

# Annual Return 2022/2023

## Provider Information to be published

The following information relates to information CIW held about this provider and its associated services on the 31st March 2023.

This section has been completed for you. There are no actions to complete. This information displayed will be included in the published Annual Return.

Provider name:	The Hospice of the Valleys	
The provider was registered on:	07/11/2018	
The following lists the provider conditions:	There are no imposed conditions associated to this provider	
The regulated services delivered by this provider were:	Hospice of the Valleys - Hospice at Home	
	Service Type	Domiciliary Support Service
	Type of Care	None
	Approval Date	07/11/2018
	Responsible Individual(s)	
	Manager(s)	Kim Jones
	Partnership Area	Gwent
	Service Conditions	There are no conditions associated to this service

## Training and Workforce Planning

Describe the arrangements in place during the last financial year for identifying, planning and meeting the training needs of staff employed by the service provider	<p>The following allow the management and staff to explore training needs.</p> <ul style="list-style-type: none"> <li>• Individual Clinical Supervision</li> <li>• Group Clinical Supervision</li> <li>• One to one with line manager</li> <li>• Annual IPR</li> <li>• Monthly Staff Meeting</li> </ul> <p>Training is provided in house by our clinical nurse specialists by ABUHB, or BGCBC Workforce Development. All training is in line with our Training Policy. A regular audit of the training matrix is also completed to ensure that all staff are competent and confident to carry out their role.</p>
Describe the arrangements in place during the last financial year for the recruitment and retention of staff employed by the service provider	<p>As we are a very small team our staff turnover is very small and we do not recruit frequently throughout the year. Our recruitment policy is adhered to at all time.</p> <p>All vacancies are advertised on NHS Jobs and can be applied for using this platform. There is an interview panel for all vacancies which includes representatives from our HR Team and the Hospice at Home Team. All candidates undergo all pre employment checks as required of us by the regulations.</p>

## Service Profile

### Service Details

Name of Service	Hospice of the Valleys - Hospice at Home
Telephone Number	01495717277
What is/are the main language(s) through which your service is provided?	English Medium

Other languages used in the provision of the service	
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#### Service Provision

##### People Supported

How many people in total did the service provide care and support to during the last financial year?	101
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##### Fees Charged

The minimum hourly rate payable during the last financial year?	0
The maximum hourly rate payable during the last financial year?	0

##### Complaints

What was the total number of formal complaints made during the last financial year?	1
Number of active complaints outstanding	0
Number of complaints upheld	0
Number of complaints partially upheld	0
Number of complaints not upheld	1
What arrangements were made for consulting people who use the service about the operation of the service during the last financial year?	We maintain open and frequent communication with all of the individuals using and their families. Our day to day manager speaks to individuals and their families on a daily basis (Monday to Friday) which gives the opportunity for any discussions about the service to be had. Individuals are consulted in regards to what they would like the service to help them to achieve, which has then been formalised in their care plan. Our Hospice at Home HealthCare Support workers are also very much advocates for the individuals and will also communicate to management any feedback that they have received.

##### Communicating with people who use the service

Identify any non-verbal communication methods used in the provision of the service

Picture Exchange Communication System (PECS)	No
Treatment and Education of Autistic and related Communication-handicapped Children (TEACCH)	No
Makaton	No
British Sign Language (BSL)	No
Other	No

##### Statement of Compliance

The Responsible Individual must prepare the statement of compliance.

CIW have published [guidance](#) on completing the quality of care review which provides advice on what could be contained within the statement of compliance.

Set out your statement of compliance in respect to the four well-being areas below.

The extent to which people feel their voices are heard, they have choice about their care and support, and opportunities are made available to them.

Our service can be different to what is normally expected of a domiciliary care service. We do not provide packages of care, we do however provide night time support to those individuals who are at end of life.

Living with a life limiting condition is extremely difficult for the individual and families and can have a devastating impact on their mental and wellbeing. Individuals need to feel respected, listened too, supported and are encouraged to voice their choices. End of life care is an important aspect of the patient journey, and we only have one chance to get it right. It is important that the HCA's are aware of the individual's preferred place of care and death and can support the individual and their families to achieve this.

The Health Care Support workers receive in house training from all members of our multidisciplinary. Our Family Support Team trains our HCAs in communication techniques such as Sage and Thyme. Using the skills our HCAs can identify individuals and families who are in distress and experiencing symptoms such as loneliness, anxiety, fear guilt and loss. Through training and experience, the team can support individuals and their families experiencing these feelings and to refer on to the rest of the team for additional support.

The Hospice supports families in these difficult times by providing them with a Carers Need Assessment Tool (CSNAT), which is specifically for Carers and identifies their specific concerns. The HCAs are trained to identify carer distress and to provide and explain the CSNAT tool. The HCA will then let the patients CN S know that there is a completed CSNAT to discuss with the family.

Following our most recent inspection we have been working on and adapting a more Person Centred Care Planning process which has been developed with both feedback from staff and the individuals that we support.

Positive Feedback we have received.

"Just to say the two Carers were amazing, not only for my dad, but for myself and my husband. We felt that we could face another day with hope. They were the kindest, patient and loveliest of human being, I thank them both"

"It was such a relief to have help, the over night sits meant that, not only my dad had a nights sleep (he was exhausted), but we all as a family slept better"

"Hospice were a great support and made it easier to keep my dad at home. They provided support whenever I needed it and I am very grateful to them."

The extent to which people are happy and supported to maintain their ongoing health, development and overall wellbeing. For children, this will also include intellectual, social and behavioural development.

Our aim is for the individual to spend their last days in their own home where they are comfortable, we support both the individual and their family to achieve this.

The HCA has a pivotal role in liaising with other Health Care Professionals to ensure that the individual's wishes are known. We know that the journey into bereavement is slightly easier when the death is peaceful.

The HCA has an integral role at end of life to ensure that individuals are comfortable and peaceful. This is achieved by monitoring the patients for verbal or non-verbal signs of pain, agitation, nausea, and chest secretions. The HCAs would first look for correctable changes such as changing position or reassurance. However, a CNS or the Out of Hours Nurse would be contacted if symptoms did not settle.

The HCA is trained to recognise when death is imminent such as a change in breathing, change in colour and temperature. These changes can be confusing and distressing for families, but the knowledge and skill of the HCA's allow them to comfort, explain and reassure the family. At this time the HCA can ensure that family is present and to support them at this time.

Our service is also incorporated in to the Hospice of the Valleys overall service. This will allow our HCA to access wider support for our Hospice MDT, who have excellent links to other healthcare services within our area. The Hospice of the Valleys Team are often involved prior to the support given by our Health Care Assistants so individuals and families are confident that they have the competency to support them and their loved ones through a very difficult time.

The Clinical Nurse Specialist on call supports all HCA's during the night. The CNS and HCA are informed who is working that night and which individuals are receiving H@H. This allows information to be shared and the opportunity for the HCA to debrief if needed before going home. This also allows the HCA to have direct support from a Health Care Professional should they require advice during the night.

Positive feedback

"My husband was treated with compassion and dignity. My son and I felt very comfortable and supported during a very difficult time."

"The support our family received in the last days/weeks of his life were second to none. Nothing was too much trouble. All the nurses and carers listened to our needs. Having them with us on the last few days meant so much and we would not have managed without them. Both Carers and Nurses do fantastic work."

The extent to which people feel safe and protected from abuse and neglect.

Our Hospice at Home Service is part of the overall service provided by Hospice of the Valleys and has a number of governance arrangements in place to help safeguard those people that we support.

All staff have received Safeguarding Training and are able to identify sign of neglect and abuse, they are also able to act on those concerns following the correct procedures. Our HCA's are then aware of the policies we have in place such as safeguarding and whistleblowing which are reviewed regularly.

Within our organisation the Hospice @ Home service will be subject to review by the Clinical Governance Committee, Patient Quality and Safety Group, and then fed into the Trustees meeting.

Positive Feedback that we have received.

"I am, as are my family, ever so grateful for all the help this service has provided us with, it has out our mind at rest, to know that mam was safe and well looked after. I would like to thank you all."

The following section requires you to answer questions about the staff and volunteers working at the service.

Number of posts and staff turnover

The total number of full time equivalent posts at the service (as at 31 March) 7

The following section requires you to answer questions about each staff type including information about the number of filled and vacant posts, the training undertaken, the contractual arrangements in place and the qualifications of those staff.

The information entered should relate to the period during which the staff member has been working for the provider only.

Staff Type	Service Manager	
	Does your service structure include roles of this type?	Yes
	Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.	
	Filled and vacant posts	
	No. of staff in post	2
	No. of posts vacant	0
	Training undertaken during the last financial year for this role type.  Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.	
	Induction	1
	Health & Safety	1
	Equality, Diversity & Human Rights	1
	Manual Handling	1
	Safeguarding	1
	Dementia	1
	Positive Behaviour Management	0
	Food Hygiene	1
	Please outline any additional training undertaken pertinent to this role which is not outlined above.	
	Contractual Arrangements	
	No. of permanent staff	1
	No. of Fixed term contracted staff	1
	No. of volunteers	0
No. of Agency/Bank staff	0	
No. of Non-guaranteed hours contract (zero hours) staff	0	
Outline below the number of permanent and fixed term contact staff by hours worked per week.		
No. of full-time staff (35 hours or more per week)	1	
No. of part-time staff (17-34 hours per week)	1	
No. of part-time staff (16 hours or under per week)	0	
Staff Qualifications		

No. of staff who have the required qualification to be registered with Social Care Wales as a Service Manager	2
No. of staff working toward required/recommended qualification to be registered with Social Care Wales as a Service Manager	0
Deputy service manager	
Does your service structure include roles of this type?	No
Other supervisory staff	
Does your service structure include roles of this type?	No
Senior social care workers providing direct care	
Does your service structure include roles of this type?	No
Other social care workers providing direct care	
Does your service structure include roles of this type?	Yes
<p>Important: All questions in this section relate specifically to this role type only. Unless otherwise stated, the information added should be the position as of the 31st March of the last financial year.</p>	
Filled and vacant posts	
No. of staff in post	9
No. of posts vacant	0
<p>Training undertaken during the last financial year for this role type.</p> <p>Set out the number of staff who undertook relevant training. The list of training categories provided is only a sample of the training that may have been undertaken. Any training not listed can be added to 'Please outline any additional training undertaken pertinent for this role which is not outlined above'.</p>	
Induction	1
Health & Safety	9
Equality, Diversity & Human Rights	9
Manual Handling	9
Safeguarding	9
Dementia	5
Positive Behaviour Management	0
Food Hygiene	5
Please outline any additional training undertaken pertinent to this role which is not outlined above.	
Contractual Arrangements	
No. of permanent staff	8
No. of Fixed term contracted staff	0
No. of volunteers	0
No. of Agency/Bank staff	0
No. of Non-guaranteed hours contract (zero hours) staff	1

Outline below the number of permanent and fixed term contact staff by hours worked per week.

No. of full-time staff (35 hours or more per week)	4
No. of part-time staff (17-34 hours per week)	4
No. of part-time staff (16 hours or under per week)	0

Staff Qualifications

No. of staff who have the required qualification to be registered with Social Care Wales as a social care worker	7
No. of staff working towards the required/recommended qualification	2

Other types of staff

Does your service structure include any additional role types other than those already listed?	No
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