



Treetops
Hospice



Quality Accounts 2022-23

Reporting period: 1 April 2022 - 31 March 2023

23/10/2023

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"I am so very grateful to everyone. The care given to my husband was second to none. Everyone came as quickly as possible, and they were always sympathetic and caring. My husband was treated with respect and the care wasn't only for him but to our family who wanted to be with him in his final weeks and days. When I was agitated, all I had to do was phone you and you arrived like angels in the night. You gave me advice, helpful tips, a shoulder to cry on and a much-needed hug. I never got the chance to thank everyone, so I'll do it now. Thank you so much, my guardian angels."

Carer of a Hospice at Home patient, 2022

Chief Executive's Statement

On behalf of the Board of Trustees and the Senior Leadership Team I am pleased to present Treetops Hospice 2022-2023 Quality Account.

Treetops Hospice is an independent charity that last year provided palliative care and support to over 2,000 people.

Across the whole spectrum of our services, the care of patients and their significant others is based upon need and is independent of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex or sexual orientation. All services are provided free of charge.

Hopefully, the effects of the pandemic are now behind us, and we have fully adjusted to a new business as usual which includes hybrid working and digitalisation. The Roaming Nurse Service which was introduced as a response to the pandemic due to its popularity and effectiveness, remains as one of our regular services. We continually review our services to ensure that they are effective and rise to the challenge of presenting needs.

I am proud of the way that staff at Treetops can embrace change and innovate service provision in a constantly evolving landscape within the Health Community both at a local and national level. Our reputation with partners is very positive and our contribution to the development of county-wide services within Joined Up Care Derbyshire is significant. Within this report you will see evidence of our success in the field of education, support to the residential sector and collaboration with other palliative care systems in the Midlands and universities.

This year marks our 40th anniversary and we have used the opportunity to thank our community for their support through the "medium of cake"; 3000 pieces of cake were distributed! We also held our third staff conference during which we celebrated our contribution over the years, refreshed our commitment to our Mission and Values and looked forward to a successful future. It was a very uplifting experience, and I was struck by the enthusiasm, dedication, and kindness of the staff group.


There are lots of challenges ahead; the biggest include the recruitment and retention of well-trained staff, competition from the NHS in view of salaries, financial sustainability in the light of a cost-of-living crisis and the impact this has on fundraising and increased demand for support across all service areas. We are acutely aware of areas of unmet need but have to balance our activities with what is feasible for us to provide on a charitable basis. We enjoy a positive relationship with our commissioners and are grateful for the recognition that they have given to our position and subsequent support within a difficult financial climate. We are in a reasonable financial position but still face a deficit budget for the next few years.

This year has been both challenging and exciting for us and we have been fortunate to receive some great opportunities which will, hopefully, be fortuitous for us in the future. I remain confident that with the support of our community, volunteers, and a highly motivated and dedicated staff group, that Treetops will go from strength to strength.

strength and that we will be able to support and care for those who need our services in the community. We look forward to the coming year!

I hope that you enjoy reading our Quality Account and I would like to thank you for your continued support.

Kind regards



Julie Heath

Chief Executive

What is a Quality Account?

Producing a Quality Account is a requirement of the Health Care Act (2009) and according to the Department of Health, 'Quality Accounts aim to enhance accountability to the public and engage the leaders of an organisation in their quality improvement agenda.'

The Quality Account should provide information about the quality of the services that the organisation delivers, and their main purpose is to encourage providers to take a robust approach to quality.

All providers of NHS healthcare services, including independent organisations such as Treetops Hospice, should produce a Quality Account and in doing so each provider, led by their Board, is committing to improve the quality of care it delivers locally and invites the public to hold them to account.

The Quality Account covers two main areas:

- 1) A review of how we performed last year, covering three main areas of quality: patient safety, patient experience and clinical effectiveness
- 2) A set of key priorities for improvement next year and plans for how we aim to achieve that improvement

The public, patients and other interested parties will use the Quality Account to understand:

- What an organisation is doing well
- Where improvements in service quality are required
- What the organisation's priorities for improvement are for the coming year
- How the organisation has involved people who use their services, staff, and others with an interest in their organisation in determining these priorities for improvement

Part 1: Looking back at what we achieved in 2022/23

The hospice last had a full onsite inspection by the Care Quality Commission (CQC) in April 2016. The final report awarded the rating of "Good" across the five domains of Safe, Effective, Caring, Responsive and Well Led. The exemplary report can be found on Treetops website and on the CQC website.

During the course of the Covid pandemic, the CQC undertook a consultation exercise and subsequent reconfiguration of its regulatory process. CQC have now implemented this new form of regulation and inspection, and as part of this they undertook direct monitoring activity (DMA) with the hospice early in 2022 and again in 2023.

This involved gathering information from a wide range of sources and reviewing this in relation to data held by CQC registration and ratings information. This helped them determine our ongoing rating.

As a result, the hospice continues to be rated as GOOD. There continues to be regular liaison between the hospice and our designated inspector, which has facilitated the sharing and monitoring of care delivery. These regular communications have been extremely welcome and supportive as services have had to adapt and change during yet another very challenging year.

1. Wellbeing, Support and Information Service

Since the pandemic, the Wellbeing Team have been focused on establishing a robust programme of enablement / reablement focused on personalised support and intervention plans. Over the course of the year, we reopened all our services fully and relaxed all lockdown restrictions. This was welcomed by individuals who were keen to return to services on site.

Our Wellbeing offer delivers support to people from the point of diagnosis, through maintenance of wellbeing and recovery following periods of ill health, through to more assisted support as health declines.

The Support and Information Café which proved so successful prior to the pandemic was finally able to fully re-open and in its first full year of normal operation we saw 1023 visitors to the Café. This weekly session provides a relaxed environment in which individuals, families and carers can talk through worries and concerns, seek advice and guidance and where appropriate gain access to other hospice services along with signposting to other relevant services, organisations and groups.

Our ambition this year was to strengthen our community presence, and this has delivered mixed results. We opened a weekly Wellbeing Drop-in in Derby City Centre in collaboration with Derby Cathedral Centre which delivered mixed results. Although the concept seems sound, the venue and location proved not to be ideal, and the

Drop-in has since moved location to the Sacred Bean Café. We are currently evaluating the impact of this change of location.

Our Wellbeing at Home Service grew steadily over the year, and we have now had to introduce a waiting list to manage demand. We continue to support those individuals who live with a life-limiting condition and struggle to access our onsite services alongside those entering the terminal phase. When capacity permits, we also provide valuable respite support to carers. This is sadly an area of unmet need.

2. Hospice at Home

Our Hospice at Home service continues to provide valuable support to individuals, their families and their carers in their own homes overnight at the end of life. Demand remains consistent and the high level of positive feedback received about the difference our staff make, highlights the impact that the service makes.

Our Roaming Nurse Service which had initially been a Covid response measure has now become an embedded part of our Hospice at Home model with many families expressing a preference for this method of responsive support.

Workforce capacity continues to impact on availability and as a result patients have to be prioritised based on acuity. As result those individuals with a lower level of need are not able to access the service in the way in which they would have prior to the pandemic.

During the course of the year, we took a focused approach to re-establish our education and training programme for the staff as this had been so badly disrupted by the pandemic. Education is based on a blended learning approach using a variety of learning approaches. The programme is based on essential to role criteria and core competencies in line with the agreed criteria of the Derbyshire Alliance for End of Life Care.

We also invested in ensuring that all staff within the service would have full access to IT support to enable them to work remotely and access SystemOne, our clinical data base system. This is now being embedded across the team and aligned with standard operating procedures.

3. Compassionate Communities Volunteer Befriending

Our Befriending programme grew from strength to strength with an established group of befrienders regularly providing valuable support to individuals living in isolation due to a life-limiting condition or bereavement. The service successfully reduces social isolation and builds confidence, enabling people to stay at home while they wish to do so and supporting them to thrive in the home environment. The volunteers enable people to have conversations about death, dying, loss and bereavement, overcoming taboos and fears, and helping people be more prepared and able to express their wishes whilst engaging in meaning activities.

The Compassionate Communities programme has also continued to deliver spiritual support over the year offering 'Time to Remember' events once a quarter. These have been held online offering individuals, families, and friends time to remember a loved one and take a moment to share and come together for support.

Treetops also set a strategic ambition to improve engagement with communities that do not currently access our services. Over the year connections were made with community groups and faith leaders engaging in conversations and local community events. Through this work Treetops also took a lead strategically for the Derby and Derbyshire ICB leading on the work of Compassionate Communities and People Driving Change workstream.

4. Therapeutic Services

We continued to see exceptional high demand for children and young people's counselling throughout the year. The team undertook a comprehensive children's training programme with both staff and volunteers to increase confidence in working with children and young people and this helped increase capacity.

The team also delivered a number of very successful school education programmes to support school staff working with bereaved children and young people. Demand for these sessions grew steadily throughout the year.

A review of complementary therapy resulted in service redesign in order to ensure capitalising on the available capacity. This resulted in a suspension of the Complementary Therapy at Home service in order to ensure delivery of sessions on the campus site. In addition, a service for children and young people was established as part of emotional support and this innovative way of working started to deliver some very exciting outcomes.

Our ambition was to establish Treetops Hospice as a Centre of Excellence for Trauma Informed Counselling and Emotional Support. During the course of the year the team achieved all of the milestones that had been set, and we were confident that the requirement for Centre of Excellence had been met. This approach has been delivered across Children and Young People's and Adult counselling services.

Our student counselling placement had another very successful year and continues to be extremely popular with available places heavily oversubscribed. Student feedback highlights the value they associate with their placement at Treetops and the experience that they gain.

5. Syringe Driver Training for Nursing Care Homes

Following the success of the Syringe Driver Education programme the CCG / ICB contracted for a further year support for nursing homes across Southern Derbyshire.

The demand for training and support remained high with excellent feedback received.

Training was focused on the following key areas:

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- **Drug calculations workshop** – feedback from nurses identified limited confidence when working out drug calculations.
- **Syringe driver training** – adapted to suit the needs of senior carers to increase confidence when being asked to second check controlled drugs.
- **Symptom management training** – focusing on the basic principles of symptom control.
- **Mouth care training** – developed as findings showed staff wanted access to mouth care training which was not available locally.
- **Saf-T-Intima cannula training** – this was developed as clinical observations found nurses were either not using Saf-T-Intima cannulas or using old fashioned nickel cannulas.

In addition to the training sessions, the Syringe Driver Support nurses offered direct support to homes if they were managing a resident on a driver. This intervention ensured that a number of homes were able to safely manage individuals at the end of life and facilitate them remaining in their care home and preventing a hospital admission.

6. Palliative and End-of-Life Care collaboration with the Residential Care Home Sector

Treetops Hospice was keen to build on the learning gained from the Syringe Driver programme and to apply this learning to support the Residential Care Home sector. Through collaboration the team identified how the hospice could support residential homes to identify residents who may be reaching end of life and to provide the skills, knowledge and additional support when required to ensure residents could remain in their own homes and die in their place of choice.

During the year the team established links with three residential homes initially as a pilot. Each home was offered education aimed at enhancing knowledge and skills whilst also providing practical support to help staff recognise deterioration and plan accordingly. Alongside this, access to Hospice at Home out of hours was offered to support home staff caring for residents who wished to die in the place they called home. Initial findings of the pilot proved positive with a number of individuals supported at end of life.

7. Virtual Education Centre, Palliative and End-of-Life Care Education

Our plan for this year was to build on the collaboration between University Hospital Derby and Burton and Treetops in the delivery of communication skills training from entry level to advance skills. This would be underpinned by the RealTalk communication skills programme developed by Loughborough University. Our aim was to create a virtual Palliative Care Education Centre delivering high quality comprehensive educational programmes covering the Southern Derbyshire locality.

During the course of the year, we successfully delivered our priority areas of:

- Alignment of the education programme with the Derbyshire ICB End-of-Life strategy along with NHS England and NHS Improvement Palliative and End-of-Life Care workforce priorities.
- Promoted the reputation and scope of the two partner organisations as leading providers of high-quality education across a range of sectors.
- Ensured that our model of education and training was developing towards financially sustainable for the long term.
- Development of a comprehensive programme of communication skills training mapped to TIER 1, 2 and 3 national levels of core competence.
- Played an active role in supporting the wider strategic workforce development and education by supporting the work of the Derbyshire Alliance and the associated End of Life Resource Toolkit.

Part 2: Mandated Statements

Statements of Assurance from the Board

Within a submitted Quality Account, all providers must include the following statements, despite some of them not being applicable to hospice services.

Review of Services

From 1 April 2022 to 31 March 2023, Treetops Hospice was commissioned to provide the Wellbeing Service and Hospice at Home Service to the Derby and Derbyshire Integrated Care Board along with the Nottingham and Nottinghamshire Integrated Care Board.

Counselling and Emotional Support for those who have been bereaved and support for people who are facing, or supporting someone who has been diagnosed with, a life-limiting illness, are commissioned by the Derby and Derbyshire Integrated Care Board.

Treetops Hospice raises 70% of the funding for these services through retail outlets, lottery and fundraising. The remaining 30% comes from the NHS via the above ICBs through block grant and cost and volume contracts.

Treetops Hospice also offers a Support and Information Service, Complementary Therapy and Befriending / Compassionate Communities Service. We continue to host an outpatient clinic for the University Hospital Derby and Burton NHS Trust. The clinic is run by a Specialist Palliative Care Consultant, supported by host volunteers. The clinic supports patients with palliative care needs.

Our Clinical Services are governed by the Clinical Sub-committee of the Board of Trustees, who meet quarterly and receive individual service reports, which enables them to review the management and quality of care provided by the hospice. The reports are then submitted to the whole Board of Trustees at their meetings.

Participation in Clinical Audits

During 2022/23, Treetops Hospice did not participate in any national or local clinical audits.

The hospice did however complete internal audit and quality checks in line with its policies and procedures.

The regulations require providers to complete the following two statements:

1. The reports of **zero** national clinical audits were reviewed by the provider in **2022/23** reporting period and **Treetops Hospice** intends to take the following actions to improve the quality of healthcare provided [**none**]

2. The reports of **zero** local clinical audits were reviewed by the provider in **2022/23** reporting period and **Treetops Hospice** intends to take the following actions to improve the quality of healthcare provided [**none**]

Research

During 2022/23, the hospice was not involved in any research projects.

NHS Quality Improvement and Innovation Goals

Treetops Hospice has quality requirements set by the Derby and Derbyshire Integrated Care Board formally the Clinical Commissioning Group:

- All quality requirements for 2022/23 were met (Quality Schedule available)
- Treetops Hospice continued to be an active participant in the Joined Up Care Derbyshire (JUCD) End of Life Programme Board, The End of Life Operational Group and The Derbyshire Alliance for End of Life Education
- Treetops Hospice chaired the Derbyshire End of Life workstreams for Single Point of Access / Coordinated Care and Compassionate Communities
- Treetops Hospice continued to provide all technical support to the Derbyshire Alliance End of Life web-based toolkit

Part 3: Quality Overview

Activity data across the year reveals the following trends.

Wellbeing Service

Over the course of the year **568 individuals** were supported by the Wellbeing Team on their clinical programmes. This is an increase of 36% on last year's activity.

This equated to **7,704 hours** of care and support given to individuals.

- **156** referrals were received for the Wellbeing Space. A reduction of 26% on last year's activity
- **392** referrals were received for Wellbeing at Home which is an 87% increase on last year's activity
- The Support and Information Café had **1023** visitors across the year

The data below captures the range of activities provided across the year.

| Activity | 2021-2022 Activity | 2022 -2023 Activity | Comments |
|--|----------------------------------|--|---|
| Number of individual support contacts delivered across the year within the Wellbeing Space. Included activities: <ul style="list-style-type: none"> • Adapted Tai Chi, chair based and standing • SPRING programme • Mollie's MND Support group • Huntington's Disease Support Group • Support and Information Café • Assisted Bathing • Tears to Laughter group | 3,675 individual contacts | 3,034 individual contacts 4,517 hours of care and support | The Wellbeing Service provides enablement and reablement for individuals living with a life-limiting illness. The programme structure aims to support the maintenance of health and wellbeing and adjustment after periods of ill health and deterioration. |

| | | | |
|---|--|---|--|
| Number of Wellbeing at Home care visits | 1,083 hours of care 7 months of data only | 3,188 hours of care 361 Individuals supported by the service | Provision of 1:1 care in the home environment by either an HCA or RN |
| Activity | Number of individuals | Number of contacts | Hours of care |
| Adapted Tai Chi / Exercise | 68 | 451 | 451 |
| Wellbeing SPRING Face to Face Delivery | 34 | 109 | 119 |
| Wellbeing SPRING Support Group | 10 | 29 | 30 |
| Wellbeing SPRING Telephone delivery | 38 | 111 | 36 |
| Tears to Laughter Group | 69 | 1,272 | 3,101 |
| Occupational Therapy Service | 50 | 106 | 30 |
| Mollie's MND Support Group | 11 | 34 | 65 |
| Triage / welfare contact | 182 | 332 | 58 |
| Assisted Bathing Service | 16 | 41 | 53 |
| Wellbeing at Home Assessments | 121 | 132 | 277 |
| Wellbeing at Home Telephone Support | 267 | 495 | 120 |
| Wellbeing at Home Visits | 322 | 1,127 | 2,791 |
| | <i>*NOTE** Some individuals will access more than one activity</i> | | |

Hospice at Home Service

The Hospice at Home service consists of the Roaming Nurse Service which provides a flexible response to care needs across the night shift alongside the provision of 1:1 nursing support for 9 hours throughout the night.

Over the course of the year, the service delivered nursing care and support to **968 individuals**. This equated to:

- **14,411 hours** of Hospice at Home support
- **3,411 hours** of Roaming Nurse Service support
- **338 hours** of care planning and triage

During the year the **972 referrals** were made to the service. This is 6% increase on last year's activity.

The Hospice at Home Service has continued to deliver an exceptionally high standard of care throughout the year. However, capacity continues to be influenced by several extenuating circumstances.

Although the criteria for support from Hospice at Home remains the same (patients must be considered to be in the last six months of life), available capacity within the service has meant that only patients prioritised as red or amber under a traffic light system are routinely scheduled for care.

Patients classified as being green are not routinely offered care, unless there is a need to support the carer, in order to maintain their health and wellbeing.

As a result, many patients are only being supported for a short length of time, days rather than weeks. This is borne out by the increase in referral numbers across the year but reduction in hours of care. In 2021/22 the average number of night support sessions was 3 per patient, this has now dropped further to 2 per patient across 2022/23.

The Roaming Nurse Service, a team of two staff, one RGN and one HCA, respond to calls received throughout the night, visiting patients and their families and carers to solve problems and deliver care. This service is now often requested as the preferred model of delivery for families.

| Roaming Nurse Service activity | 2021-22 | 2022-2023 |
|--|---------|-----------|
| Telephone calls received by Treetops Roaming Nurse Service and families requesting support | 1,273 | 1,878 |
| Care planning and triage | 1,493 | 1,680 |

| | | |
|--|---------------|------------|
| Total calls made or received in support of a patient at end of life | 2,766 | 3,952 |
| Liaison with other health care professionals | Not collected | 99 |
| Stood down, patient admitted to hospital, care not required as DHU in attendance | Not collected | 22 |
| Frequency of common interventions | | |
| Anticipatory medication given | 754 | 847 |
| Catheter care | 12 | 42 |
| Syringe Driver support | 39 | 48 |
| Verification of death | 147 | 124 |
| Wound check | Not delivered | 23 |
| Personal care/Wellbeing support | 622 | 623 |
| Wellbeing check | Not collected | 238 |
| Carer support | 59 | 455 |
| | | |
| Total number of individual patients supported in financial year | 511 | 610 |

The Hospice at Home Service enabled 96% of individuals to achieve their preferred place of death at home.

Therapeutic Services

Our commissioned Bereavement Support Service in Derbyshire is unusual in hospice terms as we accept referrals from anyone in the community regardless of any previous association with Treetops Hospice.

Due to a noted change in the complexity of referrals received, the team have worked hard over the year to meet the requirements of a Centre of Excellence in Trauma Informed Therapeutic Interventions. In order to meet the demand for children's bereavement counselling, a comprehensive programme of education has been delivered to all team members to increase available capacity.

Over the course of the year the service provided:
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- **4,072** hours of counselling
- **521** hours of Complementary Therapy

485 referrals were received for counselling services. This is a 3% increase on last year's activity.

Adult Bereavement Service Data

| | 2021 – 2022 | 2022 -2023 | Percentage change |
|--------------------------------------|-------------|------------|-------------------|
| Total number of counselling sessions | 3,031 | 2,923 | 3% reduction |

Long term staff sickness and periods of Covid have impacted on the available capacity within the staff team. This is reflected in the activity figures for the year.

Children and Families Bereavement Service Data

The last year has seen a steady growth in demand for the children and young people's counselling service.

| | 2021 – 2022 | 2022-2023 | Percentage change |
|--------------------------------------|-------------|-----------|-------------------|
| Total number of counselling sessions | 1,173 | 1288 | 10% increase |

Life-Limiting Illness Counselling Support Data

Again, this service is not only for people who have accessed end-of-life care at the hospice but is for anyone in our community facing a life-limiting illness.

| | 2021-2022 | 2022-2023 | Percentage change |
|--------------------------------------|-----------|-----------|-------------------|
| Total number of counselling sessions | 262 | 317 | 21% increase |

Treetops Counselling and Emotional Support Services continue to monitor care delivery against the Bereavement Care Service Standards national evaluation tool, endorsed by the National Bereavement Alliance, to which Treetops Hospice is affiliated. This sets three levels of achievement within seven separate standards. These are Planning, Awareness and Access, Assessment, Support and Supervision, Education and Training, Resources, and Monitoring and Evaluation.

Our team are dedicated to working to this standard and we are confident that we are achieving the highest level across all seven of the standards.

Complementary Therapy Service Data

This year saw a service review of Complementary Therapy to ascertain demand in order to maximise the available capacity. After much consideration it was decided that the service should focus on the provision of sessions on the hospice campus site and as a result the delivery of community-based service was disbanded. A period of embedding this approach was required. Alongside this, staff wellbeing was also prioritised as part of the Covid recovery plan.

This service is not a commissioned service.

- **95** referrals were received for Complementary Therapy
- **521 hours** of complementary therapy were delivered across adults and children

Compassionate Community - Befriending Service

The year saw continued growth of the Befriending Service supporting people in their own homes who are socially isolated due to their ill health or following a bereavement.

This is not a commissioned service and is now fully funded by the charity.

Over the year, the Befriending Service supported **29 individuals** with a Volunteer Befriender, **435 support visits/calls** were made which equates to **453 hours** of support delivered.

The Service received **39 referrals**, a 15% increase on last year's activity. Referrals from other Treetops services were stopped halfway through the year due to the growing waiting list. By the end of the year, we had 20 people waiting for a Volunteer Befriender to become available.

15 new Volunteer Befrienders were trained, with 10 becoming active and joining the workforce.

What others say about us

Care Quality Commission

Treetops Hospice is registered with, and regulated by, the Care Quality Commission in accordance with the Health & Social Care Act 2008.

Our most recent inspection report dated 7 April 2016 is available on the CQC website and finds us meeting the standards and rating us "Good" in all five core areas inspected. The report can be found [online here](#).

What our patients and carers say about us

Compassionate Communities Befriending Programme

All clients in receipt of the Befriending Programme are asked to complete an evaluation of their experience to date. From the existing cohort of 27 clients, 11 responded.

100% reported that they looked forward to their befriending visit.

100% reported that the contact had a benefit / positive impact

100% felt it gave them something to look forward to

92% reported that very frequently they feel happy or well after the visit

92% reported that they very frequently feel less isolated after the visit

79% reported that they very frequently enjoy the conversation or mental stimulation

100% said they would recommend the Befriending Service to someone else in a similar position to themselves

"My Befriender has introduced me to other experiences I can try e.g. the Drop-In Café at Derby. It also keeps me in touch with what is happening in the outside world, and he has given me some practical tips."

"I look forward to every Thursday! It's done me the world of good."

"I feel down when she's gone. She's a very nice lady."

"She is absolutely beautiful, lovely, a real gem. I'm glad I've met her."

"I have enjoyed playing games together and chatting. I look forward to seeing her. It has been lovely having her visit me. I really feel I can trust her and tell her everything."

"She is a wonderful person, and we easily chat and have a few laughs together. Recently we had a visit out together which was wonderful."

"X is great. We enjoy a lot of the same things like sport and he seems to enjoy listening to my stories. He brings cream cakes every time which we eat together."

"Having X visit is lovely, she brings flowers from her garden and cake. She is a very generous person, and we talk about all sorts of things. She's very easy to talk to, and patient when I can't find the right words."

"We access the Befriending Service from Treetops Hospice, and the service is amazing. Everything has been professional and well explained and the lady that comes to see my gran, Helen, is so good with her. My gran was very reluctant at first to want the service, but she really adores Helen now and looks forward to her visits. This service has been life changing for us and really helped to give my gran some company."

Wellbeing Service

The Wellbeing Service evaluations are gathered on a one-to-one basis through the use of outcome stars. This records the impact sessions have on an individual basis. As yet, the team have not created a system to collate this feedback into a service wide evaluation. Instead, service feedback was obtained via questionnaires, and comments received are outlined below.

"The services at Treetops are outstanding. The staff are fantastic, very helpful and understanding. My wife attends the Drop In Café, Tai Chi and the bathing day and all these activities have helped her greatly."

"We come to a monthly meeting for MND carers and sufferers. The staff are very welcoming. It's a lovely meeting room and the staff quickly rearrange it to accommodate people as we arrive."

"I attend the Tai Chi class which I have found both good for my physical and mental wellbeing. The teacher is very friendly and is able to adapt the exercises to suit everyone's abilities."

"The Wellbeing Team got me back on my feet after being poorly after radiotherapy and radio iodine therapy. The class is well balanced and caters for all levels of abilities within the group. I never realised sitting-down exercises could be so hard but worthwhile. Natalie is very inclusive when you first join, and the group helps as you are with other people going through their own cancer journey, who understand what you are going through which is a massive bonus. I look forward to every class as it makes me feel almost normal doing exercises that I enjoy and help me get stronger."

"It's a lovely environment, with a great atmosphere and very helpful staff and volunteers. They provide an ideal environment for people with life-limiting illness (and their carers) to spend a relaxing hour or two. Nothing is too much trouble for them."

"Treetops have supported my husband and myself whilst he was dealing with Motor Neurone Disease. Now that he has passed away, they are giving me ongoing support."

Wellbeing SPRING Programme Evaluation

Our staffing challenges continued this year as our occupational therapist and our assistant practitioner both went on maternity leave. We employed an occupational therapist on a temporary contract to cover 3 days per week to support the registered nurse in the team to maintain the programme. Our staff returned from leave in September 22 and February 23.

We also had a prolonged period of sickness from our occupational therapist, meaning our capacity in August and September was down to one staff member. The team was also experiencing high levels of sickness resulting in reduction in our numbers of attendances.

Our current position is a whole time equivalent occupational therapist (2 people in a job share), a registered nurse (also deputy manager) and part time assistant practitioner (0.7 WTE). Each team member gives a portion of their time to running the Spring Programme amongst their other role responsibilities.

"I am on the 12 week Spring Programme. It's been very supportive and informative and also directing me to any other services I may need. Each week there is a specific area to cover in my journey having secondary breast cancer. Without this I would feel isolated and may miss out on important support and information e.g. emotional, finance, other services offered such as Tai Chi and complementary therapy, along with external services too. The Occupational Therapist who is guiding me is brilliant and listens and advises me as required, leading me through the programme. It's wonderful knowing I have this amazing place to go to if I need help. I would be lost without it."

"I have found all aspects of the 'Spring Programme' very helpful. My OT is a great support, both practically and emotionally. She has a background in occupational therapy, which has been useful. I have also benefited from counselling and complementary therapy services at Treetops. The buildings and gardens are well maintained, providing a pleasant and relaxing environment. Volunteer receptionists are polite and respectful."

Hospice at Home Service Family or Carer Evaluation

Families and carers of patients in our care between the 1 January and 31 December 2022, and who die during this period, are invited to complete a questionnaire to provide feedback on their experience. In this period, 551 questionnaires were sent out to identified families/carers. Only 29% completed questionnaires were returned and the findings are presented below.

All evaluations are anonymised. Of those who returned the questionnaire:

- 94% thought that the referral to the service was timely
- 5% felt that the referral was made too late
- 98% of respondents who utilised the Roaming Nurse Service felt that it had been helpful and met the needs required
- 93% felt phone calls had been handled sensitively and professionally
- 74% said that the amount of night-time care provided was enough
- 7% said the amount of care was too little
- 98% were totally at ease or comfortable about the way we cared for their loved ones
- 95% felt that the Treetops nurses had the appropriate knowledge to care for their loved one
- 94% felt that the Treetops nurse always took time to listen to their concerns
- 88% said that the Hospice at Home Service enabled them to care for their loved ones at home

The significant reduction in the number of completed returns makes service evaluation problematic as it is hard to gain a true picture of the impact of the service on families and carers. The late stage at which referrals to the service may also be impacting on the number of service evaluation forms being returned.

Quotes from Hospice at Home - Carer evaluations, March 2023

"Extremely grateful for the treatment my wife and I received. It could not be better. You do a fantastic job."

"Faster and probably more understanding than a random duty doctor when needing certification. Area perhaps a little large for one team only. Treetops take the strain and fear out of losing a loved one at home."

"Had the occasion to use the Roaming Nurse Service three times. What a fantastic service and our needs were met. However, Marie Curie felt the need to call the Roaming Nurses and it was hours before anyone could become available. Understandable some nights are busier than other and it's a shame there can't be a couple of teams operating at night."

"Following the referral made by the district nurse, I received a wonderful telephone call from Teresa outlining the services provided by Treetops. To receive a call from Steve to tell us a night sitter would be available was always a joy. We will be forever grateful to Stacey Williams, Sandra Burgin and Dawn Allen together with members of the Roaming Nurse team who provided the care and support to mum and all our family in her final days. You were all stars in the darkness."

"Had to call the Roaming Nurse Service a lot and every time they came, they were so caring. They found time to talk to me as a person and I felt at ease. The care was amazing. They are wonderful people."

"The whole family and I are so grateful for the care received. Without Treetops we would not have been able to keep our promise that she would not go back into hospital."

"I cannot offer you anything other than what you have done with all your services. They were spot on. Your people were so kind, caring and always there for my late husband. Also, for me, it enabled me to keep my husband at home where he died in his own home. Thank you all so much."

"I only used the Roaming Nurse Service twice. The first time was when my father was in a wet bed and 111 refused to help. The second was when my father had passed to certify his death. Both times the service and care were fantastic. I did also use the night sitting service once. This enabled me to get a full night's sleep and again the service was fantastic. Every contact I had with Treetops either by phone or in person was handled in a friendly, caring and professional way."

"Our family have always supported Treetops, but we hadn't realised what a fantastic and amazing service you provide. We were blessed to have both Hospice at Home and the Roaming Nurse Service with us when K passed away and they looked after him after he died with such caring and kindness. This has made such a difference in helping us with our grieving. Thank you so much, you are amazing."

"The care from all the staff involved with my mum was more than I expected. You helped making her last wish to be at home possible. I know she was a pain to get along with and a very stubborn lady, but the carers still gave all they could to help her and for that I am truly grateful. The care my mum received was 100%. You all do an amazing job."

Counselling and Emotional Support Service

All clients who finish receiving support during the year from the Counselling and Emotional Support Services are asked to complete an evaluation of their experience.

Adult Bereavement

110 evaluation forms were sent out and 60 forms were returned (55%):

- 100% said that the support they received had been helpful in their experience of bereavement
- 99% said they were satisfied with how quickly the service was provided. This is positive considering the high demand for counselling support services locally and that capacity has to be managed through a waiting list system.
- 88% said that they had the right number of sessions.
- 12% said they felt they did not have enough sessions. These individuals were followed up and subsequently 2 were reassessed for further sessions. The others stated that although they had completed their counselling, they enjoyed and missed coming.
- 100% said that they were happy with the service provided
- 100% said they would recommend the service to other people

Quotes from evaluations, 2022-2023 Bereaved Adults

"The counsellor was fantastic at her job. I cannot give her enough praise! I found it hard to leave after my last session without getting to upset as I know she has helped my well-being so much."

"I think the service offered is AMAZING - counselling support for me (and others) at a very difficult time. A light and a holding hand in the darkness."

"This is a wonderful service that Treetops offer. I feel very fortunate to have had this support during a difficult time in my life."

"I can't thank Treetops enough. My sessions were like a comfort blanket, and I do miss them but I'm in such a better place now."

"I was amazed how much it helped me and my family as they could see me struggling but couldn't help me."

"The overall service can be a life saver and enabled myself to have hope and to slowly look forward to my future."

"Counselling has made a big impact in my life and it's given me understanding on how to look after myself mentally and emotionally."

"My counsellor helped me so much. I didn't know what to expect at first, but I was surprised how much I could talk to him and cannot thank him enough for his support."

"It was invaluable and I am incredibly grateful to the team at Treetops that make this support possible."

Parents/Carers of Bereaved Children

78 evaluation forms were sent out of which 13 were returned (17%):

Due to the increasing level of demand for this service, we have had to introduce a waiting list in order to manage capacity. Therefore, children can be waiting longer to access the service.

- 100% were happy or very happy with the speed of response to the referral. This is reassuring as we have had to introduce a waiting list system in order to manage the number of referrals being received.
- 82% reported a decrease in their level of concern about their child after the period of counselling support had finished
- 77% were happy or very happy with the extent to which the support had addressed their child's bereavement needs
- 77% were happy or very happy with the number of sessions/length of support their child received
- 100% would recommend the service to other people

Quotes from evaluations, 2022-2023, Parents/Carers of Bereaved Children

"Thank you for giving my daughter the opportunity to work through her feelings and emotions following the death of her dad. I can't thank the service enough."

"Excellent service and my child felt very comfortable with her counsellor."

"Words just aren't enough for all the people involved with Treetops."

I can't thank you all enough for the help and support."

Children/Young People

78 evaluation forms were sent out of which 10 were returned (13%):

- 100% were happy or very happy with the number of sessions they had
- 70% said the sessions had been helpful or very helpful
- 100% said they would recommend the service to other people

Quotes from evaluations, 2022/23 Bereaved Children/Young People

"It was a welcoming environment and felt like a place to stop and talk."

"Very friendly and kind."

"It was fun, alongside being able to talk about mummy. I could talk about things I didn't want to talk with my daddy."

"I think that it was actually amazing and I am so great full that I had my sessions."

It was helpful saying how you're feeling with them understanding."

"Very helpful."

"You're really thoughtful and kind."

Life-Limiting Illness Counselling

4 evaluation forms were sent out and 4 were returned (100%).

- 100% said the support they had received was helpful
- 100% were happy or very happy with the speed of response of the service
- 100% said the number of sessions provided was just right
- 100% said they would recommend the service to others

Quotes from evaluations, 2022-23 Life-Limiting Illness clients

"My counsellor was informative about your services and in my opinion went over and above to ensure I felt supported at all times."

"It's given me more confidence to do things, changing mine and my family's life."

Complementary Therapy

Complementary Therapy have just started using the new style of evaluation forms. 12 evaluation forms were sent out and 12 (100%) were returned

- 100% felt the information received about their therapy was helpful
- 100% were satisfied with how quickly a service was provided
- 100% were satisfied with the service provided
- 100% said they would recommend the service to others

Quotes from evaluations, 2022-23 Complementary Therapy

"Very polite and friendly"

"Really helped me with stress and gave me a bit of time to myself to relax."

"I really felt I benefited from my sessions."

"Very friendly and made me feel safe and welcome."

"Prompt, polite and cheerful – a very good service."

"My therapist was professional, kind and caring."

"Overall, I feel I have continued to benefit from my sessions, thank you."

What our staff say about the organisation

In last year's Employee Engagement Survey, wellbeing was identified as an area where Treetops "could do better". The Senior Management Team took this on board and made promoting wellbeing at work a key objective in the Three Year Strategic Plan.

A year on, we now have a Mental Health and Wellbeing Policy for staff and volunteers and a Wellbeing Focus Group has been established to enhance the support that Treetops can offer. We have trained two Mental Health First Aiders and their help has been sought by quite a few staff and volunteers; our plan is to train at least two more so that more support can be provided.

Complementary Therapy sessions are now available for employees, enhancements have been made to pay, and participation in Spirituality and Mindfulness sessions is encouraged.

Significant advances have also been made in flexible and hybrid working to enhance work/life balance. Personal Wellbeing Plans have been made available on the Staff Page so that employees can choose a format that suits them and start thinking about what enhances and detracts from their personal wellbeing.

Complaints and Compliments

Complaints

During 2022/23, we received three Clinical Service complaint. All incidents were investigated, documented and action taken as required. Feedback on the outcome and action was provided to the complainant. Following one complaint and investigation, a staff member was dismissed on the grounds of gross misconduct.

Compliments

In addition to the positive evaluations of our services, we receive many emails, Facebook comments and individual cards and letters of thanks to our full range of services during the year.

We do not at present have a comprehensive way to capture and log all this feedback.

Patient Safety Indicators

Patient safety is paramount to our services and all incidents are reported and logged. We ensure that every incident is assessed, relevant risk assessments reviewed, and any wider implications are considered, resulting in policy and training updates as identified.

We have a Health and Safety Committee made up of staff and trustees, who meet quarterly and receive departmental reports. They review and drive forward the Health and Safety Action Plan and scrutinise all accidents and incidents in order to identify trends.

During 2022/23, there were 21 incidents recorded in total. There were two incidents resulting from accessing the patient property and concern for their wellbeing. Four incidents were due to medication administration. Although there were no identifiable trends across these incidents, they did highlight issues of inaccurate documentation across provider systems and external factors such as damaged ampules and shortages of required medication in the home. In all incidents, concerns were raised and reported to community-based colleagues. Two related to the Roaming Nurse Service car. Two resulting from IT access. Three were nonrelated moving and handling issues. Four were falls incidents but with no discernible pattern.

Two incidents related to complaints received and were fully investigated as outlined above.

Two were unrelated minor incidents. All incidents were fully investigated, and any action taken documented and reported to the Clinical Sub Group of the board of Trustees, along with the Derby and Derbyshire Clinical Commissioning Group.

Part 4: Priorities for 2023/24

Last year saw a gradual return to normal operation for Clinical Services. The charity however still faces the ongoing challenge of financial sustainability due to the very difficult economic climate. Statutory funding remains static whilst opportunities to generate income via public support grows ever harder. As a result, the charity enters another year with a deficit budget.

These economic parameters therefore limit the scope for development within Clinical Services as changes must be delivered within existing budget allocations.

This next year will see us again focus on robust operational procedures that deliver quality and value for money within available capacity across all our existing services. We will look to grow where an opportunity presents, such as via the support of grant and trust income or through charging, such as within education.

Staff recruitment, investment and retention will be a priority this coming year as maintaining our workforce is fundamental to the quality and capacity of our services. The workforce market remains challenging with the impact of agenda for change on salary levels and this impacts the ability to attract staff with competitive rates of pay. In order to counteract this challenge, Treetops needs to ensure that it can offer terms and conditions that are appealing and adaptable alongside robust education, training and wellbeing support that continue to make Treetops an attractive employer.

Over the past year we have undertaken significant work investing in clinical IT infrastructure and training staff in its use. Our data capture is more comprehensive, and we are using this intelligence to inform our thinking and shape developments going forward.

We do this by:

- Reviewing local population data in line with national data for End of Life Care
- Reviewing operational data to identify trends and spot opportunities
- Identify service needs for the communities we serve from local data intelligence
- Working in collaboration with the ICB and other providers to generate compelling cases for support and ensure alignment with strategic direction
- Seeking ways to achieve financial efficiencies without compromising on clinical quality

Community Engagement and Collaboration

Following our experience of developing a community hub in Derby City, we are reviewing the learning and are keen to explore alternative ways to enhance our community presence. Our data and intelligence tells us that we are still underperforming as an organisation in addressing equality, diversity and inclusion. During the course of the last year, a number of productive conversations and links were established with a variety of community networks and it is through these that we

aim to build collaboration. We are keen to see how we can share our knowledge whilst learning from others in order to capitalise on opportunities to support more individuals living with life-limiting illness, at end of life and also the bereaved in culturally sensitive and diverse ways. We see partnership as the process by which we can build the 'hub' model and through collaboration deliver support to local communities.

Population data tells us that homelessness and poverty is a challenge, particularly in the Derby City area which significantly reduces an individual's chances of accessing end-of-life care, particularly hospice services. Following initial scoping work, we have identified that this will be a priority area for the following year. Our plan is to build on the initial positive conversations with both the Padley Group and Derby YMCA to look at how we can work in collaboration to develop shared pathways of support and intervention. Initially this will be through a programme of shared education and training.

Over the past year we have successfully built collaborative relationships with both the Motor Neurone Disease and Huntington's Disease Associations. Through this we have established a regular programme of support groups delivered in our Wellbeing Space, capitalising on the collective knowledge of both parties for the benefit of individuals living with these life-limiting conditions. This successful model is a format we are keen to build upon and we are now in conversation with the Alzheimer's Society to see how we can develop a similar approach in order to support individuals with dementia.

In order to support the wider initiative of Compassionate Communities, Treetops will continue to play a key role by chairing the Communities Driving Change workstream, reporting to the End of Life Programme Board part of the Derby and Derbyshire Integrated Care Board. Our aim is to positively influence decision-making by learning from individuals lived experience and applying this to our thinking and planning. Our ambition is to enable all communities to be places where those living with life limiting conditions, facing death and bereaved can feel supported and cared for in a dignified and compassionate way.

Community Provision and Support

Activity data collected across our services shows a growing demand for community-based support and care services.

Our Support and Information Café has grown from strength to strength with record numbers of individuals seeking new and ongoing support. The Befriending Service has struggled to recruit and train sufficient Volunteer Befrienders in order to meet demand. Referrals to Wellbeing at Home have grown by 87% and Hospice at Home is no longer able to consistently provide support to families on the basis of respite need as priority has to be given to the most acutely ill and dying.

As a result, we plan this next year to look at how the closer collaboration of the Befriending Programme, Wellbeing at Home and the Hospice at Home Service can offer a model of support that recognises the opportunity to reduce the pressure on the acute care/hospital providers and reduce the future financial impact of this pressure

on the NHS by delivering the best individual end-of-life care for people and their families/carers whilst ensuring best value for money for the charity. This may result in the redistribution of some resources within existing services.

Education

Over the past year, the Communication Skills education programme has gone from strength to strength alongside the collaboration with Loughborough University and the RealTalk programme. This year will see further growth in this area with the addition of extra staff capacity to support this work. Training is being delivered across all sectors in line with the three tiers of Essential to Role Core Competencies. Treetops will continue to play a key role in supporting the Informed Workforce workstream reporting to the End of Life Programme Board part of the Derby and Derbyshire Integrated Care Board.

Since 2020, we have partnered with the nursing home sector and this has evolved into a programme of education and hands-on support covering all aspects of end-of-life care. We are now building on this work trialling a similar approach partnering with a number of residential care homes in the Erewash area. This project builds on sector-wide collaborations to achieve better outcomes for residents and ensure that those at end-of-life who wish to die in their care home, have a dignified and well-managed death, within the setting they call home.

Each home will be in receipt of a bespoke package of education. Hands-on clinical care and support will underpin the education model, providing confidence through collaboration.

Care home residents often have complex health needs due to co-morbidities and advancing frailty. Many residents may not experience a clearly identifiable 'terminal illness phase' making end-of-life care complex to manage.

The importance of early identification, discussion and documentation of end-of-life wishes has been proven to be a catalyst to the delivery of good care, that can offset crisis situations. The need for staff to have Advance Care Planning (ACP), Communication Skills training, and confidence in recognising dying is paramount. Staff working in the residential care setting have not historically had access to this training.

A lack of knowledge hinders planning and results in crisis management and higher risks of hospitalization for individuals who might otherwise be supported in their care home, their chosen place to die. Our Innovation in Healthcare Project addresses these challenges through a two-pronged approach based on targeted training and clinical mentoring for care home staff. Delivery of this project is subject to us securing grant funding in order for us to meet its full potential.

Education support to schools has grown over the last year and we anticipate an increase in demand for this education programme as awareness grows within this sector. Our Counselling and Emotional Support team are a Centre of Excellence in Trauma Informed Bereavement Counselling and the education packages provided by the team are reflective of this level of expertise. We plan to increase education

provision within the limited capacity we have available within the team. If we are able to secure additional funding will aim to expand this offer.

Our main ambition for our education department over the coming year is to work towards financial independence from the rest of the charity. We recognise that education delivery needs to be self-sustaining in order to ensure security over the coming years. We recognise that for the charity committing its reserves to deliver education activity is at odds with the organisation's priority aims and as such this needs to be addressed long term.

Children and Young People's Bereavement Support

Treetops Hospice is delighted to have been chosen to be this year's DIY SOS Big Build for BBC Children in Need, which will see them build on our grounds a children's and young person's bespoke bereavement counselling and therapy centre in 10 days.

This is an amazing opportunity and gift to the organisation but is a reflection of the outstanding work delivered by our Counselling and Emotional Support team working in this area. Over the course of this next year, we intended to build on this excellent clinical model by developing our Complementary Therapy service for children and young people. The Complementary Therapy team have conducted an initial trial of therapy interventions, and this has evaluated extremely well. We are keen to see this approach develop further and to evaluate impact as part of our offer to bereaved children and young people.

Following the build, we anticipate that demand will grow for this service which we will have to monitor as we do not have any plans to expand our capacity within the team without securing additional resources.

Education Innovation to improve access, quality, and sustainability for Palliative and End-of-Life Care in the Midlands

Treetops personnel have for many years been a driving force behind the Derbyshire Alliance for End of Life Care resource toolkit. We were successful in a bid to the Strategic Clinical Network for Palliative and End of Life Care, NHS England securing the opportunity to work across three large ICS systems in the Midlands to create a new version of the toolkit. This will provide interactive resources within an intuitive education and a training platform to support staff across our systems delivering end of life care.

The project will deliver:

- Web based platform accessible across the three ICSs
- An education and training portal

- Support the delivery of high quality PEOLC for all, irrespective of condition or diagnosis.
- Improving equity of access
- Support a confident workforce with the knowledge, skills, and capability to deliver high quality PEOLC fit for purpose, now and in the future.
- Underpinned by research and evaluation

By ensuring that the toolkit resources and education structure are developed via a regional collaboration. this facilitates 'reach' allowing all staff to access robust EoL education and training relevant to their need regardless of their ICS. This supports the principles of personalisation across PCNs, the ICS and at a National level.

NHS Derby and Derbyshire Integrated Care Board (ICB) Statement

Quality Account 2022-2023 Treetops Hospice

STATEMENT

GENERAL COMMENTS

NHS Derby and Derbyshire Integrated Care Board (DDICB) is the commissioner for the NHS contract held with Treetops Hospice on behalf of Derbyshire during the 2022-23 financial year.

COMMENTARY

This Treetops Hospice Quality Account gives a detailed overview of the year 2022-2023, outlining how the Hospice has continued to offer services that are flexible to the needs of the population of South Derbyshire and the tremendous amount of work that has been undertaken. I am pleased to confirm that the Quality Account has been reviewed and I am assured of the achievement of the contract related data and quality improvement work that is stated in the Account.

In their 40th anniversary year, for which they are to be congratulated, Treetops Hospice has seen a settling of services and implementation of new ways of working that were borne out of learning from the covid pandemic. New services, hybrid working, and digitalisation have gone from strength to strength. The Quality Account details the great work across all services providing much needed support to people in the most difficult of circumstances either at home or through support from the onsite services. It is noteworthy that the Hospice at home and the Roaming service have continued their excellent work and enabled 96% of people to die at home surrounded by their loved ones. Treetops have also demonstrated innovation in developing a new service to support the residential home sector taking learning from the syringe driver work and providing education to the staff and support for residents.

The Quality Account also outlines the ongoing work in the field of high-quality palliative care education which is set to develop across the region during the next year.

Working within the Joined-Up Care Derbyshire Team, Treetops Hospice remains a dedicated partner and contributor as a member of the End-of-Life Board in the designing of End-of-Life services across the County.

CQC have continued to monitor the services at Treetops Hospice under the direct monitoring activity regime and have not deemed an onsite inspection necessary in 2022-23. The team should be commended for their hard work in maintaining this "Good" rating.

The Quality Account outlines some ambitious priorities for 2023/24 and I look forward to seeing them develop during the next year. Treetops Hospice is to be congratulated on the completion of their 2022-2023 quality account which is presented with positive outcomes for the people of Derbyshire and written exceptionally well.



Professor Dean Howells
Chief Nurse and Executive Director of Quality
Derby and Derbyshire ICB