



## Quality Account 2023/24



**Laurey Grennall, Head of Hospice Services**

**Registered Charity No. 1146310**

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## Statement From Our Chief Executive Officer

It is my privilege to present our Quality Account for the year 2023-24, the purpose of which is to provide information about the quality of our services and to detail some of the progress we have made during the past year, as well as looking forward at priorities for 2024-25. This report is for our patients, their families, carers and friends, the general public and the local statutory and voluntary organisations that we work with; the aim is to give clear information about the quality of our services so that patients and clients feel safe and well cared for, and their carers, families and friends are supported and reassured that all our services are of the highest standard.

The past year at KEMP Hospice has seen significant progress and increased activity, despite ongoing recruitment challenges. Key highlights of this year's Quality Account include expanding our nursing team, integrating advanced technology like EMIS, and launching innovative programs such as therapeutic Minecraft for bereavement counselling. We continued supporting care homes and initiated improvements in spiritual and pastoral care. The befriending service pilot phase was successfully completed, and we embedded a robust audit framework focusing on Infection Prevention & Control, leading to enhancements in clinical environments and quality assurance.

Over the past year, we have reviewed and refreshed our Vision, Mission, and Values with extensive involvement from our staff and volunteers. This collaborative effort has informed our new strategy for 2024-2029 (to be launched in July), focusing on providing excellent care and support, growing our income for financial stability, ensuring our buildings and infrastructure are fit for the future, achieving success through our people, and maintaining effective communication. These strategic aims will guide our efforts as we continue to innovate and adapt to the increasing complexity and demand for our services, ensuring that KEMP Hospice remains a leading provider of exceptional care and support in the community.

In 2024-25, KEMP Hospice aims to enhance and expand its services for the Wyre Forest community, driven by successful recruitment into key clinical posts. Our priorities include developing personalised digital legacy planning, enhancing audit and feedback processes, and improving spiritual care to meet diverse needs. We will also launch a Hospice Befriending Service to accept external referrals and continue to evolve our existing programs based on community feedback to ensure comprehensive and compassionate care that promotes quality of life and well-being.

Thank you for taking the time to read our Quality Account. Our Head of Hospice Services is responsible for the contents of this report. To the best of my knowledge, the information reported in this Quality Account is an accurate and fair representation of the quality of services provided by KEMP Hospice. The safety, experience, and outcomes for all of our patients and those who care for them are of paramount importance to us with us all seeking to ensure that we put the patient or service user at the heart of all we do.

**Caroline Beech**  
**Chief Executive**

# Governance & Management Structure

## Board of Trustees



**Geoff Taylor Smith**, Chair & Interim  
Chair of Hospice Services Committee



**Janet Rowe**  
Vice Chair & Chair of Finance  
& Resource Committee



**Phil Davison** Chair of Marketing  
and Generation Of income  
Committee (MAGIC)



**Ruth Mayall**  
Trustee



**Kate Collyer**  
Trustee

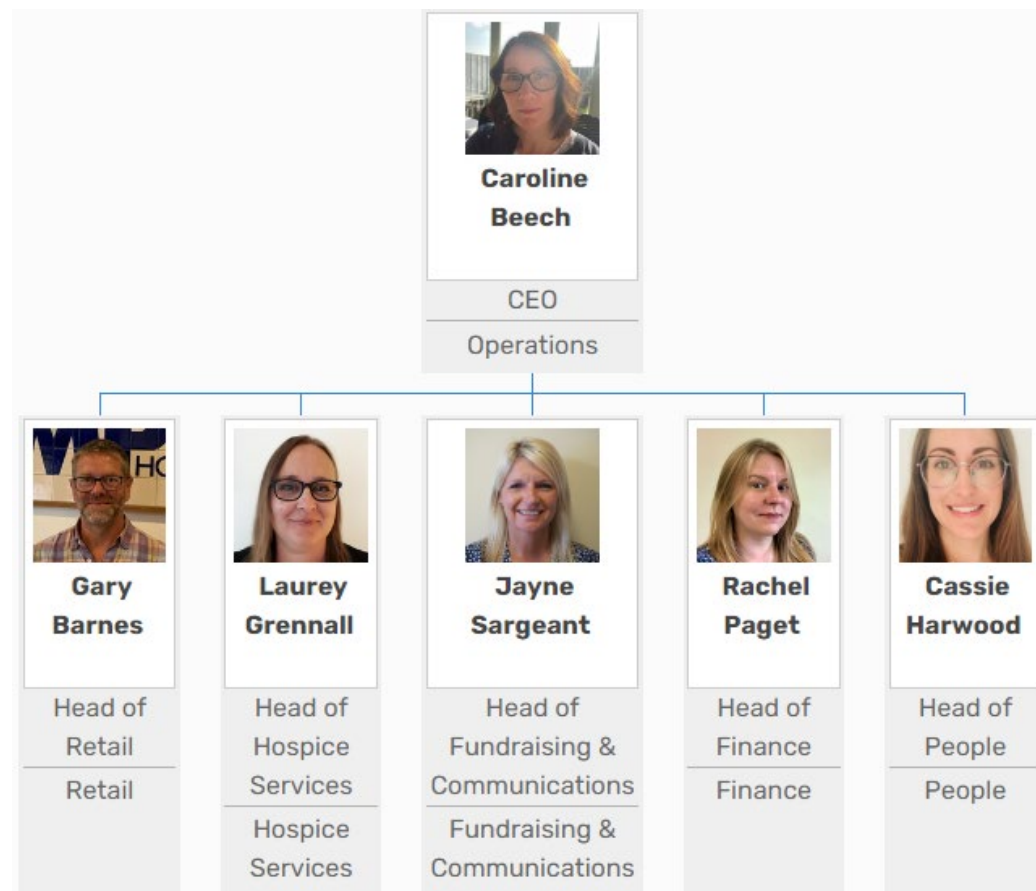


**Katherine Ellis**  
Trustee

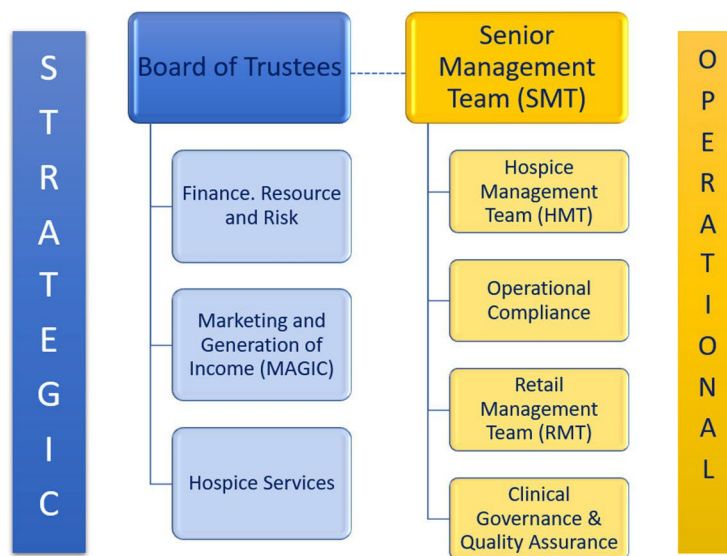


**Suzanne Beattie**  
Trustee

## Senior Management Team



# KEMP Hospice Governance Structure



## Vision, Mission, Values and Aims

### Our Vision

Compassionate care and support with dignity.

### Our Mission

To provide free holistic palliative care and support to people living with a progressive life-limiting illness. Providing support to adults, children and young people affected by bereavement.

### Our Values

**We Care**

We are **Collaborative**

We are **Innovative**

We are **Inclusive**

We have **Integrity**

We are **Sustainable**

### Strategic Aims for 2024-2029

- To provide excellent care and support, both now and in the future.
- To grow our income and be financially stable.
- To ensure our buildings and infrastructure are fit for the future.
- We will achieve success through our people.
- To communicate well



## What The Care Quality Commission Says About Us

### KEMP Hospice

● Overall: Good

41 Mason Road, Kidderminster, Worcestershire, DY11 6AG (01562) 861217

Provided and run by: [KEMP Hospice](#)

#### Overview

[Latest inspection summary](#)

[All inspection reports and timeline](#)

[Registration details](#)

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#### Overview

Latest inspection: 15 June 2016 Report published: 20 September 2016

Latest review: 8 June 2023 ⓘ

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Good ●

We reviewed the information and data available to us about KEMP Hospice on 8 June 2023. We have not found evidence that we need to reassess the rating at this stage. We will continue to monitor information about this service.

2016

Latest review: 8 June 2023 ⓘ

## Our Services

KEMP Hospice, a local charity located in Kidderminster, offers free specialised care and support to patients, families, and carers throughout the Wyre Forest district and Tenbury Wells areas in Worcestershire. Our services cater to those coping with life-limiting illnesses and bereavement.

### Service Provision

Our multidisciplinary team includes a nursing team, an exercise and wellbeing practitioner, an occupational therapist with a rehabilitation assistant, a creative artist, complementary therapists, counsellors, a social worker, and a befriending service coordinator. This collaborative approach is delivered through personalised one-to-one appointments, group sessions, and virtual consultations, providing accessible and flexible support for patients, families, carers, and those affected by bereavement alike.

Beyond our hospice facilities, KEMP Hospice extends its expertise to support 44 care homes across the Wyre Forest District. Through tailored support, advice, education, and training, we advocate for residents' wishes and preferences for care around end of life, ensuring their choices are respected and honoured.

At KEMP Hospice, we maintain the highest standards of care and service quality, guided by our commitment to enhance the quality of life for our patients and to provide unwavering support to their families, carers, and those affected by bereavement through every stage of their journey.

### Care Services Groups Onsite and 1:1 provision

- Relaxation
- Breathlessness & Fatigue management
- Tai Chi
- Falls prevention.
- Exercise – resistance bands, chair-based exercise
- Neurological exercise group
- Creative / Diversional therapy
- Carer's programme and monthly drop in (provision of respite sit at home to allow some carers to attend)
- Social Groups
- Men's Group
- Neuro / Long term condition group
- Tripudio (*movement with a focus on the fluid systems of the body, including the lymphatic system and the cardiovascular system*)
- Virtual Day Hospice provision
- Chair based exercise.
- Relaxation
- Support from counselling team for those attending Day Hospice
- Carer's support
- Tai Chi

The provision can be adapted to ensure we address individual needs to deliver a bespoke plan of care for patients and carers.



## Family & Patient Support Services

Family & Patient Support Services offer comprehensive support through a team led by a social worker dedicated to working with entire families. The Family Support and Bereavement Team includes trained counsellors who specialise in supporting both adults and children/young people (CYP), along with counsellors-in-training and volunteer counsellors. Additionally, the service includes a Befriending Volunteer Coordinator and Volunteer Befrienders who provide vital emotional support to patients, including within the home, to combat isolation and loneliness as part of their befriending role. Pastoral support is provided and coordinated by the team to give holistic care for families and patients. A Finance & Welfare Officer ensures that practical financial and welfare needs are addressed, further enhancing support.

### Family Support and Bereavement Team

Our Family Support & Bereavement Team includes expert counsellors and dedicated volunteers who provide specialist support to individuals experiencing loss or grief within the past five years. We offer personalised counselling, group support sessions, and therapeutic groups to children aged 5 and above, young people (CYP), and adults. Our CYP service provides therapeutic activities such as arts, crafts, play, and discussions to help young people process their emotions. Additionally, we organise CYP memory days and other therapeutic events to commemorate loved ones.

### Multi-Disciplinary Team Meeting

These meetings have facilitated collaborative efforts both internally and externally, ensuring a person-centred approach that enhances the quality and continuity of care for patients. Core members include representatives from KEMP Hospice Care Services, KEMP Family & Patient Support Services, Community Specialist Palliative Care Team, and Consultant in Palliative Medicine. Optional attendance is extended to individual patients/clients and professionals from health and social care sectors.

Multi- Disciplinary Team recommendations and outcomes are effectively communicated to patients, their GPs, and invited professionals. The MDT was relaunched in 2023 to expand participation from the broader KEMP multidisciplinary team and external attendees, facilitating both in-person and virtual attendance.

### Education at MDT

The multidisciplinary team meeting facilitates a comprehensive exchange of expertise, fostering a deeper understanding of the diverse roles among individuals and healthcare providers involved in Palliative Care. It serves as a pivotal forum for:

- Conducting in-depth multidisciplinary case discussions and collaborative care planning, ensuring a holistic approach to patient management.
- Integrating core team members and encouraging participation from external professionals, thereby enriching the breadth of perspectives and expertise brought to bear on patient care.
- Featuring presentations by the multidisciplinary team and guest speakers who share insights

on relevant and evolving issues in palliative care. This helps us to stay abreast of new developments and best practices in the field.

- Analysing lessons learned from previous cases and presenting case studies to draw upon collective experiences, fostering continuous improvement in care delivery and decision-making.

Overall, these meetings enhance interdisciplinary collaboration, deepen knowledge, and promote the adoption of best practices in the provision of Palliative Care.

## External Education & Training

### **Collaborative working and provision**

We are pleased to highlight our robust collaboration with the Community Specialist Palliative Care Team and the Wyre Forest Consultant in Palliative Medicine, aimed at ensuring the delivery of streamlined and comprehensive patient care.

In addition, our support includes an NHS heart failure clinic and an NHS Lymphoedema Outpatient Clinic.

We extend our services through home visits for patients unable to attend our hospice building.

Throughout 2023-2024, KEMP Hospice has continued to cultivate and enhance partnerships with health and social care professionals in primary and secondary care sectors. Significant progress has been made in strengthening relationships with Long-Term Condition Teams, Specialist Nurses, Learning Disability Nurses, Community Specialists, and educational institutions. These collaborations are pivotal in enriching the scope and quality of care available to our community.

## How Our Services are Funded

It has cost us £780,000 to provide our charitable hospice care, with approximately £298,000 from statutory NHS funding.

The remaining funds come from individuals, groups, and businesses within our local community. Financial support is provided through donations, events, fundraising initiatives including corporate and community support, a lottery and from our 6 charity shops and donation centre within the Wyre Forest.

## Progress on 2023-24 Priorities for Improvement

The past year at KEMP Hospice has been marked by intense activity, significant progress, and ongoing challenges, particularly in recruitment. The rising complexity and demand for our services have pushed us to innovate and adapt continuously. In 2023-2024, we successfully expanded and diversified our activities, demonstrating our commitment to providing exceptional care and support to our community.

During this period, we launched new initiatives to enhance the quality and accessibility of our services. These included specialised care programs tailored to various patient needs, the integration of advanced technology to improve service delivery, and strengthened community outreach. Our team worked tirelessly to ensure that every individual under our care received the highest standard of support, despite challenges posed by increasing service demands and workforce shortages.

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### Priority 1 – Continue to develop and improve our specialist provision

In 2023-2024, KEMP Hospice achieved significant progress despite recruitment challenges. We expanded our nursing team and introduced a Development Clinical Nurse Specialist role, improving direct patient care. Integration of EMIS enhanced communication and information sharing, benefiting patient care coordination. Innovations included Memory Days and refurbishments to enhance patient experiences, alongside recognition as finalists in the Worcestershire Health & Social Care Awards.

At KEMP Hospice, we pioneered therapeutic Minecraft use for children and young persons in pre- and post-bereavement counselling. We formed new committees for Quality & Safety and Safeguarding, with specialised training for our Counselling Team. We also broadened support for carers through a 6-week programme and expanded our patient provision such as neurological exercises, breathlessness management, relaxation techniques, and Tripudio exercises.

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### Priority 2 – Continue to develop our outreach provision and training provision delivered by KEMP Hospice to professionals and care homes.

In 2023-2024, we have continued to support care homes with palliative patients, ensuring they receive specialised care and support tailored to their individual needs. However, progress in our initiatives has been delayed due to recruitment challenges in achieving full establishment of our nursing team. Despite this setback, significant strides have been made in bolstering our capacity to meet the diverse needs of our community.

Moreover, the availability of Care Home Support from NHS Advanced Nurse Practitioners signifies a need for a review and a shift in our approach within care homes towards providing more advice and support for complex needs. This strategic adjustment will be evaluated in 2024-2025 to ensure alignment with evolving healthcare needs.

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### **Priority 3 – Improve Spiritual & Pastoral Care Provision**

Due to recruitment challenges, progress towards improving spiritual and pastoral care provision has been hindered. However, with the appointment of a Family & Patient Support Services Manager, addressing this area will be a key focus for 2024-2025. Our goal is to develop and establish a diverse, holistic pastoral team that is inclusive and capable of meeting the needs of service users effectively.

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### **Priority 4 – Establish a Hospice Befriending Service**

Despite ongoing challenges in volunteer recruitment and a recent transition in leadership, the befriending service successfully completed its pilot phase in 2023-2024, demonstrating its effectiveness and receiving overwhelmingly positive feedback. Encouraged by this achievement, the initiative is now preparing for a phased rollout throughout 2024-2025, despite encountering minor delays.

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### **Priority 5 – Further develop and embed a comprehensive and systemic audit process to support quality assessing and reporting.**

In 23-24, KEMP Hospice has implemented a robust audit framework to enhance quality assessment and reporting across operations, focusing notably on Infection Prevention & Control (IPC). This includes conducting detailed audits, ongoing reviews, and quarterly reaudits to ensure compliance and evaluate our action plans.

Recent audits have led to improvements in clinical environments and infection control protocols, alongside comprehensive reviews of our ReSPECT documentation and the quality of its completion.

Specific actions include refining ReSPECT documentation processes to ensure thoroughness and accuracy, enhancing EMIS utilisation for comprehensive patient care records, and strengthening compliance with electronic documentation standards through targeted education and training sessions. Audit findings are rigorously reviewed by the Quality and Safety Sub-Committee, driving continuous improvements in infection prevention and overall quality assurance at KEMP Hospice.

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## Priorities for Improvement 2024-2025

In 2024-25 we are in a stronger position to continue developing services and widen our provision to those living in the Wyre Forest which is mainly due to successful recruitment into key clinical posts and increasing staffing ratio in response to the increasing need and demand for services.

### **Priority 1 – Further develop our life story and digital legacy provision**

Enhance personalised digital legacy planning for hospice patients and their loved ones by increasing digital voice recordings to preserve life stories and ensuring comprehensive support for managing digital legacies sensitively and effectively.

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### **Priority 2 – To enhance audit and feedback processes within our hospice**

Further develop audit and feedback processes to meticulously assess care quality and responsiveness, ensuring continuous improvement and prioritising excellence in both quality and safety.

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### **Priority 3 – Enhancing spiritual care provision to meet the diverse needs of patients and families**

Over the next year, KEMP Hospice will review its pastoral and spiritual provision and develop it further. This involves enhancing services to better meet the diverse needs of patients and their families. The aim is to ensure comprehensive and supportive pastoral and spiritual care that enhances the overall hospice experience.

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### **Priority 4 – Launch a Hospice Befriending Service to external referrers**

The development of the befriending service is currently underway, strategically positioned for a rollout in 2024-2025. This expanded initiative aims to accept referrals not only from specialised palliative care services but also from healthcare and social care professionals. However, delays have been encountered due to the transition of the previous coordinator to another role and ongoing challenges in volunteer recruitment. The pace of service expansion is contingent upon the successful recruitment of additional volunteers.

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### **Priority 5 – Enhance hospice services to ensure comprehensive care and support that meets the diverse needs of patients and their families, promoting quality of life and well-being**

Further develop and review our current services. This involves enhancing our existing programs, gathering valuable feedback from our community, and ensuring that our care and support provision is continually evolving to meet the diverse needs of our service users and their families. Through this ongoing process of development and review, we aim to strengthen our commitment to providing compassionate and comprehensive care that enhances quality of life and well-being.



## Mandatory Statements

The following are a series of statements that all providers must include in their Quality Account. Many of these statements are not directly applicable to hospices.

### Review of Services

During 2023/24 KEMP Hospice was part funded by Herefordshire & Worcestershire Integrated Care System (ICB). Our commissioners have priorities regarding the provision of local End of Life and Palliative Care by supporting the delivery of our Day Hospice Services, Advance Care Planning and Bereavement activities.

It has cost us £780,000 to provide our charitable hospice care, of which approximately £298,000 came from statutory NHS funding.

### Participation in Clinical Audits and Research

During 2023/24 KEMP Hospice participated in Hospice UK Clinical Workforce Survey 2023. KEMP also worked in partnership with Linda Machin (Honorary Research Fellow of Keele University and an Honorary Researcher at the International Observatory on End-of-Life Care at Lancaster University). trialing the Grief Map.

### Data Security and Protection Toolkit

The Data Security and Protection (DSP) Toolkit is an online tool that enables organisations to measure their performance against data security and information governance requirements which reflect legal rules and Department of Health policy. All organisations that have access to NHS patient information must provide assurances that they are practising good information governance and use the Data Security and Protection Toolkit to evidence this by the publication of annual assessments. The DSP Toolkit submission was made for KEMP Hospice with the required standards being met.

### Data Quality

KEMP Hospice did not submit records during 2023/24 to the Secondary Users Service for inclusion in the Hospital Episode Statistics which are included in the latest published data. The hospice is not eligible to participate in this scheme.

### Duty of Candour

At KEMP Hospice, we prioritise our duty of candour and have provided comprehensive training for all our clinical staff on its importance. Our team is committed to making sure that patients and those under our care can easily reach the appropriate team members to discuss any concerns. All staff who interact directly with patients and clients have completed Duty of Candour training.

## Our Commitment to Quality

### Quality & Safety Sub-Committee

Throughout 2023-24, KEMP Hospice focused on enhancing the effectiveness of its services and responding to the evolving needs of service users. The Board of Trustees maintained rigorous oversight to ensure the highest standards of patient care and safety, actively engaging in regular reviews and proactive response to feedback and complaints.

A significant step forward was the establishment of the Quality & Safety Sub-Committee (QSC), reporting to the Hospice Services Committee. The QSC played a crucial role in evaluating Hospice Services practices, improving service user satisfaction, and advising on strategic enhancements to elevate care quality.

In parallel, KEMP Hospice conducted a thorough review and update of all Hospice Services Policies to better align with current service demands and uphold exemplary standards of care. These updated policies provide a robust framework for consistent and effective service delivery across all areas.

Looking ahead, KEMP Hospice remains committed to advancing its mission of excellence in care provision. Through collaborative efforts across governance bodies and the proactive initiatives of the QSC, we continue to enhance service effectiveness and responsiveness to the needs of our valued service users.

### Safeguarding

In 23-24, KEMP Hospice responded to an increase in safeguarding incidents involving Adults, Children, and Young People during pre- and post-bereavement periods. To manage these challenges, KEMP Hospice established a dedicated Safeguarding Team and sub-committee in Q3. The Safeguarding Sub-Committee, which includes a trustee responsible for safeguarding, provides oversight and guidance. This sub-committee feeds insights and recommendations into the Hospice Services Committee.

KEMP Hospice ensures robust processes are in place, with safeguarding team members available to promptly address all concerns. Staff receive comprehensive support and guidance to effectively manage safeguarding issues, fostering a culture of vigilance and care. Referrals to and communication with Local Authority Safeguarding Teams, General Practitioners, schools, mental health services, and emergency services are made as required.

This commitment reflects KEMP Hospice's dedication to safeguarding vulnerable individuals through meticulous documentation and continuous improvement of practices.

## What Our Patients, Clients and Professionals say About Us

At KEMP we value the feedback we receive from the people who receive our support, their families, and carers. This helps us to always assess and review our work, ensuring that we are improving the quality of care we provide.

### Family Support & Bereavement Service

*I was able to discuss my feelings with the counsellor that I would not have felt happy talking about with my family. Also to be reassured that these feelings were a normal part of grief.*

*Has been absolutely amazing and helped me to deal with my emotions regarding the loss of my partner and other issues that have happened in my past. Without her guidance I wouldn't be in the peace I am today. I feel happier. Stronger and more in control*

*Has helped me on the path to becoming myself again following the loss of my mom. Her guidance and kindness has changed my future for the better and I will never forget this life changing experience*

### Helens Story [KEMP Hospice: Helens Story](#)

#### Finance & Welfare

*To all that work for KEMP Hospice, upstairs and downstairs. We wish to thank you for all the care you've given us - welfare, health and finances, things we couldn't do on our own. From the bottom of our hearts, thank you.*

#### Befriending

*I really look forward to her coming to see me. I don't see many people, so it's lovely to be able to have a good chat.*

*From Befriender – It is lovely to hear stories about their childhood and how the war impacted their everyday life...*

#### Outreaching into Care Homes

*Talking helped me to get things into perspective and make the choices that will ensure my mum gets the support and care she needs. Thank you so much.*

#### Care Services

*"Rewarding excellence in facilitating student learning" Just a note to say thank you for all your assistance with the supervision and assessment of student nurses. Your team has been ascertained via student evaluations as an outstanding unit when it comes to supporting students.*

*Very difficult to offer anything to enhance, the levels of care, friendship and/or the professional care and support from all staff at the Hospice.*

*Variety of opportunities, arts, crafts, exercise. It's always a good day at KEMP.*

*I have a very painful arm. The treatment I receive gives me relief and comfort by relieving the tensions and pain.*

### Carers Support

*Meeting up with other carers was particularly helpful as was learning about the benefits available. Nice to be a part of the group, talking helps. Keep the sessions going!*

*Extremely helpful speaking to others with the same problems. Learning about the way KEMP work to support people. Enough time is given to discuss the different situations that come with caring. It's good that in our group we have people that are caring and have cared and come along that journey.*

## Activity 2023/24

### Care Services Referrals and Caseload

Care Service Stats 23-24		Phase of Illness Average Quarterly 23-24 Total	
New Referrals Care Services 2023-2024	162	Phase of Illness STABLE	264
Patient Day Attendances to Hospice Total for 23-24	1,030	Phase of Illness UNSTABLE	48
Total Monthly Average Care Services Contacts	502	Phase of Illness DETERIORATING	11
% of Case load with completed ReSPECT Document	80%	Phase of Illness DYING	2
Care Services Average Monthly Total Case load	114		
Annual Average Care Services Contacts	6024		

Care Services saw a significant increase during 2023-2024, with referrals rising by 47%, from 110 to 162. This growth was driven by initiatives aimed at enhancing both onsite care and expanding outreach into the community. Key factors contributing to this expansion include the availability of a wider range of services, strengthened community engagement efforts, and ongoing staff development to better address the diverse needs of service users.

Notably, the nursing team underwent expansion and increased specialisation during this period, further enhancing the quality and breadth of onsite care and support provided.

The dedicated multi-disciplinary team, comprised of nurses, exercise and well-being practitioner, occupational therapist and assistant, creative arts therapist, played a crucial role in delivering specialised care to patients and their families.

### Family Support & Bereavement Referrals, Waiting List, and Caseload

During 23-24, the Family Support & Bereavement Service made significant strides in client support and waiting list management. Self-referrals remained the primary source, encompassing clients referred directly or through GP surgeries. Formal GP referrals followed as the second largest referral source, while referrals from Social Prescribers and Schools also increased notably, especially for Children and Young Persons.

In response to rising demand and to enhance service efficiency, the service implemented changes in referral processes, resulting in prompt assessments and quicker access to support resources. This improvement facilitated early risk assessment and safeguarding measures, crucial for effective client care.

Key achievements include substantial reductions in waiting times:

Adults Support & Bereavement Service Contacts	
Adult Referrals	262
Face to Face Counselling sessions	1014
Telephone & Virtual Counselling sessions	301
Volunteer Counselling sessions	21
Counsellor in Training Sessions	229
CYP Support & Bereavement Contacts	
Children & Young People Referrals	112
Face to Face Total including 361 seen in schools	688
Memory Days	15
<b>Total Adult &amp; CYP Contacts</b>	<b>8178</b>

- Bereavement support for Children and Young People reduced to approximately 3.5 months, marking a 63% decrease from the initial 9-10 months.
- Adult bereavement support decreased to 7 months from 9 months, representing a 22% reduction in waiting times.
- Pioneered Minecraft as part of its therapeutic approach for CYP receiving Hospice Pre and Post Bereavement support. This innovative method shows broader potential, including supporting clients with autism spectrum disorders, learning disabilities, and young adults.

## Finance & Welfare

Our Finance & Welfare Adviser provides crucial support for patients and families throughout their palliative care journey and into bereavement if needed. Over the past year, they have provided practical support and advice for numerous patients and families, offering tailored advice and resources to address their specific needs during this sensitive time. From understanding financial implications to accessing support networks, ensuring that individuals and their loved ones can focus on quality time together, knowing that their practical concerns are being addressed with care and expertise.

Finance & Welfare Stats 2023-24	
Total Referrals 2023-24	222
<b>Contacts</b>	
<b>Average Total for 2023-24</b>	
Face to Face	84
Home Visits	12
Telephone	1352
<b>Types of Client Support</b>	
<b>Average Total for 2023-24</b>	
Clients support for Housing and Welfare advice	43
Benefits advice and Support	256
Disabled Badge	32
<b>Total Estimated Financial Gain if Clients /Patients received benefits for 1 year</b>	
	£407,616





## Quality Summary

### Health & Safety

KEMP Hospice is committed to ensuring compliance with all relevant health and safety legislation, particularly in relation to the maintenance and decontamination of medical devices and equipment. Our current Health & Safety policies outline how we manage the safety and wellbeing of our employees, volunteers, patients, and visitors, and appropriate actions are taken in accordance with these policies.

At KEMP Hospice, we maintain a comprehensive preventative maintenance schedule that is actively managed and regularly reviewed. Planned maintenance of equipment is consistently carried out on schedule, with all medical equipment serviced annually by external contractors.

### Staffing

Following the Staff Survey 2023, several key initiatives were implemented at KEMP to address staff feedback and improve overall satisfaction. A mid-year review of salaries was conducted in response to concerns raised about compensation amidst rising living costs. Efforts to enhance the pension scheme were also initiated, supported by the Board.

In response to feedback indicating a desire for more involvement in decision-making, the decision was made to postpone the garden project to prioritise essential building improvements benefiting patients, clients, and staff. Future decisions regarding building work will involve comprehensive input from staff and volunteers, ensuring alignment with patient/client needs.

To foster organisational unity, events such as volunteer celebrations and upcoming gatherings were organised to encourage connections among staff and volunteers across all KEMP locations.

These initiatives reflected KEMP's commitment to responding proactively to staff feedback, creating a supportive work environment, and enhancing organisational effectiveness during the reporting period.

### Complaints

During the 2023-24 period, we received five isolated complaints regarding KEMP Patient and Client Services. Each complaint underwent thorough investigation, with ongoing updates provided to the complainants, who expressed satisfaction with the outcomes. We have implemented all recommendations and applied any lessons learned to enhance our services. Our policy is to treat each instance of dissatisfaction or concern as an opportunity to learn and improve.

### Accidents and Incidents

- 2 GDPR incidents – low risk no breach externally, internal, review of procedures / policy, additional learning for staff involved.
- 2 Patient related incidents, 1 fall no injuries, review and actions implemented to reduce risk of further incidents.

We've updated our Falls Policy and training for falls prevention and awareness following incidents. KEMP's Exercise and Wellbeing Practitioner now trains our staff in this area. All patient-facing staff

and relevant volunteers undergo regular face-to-face training in falls prevention and awareness. This ensures timely training for new hires and refresher sessions for existing staff.

1 fall was raised to NHS Patient Transport as the patient fell following a transfer from the ambulance.

### **Pressure Sores**

KEMP Hospice ensures high-risk patients receive regular skin assessments, including initial Waterlow assessments, with subsequent reviews based on patient needs. All identified pressure ulcers are promptly documented and reported as required.

### **Duty of Candour**

During the 2023-24 period, we encountered one Duty of Candour incident. This incident was effectively managed, incorporating comprehensive learning strategies and preventive measures to minimise future occurrences. Our robust reporting systems ensured timely notification of notifiable safety incidents to relevant parties. Mandatory training aligned with our Duty of Candour policy equipped our employees with clear guidance on principles and procedures. Additionally, our accident and incident reporting policies provided a structured framework for oversight and reporting throughout this period.

### **Infection Prevention and Control**

In 23-24, we focused on updating our Infection Prevention and Control (IPC) policy to reflect the latest standards and best practices. Additionally, we introduced new policies tailored to align with the evolving nature of our services.

A key development was the introduction of the IPC Link Nurse Advisor role, responsible for conducting audits as part of our infection prevention and control programme. The IPC Link Nurse Advisor works closely with the NHS infection prevention team and reports to our quality and safety sub-committee, ensuring transparency and accountability.

The IPC policy update included comprehensive revisions to ensure robust infection control measures across all facets of our operations, enhancing patient safety and minimising the risk of healthcare-associated infections. Regular infection control compliance audits were conducted to maintain adherence to these updated policies, with findings reported to our Quality and Safety sub-committee to ensure continuous improvement.

Furthermore, we invested in refurbishing and upgrading equipment in our clinical areas to improve service delivery and patient care.

Together, these initiatives in 23-24 signify our proactive approach to continually improving and adapting our policies to safeguard patient health and support our commitment to excellence in healthcare delivery.

### **Local Clinical Audits**

In 23-24, our commitment to maintaining high standards of quality and safety was demonstrated through regular audits and proactive measures:

Comprehensive audits focused on Covid-19 measures, PPE use, handwashing practices, and infection prevention and control measures were conducted.

We initiated additional handwashing training sessions using UV light technology to enhance compliance and effectiveness. Our guidelines were continually updated to align with national standards, ensuring robust infection prevention and control protocols.

Key audits included assessments of Infection Prevention & Control, ReSPECT documentation, and EMIS electronic patient notes, guiding improvements in operational compliance and efficiency. Audit findings were reported to the Quality & Safety Sub-committee and integrated into governance processes, fostering continuous improvement and regulatory compliance across our services and informing the Hospice Services Committee. These audits and initiatives highlight our commitment to maintaining safe and effective practices at KEMP Hospice, ensuring the highest quality of care for our service users.

### **Advanced Care Planning (ACP) and ReSPECT**

We prioritise engaging in Advance Care Planning (ACP) with all our patients and their families. This process unfolds over time and involves multiple in-depth conversations. In the year 2023-2024, we have recorded 126 such discussions.

On average, 80% of patients have a completed ReSPECT form. The ReSPECT (Recommended Summary Plan for Emergency Care and Treatment) process is designed to encourage individuals to have meaningful conversations about their future care and create a personalised plan. This ensures they receive appropriate care when they are no longer able to make or express their own choices.

Patients and their families accessing our services are all seen by Registered Nurses at KEMP Hospice. They are given the opportunity to document their preferences using a ReSPECT form. Additionally, patients who wish to can receive support in completing an Advanced Decision to Refuse Treatment.

Our dedicated nursing team, including our Development Nurse Specialist and Registered Nurses, are trained in ReSPECT authorship. Moreover, all staff within our care services are trained in ReSPECT awareness, ensuring a comprehensive approach to patient care.

### **Medication and Controlled Drugs Incidents**

There were no incidents of medication errors reported during the 2023-24 period. We have conducted a thorough review of our Medicines Management Policy and are preparing to introduce an updated version in June 2024.

Hospice, we do not store controlled drugs. Our Registered Manager and Accountable Officer is a member of the Local Intelligence Network and reports quarterly. We are pleased to report no incidents related to controlled drugs during the 2023-2024 period.

### **Vaccinations**

Flu vaccination policy, staff who met the specified criteria and were not receiving the vaccine through their general practitioner were offered flu vaccinations through local pharmacies, in accordance with the NHS guidelines for frontline healthcare workers.

### **Supervision**

Supervision provided at KEMP Hospice includes external supervision, for employed Counsellors working with children and adults, and internal group supervision for Counsellors in training and Volunteer Counsellors. Staff also benefit from regular debriefs, one-to-one sessions, and access to NHS coaching and support.

## **Safeguarding Concerns**

28 safeguarding concerns were identified in 23-24, marking a notable increase from the 15 concerns addressed in the previous period, representing an approximately 87% rise. This trend suggests a rising complexity in referrals, particularly evident in interactions with the Family Support & Bereavement Service. The increase can also be attributed to staff now better identifying safeguarding issues. In January 2024, a new safeguarding team was established to enhance reporting mechanisms and elevate the profile of safeguarding within Hospice Services teams, who work closely with patients and clients. Additionally, all safeguarding policies for both adults and children have been thoroughly reviewed and updated, reaffirming the commitment to maintaining the highest standards of protection and support.

## **Mandatory Training**

Mandatory staff training at KEMP Hospice plays a vital role in upholding the quality and safety of services provided. It ensures that organisational risks are reduced and that all operations comply with local or national policies and government guidelines.

The Care Services Team has achieved a 98% completion rate for all mandatory training courses, except for two: Assessment Management of Falls and Oliver McGowen Tier 2 training. By the end of May 2024, all team members are scheduled to complete the Falls course. Regarding the Oliver McGowen Tier 2 training, seven team members are already registered for upcoming sessions, while the remaining six are awaiting newly scheduled dates from the Integrated Care Board (ICB).

The 2% who have not completed their training have been set a target to finish by the end of May 2024.

Similarly, the Family & Patient Support Services Team has a completion rate of 97.5% for all mandatory training courses at the time of the report, with the exception of the Oliver McGowen Tier 2 training. Seven team members from this group are already registered for upcoming sessions, while the remaining six are waiting for newly scheduled dates for the training.

The 2.5% who have not completed their training have also been given a target to complete it by the end of May 2024



**KEMP**  Hospice