

Richard House Trust

# Richard House Childrens Hospice

## Inspection report

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

### Ratings

Overall rating for this location

Inspected but not rated



Are services safe?

Inspected but not rated



# Summary of findings

## Overall summary

We did not rate the service on this occasion. Our overall rating of of good stayed the same.

We last inspected this service in June 2016 where we made one requirement notice. This was because of a breach to the essential standards of quality and safety that related to both equipment and assessment. This inspection was focused on these areas and the requirement notice had been met.

- Staff assessed risks to patients, acted on them and kept good care records.
- The design, maintenance and use of facilities, premises and equipment kept people safe.

# Summary of findings

## Our judgements about each of the main services

| Service                       | Rating                  | Summary of each main service |
|-------------------------------|-------------------------|------------------------------|
| Hospice services for children | Inspected but not rated |                              |

# Summary of findings

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# Summary of this inspection

## Background to Richard House Childrens Hospice

Richard House is an independent childrens' hospice that provides specialist care for babies, children and young adults who have life limiting, life threatening or complex health conditions. They provide end of life care, step-down care, respite care and post bereavement services. They are provided through residential and hospice at home services.

## How we carried out this inspection

We visited the service and met with the director of family and care services. We reviewed documents that related to the running of the service including individual risk and safety assessments, policies and service contracts. We observed safety checks taking place on equipment.

You can find information about how we carry out our inspections on our website: <https://www.cqc.org.uk/what-we-do/how-we-do-our-job/what-we-do-inspection>.

# Our findings

## Overview of ratings

Our ratings for this location are:

|                               | Safe                    | Effective     | Caring        | Responsive    | Well-led      | Overall                 |
|-------------------------------|-------------------------|---------------|---------------|---------------|---------------|-------------------------|
| Hospice services for children | Inspected but not rated | Not inspected | Not inspected | Not inspected | Not inspected | Inspected but not rated |
| Overall                       | Inspected but not rated | Not inspected | Not inspected | Not inspected | Not inspected | Inspected but not rated |

# Hospice services for children

Safe

Inspected but not rated 

## Are Hospice services for children safe?

Inspected but not rated 

### Environment and equipment

The design, maintenance and use of facilities, premises and equipment kept people safe. Mixer taps were in place throughout and regulated hot water temperatures at 37.5 degrees maximum. Scoop temperature thermometers were available in every room and used to check safe temperatures at the point of use. Temperatures were recorded on the repositioning and rounding charts. All tap and shower temperatures were additionally tested each morning. A safe bathing policy covered temperature testing and ideal temperatures were noted in the policy.

### Assessing and responding to patient risk

Staff completed and updated risk and safety assessments for each child. They were sufficiently detailed and reviewed regularly. Assessments and care plans identified different components of care. There were 27 potential assessments such as airways, pain, mobility, outings, consent and skin integrity. A clinical risk management policy was in place and a clinical records audit checked on the quality of assessments. These were reviewed at the clinical governance and quality monitoring committee.