

Inspection report 2006/2007

Hartlepool and District Hospice

Alice House, Wells Avenue, Hartlepool, Cleveland, TS24 9DA

Introduction

Independent healthcare providers in England must be registered with the Healthcare Commission. To register, they need to demonstrate compliance with the Care Standards Act 2000 and associated regulations. The Healthcare Commission tests providers' compliance by assessing each registered establishment against a set of *National Minimum Standards*, which were published by the Government for that purpose and set out the expected standards for different types of independent health services.

Our inspections are targeted to areas of potential risk. They focus on areas where previous inspections, the establishment's own data and inspectors' observations suggest potential risks. Further areas are also added as spot checks. In general, a smaller number of standards assessed at inspection reflects a strong ability in the establishment to demonstrate satisfactory performance.

In addition to this report, the establishment has received fuller information about the basis for the inspection findings, which is available on request from the Healthcare Commission (Independent Healthcare), Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG. The establishment's action plan, which sets out the steps it is taking in response to inspection findings, may be requested from Mandy McKay, Registered Manager, Hartlepool and District Hospice, Alice House, Wells Avenue, Hartlepool, Cleveland TS24 9DA.

Background and main findings

Background

Hartlepool and District Hospice was first registered with the Healthcare Commission in February 2004 to serve the needs of the local community in the field of palliative care. The hospice is registered for ten in-patient beds and provides day care and other services to patients. Close links are maintained with the local NHS Trust.

Hartlepool and District Hospice is situated in a residential area of Hartlepool, close to the NHS Trust and local transport and amenities. The building has been purpose built to meet the needs of the patients. The patient service areas are all housed on the ground floor with offices and administration on the first floor.

This inspection took place on 15th February 2007, and was announced.

Main findings

Overall, Hartlepool and District Hospice provides a service that meets the needs of its patients well.

The environment was clean, well decorated and appropriate for the age group of the patients at the hospice.

Quality assurance and risk management systems were in place. There was good evidence of training and development opportunities for all staff groups. A new, comprehensive software system for recording training and identifying updates had been installed since the last inspection.

The senior nursing team has recently been restructured to provide improved support to the nursing and ancillary staff in all areas from patient care to educational development.

A significant effort has been made to adequately address all outstanding requirements from the previous inspection.

We would like to take this opportunity to thank the provider, their management team and all the staff for the assistance given in this inspection.

Achievements

The following achievement has been self nominated by the provider:-

Hartlepool and District Hospice has been awarded the Nursing Times Top 100 award again this year.

This award recognises employers that support personal training and development, support personal, family friendly policies and flexible working. It also demonstrates that the voice of nursing in the organisation is strong and equality and diversity is central to the philosophy of nursing employment.

Assessments

The Healthcare Commission only makes assessments of standards where we do not have evidence that the establishment is likely to be achieving the required level of performance. Other standards are not assessed because the establishment has shown satisfactory performance.

For each standard that we assess, we use a four point scale.

standard exceeded	Commendable: above the required levels of performance
standard met	No shortfalls: achieving the required levels of performance
standard almost met	Minor shortfalls: no major deficiencies and required levels of performance seem achievable without extensive extra activity
standard not met	Major shortfalls: significant action is needed to achieve the required levels of performance

The assessments are grouped under the following headings and each standard shows its reference number.

- Safety - does the establishment provide treatment and care safely?
- Clinical and cost effectiveness - is the best possible treatment provided?
- Governance - is the establishment well run?
- Patient focus - does the establishment put the patient first?
- Accessible and responsive care - is care organised around patients' needs and wishes?
- Care environment and amenities - is the place where you are treated well designed and maintained?
- Service specific standards for the type of establishment inspected

Safety

Standard	Assessment
Children receiving treatment are protected effectively from abuse. (C13)	Standard met
Measures are in place to ensure the safe management and secure handling of medicines. (C22)	Standard met
Medicines, dressings and medical gases are handled in a safe and secure manner. (C23)	Standard met

Clinical and cost effectiveness

Standard	Assessment
Treatments provided to clients are in line with the relevant clinical guidelines. (C3)	Standard met

Governance

Standard	Assessment
Patients and healthcare professionals are not infected by blood borne viruses. (C12)	Standard met
Records are created, maintained and stored to standards, which meet legal and regulatory compliance and professional practice recommendations. (C29)	Standard met
Any research conducted in the establishment/agency is carried out with appropriate consent and authorisation from any patients involved, in line with published guidance on the conduct of research projects. (C32)	Standard met

Patient focus

Standard	Assessment
Patients have access to an effective complaints process. (C14)	Standard met

Accessible and responsive care

Standard	Assessment
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Care environment and amenities

Standard	Assessment
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Service specific standards

Standard	Assessment
The risk of patients, staff and visitors acquiring a health care-associated infection is minimised. (H6)	Standard met

Conditions of registration

The establishment's registration is subject to the following conditions.

Condition of Registration:	Met/Not met:
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Requirements and recommendations

The requirements below address cases of non-compliance with the Private and Voluntary Healthcare Regulations 2001 that were found as a result of assessing the standards shown in brackets. They are presented in the same order as the standards assessed, and are numbered to help us monitor progress reports. Requirements are the responsibility of the 'registered person' who, as set out in the legislation, may be either the registered manager of an establishment or, if day to day management is delegated from a head office, the designated responsible individual there. The Healthcare Commission will monitor action plans and, if necessary, take enforcement action to ensure compliance with the regulation shown.

There are no outstanding requirements following this inspection.

Recommendations

Recommendations relate to non-statutory aspects of government standards or national guidance. They are for establishments to consider and will not be enforced.

There are no outstanding recommendations following this inspection.

The action plan in response to these recommendations and requirements may be requested from the establishment at the address at the front of this report.

The Healthcare Commission exists to promote improvement in health and healthcare. We have a statutory duty to assess the performance of healthcare organisations, award annual performance ratings for the NHS and coordinate reviews of healthcare by others. In doing so, we aim to reduce the regulatory burden on healthcare organisations and align assessments of the healthcare provided by the NHS and the independent (private and voluntary) sector. The Healthcare Commission's full name is the Commission for Healthcare Audit and Inspection.

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