	<b>98.01%</b>	<b>Patient Food and hydration</b>	97.18%	98.24%	97.78%	<b>90.23%</b>	<b>Privacy and Dignity</b>	97.22%	97.44%	96.00%	<b>86.08%</b>	<b>Condition, appearance and maintenance</b>	95.81%	98.95%	100%	<b>95.79%</b>	<b>Dementia</b>	89.7%	98.97%	89.80%	<b>80.60%</b>	<b>Disability</b>	88%	91.78%	85.00%	<b>82.49%</b>
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<b>Pressure Ulcers</b>	<p>This audit demonstrates adherence to local and national policies and guidelines and safe, effective patient care under the subsections:</p> <ul style="list-style-type: none"> <li>Policies and procedures</li> <li>Assessment on admission</li> <li>Ongoing care</li> <li>Care at the time of discharge</li> </ul> <p>Compliance was reached in all areas. A rolling training programme is now in place, facilitated by tissue viability champions from within the team.</p>																																						

## HOSPICE QUALITY METRICS

		2021 / 22	2022 / 23	2021 / 22	2022 / 23	2021 / 22	2022 / 23
= not applicable							
<b>Clinical Incidents</b>	No harm	3	2				
	Low harm	0	0				
	Moderate harm	0	0	0	0	0	0
<b>Clinical Indicators</b>	RIDDOR	1	1	0	0	0	0
	Serious injury to patients			0	0	0	0
	Outbreak of infectious disease			9	2	0	0
	Duty of Candour	0	0	0	0	0	0
<b>Staff/Visitor accidents/falls</b>	No harm	0	2				
	Low harm	2	4				
	Moderate harm			1	1		
<b>Patient accidents/falls</b>	No harm	21	0			0	0
	Low harm	11	21			0	0
	Moderate harm			0	0	0	0
	Number of actual patients	26	19	0	0	0	0
<b>Complaints</b>	Formal Verbal	1	1	0	0	0	0
	Formal Written	1	0	0	0	0	0
<b>Freedom to Speak Up</b>	Patient safety/quality	1	0	0	0	0	0
	Behaviour	0	1	2	0	0	0
	Suffered detriment	0	0	0	0	0	0
	Worker safety/quality	1	0	0	0	0	0

## MEDICINES INCIDENTS

		2021 / 22	2022 / 23	2021 / 22	2022 / 23	2021 / 22	2022 / 23
= not applicable							
<b>Total incidents recorded</b>		86	132				
No harm		86	132				
Low harm		0	0				
Moderate harm				0	0		
Severe harm						0	0
Prescribing		21	30	0	0	0	0
Dispensing		10	10	0	0	0	0
Administration		23	28	0	0	0	0
Documentation		32	64				

## COMPLAINTS

<b>Verbal</b>	<b>1</b>	<p>A bereaved patient's relative felt let down by the lack of face to face services available during the pandemic and that they were unable to use our services once they had moved out of area.</p> <p>Outreach Services Manager contacted family member who thanked us for the support and was grateful for care received. Matter closed.</p>
<b>Written</b>	<b>0</b>	

## INPATIENT UNIT CLINICAL ACTIVITY 2021-2022

Occupancy	Admissions	Discharges	Deaths
97%	151	94	70
Knowsley	37%	30%	47%
St Helens	58%	67%	47%
Other	5%	3%	6%

## INPATIENT UNIT CLINICAL ACTIVITY 2022-2023

Occupancy	Admissions	Discharges	Deaths
85%	165	55	105
Knowsley	37%	29%	37%
St Helens	62%	69%	63%
Other	1%	2%	0%

### YMCA

Scoping developed through the summer of 2022 but facilitation began in November 2022. This is a collaborative approach to education with Knowsley ACP team, Willowbrook Hospice and the Community Specialist Palliative Care Team to form a tailored education program for YMCA together and other similar sectors in supporting those delivering palliative care in the homelessness and hostel communities. Feedback has been excellent with most participants agreeing that they can utilise skills in their practice to improve user experience. This project has been recognised by Knowsley Commissioners as an excellent resource and collaboration.

So far there have been three cohorts of education sessions with an average attendance of 12 per round.



**Mersey Care**  
NHS Foundation Trust

Community and Mental Health Services



#### **Some Feedback:**

Would you recommend the sessions?

All respondents said **Yes** except **one** (no reason as to why)

#### **Reasons:**

*"It is essential to know what support is on offer for our clients with palliative condition. Important to have some knowledge of the topic"*

*"Very detailed and knowledgeable. Signposted to good services relating to palliative and EOLC"*

*"As we have had quite a few deaths in the past few years I feel that if we could identify and pull in services it would give our service users a better quality of life in their last months"*

*"Informative, lots of worthwhile information"*

*"I feel that the EOLC training has gave me a good insight into palliative care and EOLC"*

*"Easy to understand and informative"*

*"Easy to digest"*

*"Important to think about holistic needs"*

*"Really interesting and informative"*

*"To enhance the lives possibly of some of our service users"*

*"Made aware of signs of dying, preparation, have just in case meds"*

*"Very enjoyable, learnt a lot about relaxation techniques"*

*"Important to make peoples final days how they would want them"*

*"Knowledgeable, well informed, techniques can be applied to work"*

*"Insightful"*

## PECRT (Palliative and End of Life Care Team)

PECRT continues to provide care home support through emails/calls/documentation, group ACP and syringe training with additional one to one in person support as required. Excellent feedback with further sessions planned throughout 2023.

**95** contacts have been made via the **dedicated email:**

Areas of correspondence – all St Helens PCN care homes, St Helens CCG (care home quality, safety lead nurse, head of quality, designated nurse – safeguarding adults and clinical care coordinator), St Helens South Physician Associates, Knowsley PCN's, Home Instead (community care agency) and Warrington PCN (Old Vicarage Nursing Home) and Warrington CCG – clinical lead Outreach Services.)

There have been 10 syringe driver sessions and 10 Advanced care plan sessions.

58 people received direct support via attendance at FREE dedicated Syringe driver and ACP training sessions.

Having sessions based at the hospice allowed Nursing Home attendees to mix with other Nursing Home Staff and also enabled us to reach more people and could still continue with the training session even if one nursing home was unable to attend.

Previously sessions were provided to staff at their particular nursing home, this meant that if there were issues with staffing or e.g. Covid-19 Outbreaks they had to cancel sessions often last minute which meant that time dedicated to training was wasted.

## Virtual Reality Sessions – for ‘our people’



Recent scientific research demonstrates that virtual reality can be used therapeutically to support in wellbeing.

Requested as a ‘wish list’ item within Outreach Services and utilising the use of digital means to support wellbeing this was approved as a 12-month lease to support patient services and staff wellbeing.

### What is it?

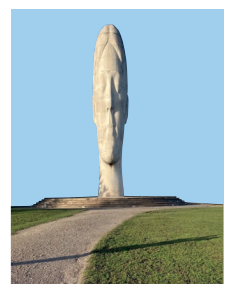
Virtual reality (VR) therapy can help wellbeing by placing you/the user in a believable world which simulates realistic or otherwise impossible situations. By encountering these digital simulations, you can experience mind-opening scenarios to give your mind a refreshing break – or at least momentarily preoccupy it with non-stress stimuli.

Using virtual reality, you may choose to transport to a beach, the mountains, or the middle of the forest as you spend time unwinding. VR also allows you to rest in locations that are very hard or impossible to get to in the real world. Such places may include underwater environments that induce relaxation.

VR is particularly useful for patients that are house bound, patients wishing to fulfill ‘wish list items’ such as visiting the wonders of the world, wildlife safaris and patients who are anxious or in pain.

Over the last few months (from October – February) we have been using virtual reality with our patients and staff as part of the Outreach Services. So far this has shown on average a 52.8% reduction in pain and 77.2% reduction in anxiety levels of participants accessing the VR.

For patients who are housebound or reduced mobility we recorded bespoke videography of the local heritage and scenic locations of the area of St Helens including Taylor Park, the Dream, Lowe House Church and St Helens Town Hall. This helps patients reminisce about areas they perhaps used to visit and allows the opportunity for patients to visit the locations again (all be it in a virtual capacity).



# Our Year 2022-2023

## APRIL 2022

### ROCK AND ROLL BINGO

April saw our first Rock and Roll Bingo Night. Gary Ward, Managing Director at GPW Recruitment, met with fundraiser Bev Neilson to discuss how GPW could fundraise.

Gary, who also hosted the bingo, said: "We wanted to raise funds for Willowbrook but also wanted to be mindful that after the last two years people might not have as much money as previous years for donating. I mentioned hosting a Rock and Roll Bingo Night (if you haven't played before, it's bingo with music)".

In total, three Rock and Roll Bingo Nights were hosted at The Living Well over the summer and raised £6200.



## MAY 2022

### PENLAKE JUNIOR FOOTBALL CLUB

Penlake Junior Football Club chose Willowbrook as their charity of choice to work alongside in their fundraising efforts in the community. Penlake Celtic U8's spent an afternoon in May 22 taking part in a sponsored walk they organised through Sankey Valley, Carr Mill dam and back through Sankey Valley. The kids had some fun crossing the stepping stones and a few soggy feet later they made it to the finish line. The team managed to raise over £800 which will be split as funds for their team and Willowbrook. This is a great example of Willowbrook really being part of the community and engaging young fundraisers.



## JUNE 2022

### TIME TO REMEMBER SERVICE

With ease of restrictions and the remodelling of services we trialled our very first in house Time to Remember Celebration of Life in our Cedarwood Centre at the hospice.

It is important for staff and volunteers, together with families and friends, to have the chance to honour the lives of those we have had the privilege of caring for. These inclusive services were delivered by staff and volunteers and were followed by a chance for everyone to catch up over tea and cake. We received excellent feedback with many feeling that this approach felt so personal and welcoming. Due to its success, we have decided to follow this format going forward with spring/summer and autumn themed services.





**JULY 2022**

**‘BORN SURVIVOR’ TOUGH MUDDER**

With the warmer weather came the chance to hold activities like the outdoor ‘Born Survivor’ tough mudder event, in partnership with our charity colleagues the Standing Tall Foundation. Marquee events also got well underway with the first of the summer’s Rock and Roll Bingo evenings.



**WILLOWBROOK HOSPICE 25 YEAR CELEBRATIONS**

On Saturday 16th July, we commemorated 25 years of Willowbrook with twin events held at the hospice and at our Living Well site. A more reflective garden-focused day at the hospice enabled families, friends alongside our staff and volunteers remember people in a calm and peaceful setting. A more celebratory event was hosted at The Living Well, culminating in the unveiling of our new Johnny Vegas-themed penguin, donated to Willowbrook by Johnny as a gift. The penguin is proving popular for selfies with children!

**ST HELENS AND LIVERPOOL PRIDE**

As a key part of our EDI strategy, Willowbrook staff and volunteers took part in not one but two Pride events across the summer! St Helens and then Liverpool. We were thrilled to have been invited to participate and show our allegiance to our LGBTQIA+ colleagues and friends.



**AUGUST 2022**

**COMMENCEMENT OF COMPLEMENTARY THERAPY GROUP IN OUTREACH SERVICES**

The therapy sessions provide an opportunity for a more nurtured and gentler introduction to patient groups with therapeutic touch, quality time out and relaxation.

The sessions operate as a small group within a calm and tranquil sensory room.



**SEPTEMBER 2022**

**SKY HIGH FUNDRAISERS**

Well done to Charlie and Chelsey who both work in our Inpatient Unit at the hospice. They completed a skydive for Willowbrook and have raised over £1700.



**MOONLIGHT WALK**

The return of the Willowbrook Moonlight Walk – the first one to be held since 2019, this was a new format and at a new venue but was a great success.



**BERLIN MARATHON**

Five participants, shown right, took part in the Berlin Marathon. Dr Kamilla from the hospice, Ben, Dan, Shona and Lucy are all taking part in aid of Willowbrook and between them have raised over £6000.



**OCTOBER 2022**



**PLACE (PATIENT LED ASSESSMENT OF THE CARE ENVIRONMENT)**

After being on hold for two years due to the pandemic in October 2022, we were able to resume PLACE (Patient Led Assessment of the Care Environment) which is a national assessment tool recommended by the NHS. St Helens & Knowsley Health Watch was able to support Willowbrook as external assessors.

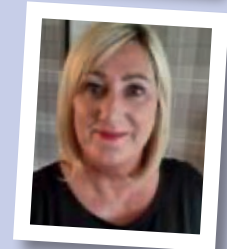
**SCARECROW BALL**

October saw the return of the Scarecrow Ball in aid of Willowbrook and Standing Tall Foundation. What a night! Volunteers from Willowbrook and Standing Tall Foundation made the evening a success, as well as staff members who all dedicated so much time to planning and organising the event. Over £6000 was raised on the night alone from the auction, raffle and games.



**NEW BEGINNINGS**

We welcomed our new Executive Clinical Director, Lynda Finney. Lynda is from Wigan and has spent the last 20 years of her career in specialist palliative care. She has built up many years' experience working in palliative care and will bring with her a level of knowledge and skills that are vital to us as we continue to implement our Strategy 2022-2025.



**PLANTING OF THE QUEEN'S TREE**

As part of the Late Queen's Canopy Platinum celebrations, we were privileged to be gifted a rowan tree. The tree formed part of the 21 meter "Tree of Trees" sculpture displayed outside Buckingham Palace, featuring 350 British native trees. In October, His Majesty the King's Lord Lieutenant of Merseyside, Merseyside Queen's Green Canopy Lead, Clerk to the Lieutenancy and the Lord Mayor of St Helens joined us for the tree planting ceremony at our Cedarwood Centre.

## NOVEMBER 2022

### OUR PEOPLE WELLBEING PLANNER RECOMMENCEMENT – NATIONAL SPA WEEK

As the restrictions eased through 2022 staff requested the reinstating of the 'our people' annual welfare and wellbeing planner to support staff and volunteer wellbeing. This was a success prior to the pandemic and supported staff morale and enhanced communication.



### NURSING SUPPORT WORKERS' DAY

November saw the Royal College of Nursing hold their third Nursing Support Workers' Day. This is a day for us to celebrate and recognise the contribution our Healthcare Assistants (HCAs) and Holistic Support Assistants (HSAs) make to the nursing team, patients, and families.



As a clinical team, we wanted to give a huge shout out to our wonderful team of HCAs and HSAs who work so hard alongside us, to ensure that every contact counts and that our patients and their families always receive outstanding care. Our Digital Marketing Fundraiser helped us to celebrate our team of HCAs and HSAs by sharing a series of social media posts. Some of the team shared their stories about why they work for Willowbrook and as with all celebrations, it had to end with a cake!

## DECEMBER 2022

### CHRISTMAS SHINE

Our first Willowbrook Christmas Shine! We had two evenings at our hospice gardens which we lit up with twinkly lights and Christmas decorations and invited our local community to come by and get into the festive spirit, and you certainly didn't disappoint!



We have had the most amazing feedback from those who attended. The success of the event was made possible due to the support – from our wonderful staff and volunteers who worked tirelessly in cold weather conditions to set everything up (and take down), those who helped out, local businesses who made generous donations, local schools who attended with their families to sing carols, and our visitors who came along even with their busy schedules. We are very lucky to have a lovely community around us.



### SUPPORTING OUR LOCAL COMMUNITY

We are delighted to have been able to help Teardrops Supporting Your Community with their Christmas appeal by being a drop off point for their campaign to help local families in need. We have had so many items to pass over to Teardrops and would like to thank our staff, volunteers and local community who have dropped off food and gifts which will make a big difference to so many families during a time when they need it the most.

## DECEMBER 2022 *continued*

### INTRODUCTION OF MENTAL HEALTH FIRST AIDERS IN THE WORKPLACE

As a compassionate organisation, Willowbrook is committing to supporting the mental health and general wellbeing of our staff. The stressors in our day to day lives can have a detrimental impact on our mental wellbeing. Nine members of staff completed an accredited Level 2 Introduction to Mental Health First Aid course at St Helens Chamber and are now equipped with the knowledge and skills to be able to support colleagues who may need a listening ear. There are plans to train more Mental Health First Aiders in the near future.

### POOL OF REFLECTION

As a mark of our 25th anniversary year, our Ambassador, Lady Kirsty Pilkington, commissioned a commemorative glass sculpture, on our behalf. The sculpture, named "Pool of Reflection", was unveiled by the Mayor of Knowsley in the presence of Staff and Trustees.



### FIRST COMPASSIONATE NEIGHBOURS CHRISTMAS LUNCH

For our service users, their families and volunteers the Christmas Lunch was a huge success.



## JANUARY 2023

### FREE DIGITAL DROP-IN SESSIONS

Free digital drop-in sessions to provide help and support to the 'our people' (patients, carers, staff and volunteers) with basic, every day digital skills e.g., social media, emails, internet searches digital legacy etc. The hope is this may increase people's confidence around its use, decrease social isolation and support the organisation with digital maturity. This also complements as a follow up from our patient digital awareness session within the wellness for you groups.



### RECYCLE YOUR CHRISTMAS TREE

Once again, with the support of Just Helping and Prescot Self Drive, we offered a Christmas tree recycling service across parts of St Helens and Knowsley. For a small donation, volunteers collected real Christmas trees and took them to be recycled. 90% of the profit went to patient and family support services at the hospice and the remaining 10% was distributed to other local charities. The campaign raised £6203.

### POST BEREAVEMENT SOCIAL CAFE

We launched "New Horizons", a monthly social group on the third Monday of every month in Lavender Café for anyone who has had either one to one or Group bereavement support from Willowbrook. The name came from one of our volunteers, with all agreeing it describes our group so well. People come along to catch up with the bereavement support team, and each other. Everyone in the kitchen looks after them so well with endless tea and toast. It has been a great success, with staff in the hospice saying how lovely it has been hearing so much laughter coming from the Café.

## FEBRUARY 2023

### RE-OPENING OF THE SUNFLOWER CAFÉ AND THE LIVING WELL SHOP

In February 2023 the café kitchen area was availed of a much needed extension. The kitchen was too small for the amount of customers we had been receiving therefore a decision to extend into the room next door was made. This has doubled the size of the kitchen, allowing for a more comfortable work area for both staff and volunteers. At the same time the Shop and the Café Customer area was redecorated and new furniture acquired, making it a brighter, cleaner and more pleasant experience for our supporters.



### YOUNG PATIENT'S DROP-IN CAFÉ

This drop-in café supports Willowbrook patients under the age of 50 and patients with children of school age): drop-in sessions are Every other Tuesday 10 – 11am and includes breakfast. Informal peer support, if needed advice regarding wills, solicitors, symptom management, links with child bereavement UK and any other support that can be offered or signposted. Patients need to be linked into other hospice services to access this.

## MARCH 2023

### INTERNATIONAL WOMEN'S DAY

International Women's Day is marked on 8th March. It is a global day to celebrate the social, economic, cultural and political achievements of women. The day also marks a call to action for accelerating women's equality. For International Women's Day this year and beyond, the theme is to #EmbraceEquity.



Equity isn't just a nice-to-have, it's a must have. A focus on gender equity needs to be part of every society's DNA. We can all truly embrace equity. It's not just something we say. It's not just something we write about. It's something we need to think about, know, value and embrace. It's what we believe in, unconditionally. Equity means creating an inclusive world. It is crucial to understand the difference between equity and equality.

Equality means each individual or group of people are given the same resources or opportunities. Equality recognises that each person has different circumstances, and allocates the exact resources and opportunities needed to reach an equal outcome. When we embrace equity, we embrace diversity, and we embrace inclusion. We embrace equity to forge harmony and unity, and to help drive success for all.

On the day, we celebrated the many females involved in running Willowbrook Hospice, with tea and cake!



### WILLOWBROOK FASHION SHOW

We held our Willowbrook Fashion Show at the Village Hotel, Whiston. The event was sponsored by Jessie & Co, a local fashion boutique, and attended by over 150 supporters. We were thrilled to have a number of our patients, staff and volunteers strutting on the catwalk. It was a fantastic night to showcase clothing and accessories selected from our own shops.

Huge thanks to our Fundraising Team, and Trading Company for organising a very successful event, raising a fantastic £3,500! Special thanks also to some of our lovely volunteers that came to help and support the event.

# GOING THE EXTRA MILE

## Jonathan's story

In November 2022, when his safety was compromised, my husband Jonathan decided it was time for the hospice. His request was that he would only go to Willowbrook, a charity he had chosen to support for many years before his diagnosis.

We were admitted to Willowbrook on the one condition – that I was to move in with him, and be with him 24/7. The staff made no hesitation in agreeing to this, they pulled out all the stops and put two beds together for us, I brought in some home comforts to make the room smell and feel familiar.

The entire team supported us so incredibly well, from housekeeping, to the chef, to the clinical team. Nothing was too much trouble for them. Being a same sex couple made no difference to them, it did not affect their day-to-day work. It demonstrated the continuous evolution of the way they carry out their specialist care, they adapted the service to suit us; and our family/friends, without risking their duty to Jonathan.

Drs Kamilla and Kate were so wonderful, they looked after us both so well, and made sure I was cared for as well as Jonathan, they explained things as and when needed and kept the stimulation in his room low, with music playing (and even joining in with the meditative chants we would listen to).

Jonathan died seven nights after he arrived, and what some people might assume would be a frightening experience, wasn't. It was very unusually beautiful and only made possible because of the amazing team at Willowbrook, for taking all our requests.

After eight days, I walked out of the hospice on my own, with mixed feelings of sadness, loneliness and thoughts about how blown away I was with the team who I had become so close to.

We have a Superpower, our Superpower is Love. This was our motto from the beginning through to the very end of our life journey together, and it is with my gratitude that Willowbrook allowed us to face this experience the way that we did.

*(words of Neil Moffatt)*

## Memory Bears

As an extension to the legacy work that we sometimes do with patients and families we have recently involved one of our holistic support volunteers who is very talented in being able to create memory bears using items of the patients' clothing. As you can imagine these can be very useful aids in celebrating life and leaving as special token for relatives and children to bring comfort and assist in the grieving process.

This beautiful bear was recently created for a patient's 5-year-old daughter.

Other legacy items may include...

- Memory boxes
- Letters and cards (significant milestones etc.)
- Handprints
- Digital legacy – such as audio, music playlists and videos
- Poems/words or wisdom
- Albums/reminiscence books
- Journals
- Stories
- Other handmade items – such as crafts and quilts



Neil Moffatt (left) with Jonathan.

## Patient wedding

An actively dying patient with complex needs requiring specialist nursing and medical support was chaperoned to attend her wedding by a ward doctor and a staff nurse. The wedding had no pre-planning as the medical team and nurses believed that the patient might deteriorate quickly before the wedding day. The morning of her wedding she did become very unwell and required oxygen therapy and an urgent review but was very determined that she would still like to attend her wedding. Nursing staff liaised with family and other members of the wedding party to express the deteriorating health of the patient. The nursing and medical team assessed her symptoms and utilised and prescribed any medications that could help to alleviate her symptoms and to help her achieve her goal of attending her wedding safely.

A plan was agreed with the patient and future husband to have a doctor and nurse escort her to attend the wedding for a few hours due to her condition, then for the patient to be escorted back to the hospice as soon as she was to tire or if the medical team thought she may be becoming unwell. Family felt very reassured by this support.

However, the urgent plan we as a team made the morning of the wedding, inclusive of the patient and family members, changed during the day which added risk factors the team did not consider or anticipate, the patient wanted to stay for the evening of her wedding too, which meant that a Nurse and doctor would need to stay with her.

The nurse and doctor mutually agreed that for her safety and for her to continue to ensure that her symptoms were being managed, they would remain with the patient and granted her wish of staying to see the evening guests and medications were given as required. She was monitored very closely to ensure her privacy and dignity were maintained in case she became very unwell. However, she even managed to have the first dance with her husband and daughter and remained at the wedding party until the very end.

The patient was escorted back to the hospice around 1.00am with her husband and she died peacefully the following day.





### Quality Account Statement 2022-23 Willowbrook Hospice

Cheshire And Merseyside Place representatives along with NHSE/I Specialist Commissioning welcome the opportunity to jointly comment on the Willowbrook Hospice Draft Quality Account for 2022-23.

The draft account demonstrates the Hospices commitment to deliver high quality care and the flexibility to deliver services that are tailored to the needs of patients and families.

The account clearly sets out a review of the progress made in 2022-23 and Commissioners acknowledge and congratulate the following key improvements:

- Transitional Care Pilot
- Measure Yourself Concerns and Wellbeing (MYCAW)
- Resilience-Based Clinical Supervision (Foundation of Nursing Studies)
- Electronic Individualised Care and Communication Record (ICCR)
- Patient and Family feedback with QR code

During 2022-23 Willowbrook has continued to learn how services can be delivered differently to the wider community following the COVID pandemic, and the implementation of a young person's drop-in session to support people under the age of 50 years with children of school age demonstrates the hospice's commitment to deliver supportive and tailored services.

The hospice has continued to work collaboratively with other services and the account provides some excellent examples of partnership working. This includes enabling utilisation of some of the outreach facilities which has supported referrals and transition of care for patients between services.

Commissioners support the continued focus to progress the hospices 3-year strategy which was launched in 2022, in particular the aim to more work closely with the Whiston Hospital Specialist Palliative Care Team to support rapid end of life care discharges, which will in turn support patients to be cared for at home at the end of their life, if this is their wish.

Patient and family feedback documented within the account clearly demonstrates the hospices dedication to 'going the extra mile' and evidences the commitment to individualise end-of-life care to patients, their partner(s) and children.

The account clearly presents how the hospice is performing in relation to national, local and internal standards as an effective way of ensuring the services provided are safe, effective and efficient. This information is consistent with the assurance provided to commissioners throughout the year via reports, quality metric dashboard submissions and a recent quality and safety visit conducted by St Helens Place Quality team.

We commend the hospice on its commitment to working with its partners in a collaborative and transparent manner in 2022/23, and we look forward to continuing to work in collaboration and partnership over the coming year.



Karen Edwardson

Associate Director of Quality & Safety Improvement - St Helens (Interim)  
NHS Cheshire & Merseyside ICB

*(Signed on behalf of the Associate directors of Quality & Safety Improvement for NHS Liverpool, South Sefton, Southport & Formby, Knowsley, Halton and Warrington Places)*

*“From our very first visit we realised this was the perfect meeting place for our Palliative Patient Events, the tranquility and serenity struck us immediately along with the kindness and empathy of all the staff and volunteers we have had the pleasure to meet.”*

– UGI Cancer Support Worker

*“YMCA Together has been working with Willowbrook Hospice for the past year. Willowbrook has been supportive in helping us improve our work and understanding with our homeless clients who have deteriorating health and need Advanced Care Planning. With the help from Willowbrook we have been able to embed good practice and introduce training, resources, and further support for our services.”*

– Director of Homeless Services YMCA Together

*“Breast Mates Cancer Support Group are so thrilled with the opportunity to hold our monthly meetings at the Cedarwood Centre.*

*It is such a warm and welcoming space. At first we were worried that some of our members might not want to meet at the hospice. That is not the case. In fact our membership has increased.*

*A big thank you to the Outreach Manager who has looked after us and has been so supportive.”*

– Breast Mates Trustee

Willowbrook Hospice

# Willowbrook Hospice



## Are services

Safe?	Good
Effective?	Good
Caring?	Outstanding
Responsive?	Outstanding
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/1-116789258](http://www.cqc.org.uk/location/1-116789258)

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@cqc.org.uk](mailto:enquiries@cqc.org.uk), or go to [www.cqc.org.uk/share-your-experience-finder](http://www.cqc.org.uk/share-your-experience-finder)



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