



Treetops
Hospice



Quality Accounts 2023-24

Reporting period: 1 April 2023 - 31 March 2024
08/06/2024

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Chief Executive's Statement

On behalf of the Board of Trustees and the Senior Leadership Team I am delighted and proud to present Treetops Hospice's 2023 – 2024 Quality Accounts.

Treetops Hospice is an independent charity that last year provided palliative care and support to approximately 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, apart from education, are provided free of charge.

2023 was a memorable year for Treetops, not only did we celebrate our 40th anniversary by sharing cake with the community, but we were the lucky recipients of the BBC's DIY SOS Big Build for Children in Need. After much frenzied excitement in which we were visited by several celebrities and received much attention on local and national media, we were left with a beautiful building known as The Saplings. This fantastic state of the art facility was built by over 1,000 people who donated their time, materials and expertise. We are able to offer young, bereaved people counselling and complimentary therapy in the most luxurious of surroundings.

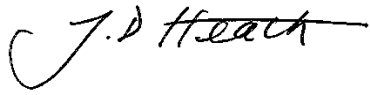
Our services to young people were the centrepiece of an hour-long programme and as a consequence demand for our input has skyrocketed. The programme showed Treetops in a very positive light, has had a tremendous impact upon our profile and we are working hard maintain this awareness in what is a challenging time for charities.

Hospices throughout the nation are experiencing financial difficulties amidst a backdrop of economic turmoil and a cost-of-living crisis. The general public have less disposable income to donate to charities and yet I continue to be amazed by the generosity of our local community to whom we owe so much.

Treetops provides a variety of services which meet the variety of needs that people have; these needs change over time, and we have developed a menu of personalised services. Our services are valued by those who use them and our reputation for providing high quality palliative care remains high. We have a major role in influencing developments in end-of-life care locally through our involvement with Joined Up Care Derbyshire and enjoy positive relationships with many stakeholders.

Demand for quality end-of-life care is growing and, unfortunately, we will not be able to meet everyone's need due to limited resources. However, you will read within this report how we continue to develop our excellent education offer which will in turn have a positive effect upon the quality of care and support that people will receive from other agencies such as residential homes, schools and from other clinical professionals. Indeed, some of our training has been used in other countries such as Spain and Canada such is our reputation!

Lastly, I would like to use this opportunity to thank all the talented, enthusiastic, innovative and kind staff and volunteers who together make Treetops such a special place.



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 2023/24

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 the Treetops website and on the CQC website.

Over the last three years the CQC has reconfigured its regulatory process to one of ongoing monitoring using a variety of information. Assessment is not tied to set dates or driven by a previous rating. It is focused on the five key questions, underpinned by quality statements.

They set clear expectations of providers, based on people’s experiences and the standards of care they expect.

As a part of this new process CQC 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 the 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.

1. Wellbeing, Support and Information Service

Our Wellbeing services deliver 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 Wellbeing Service provides enablement and reablement for individuals living with a life-limiting illness, focused on personalised support and intervention plans.

Feedback from individuals accessing our services highlights how people living with a life-limiting illness need advice, education and support at various times. Over the past year the team have focused on building this structured support.

The Wellbeing Support and Information café has continued to grow from strength to strength over the year and necessitated the introduction of a second day focused on ongoing support provision. This structured opportunity provides access to support and information along with the opportunity for peer support and meeting other people in similar situations in a safe, caring environment. The staff team help facilitate advance care planning, ReSPECt conversations and care coordination.

The collaborative work with both the Huntington's Disease Association and the MND (Motor Neurone Disease) Association have seen the establishment of monthly support groups for individuals living with the conditions and their family members and carers and this has been a truly positive collaborative development.

Treetops now also supports the delivery of a quarterly Secondary Breast Cancer support group who use the facilities for their meetings.

Wellbeing at Home has seen significant growth in demand and towards the end of the year we had to make the difficult decision to limit our offer in order to manage capacity. The service supports patients to remain living in the place they call home, maintaining health through nursing interventions and holistic assessment enabling people to plan their future care and preferred place of death and delivering quality end of life care. We continue to support those individuals who live with a life-limiting condition and struggle to access our onsite services with emphasis now on a prognosis of six months or less. When capacity permits, we also provide valuable respite support to carers.

2. Hospice at Home

Our Hospice at Home service continues to provide valuable support to individuals, 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 of the service.

The Roaming Nurse Service is now an embedded part of the Hospice at Home offer, providing additional support to patients with symptom management, medication administration, personal and psychological care and verification of death. They provide a responsive service supporting our own Hospice at Home team along with colleagues from other agencies such as Marie Curie and Domiciliary Care agencies. This model has proved an excellent way in which to gain the best capacity from our limited registered nurse workforce.

The roaming service model has demonstrated the value of providing responsive support throughout the night, preventing the escalation of problems and possible hospital admissions.

Workforce capacity continues to impact on availability and recruiting staff with palliative care experience has been challenging. As a result, patients continue to be prioritised based on acuity. Due to these challenges, the average length of contact with the service has dropped to just two visits prior to death.

The year has also seen continued investment in IT-based working with all staff members now utilising SystmOne for care planning and reporting. This has not been without its challenges due to ongoing connectivity issues.

The team have worked hard to establish robust documentation structures within SystemOne and this has been underpinned by a comprehensive programme of education and support across the clinical team with further plans for expansion and development within practice.

3. Compassionate Communities Volunteer Befriending

Our Befriending programme continues to grow in size and scale with a number of new volunteers recruited throughout the year. The model is underpinned by a robust programme of volunteer recruitment, training and ensuring the best-fit match with a client to befriend.

The scale of growth of this service is restricted by the small staff team supporting the initiative and the rate at which volunteers can be recruited and trained.

This service successfully reduces social isolation for those impacted by health issues or bereavement. Emphasis is placed on confidence building, facilitating social contact and the establishment of networks of support enabling people to stay at home whilst they wish to do so and supporting them to thrive in the home environment.

As with previous years the Compassionate Communities programme also supports the delivery of spiritual support offering 'Time to Remember' events for those individuals impacted by the death of a loved one, along with wider spiritual support across the clinical services and to the Treetops workforce.

Last year Treetops set a strategic ambition to improve engagement with communities that do not currently access our services. Over the year this work has grown establishing links with community groups and faith leaders engaging in conversations and local community events. Through this work, a plan of action was established with the YMCA and Padley charity to explore ways in which the organisations could work collaboratively in order to share knowledge and explore ways in which to support the local homeless population requiring end of life care.

4. Therapeutic Services

This year saw much excitement when Treetops was delighted to be chosen as the location for the annual DIY SOS Big Build for BBC Children in Need. This resulted in the building of a children's and young person's bespoke bereavement counselling and therapy centre in just 10 days.

This was an amazing opportunity and gift to the organisation but also a direct reflection of the outstanding work delivered by our Counselling and Emotional Support team working in this area.

Supporting the associated filming work was intensive and much thanks goes to the wonderful children, young people and families who gave so much time to participate and to share their personal stories.

Since the completion of the building the team have worked hard to develop the service model within the new facility. Demand unsurprisingly has grown for the service following the extensive publicity and this has resulted in some operational changes and the introduction of a waiting list system.

The team continue to deliver a successful programme of education both internally and externally to schools supporting staff working with bereaved children and young people.

The previous year saw the team achieve the standard required for recognition as a Centre of Excellence for Trauma Informed Counselling and Emotional Support and they have worked hard to maintain this again this year.

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

The past year saw the gradual growth of our work with 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.

An initial pilot was undertaken working with three care homes and from this, a successful bid was made to the Sir Jules Thorn Charitable Trust - Innovation & Improvement Fund. We secured a grant for £100,000 to support our Education and Clinical care Virtual Ward model. Feedback at the time of our application praised our approach of focusing on skill development and support to care home staff, viewing it as an innovative alternative to stand-alone delivery models.

Delivery of this model is in collaboration with residential care homes in the Erewash Primary Care Network (PCN) working directly with their lead GP for palliative care, the frailty team and district nursing.

The model focuses on delivering a programme of education for the home staff aimed at enhancing knowledge and skills to support their recognition of potential deterioration. In addition the team also support the home with the development of a palliative care register to track residents needs and care planning, through to hands on clinical care working alongside the staff of the home.

Data is being gathered to ascertain if this model facilitates an increase in the number of residents who can be cared for and remain in the place they call home at the end of their lives.

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

Education

Our focus for this year was to consolidate the collaborative work between University Hospital Derby and Burton and Treetops in the delivery of communication skills

training from entry level to advance skills. This has been hugely successful with 30 education courses delivered across the year attracting 341 delegates across the programmes.

We have also continued to support the growth and stewardship of the conversation-based analysis website RealTalk. At the time of coming into Treetops stewardship RealTalk had under 200 registered users. Since this time the team's support has seen this grow to 444 registered users with recognition both nationally and internationally recognised with the first overseas users signing up to the platform.

We also submitted a successful bid to the NHS England programme for Education innovation to improve access, quality, and sustainability for Palliative and End of Life Care in the Midlands. This was a three-system application by Derbyshire, Nottinghamshire and Birmingham & Solihull creating interactive resources with an intuitive education and training platform to support the people across our systems delivering end of life care. Treetops have led the work for Derbyshire and as such have received regional-wide profile.

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 2023 to 31 March 2024, Treetops Hospice was commissioned to provide the Wellbeing Service and Hospice at Home Service to the Derby and Derbyshire Integrated Care Board (ICB) along with the Nottingham and Nottinghamshire Integrated Care Board (ICB).

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, along with our Virtual Ward model supporting Residential Care Homes. 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 2023/24, 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 **2023/24** 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 **2023/24** reporting period and **Treetops Hospice** intends to take the following actions to improve the quality of healthcare provided [**none**]

Research

During 2023/24, 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 2023/24 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, with representation on the End of Life Operational Group, Informed Workforce, Demand and Capacity workstreams and The Derbyshire Alliance for End of Life Education clinical reference group.
- Treetops Hospice currently chair the End of Life Operational Group and the People Driving Change workstream for Derbyshire.
- 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 **714 individuals** were supported by the Wellbeing service both on site and in people's homes. This is an increase of 26% on last year's activity.

This equated to **10,748 hours** of care and support given to individuals.

- **152** referrals were received for the Wellbeing Space which is comparable to last years referral rate.
- **340** referrals were received for Wellbeing at Home which is a reduction of 13% on last year but is in line with a clarification of referral criteria in order to manage capacity.
- The Support and Information Café had **2,057** visitors across the year.

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

Activity	2022-2023 Activity	2023-2024 Activity	Comments
Number of individual support contacts delivered across the year within the Wellbeing Space. Included activities: <ul style="list-style-type: none"> • SPRING programme • Mollie's MND Support group • Huntington's Disease Support Group • Support and Information Café • Tears to Laughter group 	3,034 individual contacts 4,517 hours of care and support	7,488 individual contacts 6,010 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	3,188 hours of care 361 Individuals supported by the service	4,738 hours of care 484 Individuals supported by the service	Provision of 1:1 care in the home environment by either an Hospice Care Assistant (HCA) or Roaming Nurse (RN)

Activity	Number of individuals		Number of hours	
	2022-2023	2023-2024	2022-2023	2023-2024
Adapted Tai Chi	57	48	386	413
Wellbeing SPRING Face to Face Delivery	34	45	184	142
Tears to Laughter Group	69	73	3,101	2,230
Occupational Therapy Service	50	70	32	73
Mollie's MND Support Group	11	18	65	113
Huntingtons Support Group	Not in operation	14	Not in operation	88

Wellbeing at Home		
Activity	2022-2023	2023 - 2024
Wellbeing at Home Assessments	121	238
Number of hours of care for wellbeing at home	3,188	4,738
Number of contacts for wellbeing at home	2,078	10,201
Average number of contacts per person for Wellbeing at Home	Not Calculated	21

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 nine hours throughout the night.

Over the course of the year, the service delivered nursing care and support to **983 individuals** this is comparable to the previous year. This equated to:

- **13,927 hours** of planned Hospice at Home support. This is a 3% reduction on last year.
- **3,681 hours** of Roaming Nurse Service support. This is a 6% increase on last year.
- **590 hours** of care planning and triage which is a significant increase of 75% on last years activity.

During the year the **906 referrals** were made to the service. This is 7% decrease 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 and the average number of full night shifts per patient sits at three.

The Roaming Nurse Service has again seen an increase in growth over the year and the service is now often requested as the preferred model of delivery for families.

Roaming Nurse Service activity	2022-23	2023-2024
Telephone calls received by Treetops Roaming Nurse Service and families requesting support	1,878	1,814
Total number of contacts from Roaming Service	3,952	4,917

Total number of hours of care delivered by roaming service	3,411	3,681
Total number of individual patients supported in financial year	610	554

The Hospice at Home Service enabled **92%** of individuals to achieve home as their preferred place of care at end of life.

82% of patients receiving support from Treetops died in the place they call 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.

Growing demand has required that the team focus on the most complex cases and signpost to other services for less complex support when required.

Demand for our Life Limiting Counselling service has declined over time but any capacity released has been absorbed into the bereavement counselling service.

During the course of this year the complementary therapy team have worked hard to establish the service offer to children and young people.

Over the course of the year the service provided:

- **4,395** hours of counselling assessment and therapy. This is an 8% increase on last year.
- **436** hours of Complementary Therapy. This is a 16% reduction on last year.

583 referrals were received for counselling services across adults and children. This is a 20% increase on last year's activity.

Adult Bereavement Service Data

During the year 418 adults were support with bereavement counselling.

	2022 – 2023	2023 -2024	Percentage change
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Total number of counselling sessions (including assessments)	2,923	3,167	8% increase
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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.

During the course of the year 177 children and young people were supported with bereavement counselling or attending the Mollitum non-talking therapy group.

We saw a slight reduction in counselling contacts for children and young people for the total year as the service was significantly impacted in September when the BBC Children in Need DIY SOS Big Build took place. This was because the service had to be suspended during the build period.

	2022 – 2023	2023 - 2024	Percentage change
Total number of counselling sessions	1,288	1,228	5% decrease

Life-Limiting Illness Counselling Support Data

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

In total 45 individuals either living with a life-limiting condition or their families were provided counselling.

	2022-2023	2023-2024	Percentage change
Total number of counselling sessions	317	259	18% decrease

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 continue to achieve the highest level across all seven of the standards.

Complementary Therapy Service Data

Since the service review in 2022/23 Complementary Therapy has been delivered on campus site focusing predominantly on clients referred for emotional support and wellbeing.

This service is not a commissioned service.

- **94** referrals were received for Complementary Therapy.
- **473 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 25 clients, 13 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.

100% reported that frequently or very frequently they feel happy or well after the visit.

100% reported that they very frequently feel less isolated after the visit.

100% reported that they frequently or 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.

Is there anything else you would like to tell us about the befriending service, your befriender or your experience?

'She is always polite, cheerful and willing to help me. I very much like the support.'

'She is a lovely person who puts me at ease. We talk about everything, it just flows. My close friend always remarks how much better I look when X has visited. I have already recommended your service to someone - it has made such a difference to me.'

'Was unsure what to expect at first but this has become enjoyable. Sometimes we visit tea rooms or a garden centre, other times we stay in and play scrabble or complete a jigsaw puzzle.'

'My life now revolves around medical issues and appointments so my befriender spending time with me is refreshing and a good distraction.'

'We have a lot in common, get on really well. We are never short of things to talk about and it is great that X and I both love cats!'

'My Dad enjoys X's calls very much and looks forward to chatting with her. He definitely feels less isolated now.'

'You matched us really well - X has become a real friend. Her call takes the boredom away. I look forward to catching up with her.'

'I enjoy our chats, we get along nicely and both enjoy gardening'

Wellbeing Service

Wellbeing Service evaluations are gathered through a number of routes

Comment Cards:

45 comment cards were completed across the year. Of these 95% gave exceptionally positive feedback on the services provided across Wellbeing with specific recognition of

- The professional approach, knowledge and manner of the staff.
- The warmth of welcome provided within the café environment.
- The approachable and supportive nature of the volunteers.
- The quality of the catering provided.

Two cards (5%) gave negative feedback directly related to the Monday café and a less positive experience of this environment.

Direct quotes extracted include:-

"Excellent, cannot believe how at ease we were made to feel. It was an eye-opener. Everyone without exception was professional and friendly. Gave great advice and the coffee & food was a bonus."

"Service is so incredible, friendly caring staff, very well informed and supportive. MND diagnosis was such a shock, just your support has made such a difference. Thankyou."

"We find the staff very friendly and helpful. They have helped our Daughter tremendously since her diagnosis and have assisted her in coming to terms with it. They have also welcomed us and made us feel part of the "family". Ps the food is always terrific!"

Tears to Laughter feedback forms:

28 feedback forms were completed by attendees of the Tears to Laughter sessions.

- 4 rated the sessions as good.
- 24 rated the sessions as excellent.
- 15 Strongly Agreed that the sessions had improved their wellbeing.
- 10 Agreed that the sessions had improved their wellbeing.
- 2 Neither agreed or disagreed and one no response.

"The Tears To Laughter group is so special, it supports you when you are at your lowest. The volunteers are amazing and the fact that you can laugh and cry and everyone understand how you feel as we have all experienced grief."

"The Tears To Laughter group has been such a lifesaver to be able to talk to other people in the same situation."

"Support received from staff, volunteers and the group. The friendships made. Calm, peaceful friendly surroundings. Always know there is someone to talk to on difficult days."

Wellbeing SPRING Programme Evaluation:

17 feedback forms were completed by SPRING programme attendees. The format of gathering feedback was changed halfway through the year

- All respondents reported a positive engagement with the sessions.
- All respondents felt that the content of the sessions had provided knowledge and insight that had had a positive impact on their wellbeing.
- 1 respondent commented that the session length could be longer, all remaining respondents felt the timing and content were appropriate.

"One to one contact, supportive and very useful information. Felt listened to, relaxing, calm atmosphere. Made to feel I'm not alone and support is there for me."

"I was seen as a whole person with all my conditions and the enormity of my symptoms acknowledged. I felt understood and my feelings valued."

"Opportunity to discuss one-to-one with a supportive expert."

"Clear information provided in face to face meetings, written material helpful explained well with an opportunity to discuss our thoughts"

Hospice at Home Service Family or Carer Evaluation

Families and carers of patients in our care between the 1 January and 31 December 2023, and who die during this period, are all invited to provide feedback on their experience. In this period, 983 individuals were supported, and 175 responses were received which is an 18% return rate. This rate of return is a drop on previous years.

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

- 98% thought that the referral to the service was timely.
- 2% felt that the referral was made too late.
- 99% of respondents who utilised the Roaming Nurse Service felt that it had been helpful and met the needs required.
- 95% felt phone calls had been handled sensitively and professionally.
- 95% said that the amount of night-time care provided was enough.
- 5% said the amount of care was too little.
- 99% were totally at ease or comfortable about the way we cared for their loved ones.
- 100% felt that the Treetops nurses had the appropriate knowledge to care for their loved one.
- 98% felt that the Treetops nurse always took time to listen to their concerns.
- 96% 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 are received by the service and the subsequent number of care episodes provided for each individual may also be impacting on the number of service evaluation forms being returned.

Quotes from Hospice at Home - Carer evaluations 2023

"We as a family can't thank you enough for your help and support at our time of need. Me and my sister in law cared for our dad at the end of his life. It was the support we needed to get us through and to be reassured we were doing everything perfect. Thank you once again."

"There are no words that can express the gratitude I have for the level of care and compassion I experienced with the team who looked after my husband even though it was for a brief time."

"We cannot thank you enough for the wonderful hospice at home nurses who looked after our mum with such loving care, not to mention giving such support and comfort to our dd and ourselves who for the first time got a good nights sleep, which helped us recharge our batteries. Your care and attention at such a very sad time meant the world to us all. Thank you so very much for your wonderful service."

"Only used the roaming service. Dad passed away on the date we were expected to have night hospice at home care. Roaming team came out twice and both times were professional and caring. Good service and came as quickly as possible."

"We cannot express how grateful we all are to you. Just knowing we could ring you anytime at night took so much pressure off us. When we rang you were straight out and so helpful and kind. Words just cannot express how thankful we are to you. Keep this going as this has made a massive difference to us. We will never forget the help and kindness you gave to our family."

"Amazing service. Staff were unbelievable and wonderful at the worst time. Very empathetic and understanding. We feel without this service it would have been much more difficult. More funding required so you can give other people the help that you gave us. A massive thank you to you all."

"Without Treetops and Roaming we would've been unable to nurse my mother-in-law at home at her end of life where she was desperate to be. Fantastic, supportive, and always here for the entire family too. So very grateful to all the amazing staff who made our difficult time so

much easier to deal with. Kindness and hugs for all who needed. Just knew what to say to make our lives better."

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

122 evaluation forms were sent out and 50 forms were returned (41%). This is a decrease from last years return of 55%.

- 96% 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 and the longer waiting times that have resulted following the DIY SOS big build.
- 96% said that they had the right number of sessions.
- Only 2% this year said they felt they did not have enough sessions.
- 100% said that they were happy with the service provided.
- 100% said they would recommend the service to other people.

Quotes from evaluations, 2023-2024 Bereaved Adults

"The counselling I received was everything I needed at that point in my life. It taught me how to listen to my body and what I need rather than pushing myself."

"I can't thank S enough for supporting me through the most difficult time of my life. He was kind, caring, compassionate and empathetic. It's hard to put into words how he helped me and the difference he made, but what I do know is the journey I have made to acceptance and processing my loss and the raw pain of grief has been helped with his guidance. He has a true gift as a counsellor and I feel very privileged to have received his support."

"T was absolutely fantastic. Gave me a great platform to work through things."

"K is a credit to yourselves; I was referred to yourselves by my mum and sister who both received help from yourselves and I can honestly say it has been a godsend."

"I feel having someone listen to me. Who did not know me helped"

"The support I received came at just the right time for me. From assessment, through to treatment, the service I have received has been fantastic!"

"S was a lovely friendly caring person I could talk problems through with."

"On both occasions I have used Treetops I have been amazed at how quickly it works. Compared to mainstream counselling which my wife had you are in a different league"

"J has been instrumental in helping me deal with the passing of my Mum. I don't think I would've coped anywhere as well as I have if it weren't for her support."

"My counsellor provide support and helped me through some difficult months. It was good to be able to talk with someone outside my family and friend's network. J taught me coping strategies to get through the months after my Mum passed away. She helped give me my confidence back and saw me through a difficult first Christmas without Mum."

Parents/Carers of Bereaved Children

43 evaluation forms were sent out of which 11 were returned (26%):

The period of the DIY SOS Big Build saw a significant disruption to the service which impacted upon waiting times. Demand for the service has also grown considerably and as a result we are operating 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 considering the demand for the service and the waiting list system.
- 100% reported a decrease in their level of concern about their child after the period of counselling support had finished.
- 83% were happy or very happy with the extent to which the support had addressed their child's bereavement needs.
- 82% 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, 2023-2024, Parents/Carers of Bereaved Children

"My daughter's time with P has been a tremendous help, even after one session she wanted the next session to come round. Absolutely amazing support and my daughter was sad to see it end, and extremely happy to be told she was welcome back in the future. Thankyou"

"I would just like to say thank you so much to everyone especially J. She has really helped my son to be the happy little boy he was before. Thank you so much"

"N's needs are complex, and he doesn't respond to loss as a neurotypical person might, but I'm very glad that he had the opportunity to experience these therapy sessions."

"R's whole demeanour changed gradually week after week, I saw her grow more independent and self-confident. I had to hold her hand for the first couple of weeks and by the end she was happy to walk without it. I have also seen an improvement in her behaviour, she is less irritable and more settled in general. Thank you,"

"We are so grateful that this service has been available to us, and for children to have the opportunity to have trained professionals help them through bereavement, it has helped us so much. The hospice and counselling services are set in such beautiful natural surroundings that are also open for locals to walk around, there is a lovely feeling of peace and tranquillity as you walk around or even sit in the waiting area. Very Comforting indeed. Thank you to all who have given their time and love to help others."

Children/Young People

48 evaluation forms were sent out of which 18 were returned (17%):

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

Quotes from evaluations, 2023/24 Bereaved Children/Young People

"They made me be able to talk to other people without getting anxious and they made me be able to do things that I would have never been able to do before and they made my confidence levels go up".

"I enjoyed my time at Treetops."

"Very friendly and kind"

"J has really helped me, and I am now happy again and can think of my great gran and not always get upset"

"I felt comfortable."

Life-Limiting Illness Counselling

Eight evaluation forms were sent out and three were returned (38%). The Life-Limiting Illness (LLI) work represents only a small part of our overall service delivery. The return rate could be a reflection of the health needs of these clients.

- 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.

Complementary Therapy

21 evaluation forms were sent out and 15 (71%) 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, 2023-24 Complementary Therapy

"Very helpful in relieving my anxiety, caused initially by bereavement, then by an enforced return to work. Provided me with 'tools' to help with ongoing anxieties."

"The reflexology helped with stress and anxiety it helped me to relax and let it go. It will be something I will look to continue."

"Nice to be pampered & relax."

"Helped with my sleep pattern & help alleviate anxiety. Also gave me coping strategies & tools to help manage."

"Helped with relieving upper body tension immensely."

"The service was brilliant for a holistic approach to my treatment. I've been carrying tension in my back, shoulders and head for some time and it has really helped to ease that. J was professional and empathic throughout - she really helped me!"

"Helped to relax and calm my anxiety while struggling in difficult times, some time to be able to think of myself."

"A was lovely super friendly, showed me things to do at home to keep me relaxed listened to my needs and really supported me."

What our staff say about the organisation

The results of this year's Employee Engagement Survey were pleasing, 136 staff from Treetops Hospice took the survey – an 86% response rate:

Treetops Highest Five Engagement Factors

- 99% agreed with the statement - If a friend or relative needed treatment I would be happy with the standard of care provided by this hospice.
- 98% responded yes to the statement - I am proud to work for this charity.
- 98% selected the statement - I believe in the aims of this charity.
- 93% selected the statement - I feel like I am making a difference.
- 92% said that they enjoyed the work they do.

Factors that resulted in high Employee Engagement are flexible working, work life balance, camaraderie, helping others, making a difference, being supported, being respected and our beautiful surroundings.

Factors that require further development are communication, at all levels, but in particular interdepartmental communication, pay, return to regular meetings, workspace, the best use of supporters' time/money and work-related stress.

Towards improving communication, a staff conference was planned and delivered. All employees were invited and the majority attended; it was an informative and enjoyable day for everyone.

Another huge boost to employee and volunteer engagement was the DIY SOS Big Build project. Staff and volunteers who assisted, were caught up in the buzz and excitement of the build and were eager to play their part.

Treetops' Foundation Course has been reintroduced in a new two day format for new employees and volunteers; volunteer services was restructured to allow more focused support for retail, reception and campus volunteers and work on wellbeing at work continues.

Complaints and Compliments

Complaints

During 2023/24, we received four Clinical Service complaints. All incidents were investigated, and documented and action taken as required. Feedback on the outcome and action was provided to the complainant. Actions taken in response included staff retraining on medication administration and management, communication skills, policy review and procedural updates.

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 as ever is paramount to our services and all incidents are reported and logged. We ensure that every incident is reviewed, and assessed, relevant risk assessments are completed and any wider implications are considered. Where necessary this results in policy and training updates as identified.

The Health and Safety Committee meets quarterly and is made up of staff and trustees. They receive departmental reports and review and drive forward the Health and Safety Action Plan and scrutinise all accidents and incidents in order to identify trends.

During 2023/24, there were 67 clinical incidents recorded in total.

- 7 Safeguarding.
- 8 Medication administration.
- 11 Staff welfare.
- 2 GDPR.
- 14 Unrelated clinical incidents.
- 1 Unsafe discharge.
- 2 Patient falls.
- 21 IT connectivity issues.
- 1 Clinical documentation.

Incidents relating to medication administration highlighted procedural issues due to a lack of access to MAR sheets and inaccurate documentation across provider systems. As a result, a decision was taken to stop HCA medication administration until a complete review of the policy and procedure had been undertaken. This has resulted in new medication management procedures being implemented and staff retraining.

Connectivity issues continue to be a challenge for the clinical team and as yet there are no clear solutions identified for this.

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. No other trends were identified across the reported incidents.

Part 4: Priorities for 2024/25

Last year was the first full year of normal operations, however, clinical services were disrupted during September due to the BBC Children in Need DIY SOS Big Build and this is reflected in the activity figures. Although this was a wonderful opportunity and gift to the charity it also created operational challenges for clinical services and a noticeable increase in demand, especially counselling and emotional support.

The charity still faces the challenge of financial sustainability due to the very difficult economic climate. Statutory funding remains static whilst opportunities to generate income via public support continue to be hard. As a result, the charity enters another year with a deficit budget.

These economic parameters will again limit the scope for development within Clinical Services in order that we remain within budget and financially sustainable.

All operational procedures continue to be monitored for quality alongside assurance that they remain value for money. We will look at growth where an opportunity presents itself, such as via the support of grant and trust income or through charging, such as within education. Equally, we will need to consider service restructuring, reform or even reduction if productivity and economic value dictate.

Staff recruitment, retention and investment continue to be a priority for this year as maintaining our workforce is fundamental to the quality and capacity of our services. The workforce market continues to be challenging with Agenda for Change being the driving factor on salary. Historically the hospice has opted not to adopt the Agenda for Change salary structure in full, choosing instead to map closely to pay levels. This may well need further review this year if recruitment continues to be a challenge.

Treetops endeavours to attract staff by ensuring that it can offer terms and conditions that are appealing and adaptable alongside robust education, training and staff wellbeing.

Clinical data collection, analysis and interpretation

Over this last year we have continued to evaluate and refine our use of SystmOne improving the way that it supports clinical practice and care delivery ensuring it is structured robustly and logically. We now have firm foundations on which to extract accurate clinical data, and this is enabling us to review our service delivery, quality and value for money in ways not previously available to us.

This coming year, we aim to undertake a detailed review of each clinical service and identify ways in which the data can help inform future planning and service development. This seems especially pertinent now that we have established the new normal following the disruption of the pandemic years.

We will 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 for development and growth.
- Identify service needs for underrepresented communities in the catchment area by evaluating our activity data alongside 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.

Our data and intelligence tells us that we are still underperforming as an organisation in addressing equality, diversity and inclusion. We will continue to build on the engagement work undertaken by establishing links and engaging in conversations with a variety of community networks with the aim of building collaboration.

Community Provision and Support

Activity data collected across our services shows a continuing growing demand for hospice services delivered directly in the community. Whilst service provision on the campus site will still be a mainstay of our clinical care community-based care is in line with the aspirations of the charity and the strategic direction for the next five years.

The charity is however aware that it cannot address the palliative and end-of-life needs of the population we serve just through the provision of direct clinical services provided by the charity.

As a result, we plan this next year to look at how we can further develop collaborative models of working, sharing knowledge, expertise and resources. We have already seen success with the development of the Huntington's and MND collaborative support groups within Wellbeing and the Care Home Development and Support programme. These small-scale developments highlight the impact that collaborative working can have when developed effectively.

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. Alignment with the local Primary Care Networks will underpin this work along with closer working with acute sector colleagues.

This may result in the redistribution of some resources within existing services as we develop this style of working.

Education

Ensuring access to education is crucial for staff across the Palliative and End of Life Care sector in order to provide adequate care to the population. Professor Chris Whitty, at the Hospice UK National Conference in 2023, highlighted the need to enhance the skills of generalist staff across the healthcare and social care sectors. He urged the hospice sector, which specializes in palliative and end of life care, to share their knowledge and expertise with healthcare providers working in different fields.

We currently face a challenge to recruit, develop and retain sufficient staff to maintain our own workforce. We are fighting in a competitive market and securing sufficient staff with prior palliative care experience is challenging at best and impossible at worst. The question for any potential future Treetops employee is what makes us an appealing employer above other providers. Maintaining competitive on salaries is financially challenging so finding alternative ways to engage with future staff has to be underpinned by education and reputation in order to stand out more effectively from the crowd.

Underpinning the delivery of good end of life care is the ability to recognise a deteriorating patient, a general knowledge of palliative care and perhaps most importantly the essential skill of communication between clinician and patient. Understanding human interaction is the means by which we do things with and to one another, and to how we create, maintain, and shape relationships.

For many years the Treetops internal education programme has been centred around developing skills and task-based knowledge within our own workforce, addressing day-to-day competencies. We have failed over the years to recognise the value of our collective specialist knowledge, and as a result, we have never capitalised on our potential to share our knowledge both internally and outside our own team.

Over more recent years the Counselling and Emotional Support Team have grown a robust programme of trauma-based training which is highly regarded in its field and there has been steadily growing demand for these sessions. Our successful student counsellor programme acts as a supply chain for future counselling staff.

Over the past two years we have been able to be part of an exciting opportunity collaborating with staff at University Hospital Derby and Burton, and Loughborough University developing a comprehensive programme of communication skills training delivered across Derbyshire and beyond. In addition our teams have collaborated together developing and delivering a number of competency-based education sessions supporting essential to role competency criteria. These are in line with national objectives for workforce education and development and have proved popular with those accessing the education sessions. Our aspiration is to grow this collaboration in order to support the development of an academy model creating the workforce of the future for both Treetops and the wider community so replicating the success of the model developed by our Counselling and Emotional Support Team. From these fledgling foundations the potential for further growth is becoming apparent.

As a result, there is a need for new thinking, strong leadership and innovative delivery.

Over the coming year we plan to

- Grow our reputation as a centre of excellence for communication skills training and trauma informed work in counselling and emotional support.
- Raise income through education delivery but also via grant and research-based activity associated with education to support education delivery infrastructure.
- Support the development of our own future workforce by developing a robust model of education delivery based on the concept of an academy and capitalising on the apprentice model.
- Support our wider community through the provision of education to the generalist in order to improve the standards of care delivered.
- Become the main provider of advance communication skills training for Derbyshire and beyond, with the potential to expand across a wider area as opportunities arise.

Treetops Strategy Refresh

This year sees the current three-year strategy come to an end. Reflection on our aspirations shows a record of success in delivering on many aspects whilst recognising the challenges created by the pandemic and cost of living crisis.

As outlined demand for our Hospice services are ever-growing, and it is unfeasible to think that Treetops as a provider can ever grow both physically and financially to a sustainable level that meets this demand for our services. As such our challenge is to think differently and grasp the opportunity to meet rising needs by supporting the knowledge growth and skill level of others working with individuals and supporting families through education provision.

Treetops will work with the Trustees over the coming year to review the strategy for the next five years creating a renewed direction of travel with some ambitious plans fit for the next five years.

NHS Derby and Derbyshire Integrated Care Board (ICB) Statement

Quality Account 2023-2024 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 2023-24 financial year.

COMMENTARY

I am pleased to confirm that the Treetops Hospice 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. This Quality Account gives a detailed overview of the year 2023-2024, outlining how the Hospice has continued to work flexibly to offer services to meet the needs of the population of South Derbyshire and outlines the tremendous amount of work that has been undertaken. With effective Clinical leadership, Treetops have maintained their "good" rating with the Care Quality Commission. Treetops Hospice remains a dedicated partner and contributor as a member of the End-of-Life Board within the Joined-Up Care Derbyshire Team driving forward service development where needed.

Highlighted in the Quality Account, Treetops describe an increase in demand for their services across the board. It is worth noting that within the Hospice at home service in particular, the service is delivered flexibly using the Roaming service to allow it to be more responsive to meet patient need and once again were able to support 92% of patients to die in their preferred place of death.

One of the big success stories to highlight was the achievement of being chosen to be the annual DIY SOS Children in Need Big Build resulting in the birth of the new children and young people's bereavement, counselling and therapy centre called The Saplings. The associated media spotlight has created an increase in demand for services, and Treetops are now also working with the ICB commissioners for Children and Young People services to review provision and how the increasing demand associated with it can be met.

Treetops have continued this year with a strong education programme with additional developments such as further growth in the Care Home Development Team who are ably supporting staff in those settings and

have been praised for their innovation following securing a grant to support this work. Providing education to enable other professionals to deliver high quality end of life care is to be commended as it supports the wider system by enhancing the skills of the staff across health and social care.

Treetops have also continued to be innovative in working with the hard-to-reach groups as part of the Compassionate communities work. They have also successfully grown their volunteer befrienders who provide a much need service to reduce social isolation for those impacted by bereavement.

The Quality Account outlines some ambitious priorities for 2024/25 including a strategy refresh and a stronger focus on education and I look forward to seeing them develop during the next year. Treetops Hospice is to be congratulated on the completion of their 2023-2024 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