P-219 HOW TO MAINTAIN OUTSTANDING? ONE HOSPICE’S PLAGUE

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Background The Ambitions for Palliative and End of Life Care framework (2021) highlighted that the quality and accessibility of palliative care must be a priority. We know that hospices currently only receive a third of the money required to finance their services from the government and that the rest is charitably funded (London Economics. Modelling demand and costs for palliative care services in England. 2021). Having an outstanding Care Quality Commission (CQC) rating therefore is imperative to maintain and try to increase funding and fundraising opportunities to ensure expert specialist palliative care continues to be delivered.

Aims To introduce a CQC conformance document and audit programme to promote continuing to deliver CQC outstanding services.

Methods St Giles Hospice was awarded outstanding status in 2019. After COVID-19 and the reinstatement of CQC monitoring visits, a CQC conformance document was collaboratively produced with leads from clinical services across the hospice. The CQC key lines of enquiries framework for hospices document was adapted to include RAG rating, actions and progress columns to assure hospice services, and to identify areas that required more attention. This has enabled greater scrutiny of services and has provided greater assurance to the board of trustees and identifies and monitors progress against each key line of enquiry. To continue momentum a CQC conformance working group was established which continues to meet monthly to review progress and celebrate successes.

Results Whilst this is an ongoing project results so far have been:

- Development of CQC preparation folder to celebrate successes and to capture service development.
- Presentation at care home managers’ forum with Skills for Care.
- Presentation and dissemination with regional hospices to share learning.

Conclusions By being prepared the hospice hopes to maintain its outstanding rating and continue to deliver excellent care to its population. Work will be ongoing and changes made when CQC release their new single assessment framework for inspections.

P-220 IS THERE A NEED FOR A GOVERNANCE LEAD IN A HOSPICE SETTING?

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Background Nottinghamshire Hospice is a small hospice providing community and bereavement support, wellbeing and therapy services. In 2022 a newly appointed Senior Leadership Team and its trustees appointed a Governance Lead to co-ordinate key aspects of its Quality Assurance programme.

Definition Governance is seen as ensuring the hospice’s integrity, rigorous policies and procedures and overseeing regulatory and legal compliance. It includes promoting good relations with stakeholders, staff and volunteers.

Aims To provide a focussed approach on key areas of quality assurance and improvement and recognisable outcomes. Key areas of focus are:

- Structured approach to policies and procedures.
- Implementation of a new patient and carer feedback system.
- Implementation of a data software platform.
- Quality Improvement coordination.
- Implementing the Patient Safety Incident Response Framework.

Results Policies, procedures and Standard Operating Procedures (SOPs):

- 14 policies and SOPs were developed during 2022 to 2023 and 15 policies reviewed.
- A total of 29 policies were produced during 2021 to 2022.
- 16 policies and SOPs are under development during 2023 to 2024.

Implementation of patient and carer feedback (I Want Great Care). Online and paper system established, first reviews received.

Implementation of data Software platform (Vantage)