Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report on

St David's Hospice Care

St. Davids Hospice Care
Blackett Avenue
Newport
NP20 6NH

Date Inspection Completed

12/11/2024

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About St David's Hospice Care

Type of care provided	Domiciliary Support Service
Registered Provider	St David's Foundation Hospice Care
Registered places	0
Language of the service	English
Previous Care Inspectorate Wales inspection	03 May 2022
Does this service promote Welsh language and culture?	This service is working towards providing an 'Active Offer' of the Welsh language and demonstrates a significant effort to promoting the use of the Welsh language and culture.

Summary

People receive the care they want and need within their own home and are supported by dedicated care workers. People are happy with the care they receive and that care is delivered in accordance with the service as set out in the statement of purpose (SOP). People and their families speak positively about the care they receive, and care workers undertake their work with compassion and sensitivity.

Care workers are dedicated to the service and work hard to ensure people receive high quality care. Care workers feel supported by managers at the service and receive appropriate training to complete their caring roles.

There is a supportive management structure within the service which is readily available to care workers. The Responsible Individual (RI) is based within the service and has good systems in place for good oversight of the service and there are good governance arrangements in place.

Well-being

People are referred to St David's Hospice care when they receive a diagnosis of a life-threatening illness. The Hospice at Home service provides nighttime support between the hours of ten p.m. and seven a.m. to people in their own home when they are in their final days of life. People receive the care they want in a way they are comfortable with. Care workers use their training and skills to understand people's presentation and pre-empt their needs. This includes care workers using non-verbal communication skills to be able to recognise and understand people's body language and facial expressions to be able to respond to people's changing needs. Care workers promote people's physical and mental wellbeing being by having close working relationships with external agencies including District Nurse services and General Practitioners (GPs) and making referrals to these agencies as needed. Care workers also share relevant information with families as appropriate. People are supported to do things they enjoy as much as they are able. Care workers offer choices to people around the care they receive and respect people's decisions. This empowers people to be in control of the care they receive.

People using the service are protected from abuse and neglect. Care workers deliver good quality care that is responsive to people's everchanging health needs. All staff receive adult safeguarding training and also child protection training. There are robust procedures in place within the service that show care workers know what to do should they encounter a safeguarding incident.

The service is working towards providing the Active Offer of the Welsh Language. The service provides all policies in Welsh as well as English and matches Welsh speakers using the service with Welsh speaking care workers. The service also have fundraising events which promote Welsh culture by including Welsh recipes, articles on Welsh culture and also Welsh quizzes.

Care and Support

People receive an initial assessment when they are first referred to St David's Hospice, which is a thorough holistic assessment completed with people and their families. There are a variety of services provided by St David's Hospice, but only the Hospice at Home service is regulated by Care Inspectorate Wales (CIW). When people require the support of the Hospice at Home service this will be different for each person, however when this service is needed it starts very quickly. The details contained in the initial assessments, along with any updated information of the person are used to create personalised plans for use by the Hospice at Home care workers. These plans follow a template format however these can be added to and amended to create bespoke plans for each person using the service. Usually, people receive support from the Hospice at Home service for only a few days, or possibly a few weeks however during that time their personal plans are reviewed frequently and amended as people's needs change. People and their families are involved at all stages of care delivery by the Hospice at Home service. Information is shared with relatives at the end of each night of support and people and their families are included in reviews of plans too. Risk assessments are also completed when the service starts and are reviewed as regularly.

There are provisions for on-call support throughout the night if care workers need additional support. There is an on-call Nurse available to receive messages for advice or guidance, there is also a Clinical Nurse Specialist and a Senior manager available every night should they need to be called upon.

During this inspection we looked at the feedback provided to St David's Hospice about the support Hospice at Home has provided to their families. There is a considerable amount of positive feedback and heartfelt comments shared by families about the support they received with care workers being described as "*Kind*" and "*Showing care and compassion*"

There are plentiful supplies of Personal Protective Equipment (PPE) available for the staff to take from the office as required. The service promotes hygienic practices by all staff receiving training around food hygiene as well as infection control. Gloves, face masks alcohol gel and aprons are available for care workers to use as required.

Leadership and Management

There is a robust management structure at St David's Hospice which has good oversight of the running of the service. The RI is based within the service, and whilst they have oversight of the organisation as a whole, is actively involved in all areas of the organisation.

Recruitment processes are thorough and there are safe recruitment practices in place when recruiting care workers to the service. All required checks are completed, including a full employment history, a Disclosure and Barring Service (DBS) check, and references for each person held on file. All care workers have completed or working towards completing qualifications to support their job role, and all care workers are registered with Social Care Wales, the workforce regulator. All care workers attend regular training relevant to their job role, and refresher courses are scheduled when needed to ensure care workers have up to date knowledge. There is good oversight of training within the service and high levels of training compliance among care workers.

Care workers told us they feel supported by managers and peers. Care workers can attend clinical supervision sessions which are held regularly and told us managers reach out to check in after a difficult shift. All staff spoken to during the inspection spoke very positively about the support they receive from managers at the service. Care workers are proud to work for St David's Hospice and to support people to receive the care they wish in their homes. Care workers described St David's Hospice Care as a "*Supportive working environment*" and that they "*Felt listened to*".

There are processes in place to oversee complaints and compliments received by the service, as well as accidents and incidents. Managers at the service review each of these areas and trends or patterns are identified to establish if things can be done to improve service delivery. Team meetings happen regularly which provide an opportunity for care workers to receive information but also to air their views.

The RI is in regular contact with care workers, and with people using the service or their families as often as possible. The required regulatory Quality of Care Reports are completed regularly and are thorough.

Summary of Non-Compliance	
Status	**What each means**
New	This non-compliance was identified at this inspection.
Reviewed	Compliance was reviewed at this inspection and was not achieved. The target date for compliance is in the future and will be tested at next inspection.
Not Achieved	Compliance was tested at this inspection and was not achieved.
Achieved	Compliance was tested at this inspection and was achieved.

We respond to non-compliance with regulations where poor outcomes for people, and / or risk to people's well-being are identified by issuing Priority Action Notice (s).

The provider must take immediate steps to address this and make improvements. Where providers fail to take priority action by the target date we may escalate the matter to an Improvement and Enforcement Panel.

Priority Action Notice(s)		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this inspection	N/A

Where we find non-compliance with regulations but no immediate or significant risk for people using the service is identified we highlight these as Areas for Improvement.

We expect the provider to take action to rectify this and we will follow this up at the next inspection.

Area(s) for Improvement		
Regulation	Summary	Status
N/A	No non-compliance of this type was identified at this	N/A

	inspection	

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