



Prospect Hospice Annual Review

2018-19

#LoveProspect
Your local independent charity

Prospect
Hospice



Foreword

I was appointed as the interim Chief Operating Officer in September 2018 to lead a rapid improvement programme working closely with the CQC and our previous CEO, Angela Jordan, who left after eight years leading the hospice.

I have had a career-long interest in end of life care and was delighted to be appointed to the position of CEO earlier in 2019. It is true to say that from day one I felt a connection with the hospice. I continue to be amazed by the fantastic care and support offered by all the staff and volunteers at the hospice, whether directly to patients, or by the staff delivering the vital support services that keep the hospice running and financially viable.

This year has been one of delivering continuous improvement across our services and looking at how we engage with and support our staff and volunteers, starting with the findings of the Care Quality Commission (CQC) inspection of the inpatient unit (IPU) in 2018.

We have emerged from the challenges that this year gave us as a more resilient organisation, stronger and better equipped to respond to the changes ahead in the health and social care sectors. We have invested significant resources and realigned our structure to respond appropriately to the CQC inspection. Our focus is and always will be on exceeding, rather than just meeting, the new hospice sector standards set earlier in the financial year.

We have appointed new trustees including a new trustee chair, with the refreshed board assisting the Executive Team in delivering excellent patient-focussed care and support throughout all medical services. At the same time we have renewed our internal and external communication plans to ensure openness, transparency and the ability to feedback throughout the hospice. This includes appointing three 'freedom to speak up guardians' from clinical and non-clinical teams across the organisation.

We have created a more robust leadership team with appointments to a new matron, director of services, director of community development and director of governance and quality roles, and we are currently recruiting an experienced medical director.

During the year ahead these new leadership roles will continue to add strength and resilience and ensure an organisational-wide approach to continuous improvements and the delivery of the best quality of services for our patients and those important to them. We have continued to build resilience throughout Prospect Hospice, through a new board assurance framework focused on "well led" and "ward to board" reporting and enhanced transparency. The lessons learned from the inspection of IPU have been propagated across all services, continuing the theme of learning, and applying this to achieve higher standards across all areas.

We are also very aware that the health sector, and the needs of the patient and those important to them, are constantly changing.

To evolve with this we will be reviewing our current organisational strategy to ensure we continue to meet the needs of local people and continue to work towards joint goals with our key local partners.

Finally, the trustees and I would like to pay tribute to all staff and volunteers who have responded to the challenges with determination, positivity, an undiminished enthusiasm and absolute dedication to maintaining excellent patient care. Our focus now moves to achieving “outstanding”, harnessing the positive momentum to not just meet, but exceed, standards and expectations, and ensuring we continue to be an organisation that provides excellent end-of-life care for local people, and those important to them, no matter how their needs change.



Dee Watt
Chief Executive

Patient care and support

During 2018-19 we supported 2,555 patients across all of our services. 63% of the people we supported received a combination of direct care and support from more than one of our services, ensuring we offer tailored support for each person we care for.

We continued to see increased complexity in patients' care and support needs with 46% of people we support having more than one condition.



PATIENT CARE AND SUPPORT
2,555
PATIENTS ACROSS ALL OUR SERVICES



Inpatient unit (IPU)

During the year we admitted 255 patients into the IPU, with each patient staying an average of 11 days.

The work of our IPU, along with the Single Point of Contact service, ensures that the length of stay reflects patient choice. The use of our lodges means that families can stay close to their loved one at the most important times of their stay in the hospice.

To help put people at ease before they come to the hospice, we created a walk-through video on our website so that, whilst a patient or carer might be visiting for the first time, they can already be familiar and comfortable with the surroundings before they arrive, thereby helping to reduce fear around uncertainty.



INPATIENT UNIT



Prospect Clinical Nurse Specialists (CNS)

Our CNS team is often the first point of contact a patient will have with the hospice and they will continue to be that contact for them throughout their time with us. The team provides support seven days a week, 365 days a year for people, offering a touch-point for information, assessments and reviews in the patient's own home, supporting increased independence.

CLINICAL NURSE SPECIALISTS



As part of our service we have a CNS team based at Great Western Hospital, providing support to both hospital staff and palliative care patients, ensuring they receive the most appropriate treatment and reflecting patient choice. During the year the team supported 900 patients.

Our Care Home CNS team plays a vital role in supporting 229 referrals from 50 care homes across Swindon and north east Wiltshire. The team works jointly with local mental health teams and supports residents with learning disabilities and dementia.



Therapy and day therapy services

Our therapy team provides services six days a week. The support they offer continues to be highly valued by the people who access it for therapeutic and social support, making life a little less daunting when living with uncertainty.

The team also offers an open programme, offering self-management for patients and carers as well as offering a range of activities for people to participate in, including horticultural projects and art therapy. During the year we ran hospice sessions on 146 days.

THERAPY & DAY THERAPY SERVICES



At Prospect we offer a range of rehab services, including physiotherapy and occupational therapy, as well as dietician support, all to help promote control, choice and independence for patients. Our Lymphoedema nurses work collaboratively with the Clinical Commissioning Group (CCG) to provide a programme of training for community and practice nurses to support local health care professionals who provide care for less complex patients.

During the year we had 437 referrals to therapy services.

Our Lymphoedema service continues to be highly valued and vital for local people, with 208 referrals during the year.

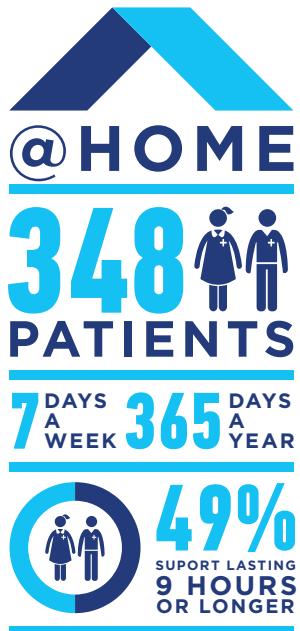
REHABILITATION SERVICES

437
REFERRALS

208
LYMPHOEDEMA
REFERRALS



Prospect@Home team



Our Prospect@Home team continues to be one of our most important services when it comes to supporting patient choice and independence, enabling patients to be cared for in their own homes until the very end of their life.

During the year the team supported 348 patients, seven days a week, 365 days a year. This year we introduced night time working, resulting in nearly half (49%) of support given lasting nine hours or longer.



Family support team

Our family support team continued to support a large number of families, friends and carers, with 692 new referrals during the year. The support offered is wide-ranging to meet individual needs, including bereavement services through one to one support, small groups and drop-in sessions. They also offer weekend sessions and regular 'Death Cafes'.

The team's spiritual care coordinator means Prospect Hospice also supports patients, families and staff to talk through non-medical concerns in a safe and supportive environment.



Education and training

The focus of our education team changed in 2018-19, as they developed extensive internal training plans for all our staff. Not only are we now offering more internal training than ever before, but we have become much smarter in how we measure and report our achievements.

We filled 1,305 places on 135 training courses, with a total of 325.5 hours of training delivered.



Reaching out to the local community

We're aware that not everyone knows about the wide range and complexity of the support we offer and myths still exist about what a hospice does which might lead to uncertainty. We believe part of our role at the hospice is to ensure everyone in our local community knows what we do and that we are here for them.

We recognise that providing information in a range of formats is key to helping us improve local understanding of what we do. To meet the growing demand for digital information, this year we launched a new website prospect-hospice.net. It is brighter, easier to use, offers more ways for people to obtain the information they need and is formatted for use on a variety of devices. Whether a patient or someone important to them, a volunteer or supporter, or someone wishing to work at the hospice, people will be able to find the information they need on this one platform.

We also reached out to local communities through different social media channels. They enable us to interact with those interested in the hospice and allow us to demonstrate the range of care we offer to local people and show how supporters can help the hospice. Last year we reached 75,000 people through our social media activity and our website received 61,000 visits.

SOCIAL MEDIA



75,000
REACHED BY SOCIAL MEDIA

WEBSITE

61,000
VISITED OUR WEBSITE

We also continued our awareness campaign in 2018-19, reaching out to local people in different ways including information at bus stops, on local buses and on billboards as well as in the local press and through our digital media channels which incorporate videos with patients and family members explaining the impact our support has on their lives.



Thank you for supporting Prospect Hospice!

As always, we have been amazed by the generosity of local people, whether through volunteering time, skills and passion, through fundraising activity, or through shopping at or donating to our 18 shops and distribution centre.

Last year we recruited 281 new volunteers, and provided 377 hours of volunteer training and we improved how we thanked our volunteers through new schemes like Room to Reward, which provided hotels rooms for four volunteers who were nominated by their fellow volunteers and staff for their amazing contribution.

Financial support resulted in £3.2m being raised through fundraising activities, the hospice lottery and gifts from legacies. Our bi-annual Prospect Ball, held in September and hosted by Charity Patron Johnny Wilkes, raised an amazing £55k.

Support of our shops resulted in over £2.3m of sales and a net profit of £760k.

VOLUNTEERS



FUNDRAISING ACTIVITIES



We would like to take this opportunity to thank our local communities for their amazing support, enabling us to help local people with an end-of-life care need, and those important to them, over the last year.

Thank You!



Follow Prospect Hospice on



Prospect Hospice
Moormead Road Wroughton
Swindon SN4 9BY
Tel 01793 813355
Email info@prospect-hospice.net
Web www.prospect-hospice.net
Registered Charity Number 280093

Prospect
Hospice