

## Woodlands Hospice Charitable Trust

# Woodlands Hospice

### Inspection report

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### Ratings

Overall rating for this service	Good ●
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Is the service safe?	Good ●
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Is the service well-led?	Good ●
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# Summary of findings

## Overall summary

We carried out an unannounced comprehensive inspection of this service in May 2016 when a breach of legal requirement was found. We found a breach in regulation regarding the service not having robust procedures in place to make sure patients were protected from abuse.

After the comprehensive inspection, the provider wrote to us to tell us what they would do to meet legal requirements in relation to the breaches. We undertook a focused inspection on 12 April 2017 to check that they had they now met legal requirements.

On this inspection we found improvements had been made and the service was now meeting requirements.

This report only covers our findings in relation to the specific area / breach of regulation. This covered one question we normally asked of services; whether they are 'safe'. Although 'well led' was rated as good at the last inspection, we looked at this domain in respect of the improvements around the management of safeguarding procedures.

The question 'was the service effective', 'was the service responsive' and 'was the service caring' were not assessed at this inspection. You can read the report from our last comprehensive inspection, by selecting the 'all reports' link for Woodlands Hospice on our website at [www.cqc.org.uk](http://www.cqc.org.uk).

There was a registered manager in post at the time of our inspection. A registered manager is a person who has registered with the Care Quality Commission to manage the service. Like registered providers, they are 'registered persons'. Registered persons have legal responsibility for meeting the requirements in the Health and Social Care Act 2008 and associated Regulations about how the service is run.

Woodlands Hospice is an independent charity situated in the grounds of University Hospital Aintree. Woodlands is based in North Liverpool and covers a population of 330,000 in North Liverpool, South Sefton and Kirkby in Knowsley. The hospice provides 15 overnight beds in a purpose built wing (in-patient unit).

Woodlands has a multi professional team of staff who provide specialist palliative care to people who have a life threatening illness and for people who are in the terminal stage of their disease. Palliative care is the total care of people whose illness is not responsive to curative treatment.

Other services provided by the hospice include day therapy services (well-being and support centre), community therapy, outreach and outpatient services and a hospice at home service for South Sefton patients only.

Hospice at home provides a sitting service, support for the district nurse team, accompanied transfer home from hospital or hospice and crisis intervention. This service is provided by the staff from Woodlands and is commissioned by South Sefton.

Woodlands Hospice medical staff visit people in their own home to advise the community team on appropriate management if this is needed. This is to prevent a crisis or inappropriate hospital admission if the person's preferred place of care is home.

At the previous inspection we found the service did not always follow their safeguarding policy and act in accordance with the local authority's safeguarding procedures. At this inspection we reviewed the hospice's safeguarding policy and procedure, looked at how incidents were reported and recorded and assessed staff. We reviewed a number of documents in respect of safeguarding procedures, reported incidents and systems and processes in place to assure safeguarding procedures were monitored effectively. This breach of regulation had been met.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### Is the service safe?

Good ●

The service was safe.

Improvements had been made to safeguard patients from abuse. Reported incidents were managed in accordance with the hospice's policy and the local authority's protocol for reporting an allegation of abuse.

### Is the service well-led?

Good ●

The service was well-led.

The monitoring of safeguarding procedures was robust to ensure patient safety.

# Woodlands Hospice

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014.

The inspection team consisted of an adult social care inspector.

Before our inspection we looked at the notifications and other intelligence the Care Quality Commission had received about the hospice.

During the inspection we spent time with registered manager and nominated individual (responsible person) for the hospice. We reviewed procedures in place to safeguard patients from abuse and how reported incidents were managed.

# Is the service safe?

## Our findings

We previously visited this home in May 2016 and found the provider to be in breach of Regulation 13 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. The breach was concerning the service not following their safeguarding procedure and or following the local authority's protocol for reporting an allegation of abuse.

We asked the provider to take action to address these concerns. The provider submitted a provider action report which told us the improvements they had made to meet this breach. At this inspection we checked the progress of the action plan by speaking with the registered manager and the nominated individual for the hospice. We reviewed document pertaining to the management of safeguarding and reported incidents. We found improvements had been made and safeguarding procedures were robust. This breach had been met.

There were 13 patients being treated as in-patients at the time of our inspection. We saw that allegations of abuse had been reported to the local authority in accordance with the agreed protocol to ensure the safety of vulnerable people. An allegation of abuse is where one or more person's health, wellbeing or human rights may not have been properly protected and they may have suffered harm, abuse or neglect. In respect of reporting allegations of abuse to the local authority, we saw evidence of the referrals being made by the service appropriately and in a timely manner; this included notifying us, the Care Quality Commission (CQC) in accordance with our regulations. The safeguarding reports provided detailed information. Any required actions were clearly recorded and completed and lessons learned were shared with the staff to minimise the risk of re-occurrence.

The registered manager told us about the scoping exercise around staff knowledge which took place in June 2016; this formed the basis of the safeguarding training programme for the staff. Safeguarding training was provided to ensure staff had a good knowledge of how to protect people from abuse and how to report an allegation of abuse to the local authority. The training included scenario based learning and the introduction of a safeguarding flow chart which the registered manager told us continues to be a valuable tool for staff learning. We saw evidence of the safeguarding training programme for staff and dates of completion.

Following our previous inspection the hospice's safeguarding policy was reviewed and re-issued for all staff. We were shown a copy of the safeguarding policy, along with a safeguarding file which was available in paper format and held electronically for staff referral.

## Is the service well-led?

### Our findings

At this inspection we looked at the governance arrangements around protecting people from abuse. We found systems and processes in place helped to ensure safeguarding was being monitored effectively by the hospice.

The registered manager discussed with us how they monitored allegations of abuse at ward level and also with the Board of Trustees via working groups such as, the clinical governance and the clinical effectiveness group. These groups were made aware of safeguarding matters arising, safeguarding reports and actions taken by the hospice and other relevant agencies. We saw that safeguarding was a regular agenda item for these meetings and also for other working groups - medicines and dignity, for example. This helped to ensure good communication at all staff levels. Minutes from meetings were available and these evidenced safeguarding reports with required actions.

The hospice had safeguarding leads appointed to help monitor safeguarding and oversee staff training. This included the registered manager and heads of department. Audits (checks) of staff knowledge had taken place to establish staff knowledge and understanding around safeguarding procedures. This helped to establish the level of staff training required, which was subsequently rolled out to all the staff.

By reviewing safeguarding reports and associated records it was evident that the registered manager had a good working relationship with the local authority and sought advice from them and other relevant agencies regarding required actions. Decisions made were clearly recorded and reviewed to ensure they were effective and in the best interests of the patients.

The registered manager told us that future developments included enhanced safeguarding training that would include the protection of children and also more in depth training for the staff responsible for overseeing the safeguarding training programme. These measures would help to drive forward improvements to help keep patients safe.

The registered manager was aware of incidents in the home that required the Care Quality Commission to be notified of. Notifications have been received to meet this requirement.

From April 2015 it is a legal requirement for providers to display their CQC (Care Quality Commission) rating. 'The ratings are designed to improve transparency by providing people who use services, and the public, with a clear statement about the quality and safety of care provided'. The ratings tell the public whether a service is outstanding, good, requires improvement or inadequate. The rating from the previous inspection for Woodlands Hospice was displayed for people to see.