

Quality Account 2023/24

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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Welcome...

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

"To all the incredible team at Willowbrook we just wanted to say thank you so much for all the amazing care our wonderful Mum received from you all. You were all just fantastic with her and we will be forever grateful. Nothing was too much trouble for you all, from the 'tattoos' to the wonderful 'spa' bath which mum loved and made her last days special. Every single one of you are wonderful at your job, so kind, caring, humorous and giving. Thank you from the bottom of our hearts."

"The volunteer who picked me up is a very caring person. The ambience on arrival at the hospice was very welcoming and the staff more than willing to listen to my concerns. I feel calmer and more positive than when I first came. I am very impressed with Willowbrook."

– Outreach patient

"To all the staff in Willowbrook, thank you for everything that you have done for me while I have stayed in the hospice, you have been the best people ever. I will be thinking of you when I go home, and I leave knowing the next person in my bed will be well and truly looked after. Thank you."

"My husband and myself have been blown away by your help and support. We are always talking about you all to family and friends. Thank you so, so much to everyone. Get it out there, people who don't know what's on offer are missing out!"

– Outreach patient

"Thank you from the bottom of our hearts, for all you did for our beautiful sister, you allowed her to pass with the dignity and grace she deserved. Your support meant a lot to us during the most difficult year. We will be eternally grateful."

"To the angels at Willowbrook. No words can ever express how grateful we are for the care you gave to our mum. We laughed and we cried, and we worried, but the support you gave us as a family helped us all immensely. Love and eternal thanks to you all."

Executive Office Statement

Thank you for taking the time to read our Quality Account.

The year as a whole

It was very busy 12 months for Willowbrook involving building work, recruitment, running our income generating activities and the completion of our long-planned refurbishments to the hospice. With support from many local companies, we have now fully updated our patient bedrooms, the reception, our hospice café and created a calming and relaxing quiet space for patients and their families and friends.

The refurbishment has made a huge difference to the look and feel of the hospice, starting with the reception now transformed into a bright and welcoming open space for anyone visiting the hospice. The quiet space is now a tranquil area where anyone can go for quiet reflection and contemplation. All the patients' bedrooms are single occupancy with wide-opening doors, accessible even if a patient is confined to bed, leading to a patio area with views of the lovely, well-manicured gardens and perhaps see our numerous wildlife including deer.

We recognise the importance of a welcoming, calming environment and the difference that this can make to patients and their families and friends who are sometimes worried or frightened of coming into the hospice. We were extremely lucky to have the assistance of interior designer Colette Tritschler, from the John Lewis Partnership, to aid with the design planning. Colette was a free resource that the hospice won a grant to support, and Colette was instrumental in helping to create the vision for the hospice with input from our staff and volunteers.

We enjoyed several fundraising activities throughout the year but in November we also had the benefit of an unexpected fundraising concert performed at Prescott Parish Church by the singer, Heather Small. This was a huge success and was well attended by the local community. Heather chose to support Willowbrook in response to the care that had been provided to a close friend of hers. The atmosphere was so special that evening and we are all very grateful to Heather for her support.

Our Compassionate Neighbours' service, that is much in demand was expanded during the year to incorporate Chatty Cafés. The service supports many people living with the impact of ill health, poverty and isolation but in order to try and reach more people, our Volunteering team added Chatty Cafés, held at different locations across our patch. These are supported by volunteers, and we work alongside social prescribers in both St Helens and Knowsley to try and meet the myriad needs of our community. Through establishing and growing these partnerships, more potential clients will be able to access this service over the next year.

To further support all our work, as the year closed, we were due to open our tenth retail outlet in Kirkby. This large unit should be open in time to make a significant contribution to the income generation plans for Willowbrook and we look forward to reporting on its success in next year's Quality Account.

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

May 2024



Paula, Alun and Lynda

| Governance Area | Aim | How we will measure ourselves |
|------------------------------|--|---|
| Patient Experience | <p>To improve the experience of patients with swallowing problems</p> <p>We aim to ensure that we deliver safe care by providing a varied, appetising menu, to cater for all our patients who suffer with dysphagia. We will do this by building on the skills of our workforce to deliver on the International Dysphagia Diet Standard Initiative (IDDSI).</p> | <ul style="list-style-type: none"> • Training records reflect that all clinical and catering staff have received IDDSI training. • Introduction of nutrition champions to promote awareness and assist in monitoring standards and compliance. • To create a recipe book and menu providing meals and drinks for all 8 levels on the IDDSI framework, to ensure that all patients have access to tasty and nutritious choices regardless of their dietary needs. |
| Quality Effectiveness | <p>PLACE (Patient led assessment of the care environment)</p> <p>National NHS audit carried out biannually with external stakeholders/assessors (Healthwatch), patients and carers. To ensure our environment remains patient and carer focused with high levels of satisfaction. PLACE assessment is next due autumn 2024.</p> <p>District Nurse teaching</p> <p>To continue to support District Nurses by delivering teaching on use of the Care and Communication Record, Advance Care Planning and syringe drivers. This will increase their confidence in caring for people with Palliative Care needs.</p> <p>Patient Safety Incident Response Framework</p> <p>The hospice will be introducing the Patient Safety Incident Response Framework (PSIRF) which will replace the serious incident framework.</p> | <ul style="list-style-type: none"> • Reports results and feedback • Staff training records • Evaluation of staff training • Audit of use of Care and Communication Records and Advance Care Plans • Embed new policy • Embed the policy into working practice |

| Governance Area | Aim | How we will measure ourselves |
|---|---|---|
| <p>Clinical Effectiveness</p> | <p>Addition of Practice Development Facilitators to the team</p> <p>We are piloting this new role within the hospice with the aim of identifying the learning needs of the workforce and coordinating an education plan for the organisation.</p> <p>Medicines safety</p> <p>We are aiming for a continuous improvement model of medicines management, to promote a knowledgeable workforce with an acute awareness of patient safety and risk management. An annual teaching programme on medicines safety will be delivered by our Specialist Pharmacist, supported by competency assessment by medicines management champions.</p> | <ul style="list-style-type: none"> • The Practice Development Facilitators will undertake a skills gap analysis with the support of departmental managers, identifying baseline learning objectives and opportunities for development in each department, linking with identified needs from staff appraisals. • Development of an inter-hospice education group to share best practice. • 6-month evaluation presented to Quality Assurance and Clinical Assurance groups. <ul style="list-style-type: none"> • Training records • Evaluation of training • Audit of medicines errors |
| <p>Communication Effectiveness</p> | <p>We aim to develop digital communication by creating an intranet (sharepoint/HealthRoster) in addition to completing the Digital Maturity Framework Toolkit which will provide audit on our aims. This will supplement the various forms of digital communication in use from email, virtual telephony, video conferencing, instant messaging, social media and the website. This will be underpinned by the Innovation and Technology Group Workplan.</p> | <ul style="list-style-type: none"> • Digital Maturity Framework Toolkit • Staff feedback |

| Governance Area | Our aim was to... | We achieved |
|----------------------------------|---|--|
| <p>Patient Experience</p> | <p>Family Liaison & Wider Outreach support</p> <p>Willowbrook Hospice (WBH)/Outreach Services (ORS) to be more accessible for younger patients/working families through the commencement of a young patient drop in cafe (for patients 55 years and below & 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>Bereavement support</p> <p>Recommencement of the pilot initiated 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 (Good Grief Week etc.)</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>Implementation of a young patients drop in cafe commenced early 2023 as a pilot, low attendance but comparable to the total number of younger patients known to WBH services.</p> <p>Next steps are to move the drop in, to a Friday as a more structured approach, following the complementary therapy group (as this has naturally formed a younger person’s group). Hopefully this will support numbers and new starters, we will also open the provision to our partnership groups and local specialist palliative care teams.</p> <p>We reviewed our future care planning session in ORS WFY and invited carers to also attend, with family liaison leading on the session. This has been highly successful, and we have followed up the session with a review and reflect session. Feedback has been very positive, with some patients starting and completing future care planning and carers have found it useful to meet more members of the ORS team. As a result we have commenced (Feb 2024) a ‘tea with the team’ prior to the WFY Group, so carers can attend for 30 mins prior to the group to meet the team and ask any questions/receive support.</p> <p>Collaborative working continued as a joint approach until late 2023 for grief awareness week with St Helens libraries and Crematorium. Any ongoing collaboration is to be reviewed due to the closure of libraries in St Helens. However as stated above, work is commencing in April on a young person’s art project to raise awareness of grief and children.</p> <p>Ongoing, the New Horizons bereavement group has been very successful, along with the structured bereavement group. Next steps are to open provisions wider to our partnership groups and local specialist palliative care teams.</p> |

| Governance Area | Our aim was to... | We achieved |
|----------------------------------|---|--|
| <p>Patient Experience</p> | <p>Outreach Service (ORS) Digital wellbeing and inclusivity</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 Wellness for You (WFY) groups.</p> <p>Extension of the Willowbrook Transitional Care Service</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> <p>Willowbrook Supported Discharge Service</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 (PPD).</p> | <p>In November 2023 ORS received recognition for their work with digital developments and remote working at Hospice UK conference as a poster display.</p> <p>Early 2023 we commence a digital drop in for 'our people' and whilst this was hugely beneficial to the people that attended, overall attendance was very low. Late 2023 we remodelled this provision to have Digital Champions attending our weekly WFY groups, to make them more accessible to patients and to build rapport and increasing confidence around the use of technology. Home visits can also be arranged through this group with a digital champion. The champions also attend our digital awareness sessions within the group and to support with its facilitation.</p> <p>Over the past 12 months we have extended our Transitional Care Service to be inclusive of all our patients, regardless of their place of residence.</p> <p>We have supported 21 patients at the time of discharge from Whiston Hospital at end of life, where their PPD is home. This enhanced support has been welcomed by patients and families at what is often a time of distress and anxiety. We were able to support in a variety of ways, such as:</p> <ul style="list-style-type: none"> • To ensure a patient is safely transferred with all the appropriate equipment in place. • Facilitation of rapid discharge home when a patient is at the end of their life and wishes to die at home. • Handover of care to District Nurses. • Ensuring the patient and / or carer receive advice regarding medication. • Patient and carer education regarding important aspects of care e.g., mouth care and pressure area care. |

| Governance Area | Our aim was to... | We achieved |
|---|---|---|
| <p>Patient Experience</p> | <p>Patient and Carer feedback In Patient Unit</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> | <p>We have introduced a patient and carer feedback survey, accessible by QR code or as a hard copy for those without use of a smartphone. Feedback has been excellent but numbers, small to date.</p> <p>We will continue to proactively seek feedback from our patients and carers with the aim of continuous improvement.</p> <p>Full survey report on page 21.</p> |
| <p>Quality Effectiveness</p> | <p>Implementation of quality improvements in Mouth Care assessment and treatment, in response to the “Mouth Care Matters” initiative.</p> <p>Cultural survey</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> | <p>We have implemented an oral assessment tool and risk assessment which is completed every 72 hours on the patient’s electronic record. A new oral health care plan has also been introduced and completed daily for all patients.</p> <p>A cultural assessment was conducted across the whole organisation. The results were reviewed by Executive Leadership Team and Human Resources, and an action plan was put in place to address any common themes or trends. This was communicated to staff and volunteers in the Willowbrook newsletter under a section “You Said, We Did”.</p> |
| <p>Communication Effectiveness</p> | <p>We aim to streamline patient documentation and transfer all remaining paper documentation to SystemOne, thus ensuring more efficient, safe and quality systems.</p> | <p>The Individualised Care and Communication Record which supports care planning for patients at end of life, has been transferred to SystemOne and has recently been audited.</p> |

| Governance Area | Our aim was to... | We achieved |
|--------------------------------------|---|---|
| <p>Clinical Effectiveness</p> | <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>Partnership working with St Helens Community Nursing Services</p> <p>We will support St Helens Community Nursing Services with the cross sector working of 2 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> | <p>We formally launched as a site in May 2023 and allocated to the arm of centres who would consider offering hydration at end of life.</p> <p>We have recruited 7 patients into the study having screened all eligible patients since opening for recruitment.</p> <p>A site monitoring visit was conducted in November 2023 by the research nurse from the national study team and the feedback has been very positive.</p> <p>We have support at our site from a regional research nurse from National Institute for Health and Care Research who attends regularly and has supported training for staff, data collection and data transfer to the study documents.</p> <p>The site will close recruitment either after 20 patients have been included, or after 2 years from opening the study.</p> <p>The hospice community nurse role proved to be a huge benefit to the patients on the district nurse caseload and to the practitioners caring for patients with palliative and end of life diagnosis in the community.</p> <p>It allowed for seamless communication between members of the Multi-Disciplinary Team. Having consistent and open lines of communication with thorough updates allowed us to work together to make the best plan of care for patients who needed our input. This meant a plan of care or changes to medication etc. were put into place with minimal delay. Having the opportunity to deliver hospice level knowledge and care into the community resulted in more patients Preferred Place of Care and Preferred Place of Death wishes being achieved.</p> <p>We were welcomed to the district nurse service in the most supportive and friendly way. All the staff were so willing to help with anything, meaning positive working relationships were formed from the start.</p> <p>This collaborative way of working felt inclusive of all staff and gave opportunity for continuity of care for patients, something that we cannot always achieve in nursing.</p> |

Some examples of new, adapted services and partnership working

REWILD YOURSELF: WELLNESS WITHOUT WALLS

Background:

Research shows that exposure to nature, positively contributes to health and wellbeing.

Our Outreach Services (ORS) offers holistic support through a series of approaches, to enable patients with a life-limiting illness to live well, and to feel connected to whatever is important to them, for some, this includes nature.

Aim:

In June 2023, ORS commenced a new weekly seasonal group, in collaboration with the head gardener, to support wellbeing through nature. The group is called 'Rewild Yourself'.

Method:

Whilst rewilding the environment allows natural harmony, rewilding ourselves brings harmony within! The group combines both approaches applying sensory connection and practical nature-based practices to everyday life.

Some examples of workshops include:

- Planting
- Wildlife talks/houses
- Foraging
- Grounding/Earthing
- Sound bath

Patients are also encouraged to do mindful nature journalling, enhancing sensory and nature connectedness even further.

Results:

The group has enhanced education and learning on sustainability, conservation/wildlife, planting and therapeutic techniques to enhance wellbeing.

It has supported patients to be more 'guilt free' when it comes to some aspects of gardening. Such as rewilding areas they can no longer maintain, encouraging biodiversity, and adaptations to support independence.

Feedback has been positive with:

- 100% of patients feeling that being in nature/green spaces makes them happy.
- 100% agreed that they feel more connected to the natural environment because of the group.
- 86% felt that their general sense of wellbeing has improved because of the group.
- 14% stating maybe.

"I have found the group really refreshing and look forward to coming".

"The groups make me feel like I used to feel, when I was well".

Conclusion:

The rewild yourself group has formed a bespoke seasonal programme to support patients to connect to nature and themselves in a more meaningful way, improving quality of life and connectedness. The group remains our highest attended of all ORS.



Some examples of new, adapted services and partnership working *continued*

WILLOWBROOK OUTREACH PHLEBOTOMY SERVICE

This provision is for current patients registered to Willowbrook Hospice services only and within the locality of St Helens or Knowsley.

This provision can be used for routine bloods only that are requested, but not for the provision of weekly chemotherapy checks or medical reviews. Patients must have their blood form with them (otherwise bloods cannot be taken).

Clinics are every Wednesday 1015hrs to 1145hrs (*as booked appointments only*).



PARTNERSHIP WORKING

Merseyside Probation Service, Carmel College, The Prescot School, Duke of Edinburgh Scheme and St Helens College have all provided placements to support our shops and have gained a huge amount of experience for their CV'S.

Shakespeare North and Portico Vine who we have worked with as part of our Compassionate Neighbour Service.

CORPORATE SUPPORT



All have provided teams to help support Willowbrook in the gardens, our charity shops, fundraising events, golf days.

Wain Homes Northwest, a family owned house builders, helped with the refurbishment of Willowbrook and their Warrington-based team who worked with Panorama Kitchens to organise the supply and fitting of a brand-new kitchen, with Wain Homes also donating new integrated appliances.

A team of 15 volunteers from Wain Homes visited Willowbrook to undertake landscape and grounds maintenance as part of our 'Helping Hands' initiative.

'Helping Hands' sees every Wain Homes employee given paid time out of the business to volunteer to support good causes in their local communities.



Recognition of Good Practice

HOSPICE UK ECHO & HOSPICE DIGITAL HEALTH AND INCLUSION IN PALLIATIVE AND END OF LIFE CARE REPORT

Hospice UK ECHO supports specialist knowledge sharing between professionals, and best practice. It supports hospices (and the wider palliative care sector) to operate as effectively as possible.

In April 2023 Willowbrook was used as an example of good practice on Hospice UK innovation hub website and in May we had the opportunity to present our Outreach Services (ORS) virtual services on the ECHO forum! We were also able to present this work at Hospice UK as a poster display in November 2023.

In January 2024 Hospice UK used Willowbrook as a part of their published report on Digital health and inclusion in palliative care

Hospice UK innovation hub –
“Willowbrook Hospice has embedded hospice nurses into a local District Nursing team, providing more support for palliative patients and reducing admissions to hospital.”

Project overview

Willowbrook Hospice was approached by its Integrated Care Board (ICB) in February 2023.

The district nurses were open to any support the hospice could provide to enable them to continue to provide a responsive service to all patients and not just palliative patients. The hospital was not always able to discharge patients with palliative care needs, as they were unable to arrange suitable home care. This meant that some patients were not able to die at home if this was their wish.

The hospice was asked if it could help reduce patient admissions and increase discharges from hospital for palliative patients. After reviewing various options, the hospice devised a plan to do this by supporting the local District Nursing teams. The hospice also received some funds from an external charitable organisation.

Willowbrook does not have a Hospice at Home or Community service, but the team was keen to help provide much-needed care for palliative patients in the community.

The hospice met with St Helens District Nursing and agreed to embed two Band 6 Willowbrook Hospice senior nurses into the neighbourhood team, starting from April 2023. The nurses are known as “Willowbrook Community Nurses”.

Outcomes

Having two Willowbrook Hospice (WBH) nurses in the District Nursing (DN) team has been incredibly valuable – so much so that another senior nurse has been added to the team. The WBH nurses will visit any patient with palliative care needs but will prioritise in supporting patients at the end of their lives.

The WBH nurses have the capacity to spend more time with patients, and have supported people to die at home, in their preferred place of death. This is not only valuable for the patient themselves, but for their carers and family who would otherwise have had to experience the death of a loved one alone.

The DN team has a relatively new workforce, having seen several staff members retire recently. The hospice nurses are very experienced nurses who can share knowledge and skills. Some newly qualified Nurses have shadowed the hospice nurses and learned how to complete Individualised Care and Communication Records.



The hospice nurses have reintroduced Advance Care Planning (ACP) to the DN team and are training the DNs to have Advance Care Plan conversations with patients. They have also been able to provide education and training around aspects of care for patients with palliative needs, such as administering subcutaneous fluids.

The DNs are much more aware of what the hospice does and are able to refer people to the Outreach Service. The team are also identifying families who need bereavement support, before their loved one has died. There are several patients who have been on the community caseload and then admitted to the Inpatient Unit, so this provides excellent continuity of care. It is reassuring to patients to see someone they recognise.

The St Helens DN team has been very open to working with Willowbrook. The nurses are keen to learn and provide the best possible care to patients. The WBH nurses who are embedded in the team have previously worked as DNs, so they have been able to fit in well with the team. All the nurses can see the positive impact of being able to spend more time with patients.

2023: Our Year in Numbers

Our **440** active volunteers gave us **82,100** hours of their time. This would have cost us **£906,384.00** in salaries and on-costs

In 2023, it cost **£5.2m** to run all our services with **71%** funded by Willowbrook supporters

In 2023 Willowbrook has **35,920** active supporters as donors, fundraisers, lottery members, social media followers and business sponsors

Our lottery has approx. **10,000** weekly members and raises over **£400,000**

Every 24 hours, it costs Willowbrook **£928** to care for each patient

Willowbrook achieved a **top 100** placing as an outcome from the completed *Investors in Diversity* national assessment

The average individual donation in 2023 was **£65.73**

We supported over **5,924** contacts through our Outreach services (including wellness groups, home visits, one-to-ones, virtual, family liaison and bereavement services)

Our Trading Company contributes over **£13,000** each week towards our running costs

This section of the Quality Account 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 2023/2024. There have been no investigations by the CQC during this period.

In July 2023 the CQC undertook a direct monitoring activity, this involved reviewing information and data about the hospice's clinical services. The CQC was satisfied with the information provided and no further regulatory activity was required.

In 2023/24 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.

The hospice continues to promote Freedom to Speak Up and has two Freedom to Speak Up Guardians in post as well as a Freedom to Speak Up trustee. We are registered with the National Guardians Office and submit quarterly data and attend all network and regional meetings.

During the year, Willowbrook was awarded the Navajo Merseyside & Cheshire LGBT Charter Mark from In-Trust Merseyside for the second time. This quality mark is a signifier of good practice, commitment and knowledge of the specific needs, issues and barriers facing LGBTQIA+ people in Merseyside and in recognition of our work, Willowbrook was the first hospice to be awarded this back in 2021.

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 Innovation and Technology Committee. The last submission against the NHS Digital Data Security and Protection Toolkit was successful in June 2023 and all 44 standards were met. We will submit again in June 2024 to maintain our compliance with this requirement.

The hospice receives a Statutory grant income and this continues to represent less than 30% 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 2023/2024 was not conditional on achieving quality improvement and innovation goals agreed between Willowbrook Hospice and any person or body they entered 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 | Care Quality Commission (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 Integrated Care Board (ICB) |
| Data Set | Clinical Activity | Quarterly | Knowsley Place Integrated Care Board (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 incidents | Quarterly | Clinical Assurance Group internal |
| Quality Visit | Statutory Review – last visit March 2023 No actions | Annual | St Helens Place Integrated Care Board (ICB) |
| Clinical Workforce | Safe Staffing | Quarterly | Board of Trustees, Internal |
| Quality Visit | Statutory Review – last visit May 2018 No actions | Annual | Knowsley Care Quality Commission (CCG) |
| Statutory Review | Last inspection Dec 2019 – Outstanding | 3 – 5 yearly | Care Quality Commission (CQC) |

| Our Key Actions and Learning... | |
|--|---|
| Infection Control | <p>Our annual infection prevention and control audit was undertaken in February by the 3 Boroughs team of Clinical Nurse Specialists. This team cover the communities of St Helens, Warrington and Halton. They were very impressed with the standard of our practice, scoring 98% compliance overall. Modules covered were:</p> <ul style="list-style-type: none"> • Management • Outbreak Management • General Environment • Bathrooms & Toilets • Bedrooms • Sluice & Waste Management • Treatment Rooms • Sharps Safety • Laundry • PPE • Cleaning & Medical Equipment • Promotion of Infection Control Strategies |
| Individualised Care and Communication Record (ICCR) | <p>The ICCR serves as a care plan for patients at end of life. We converted this document to a digital version on the patients record. The use of this care plan has been audited since being uploaded to SystmOne. During the 5-month period audited, 33 patients had died on the Inpatient Unit. 23 (70 %) had their care supported by the ICCR. For the 10 (30%) with no ICCR in use, patient electronic records were audited to identify the rationale for not using it and to determine whether the records reflected all information required. Following the audit, it was evident that where the ICCR was not, patients had deteriorated rapidly. Some recommendations have been made for more frequent documentation times and a review of the supporting carers information leaflet.</p> |
| Controlled Drugs <i>Care Quality Commission</i> | <p>The annual Care Quality Commission (CQC) self-assessment serves to determine how well an organisation is complying with the regulations and guidance regarding Controlled Drugs. This audit was completed by the Specialist Pharmacist and focuses on the following domains:</p> <ul style="list-style-type: none"> • Controlled Drugs Guidance • Obtaining and Receiving Controlled Drugs • Storing • Prescribing • Dispensing and Supply • Destruction • Transporting • Stationary • Reporting and Learning <p>We were compliant in all areas but a plan is in place for the Specialist Pharmacist to lead on a more structured education plan for Controlled Drugs.</p> |

| Our Key Actions and Learning... | |
|--|--|
| <p>Dementia Challenge Self-Assessment <i>Department of Health</i></p> | <p>The self-assessment framework can be used to baseline current position against best-practice criteria in contributing to the dementia pathway. The aim is that nurses and care staff have the skills and knowledge to confidently assess and provide ongoing support to people with dementia, and their carers, through to end-of-life care. There are 6 key domains in the dementia challenge, and we conduct this self-assessment 3 yearly:</p> <ol style="list-style-type: none"> 1. Maximising health and wellbeing. 2. Helping people to stay independent. 3. Working with people to provide a positive experience. 4. Delivering care and measuring impact. 5. Building and strengthening leadership. 6. Ensuring we have the right staff, with the right skills and attributes in the right place. 7. Supporting positive staff experience. <p>The self-assessment was conducted by the Lead Dementia Nurse, and we were compliant in all areas with a score of 100%.</p> |
| <p>Antimicrobial Audit</p> | <p>We conduct a biannual antimicrobial audit as part of our infection prevention and control agenda. This serves to ensure we are prescribing in accordance with local policy to reduce the risk of Healthcare Associated Infections.</p> <p>The latest audit examined the prescriptions of 20 patients who had all been treated with antimicrobials, by both oral and intravenous route.</p> <p>Results showed that 8 cases (40%) did not comply with the local antimicrobial prescribing policy. However, treatment was prescribed for 6 of the 8 (75%) following guidance from a microbiologist.</p> <p>Documentation had improved since the previous audit with 85% having a clear indication for the treatment documented, 90% having the effectiveness of treatment reviewed after 24-72hours and 65% having a review and stop date on the drug chart.</p> <p>The results were presented at the Medicines Management Meeting and cascaded to the wider team for shared learning.</p> |

Patient and Family Questionnaire

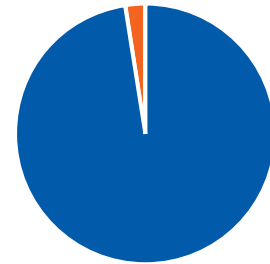
42
Responses

04:14
Average time to complete

Active
Status

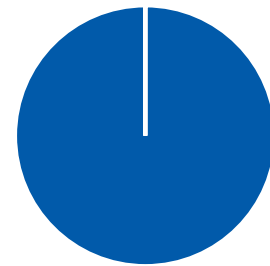
1. How likely are you to recommend Willowbrook Hospice's care to family and friends if they need a similar service?

| | |
|-------------|----|
| Very likely | 41 |
| Likely | 1 |
| Unlikely | 0 |



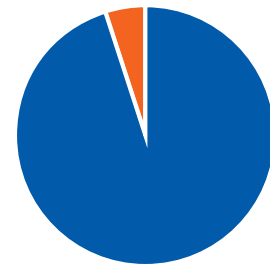
2. Do we treat you with dignity and respect?

| | |
|------------------|----|
| Always | 42 |
| Most of the time | 0 |
| Sometimes | 0 |
| Never | 0 |



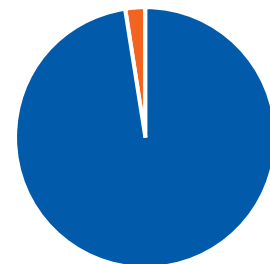
3. Do we involve you as much as you would like in decisions about your care?

| | |
|------------------|----|
| Always | 40 |
| Most of the time | 2 |
| Sometimes | 0 |
| Never | 0 |



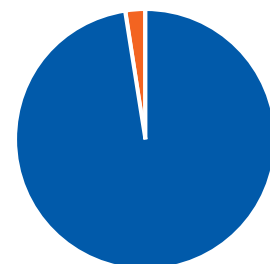
4. Do we provide enough support for you, your family member, carer or friend?

| | |
|------------------|----|
| Always | 41 |
| Most of the time | 1 |
| Sometimes | 0 |
| Never | 0 |



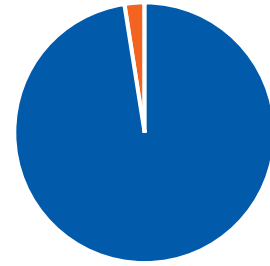
5. How was the way you were welcomed when you came into the hospice?

| | |
|-----------|----|
| Very good | 41 |
| Good | 1 |
| Fair | 0 |
| Poor | 0 |



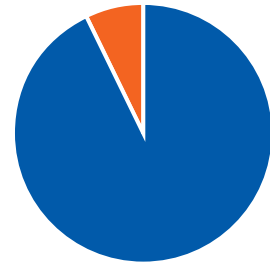
6. How was the cleanliness of the hospice?

| | |
|-----------|----|
| Very good | 41 |
| Good | 1 |
| Fair | 0 |
| Poor | 0 |



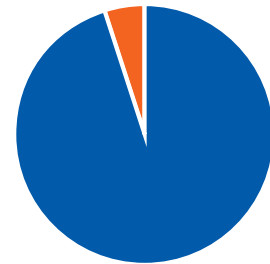
7. How was the quality of the food and drink provided at the hospice?

| | |
|-----------|----|
| Very good | 39 |
| Good | 3 |
| Fair | 0 |
| Poor | 0 |



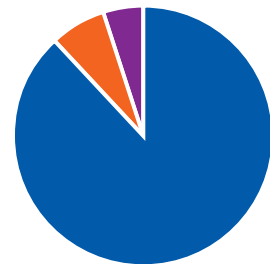
8. How was the support given to relieve pain?

| | |
|----------------------|----|
| Very good | 40 |
| Good | 2 |
| Fair | 0 |
| Poor | 0 |
| Support not required | 0 |



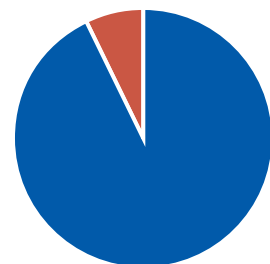
9. How was the support given to relieve other symptoms you may have/have had (e.g nausea, constipation, breathlessness etc)?

| | |
|----------------------|----|
| Very good | 37 |
| Good | 3 |
| Fair | 0 |
| Poor | 0 |
| Support not required | 2 |



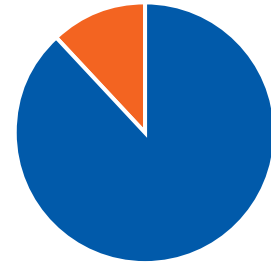
10. How was the emotional support that we offered you and the people who care about you?

| | |
|-----------|----|
| Very good | 39 |
| Good | 3 |
| Fair | 0 |
| Poor | 0 |



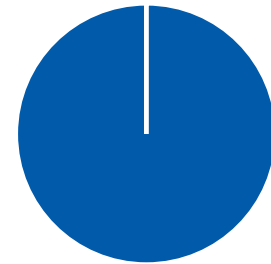
11. How was the support we provided you as a person regarding your beliefs, faiths, hopes, feelings of peace sense of purpose?

| | |
|-------------|----|
| ● Very good | 37 |
| ● Good | 5 |
| ● Fair | 0 |
| ● Poor | 0 |



12. How would you rate your overall experience of Willowbrook Hospice?

| | |
|-------------|----|
| ● Very good | 42 |
| ● Good | 0 |
| ● Fair | 0 |
| ● Poor | 0 |



13. Is there any other feedback you have on how our care has helped?

42 Latest Responses
 Responses *“I have experienced exceptional care from every single person here”*
“The care has helped me with the overwhelming pain”
“I feel that the care I have received has been amazing”

14. Is there anything we can do to improve your experience of our services?

42 Latest Responses
 Responses *“Nothing”*
“No, everything has been good”
“No, I can’t complain about anything”

15. If you would like anyone to contact you from the hospice regarding any concerns you have then please leave your name and contact details below:

21 Latest Responses
 Responses

ORS in house patient experience survey results 2023/24

| Patient Questions | Score |
|---|-----------------------------------|
| How likely are you to recommend Willowbrook Hospice's care to family and friends if they needed a similar service? | 100% very likely |
| How was the way you were welcomed when you came into the hospice? | 100% very good |
| Did you feel listened too? | 100% yes |
| Do we provide enough support for your family member, carer, or friend? | 94% always 6% most of the time |
| The support we give, to help you learn and self-manage symptoms that you may have (such as breathlessness, pain, fatigue, stress etc.)? | 89% very good 11% good |
| How would you rate your overall experience of Willowbrook? | 100% very good |
| Cleanliness of the hospice | 100% very good |

HOSPICE QUALITY METRICS

| = not applicable | | 2022 / 23 | 2023 / 24 | 2022 / 23 | 2023 / 24 | 2022 / 23 | 2023 / 24 |
|--------------------------------------|--------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|
| Clinical Incidents | No harm | 3 | 0 | | | | |
| | Low harm | 0 | 0 | | | | |
| | Moderate harm | 0 | 0 | 0 | 0 | 0 | 0 |
| Clinical Indicators | RIDDOR | 1 | 3 | 0 | 0 | 0 | 0 |
| | Serious injury to patients | | | 0 | 0 | 0 | 0 |
| | Outbreak of infectious disease | | | 2 | 2 | 0 | 0 |
| | Duty of Candour | 0 | 0 | 0 | 0 | 0 | 0 |
| Staff/Visitor accidents/falls | No harm | 2 | 1 | | | | |
| | Low harm | 12 | 9 | | | | |
| | Moderate harm | | | 1 | 3 | | |
| Patient accidents/falls | No harm | 10 | 11 | | | 0 | 0 |
| | Low harm | 11 | 4 | | | 0 | 0 |
| | Moderate harm | | | 0 | 0 | 0 | 0 |
| | Number of actual patients | 19 | 13 | 0 | 0 | 0 | 0 |
| Complaints | Formal Verbal | 1 | 6 | 0 | 0 | 0 | 0 |
| | Formal Written | 0 | 0 | 0 | 0 | 0 | 0 |
| Freedom to Speak Up | Patient safety/quality | 0 | 0 | 0 | 0 | 0 | 0 |
| | Behaviour | 1 | 3 | 0 | 0 | 0 | 0 |
| | Suffered detriment | 0 | 0 | 0 | 0 | 0 | 0 |
| | Worker safety/quality | 0 | 0 | 0 | 0 | 0 | 0 |

MEDICINES INCIDENTS

| = not applicable | | 2022 / 23 | 2023 / 24 | 2022 / 23 | 2023 / 24 | 2022 / 23 | 2023 / 24 |
|---------------------------------|--|-----------|-----------|-----------|-----------|-----------|-----------|
| Total incidents recorded | | 132 | 77 | | | | |
| No harm | | 132 | 75 | | | | |
| Low harm | | 0 | 2 | | | | |
| Moderate harm | | | | 0 | 0 | | |
| Severe harm | | | | | | 0 | 0 |
| Prescribing | | 30 | 29 | 0 | 0 | 0 | 0 |
| Dispensing | | 10 | 3 | 0 | 0 | 0 | 0 |
| Administration | | 28 | 17 | 0 | 0 | 0 | 0 |
| Documentation | | 64 | 28 | 0 | 0 | 0 | 0 |

COMPLAINTS

| | | |
|----------------|----------|---|
| Verbal | 6 | <ol style="list-style-type: none"> 1. Relative of a patient had concerns re patient care provided. Meeting held face to face and family satisfied with outcome. 2. Relative of patient unhappy with discharge plans. Further discussion took place and patient was safely discharged to an appropriate facility. Thank you card received from the family. 3. Complaint raised re quality of the food provided. Addressed by the head chef and resolved. 4. Attitude of staff member addressed and resolved. 5. Unsatisfactory audit – action plan in place and addressed. 6. Complaint re food storage – addressed and resolved |
| Written | 0 | |

INPATIENT UNIT CLINICAL ACTIVITY 2022-2023

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

INPATIENT UNIT CLINICAL ACTIVITY 2023-2024

| Occupancy | Admission | Discharges | Deaths |
|-----------|-----------|------------|--------|
| 85% | 116 | 37 | 77 |
| Knowsley | 37% | 30% | 47% |
| St Helens | 58% | 67% | 47% |
| Other | 5% | 3% | 6% |

Education Summary 2023-2024

Supporting homelessness sectors

End of Life Care education as a collaborative approach continues with the YMCA and other homelessness sectors, Willowbrook Hospice, Knowsley Advance Care Plan (ACP) facilitators and the Community Specialist Palliative Care Team. This continues to be effective and has been recognised by Knowsley commissioners as an example of good practice and has received recognition at Hospice UK conference as a poster display in November 2023.

The Director of Homeless Services has reported; “changes have been made to practice as a result of the training” to enhance and support the delivery of palliative care; “such as the introduction of End Of Life (EOL) champions across complex services, creation of a resident charter, an End Of Life Care (EOLC) guidance document to staff, hosted events to promote ACP during Dying Matters week and a ‘thinking ahead’ template on client systems”.

Domiciliary Carers Palliative Care Training

Over several months we have developed and provided a 2-day training package for individuals caring for patients in their own home. All sessions focus on specific issues pertinent to end of life care and aimed to better equip carers in providing holistic end of life care.

Sessions include recognising dying, common symptoms at end of life and how to provide support with breathlessness and anxiety management, mouth care, nutrition, and skin care. Others focused on communication skills, advance care planning and spiritual care.

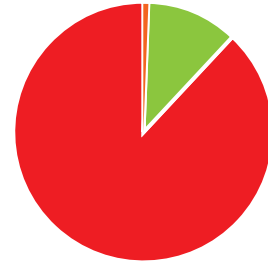
We have trained around 160 carers. Further sessions will be available over the next year as we aim to help ensure the best care possible for all end-of-life patients regardless of their place of care.



Domiciliary Carers Palliative Care Course feedback

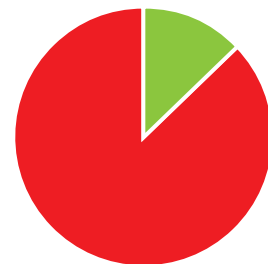
1. How useful did you find the session?

| | |
|----------------|-----|
| ● Not at all | 0 |
| ● Slightly | 1 |
| ● Mostly | 15 |
| ● Very much so | 115 |



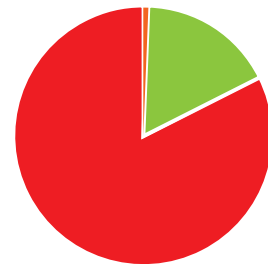
2. Did you find the information delivered in this session well organised and interesting?

| | |
|----------------|-----|
| ● Not at all | 0 |
| ● Slightly | 0 |
| ● Mostly | 17 |
| ● Very much so | 114 |



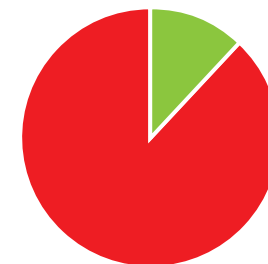
3. Did the session meet your expectations and needs?

| | |
|----------------|-----|
| ● Not at all | 0 |
| ● Slightly | 1 |
| ● Mostly | 22 |
| ● Very much so | 108 |



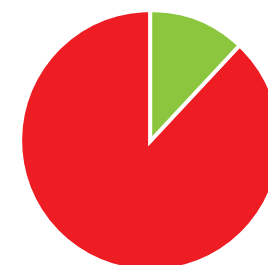
4. Do you feel you could use the skills and knowledge you have gained over the course?

| | |
|----------------|-----|
| ● Not at all | 0 |
| ● Slightly | 0 |
| ● Mostly | 16 |
| ● Very much so | 115 |



5. Did you enjoy the overall training?

| | |
|----------------|-----|
| ● Not at all | 0 |
| ● Slightly | 0 |
| ● Mostly | 16 |
| ● Very much so | 115 |



6. What could you improve, if anything?

e.g. more of one subject more time / less time

Please comment with any sessions you found useful and if you feel anything was missing.

113 of the 131 respondents felt that the sessions covered their learning needs and didn't have any suggestions for changes.

Suggestions:

- More practical elements and group discussion (6 respondents)
- More time/days (3 respondents)
- More time on stress management (1 respondent)
- Less time! (1 respondent)
- Setting ground rules so that participants didn't talk amongst themselves during sessions (1 respondent)
- Could be less community focused (1 respondent)
- Use of a microphone (1 respondent)
- Some sessions put people on the spot to speak out loud without the option to not
- Learning disabilities/ adaptations were not asked about (1 respondent)
- Bigger cups! (1 respondent)
- Lunch was a bit too generous. Maybe reduce quantity to avoid wastage (1 respondent)

Domiciliary Carers Palliative Care Course comments

"Everything was useful, especially the app with the different religions and how to look after the patient at the end of life."

"I learnt a lot more on caring for my service users. Lots of very good information for future calls that will help me. Very friendly and lovely staff."

"All of the training was excellent, well delivered, all staff that came in was very friendly and well spoken. 10/10 😊"

"Out of all training courses I have attended this has been the most informative. I think the breaks throughout the day made it easier to concentrate and follow this. Dinner was lovely and there was a wide selection for everyone. All the trainers were passionate, and you could tell their job role meant a lot to them. The hospice staff are all very friendly and welcoming. The wellbeing pack was a lovely touch. I would highly recommend the training to others. I think it is suited for all in the health care sector, etc carers to build their knowledge and also managers to ensure that they can put things in place to assist with managing and looking after staff whilst caring for someone who is at end of life."

"I found the palliative care training very interesting, and I feel this has given me the ability to care better for anybody now who is palliative. As I now understand it a lot more than I did before starting this course."

"Everything was well organised. The trainers were so good and delivered the training quite well. In fact, they were so fun and interactive and very inclusive of each individual making it very easy to understand their teaching."

"Excellent information for carers, however for Nurses in the Nursing home setting, more of a recap."

Our Year 2023-2024

APRIL 2023

VOLUNTEER BEREAVEMENT TRAINING

Extensive training took place at the Living well to train a team of Family Liaison and bereavement volunteers/champions to support our services. These trained volunteers provide vital support for our groups and one-to-ones under the supervision of Family Liaison.

NEW HORIZONS

Our informal bereavement peer support group aptly re named their group as 'New Horizons'. They meet the first Monday of every month at our Reflections Café at the hospice, they have their own WhatsApp group and meet externally for other celebrations and social occasions throughout the year. These are just some of the inspiring examples of how people, despite sad circumstances, are living and finding meaningful connections.



SKY DIVE

Fifteen fabulous fundraisers jumped out of plane in aid of Willowbrook, at the Black Knights Parachute Centre in Lancaster, raising an incredible £11,000!

MAY 2023

ANNUAL GOLF DAY

We held our annual Golf Day at Blundells Hill Golf Club, a great day was had by all who took part, and over £6000 was raised!

JUNE 2023

PRIDE MONTH

We celebrated the start of Pride month by hosting a staff and volunteer picnic.

COLOUR RUN

We held our first Colour Run, in partnership with St Helens Borough Council, and raised £4,500! This was a really fun event which was enjoyed by people of all ages.

VOLUNTEERS WEEK

During Volunteers Week 2023 we held a series of Afternoon Teas to celebrate and acknowledge the fantastic support that all our volunteers contribute to the life of Willowbrook. 130 volunteers thoroughly enjoyed the events.



VOLUNTEERS AND STAFF LONG SERVICE AWARDS

During the summer we held a catch-up Staff and Long Service Awards celebration from 2022 at Portico Vine Rugby Club (part of our collaborative working).

JULY 2023

SNOWDON WALK

A team of 15 amazing people, including four of our own Fundraising team members, walked up Snowdon at 1am to see the sunrise. Although the clouds didn't clear in time for when they reached the top, they had a great experience and raised £4,000!

PRIDE

Staff and volunteers attended both St Helens and Liverpool Pride events, and were invited to be part of the parades. Everyone who joined the parades enjoyed celebrating our diverse, welcoming and caring community.



AUGUST 2023

GARDENS IN BLOOM

The hospice was awarded the highest grade for Gardens in Bloom under the category of 'it's your neighbourhood' we were not only judged on the presentation of our gardens, but also in the use of volunteers and engaging with other members of the community and our environmental credentials. We were judged by a lecturer from RHS Bridgewater who was particularly impressed with the work of the 'Rewild Yourself' group, and even went back to share some of our activities with her RHS students as part of their studies.

QUIET SPACE

Our Quiet Space underwent a transformation, thanks to Dunelm St Helens Community Support. We received donations of a sofa bed, fixtures and furnishings. The room is now a lot more calming and a more pleasant environment where family and friends can go to spend some final moments with their loved ones. Thank you to Dunelm for their generosity.



SEPTEMBER 2023

MOONLIGHT WALK

Our annual Moonlight Walk took place at Ruskin Drive, and was a great success. Seeing families come together to remember a loved one was really special, and raised over £11,000.



FC WILLOWBROOK KICK OFF

FC Willowbrook (left) held their first match against North West Community Stars Football Club, in memory of Andrew Grounds, who was a patient at Willowbrook Hospice. His son Luke dreamed of organising an event to raise funds for Willowbrook, as he was so thankful for the care his Dad received. They raised a fantastic £2,000.

ANFIELD ABSEIL

A team of fundraisers abseiled down Liverpool FC for Willowbrook and raised £5,000! Well done to everyone who took part.



OCTOBER 2023

NAVAJO CHARTERMARK

We celebrated receiving the renewal of the Navajo Chartermark. Members of staff and volunteers attended on behalf of the hospice.

We proudly join in partnership with local NHS Trusts, Schools, and Councils amongst other businesses from the local area. We will continue to work towards ensuring that all members of our local community feel able to access our services.

AFTERNOON TEA

We are always grateful to our volunteers for the hours they put in to help raise funds for Willowbrook. They hosted their last afternoon teas of the year, and raised a wonderful £700.

STRICTLY GLITTER BALL

We hosted our Strictly Glitter Ball and proudly raised £37,000! The People's Vote winner was our very own Dr Stephen Fu who wowed the crowd with his fabulous jive performance! The evening took place at The Totally Wicked Stadium and was a great night from start to finish. We are thankful to everyone who helped make the night a roaring success!



NOVEMBER 2023

HOSPICE UK CONFERENCE POSTER DISPLAY

Willowbrook Hospice attended Hospice UK Conference, to show case some of their work that was displayed at the conference.

Right: Posters for 'End of Life Care Education for Organisations Supporting Homelessness' and 'Virtual Outreach Services: Supporting Wellbeing, Inclusion & Reducing Social Isolation'.



CHARITY PARTNERS: ST HELENS RLFC / TOTALLY WICKED

We were delighted to have been chosen by St Helens RLFC and Totally Wicked UK to be charity partners for the 2024 season. The Saints junior shirts proudly features our logo! We appreciate the support that this partnership will bring to help raise the vital funds needed to run our hospice and to improve awareness of what we do.

Right: The Willowbrook Hospice logo features on the shirts of St Helens RLFC.



DECEMBER 2023

HEATHER SMALL CONCERT

Heather Small (right) showed her support for Willowbrook Hospice, by performing for a very special one off night at Prescot Parish Church. Tickets sold out within the first hour! Lucky guests who were fortunate to buy tickets were also treated to the vocals of artists Tom Loughlin and Olivia Parr. Heather was keen to support Willowbrook following the care her dear friend Jonathon received from our hospice team. The event raised an incredible £10,000.



LIGHT UP A LIFE

We held our Light Up A Life service at the hospice and invited guests to dedicate a light to their loved one on our tree. Those who attended said it was a beautiful evening. We invited seven year old Savannah and her family to switch on the lights, our team cared for her Mummy earlier in the year.

COMPASSIONATE NEIGHBOURS' CHRISTMAS LUNCH

Each year we hold a lunch for our Compassionate Neighbour Service users and a companion. The lunch, held at The Living Well brings together Compassionate Neighbours from across both boroughs who enjoyed a traditional Christmas Lunch prepared by Kerry Leyland and her team.



JANUARY 2024

HOSPICE RENOVATION

We revealed our newly refurbished hospice.

The refurbishment of the bedrooms was self-funded, our Trustees agreed to allocate some of our reserves to upgrade some of our older rooms which desperately needed upgrading.

We now have 10 high quality single bedrooms which all have ensembles and individual access to a terrace so patients can enjoy the outdoors even if they are unable to leave their bed. Additionally, one room has been equipped with a ceiling mounted hoist which enables more dignified care for anyone who has lost their mobility.

We are really proud of our refreshed hospice; it wouldn't have been possible without the community support in making this all happen. We are very fortunate to now have a beautiful setting for those who require specialist palliative care and holistic services to patients and their families and would like to thank everyone who helped make this possible.



THE VOLUNTEER AND STAFF LONG SERVICE 2023 AWARDS

Together all the award winners totalled 795 years of dedicated support for Willowbrook, which is a fantastic achievement.

The glittering ceremony was held at The Living Well with guest BBC Northwest Tonight and Willowbrook Patron, Roger Johnson (on the right).



FEBRUARY 2024

OUTREACH

Outreach invites carers, and any family members, to attend 'Tea with the Team' with their loved ones prior to them attending the Wellness for You. This is a weekly arrangement, whilst their loved one is linked into the Wellness for You groups. Carers can attend as many or as few as they like.

We hope it gives carers the chance to get to know the team, ask questions and seek further support if its needed.



MARCH 2024

BATHROOM REFURB

We received a funding grant from B&Q to refurbish our patient bathroom. With the help of Colette, Interior Stylist 'on loan' from John Lewis, she transformed the space into a spa like sanctuary. It looks so welcoming, and will give our patients a much more relaxing bath experience.



Patient Stories

Michelle's mum Sue was cared for by Willowbrook in December 2023. Her Dad accessed our Outreach Services four years ago also, so Michelle has a strong connection to Willowbrook. So much so that she has pledged to fundraise as a way of saying 'Thank You' to the team that provided support to her parents, and to Michelle and her family whilst they grieve. Here is her story:

“Our beautiful Mum passed away from oesophageal cancer on 29th December 2023, after suddenly showing symptoms just seven weeks before.

Her symptoms soon became very complicated and were not under control at home, but we were absolutely blessed that Willowbrook found a bed for Mum and made her so comfortable in the last two weeks of her life. They rescued us, at a time when we were in a really upsetting and scary situation that had knocked us for six and wasn't remotely expected, we were all in shock.

From the moment we arrived at Willowbrook, our mum was cared for so beautifully. It was quite incredible. Nothing was too much trouble for the staff, not only for Mum but for us too, checking we were OK and supporting us all as a family. It felt like being part of one big family being there.

Mum was always so full of life and full of fun. We were able to still laugh and be ourselves, and with the staff too. If you've never been to a hospice, it isn't what you would expect – it's not a dull, dark, gloomy place, it's a place you can spend quality and special time with your loved ones in the time that you have left together; a chance to make more memories together. The children were able to come and see her, there's a playground for them, and they liked popping into the cafe for something nice to eat – it was comfortable and just incredible that Mum was at the heart of everything to do with her care and they respected and honoured all of her decisions.

She was able to experience her last couple weeks of her life as positively as could be in this situation – from chats and laughs, to ice lollies or her favourite meals being prepared for her, we even had the nicest Christmas dinner ever (we would have happily paid for that in a restaurant!), and Mum enjoyed a 'No-Secco' and lemonade! Little things like that make a real difference when someone is at their end of life.

One of the staff members who cared for Mum had tattoos, Mum said “you know what, I wish I had got a tattoo now!” That lovely lady went and ordered tattoo transfers for Mum! She gave one to mum, myself and my daughter!! Mum was absolutely delighted, she was excited to show it off, as she had always wanted one but never got round to it. We loved it that much, that I had the design permanently on my wrist, which now serves as a nice memory of a sad time.



Tattoos to commemorate Michelle's mum.

You just never know when someone that you love might need the kind of care that Mum needed. We were just so lucky that this incredible hospice is in our area and that's why I promised myself once Mum passed away, that I would do something to give back to the hospice as a token of our appreciation and gratitude.

Mum passed away peacefully and was in no pain. We will never forget it and will be forever grateful. The hospice has been there for us during the time Mum was a patient, but afterwards too. I am accessing bereavement support, which Mum also received after we lost Dad. It made a big difference for her to have someone to speak to who had been in the similar situation.”

To date, Michelle, her brother Stephen along with family and friends, have raised just under **£1,500** for Willowbrook through fundraising and donations, and are continuing to fundraise! This is a fantastic amount, it is thanks to our incredible supporters like Michelle and Stephen that we are able to continue to provide our first class care.



Making wishes come true

At Willowbrook Hospice, we pride ourselves on being a place that doesn't just care for a person's physical needs but also for their emotional and social needs too.

We wanted to fulfill our patient Julie's wish, to kiss a donkey. Fiona the donkey visited Julie at our hospice where she received our specialist care.

Fiona not only brought joy to Julie but also to our staff, visitors and other patients.

Heartfelt thanks to Alwood Donkeys and our staff for all the effort they went to, to grant Julie's wish. We also appreciate the continued community support as without that, we could not continue to provide free exceptional palliative care to all in our community who needs it!



Staggering response to marriage proposal

We also fulfilled a patient's wish to get married and asked our local community to help with a few items needed to make the day happen.

The support received blew us away, we were truly inundated with offers of kindness and generosity and were able to give our patient the day she wanted.

Within a few short hours of our plea being shared on social media, the response was staggering.

We are deeply overwhelmed and grateful to our local community, but not surprised, that they responded in the way that they did. Our teams work tirelessly to achieve wishes like this. Thank you to everyone who contacted us to help and to those who simply shared our post.

“Breast Mates Cancer Support Group would like to thank the hospice for their continued support. We are now in our second year of holding our monthly secondary breast cancer group meetings at the Cedarwood Centre.

The centre is an ideal venue for us. We have found that meeting at the hospice has, for some of our members, taken away the fear of hospice care.

A big thank you for being so supportive to our needs.”

Eileen McGovern
Secondary Breast Cancer Group Leader
Breast Mates

“Willowbrook Hospice provides the perfect therapeutic environment to address sensitive end of life issues for Upper GI patients with life limiting disease. This enables an open discussion not only with professionals in the Upper GI Team but other patients and their Carers with supported contacts from Willowbrook Hospice staff as appropriate.”

– Upper GI Team

Monday 11 March 2024

From a speaker for the Youth Justice Service, who struggled to get to the Alexandra Suite for her meeting on time due to cancelled trains.

At short notice, Alison found a different route, sent her the train times and picked her up from the hospice. This is what Ruth said...

“Thank you so much for all your help today Alison, it was absolutely above and beyond.”

Domiciliary Carers Palliative Care Training course:

“Everything was well organised. The trainers were so good and delivered the training well. In fact, they were so fun and interactive and very inclusive of each individual making it very easy to understand their teachings.”

Domiciliary Carers Palliative Care Training course:

“All the trainers were passionate, and you could tell their job role meant a lot to them. The hospice staff are all very friendly and welcoming. The wellbeing pack was a lovely touch. I would highly recommend the training to others.

All of the training was excellent, well delivered, all staff that came in was very friendly and well spoken. 10/10 😊”

Quality Account Statement 2023/2024 Willowbrook Hospice

Cheshire And Merseyside Place representatives for the Cheshire and Merseyside Integrated Commissioning Board (ICB) along with NHSE Specialist Commissioning welcomed the opportunity to jointly comment on Willowbrook Hospice Draft Quality Account for 2023/24.

The ICB appreciate the focus that Willowbrook have maintained on delivering safe and support services during 2023/24 despite it being a challenging and busy year, impacted by increases in demand in care.

The feedback from the stakeholders is based upon the Quality Account submitted and the presentation delivered from Willowbrook's leadership team on the 20th of May 2024.

The emphasis the hospice has on the importance of patient and family experience is supported by the significant refurbishment programme of works undertaken in 2023. St Helens Place as a stakeholder attended the transformation open day event on the 15th of January 2024 and it was evident that the Hospice vision to create a welcoming, calming, and relaxing environment to make a difference to patients, family, friends and staff had been achieved, and something to be extremely proud of.

The group further noted the many examples of positive patient experience feedback within the account via patient stories, making wishes come true and the excellent in-house patient experience survey results for 2023/24. It was pleasing to hear that the hospice is always looking at innovative ways to further enhance patients experience and the 'Rewild Yourself' initiative demonstrates the holistic support offered to enable patients with a life-limiting illness to live well and to feel connected to what is important to them.

Stakeholders also noted the partnership working the hospice undertakes in order to further support patients and their families, including building links with Child Bereavement UK which will continue to be strengthened in 2024/25 as part of the priority aim to provide Wider Family Liaison & Bereavement Support.

The account provides many examples of partnership working in 2023/24, of particular note is the partnership working with St Helens Community Nursing service, which has demonstrated significant benefits to both patients and to the practitioners caring for patients with palliative and end of life diagnosis in the community. It is positive to see that this collaborative approach will continue into 2024/25 with on going support from the hospice in providing district nurse teaching on use of the care and communication record, advance care planning and syringe drivers.

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 and quality metric dashboard submissions. We are aware that whilst not mandated to do so, during 2023/24 the hospice have started looking at adopting the Patient Safety Incident Response Framework (PSIRF). Commissioners fully support this in order to develop systems and processes for responding to patient safety incidents for the purpose of learning and improving patient safety and to support wider system learning. We would recommend that any PSIRF considerations and/or work commenced in relation to this be included within the Hospice's final published quality account.

Key achievements for 2023/24

Key achievements for 2023/24 including:

- Outreach Service Digital wellbeing and inclusivity
- Family Liaison & Wider Outreach support
- Extension of the Willowbrook Transitional Care Service and Discharge support Service
- Patient and Carer feedback In Patient Unit

Priorities for 2024/25 included

- Workforce Strategy
- Wider Family Liaison and Bereavement support
- Care outside Willowbrook Hospice Walls
- Domicillary Care Training

We acknowledge the actions that Willowbrook is taking to improve quality as detailed in this Quality Account report and presentation. And we look forward to continuing to work with the hospice as part of an integrated care system, exploring and broadening partnerships to take advantage of wider opportunities for driving change, improvement, and development in 2024/25.



Lisa Ellis
Associate Director of Quality and Safety Improvement
Cheshire and Mersey ICB St Helens Place

Signed on behalf of the Cheshire & Merseyside ICB Place Associate Directors of Quality and Safety Improvement.

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

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, or go to www.cqc.org.uk/share-your-experience-finder



Registered Address:
Willowbrook Hospice, Portico Lane, Prescot, Merseyside, L34 2QT
Tel: 0151 430 8736
www.willowbrook.org.uk

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Registered Office: Portico Lane, Eccleston Park, Prescot, Merseyside L34 2QT