



QUALITY ACCOUNT 2023-2024



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We are delighted to present this summary of the quality initiatives undertaken throughout the 2023-2024 financial year at Beaumont House Hospice Care. Our commitment to improving care and support for adults living with advanced or terminal illnesses in Newark and Sherwood remains unwavering.

As we reflect on the past year, we celebrate our achievements while acknowledging areas where we continue to strive for excellence. Our patients remain at the heart of everything we do, and our dedication to compassionate care drives our efforts.

Aligned with the Care Quality Commission's (CQC) domains of safe, caring, responsive, effective, and well-led care, we were thrilled to receive a confirmed rating of "good" in all areas earlier this year.

Our most significant challenge lies in our physical space. We are actively exploring options to build a purpose-built hospice accessible to all who need our services in the area.

Receiving the Team of the Year Award 2023 from the Newark Business Awards was a highlight and an honour. Our exceptional staff and volunteers consistently go above and beyond their daily duties, making Beaumont House a special place.

Additionally, we have successfully recruited six new Trustees, ensuring a diverse range of expertise on the Board to guide our strategic direction and governance.

We extend our heartfelt gratitude to our supporters, donors, staff, volunteers, and partners who contribute in countless ways to the continued care and support of our local community.

Thank you for joining us on this journey as we enhance our services and continue our support of patients and their families during challenging times.

Louise Sinclair,
Chief Executive



It is my pleasure as chair of the Clinical Sub-Committee to introduce our annual Quality Report for 2023-2024. Throughout the year we have worked together with patients, their families and carers, as well as our staff, and the wider system End of Life Alliance to continually develop our services. It is my privilege to say a personal thank you to everyone who has contributed to the growing success of Beaumont House Hospice Care.

In spite of financially challenging times, once again we have had a positive year, evidenced by our CQC inspection in March. CQC rated our hospice care as good across all 5 domains of safe, effective, caring, responsive to people's needs and well-led.

We were proud that inspectors noted that our staff treated patients with compassion and kindness, respected their privacy and dignity, and helped them understand their conditions. CQC commented that our services planned care to meet the needs of local people, taking account of patients' individual needs, providing emotional support to patients, families, and carers.

CQC also commented on our leaders, in terms of supporting our staff to develop as well as optimising care through information, monitoring and feedback- with everyone engaging well with patients and the community to plan, manage and improve services continually.

This report provides an overview of our quality governance arrangements for monitoring, identifying risks and trends to ensure the hospice works safely and continuously improves and we have been progressing our 5-year strategy. Of note, contracted activity has increased for hospice at home, day therapies and in-patient occupied beds. We are proud of new initiatives including the introduction of virtual reality headsets to offer relaxation techniques and to explore new places and experiences.

We encourage planning ahead and opening up conversations on death, dying and grief through our drop in coffee mornings and have trained two Freedom to Speak Up Guardians who champion speaking up about patient safety.

We continue to publish patient stories and patient feedback to ensure learning. We have partnered with Macmillan Quality Environment Mark, Healthwatch and other hospices to benchmark and grow our service. As we go to press, we are awaiting their reports.

We start 2024-2025 in the privileged position of having an established workforce, leadership team, and board of trustees. For the coming year we plan to build on the successes of 2023-2024, and our ongoing journey towards being an outstanding organisation, here for our patients and families in our community when they need us most. This includes further personalisation of care, extending our reach to those who do not usually seek our support and purchasing equipment to increase comfort for our In-patients.

All this is achievable through the collaborative approach of our compassionate and skilled staff, volunteers, patients, and carers, delivering personalised care, for you and your family, when every moment matters.

Dr Della Money, Trustee and Chair

Review of Quality Account for 2022-2023

- Care plans have been reviewed to ensure they are truly personalised to each patient.
- We have achieved our 'paper light' plan, streamlining documentation and increasing digital usage, whilst upskilling our team of health care assistants in SystmOne.
- We are hosting a research project in collaboration with Nottingham Trent University to explore the benefits of nature-based interventions.
- Successful recruitment to both Head of Care and Clinical Nurse Lead posts.
- We have appointed and trained 2 Freedom to Speak up Guardians.
- We have grown our board of trustees from 9 to 13 following successful recruitment and induction.
- We have embedded a new appraisal framework in line with the strategic aims.
- We raised the profile of frailty and care of older people within the care team.
- We have use of two VR Headsets which enable patients to experience immersive simulations and increased engagement.

Our Values

PATIENT CENTRED, WE 'GO THE EXTRA MILE' Every life matters and every moment matters - patients and their families and friends are at the centre of everything we do.

VALUE & SUPPORT OUR PEOPLE All of our people are important and highly valued, and we support and develop them to be at their best.

OPENNESS & HONESTY, CREATING A SAFE ENVIRONMENT We provide a safe environment in which feelings may be openly expressed and acknowledged with sensitivity and honesty.

COLLABORATION We provide a unique and special range of services, in collaboration with our partners in the End of Life Together Alliance.

EFFICIENCY, CARING, PROFESSIONAL We provide good stewardship of our resources and operate in a professional, caring, and efficient way.

Vision, Mission & Values

Our Vision is to achieve 'Outstanding hospice care, enabling our communities to live well and die well'.

Our Mission (purpose) is 'Personalised care for you and your family when every moment matters'.



Wellbeing Service

During 2023-2024 Day Therapy has extended its range of therapeutic activities, expanding the Wellbeing Service.

The additional services are:

- Drumming circles.
- Clinical Hypnosis sessions to manage stress/ anxiety/relaxation.
- An increase in Animal Therapy.
- Open house in school holidays to facilitate patient's having their families join them with Animal Therapy sessions, making happy memories together.
- The service has expanded to have more inclusion of patient's families and carers with the launch of carer support groups once a month and open house sessions.
- We have expanded the multifaith team and services and now have a "Faith and Belief Guide" resource available for all faiths and none.
- Art workshop for patients, leading to their artwork being displayed in an exhibition in Newark Town Hall.
- We have broadened our guest speakers to form an eclectic range from Victorian Steampunk to a Government Fraud investigator.
- Connections with a Lecturer from Nottingham Trent University who runs poetry sessions.
- We continue to provide therapeutic activities such as chair-based exercise, symptom management and end of life care planning.



Participants of Day Therapy are welcomed to join the Hospice User Group (HUG) held quarterly. This forum allows patients and volunteers to share their insights on our services, discuss upcoming developments, and receive updates about Beaumont House.

Patients have expressed a desire for more frequent animal therapy sessions, citing the beneficial effects on distraction, pleasure, and stress relief. In response, we have scheduled these sessions throughout the year.



The new wellbeing sessions introduced this year, such as guided relaxation and drumming circles, have been well-received. We are committed to addressing the diverse needs of Day Therapy attendees. By continuing to seek their input on the therapeutic services we offer and providing a range of activities, we aim to cater to the preferences and requirements of all patients.



Day Therapy sessions provided

Number of Day Therapy sessions delivered	Number of patients
2128	170

In-patient Care

The figures capture the number of nights providing In-patient care. The average length of stay is eight nights per patient.

Number of In-patient Care nights	Number of patients
1157	39

We have acquired four new 'bodyguard' syringe drivers, completing our update from the former 'McKinley T34' model.

Aligned with our commitment to personalised care, we have updated all care plans to more accurately represent the individualised care and support we provide. Upon admission, patients fill out a 'This is me' document, which aids us in delivering care that is tailored to their personal needs and desires.

An additional laptop has been secured to support our healthcare team, who are all adept at using SystemOne, in accurately recording the care they provide.

We have refined our admission procedure to guarantee a seamless transition for patients entering the hospice, allowing our team to understand everyone's priorities and plan their care accordingly. Our intention is to acquire a 'cuddle bed', designed with extendable sides to broaden the bed, enabling patients to be close to their loved ones and partners.



Furthermore, we have added two new recliner chairs for our In-patient use. These chairs offer not just comfort and support but also the flexibility for patients to be moved in them, should they wish for a change of environment, such as visiting the garden.

Soul Midwifery

This role is now embedded throughout the hospice and has evolved and grown throughout the year, including reaching out to see patients and their loved ones in the comfort and security of their own homes, and regularly offering patients support during Day Therapy sessions.



Soul Midwives offer a range of gentle therapies to soothe and reassure and are skilled advocates and advisors, whilst offering the opportunity for deep conversation in a sensitive and caring way.

Our aspiration for 2024-2025 is to further develop and grow the offering by hosting placements for trainee Sole Midwives.



Hospice at Home

We have effectively filled the new position of 'Hospice at Home Lead.' This role is expected to be crucial in expanding our services and increasing patient outreach, especially in the Sherwood region.

Our proposal to create the Trainee Nurse Associate (TNA) role within the Hospice at Home team was approved, and we have appointed an existing team member to this role for their professional development.

Number of hours delivered by Hospice at Home	Number of patients
4577	379

SUPPLEMENTARY SERVICES

Complementary Therapy

Our Complementary Therapist has broadened our range of services to incorporate hot stone therapy.

We initiated an evaluation of the effects of complementary therapy by comparing individuals' well-being before and after their treatments.

“

My therapist has been my absolute rock as I travel to my 'End of Life' existence. They listen and say beautiful and thoughtful comments”.

“We still have a great laugh about daily stuff which I still love”.

“The massage and feet treatment are truly amazing”.

”

Bereavement Support

The Teapot Group consistently meets on a monthly basis, operating effectively as a session led by volunteers and offering peer support. We have also seen growth in our bereavement counselling service, which has expanded its availability this year to accommodate the growing need.

Number of Bereavement Support episodes

348

Referrals

We conduct regular assessments of referrals that we're unable to fulfil, with reports generated each quarter. This information is crucial in pinpointing potential service gaps, guiding us to refine and enhance our offerings moving forward.



Carer's Support Group

We have launched a monthly carers support coffee morning, providing guidance and support to individuals caring for someone with a life-limiting condition.

At present, it's facilitated by the Wellbeing Lead alongside a volunteer. Our goal for the forthcoming year is to transition to a volunteer-led format, with the Wellbeing Lead offering support as needed.

This initiative is part of our strategic objective to broaden our services and connect with our local community.

Additionally, we have formed a working group dedicated to increasing awareness of the hospice, aiming to extend our reach and boost referral numbers.

Our collaboration with the fundraising team has led us to participate in community events, which serve as platforms to enhance the visibility of our hospice services and stimulate referrals.



Chaplaincy

The incorporation of a Humanist, into our chaplaincy team has been beneficial. Our multifaith offerings have expanded with the inclusion of a Church Warden.

The Wellbeing Lead created a Faith and Belief Guide, which serves as a comprehensive resource on end of life care and spiritual diversity for staff, patients, and carers. Additionally, we have enriched our multifaith materials with items such as prayer cards, wooden crosses, rosary beads, and worry beads, enhancing our commitment to personalised care and focusing on 'what matters to you'.

Doug Duckworth is a locally based Humanist Celebrant and a trained and experienced non-religious pastoral support volunteer, who was asked to join the Beaumont House volunteer team in late 2022. Speaking of his role Doug said:

"Volunteering at Beaumont House is an incredibly rich and rewarding experience. I'm here to give a listening ear to non-religious patients, but also by being seen to be working alongside the religious chaplains, to reinforce the Beaumont House ethos that the hospice is a kind, tolerant and accepting place for people, whatever their culture or beliefs may happen to be."

Community Engagement

The senior nursing team have engaged in educational sessions at Nottingham University to enhance the visibility of Beaumont House Hospice Care and the broader field of palliative care.

Our objectives for the years 2024-2025 include initiatives to connect with the Gypsy, Roma and Traveller community and to connect with those caring for people with Learning Disabilities at the end of life, reflecting our commitment to extending our services to a wider demographic.

The VR Therapy continues to develop and expand as we gain more confidence and knowledge with the technology. We now have tailored packages to suit many of our patients. The feedback is incredible; feedback includes patient's that can no longer travel have been able to take virtual tours of cities and major attractions with great success and achievement.

The National Geographic immersive tours are a wondrous experience for our patients. The VR headsets create a vibrant and cheerful environment for all involved.



Quality, Governance and Safety

We have concluded the first year of our five-year strategic plan and are actively developing our strategic objectives for 2024-2025.

Our goal is to establish a reputation across Newark and Sherwood for providing exceptional care and support, ensuring that everyone who requires our services, along with their loved ones, can fulfil their personal goals and wishes.

Little Box of Love

This year has seen the launch of the 'little box of love'

Here is a quote from RN Nicola Payne, who has worked hard to bring it all together.

After seeing the idea of a little box of love created by Hannah Jones, a nurse from Care Plus Group we wanted to try and recreate the box for our patients and families. Hannah met with us and kindly supplied details of where to purchase stock and gave permission for us to use her idea.



This was a real team effort, our Trusts and Foundations Manager Elaine found a grant, Care Admin Team Leader Sally ordered the items, Emma, Communications and Marketing Manager created the leaflet and a selection of the care team assembled the boxes.

The boxes have been given out to a range of families whose loved ones stay in the hospice. They have been well received with families requesting extra boxes for additional family members. We are in the process of obtaining further funding to be able to continue this in 2024-2025.

Accidents and Incidents

Patient Safety Incident Response Framework (PSIRF) was introduced in 2023-2024.

PSIRF sets out the NHS's approach for developing and maintaining effective systems and processes for responding to patient safety incidents for the purpose of learning and improving patient safety.

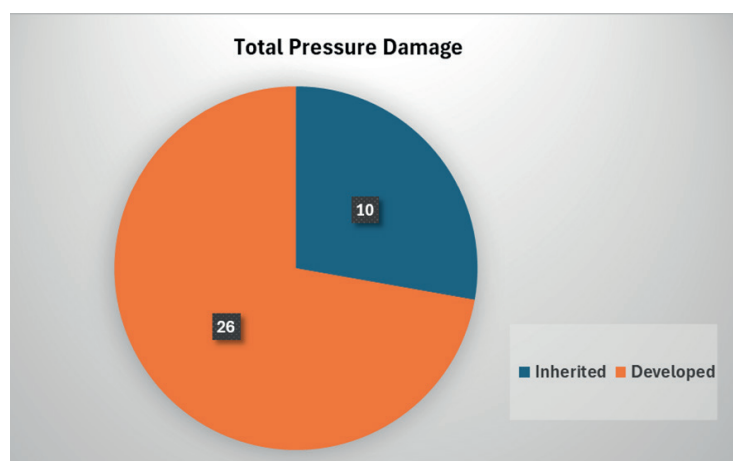
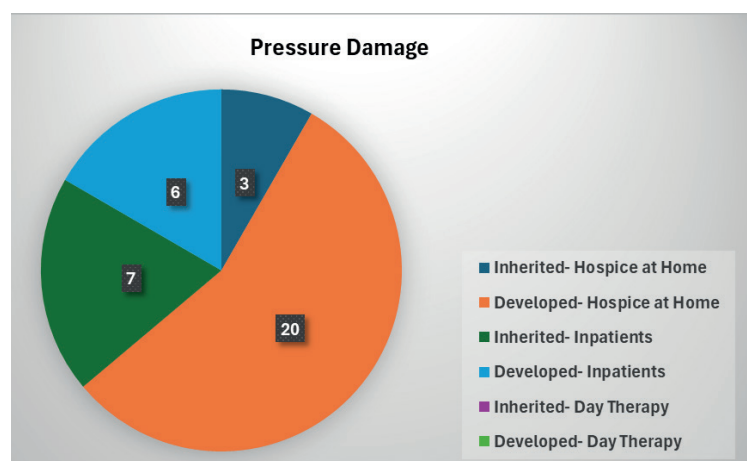
The PSIRF replaces the Serious Incident Framework (SIF) 2015 and makes no distinction between 'patient safety incidents' and 'serious incidents', instead promoting a proportionate approach in responding to patient incidents.

The Hospice has adopted the principles outlined in the PSIRF to ensure that impacts are measured, involving patients and their families. Any necessary improvements are implemented, and their impact evaluated as part of the investigation process.

Reporting, investigating and learning from incidents is vital to ensure our service is safe.

Pressure Damage

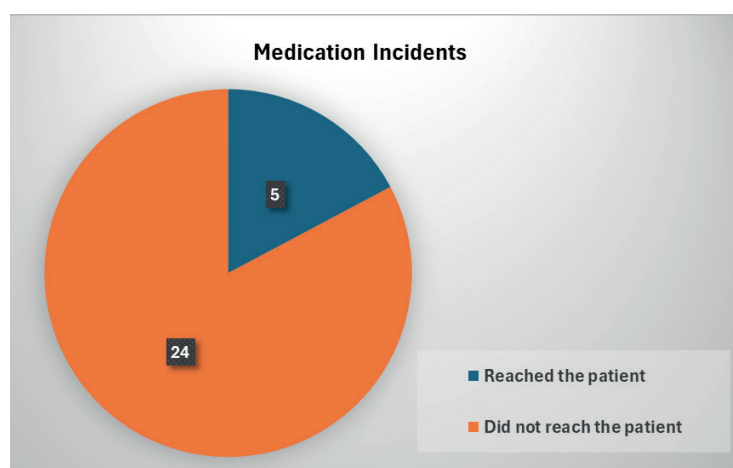
There were 36 pressure related incidents reported for this period. These have all been grade one or two. No Route Cause Analyses (RCA) needed completing for pressure damage for this period.



Medication Incidents

Out of 29 reported incidents, five reached the patient and there was no evidence of patient harm. We consistently conduct internal audits, the insights from which are disseminated among the staff and reported to the board through quarterly sub-committee meetings.

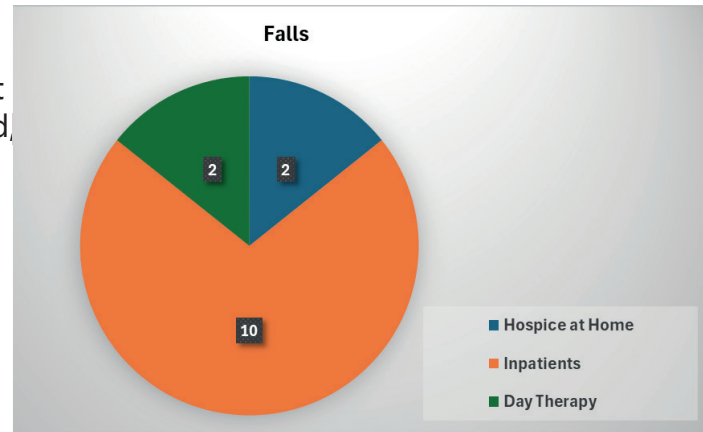
The audits and incidents have highlighted a need for increased awareness regarding the correct documentation practices. To address this, senior nursing staff will participate in legal documentation training, the knowledge from which will be shared with the entire team.



Falls

A significant fall incident occurred, causing injury. Following an in-depth investigation and Root Cause Analysis, we have identified key learnings and subsequent actions. Our risk assessment protocols have been updated, and we have invested in additional fall prevention equipment.

Looking ahead to 2024-2025, we plan to enhance our resources further by purchasing a falls bed sensor and provide more comprehensive training to our staff on managing common injuries associated with fall.



Safeguarding

In our commitment to patient safety, every staff member undergoes annual training tailored to their specific role. We maintain an internal log to track and review safeguarding issues, escalating them when necessary. Over the course of this year, we recorded eight safeguarding concerns, with one case necessitating a formal referral.

Food Hygiene

This year, we upheld our five-star Food Safety rating.

The dedication of our catering staff ensures that every patient receives delicious, nutritious home-cooked meals customised to their dietary requirements.

According to the feedback from patients who filled out our fourth-quarter questionnaire, the variety of meals and beverages provided was 'excellent'.



Operation Outstanding

This concept has continued in 2023-2024 with a working party dedicated to look at areas for improvement and developments, and capture and celebrate episodes of outstanding care. Last year's key achievements were:

- Achieving 'paper light'.
- Understanding and recognising frailty through focus training for the team.
- Re launching IPOS framework to include short assessment tool.
- Introduction of recognition and gratitude for staff by way of weekly 'shout outs' to recognise achievement of outstanding care and work.
- Development and embedding of a comprehensive Clinical Supervision policy, which has been widened to include non-care patient facing staff.



Team Recognition

We celebrated Anna-Marie, RN at Beaumont House, winning the 'Cavell award' after being nominated in recognition for her dedication to going above and beyond.

The award was presented by a relative who wanted to come and show their appreciation for efforts made to create special memories.

CQC Monitoring

Following an onsite inspection from the Care Quality Commission (CQC) in December 2023, the hospice received the final report at the beginning of March 2024 in which we achieved 'Good' in all five domains; Safe Effective, Caring, Responsive and Well-led. This was a proud moment for all and fitting recognition for the team's hard work and dedication.

The inspection was carried out over two days, focusing on the three core services with the inspectors spending time in each area, speaking to patients, visitors, staff and volunteers.

The inspection found the hospice is well-led and staff received the correct training to keep patients safe. Staff treated patients with compassion and kindness providing individualised care. The report highlighted Outstanding practice by recognising the benefits that the role of The Soul Midwife brings to patients and their loved ones.

There has been an action plan drawn up in response to the recommendations made in the report, for example, providing the team with additional training on mental capacity, which is scheduled for May 2024.

Our good rating has been maintained from the previous inspection in 2016.

The full report can be found on both the Beaumont House and CQC websites.



Complaints

We received no complaints in 2023-2024.

Research

A research project commenced in 2023 working in collaboration with Nottingham Trent University, exploring the benefits of nature-based interventions on health and wellbeing. (i.e., stress reduction, emotion mood and preference and cognitive performance).

The project aims to enable connections to nature when inaccessible, using technologies such as virtual reality and digital screens to view nature inspired designs.

This project has two phases and continues with its second phase in 2024.

Macmillian Quality Environmental Marker (MQEM)

We have been busy preparing for our planned assessment in 2024, completing our self-assessment whilst gathering evidence and feedback from Hospice users.



Workforce

We currently employ 84 people, 44 of whom are clinical staff and 40 support staff.

During this year we appointed a new Head of Care, Karen Brown who has been with the hospice nine years, and Victoria Foucras, Clinical Nurse Lead both of whom were successfully appointed following an interim period of cover.

We have also welcomed several new roles to the hospice, including Facilities Lead, Hospice at Home Lead and Volunteer Coordinator.

Learning and Development

2023-2024 was a busy year for learning and development. We aim to cover topics that are relevant to our setting and any topics that have been highlighted by the team. This year we have covered falls and falls risk assessment, frailty, which included the option of wearing a frailty suit, and NEWS scoring and when to escalate concerns.

We have successfully developed a TNA (Trainee Nurse Associate) role and have a candidate about

to start training. This is great for progression, and a brand-new role for the Hospice.

Many of our HCAs have completed a course on caring for patients living with dementia, as well as mental health awareness, end of life care and counselling skills. Three of our Hospice at Home team have also successfully completed their NVQ level three in Adult Social Care.

We introduced the extended role for the Hospice at Home HCA team who have now all completed training in Verification of Death, this was highlighted as an area where we could make a difference to families at home during a difficult time.

We have two staff members who have successfully completed their train the trainer in Basic Life Support and Choking and will be rolling out training for all staff.

Whilst continuing to welcome student nurses to complete placements, this year we have also widened our offer of placements in hosting student paramedics, public health students and student nurses for Learning Disabilities.

Patient Stories

We continue to gather patient and family stories. These offer a rich source of qualitative information and help to demonstrate the positive impact provided by the Beaumont House team.

I just wanted to thank you and your Hospice at Home team for all you did not only for my uncle but for me too.

When I rang because I was so overwhelmed that they were fast tracking him out of hospital and for you to tell me you were able to take on his care lifted some of the weight off my shoulders. You managed to get everything in place so quickly so I could have him home until he needed to be in Beaumont house, which is what he wanted.

I can't thank you enough for the way you understood how important it was for me to be involved in his care, how I still wanted and needed to do some things for him.

Nothing was too much trouble; you made sure he had visits whilst I was at work, even though my hours varied during the week. I was so grateful I didn't have to have set visits or I wouldn't have been able to continue to work. When I needed extra visits it wasn't a problem, if he was settled and I didn't see any point in disturbing him or he had visitors it didn't matter if I rang and cancelled a call, as far as you were concerned all that mattered was that my uncle got the care and support he needed.

The most important thing to me was that you were able to make the transition from home to hospice more bearable. It was the toughest decision I ever made but you, your home team and in house staff were amazing. It didn't matter how many times I broke, you were there for me and let me stay with him some nights because I knew that's what he wanted. He was so scared and afraid. Everyone was so kind and caring towards him, it was a great comfort to me. Even the ladies that had been coming to him at home would pop up and see him in the house.

Thank you just doesn't seem enough really; I will be forever grateful.

The reason my mum came into the care of the Hospice at Home team from Beaumont House was because I approached them for support with night sits for mum. From the outset they were excellent in the way they communicated with us, explaining things we didn't understand, supporting us to make decisions that were in our Mum's best interests, and pointing us in the right direction for ideas or equipment that would make her final days more comfortable.

They also communicated with Mum as a person not as a patient. They listened to her and spoke to her, gaining consent and explaining to her what they were doing and why they were doing it. Mum commented on how safe they made her feel on more than one occasion. Not once were they ever condescending.

When they took over Mum's care, we went from four visits per day to three, which for mum and our family was far less intrusive and gave us much more family time, plus made mum much more comfortable. Because all their staff are so excellent at what they do, there was no need for a fourth call and Mum was far more settled. They were really flexible in call times discussing with us (and Mum, as they never excluded her from making her own choices,) what were the best times for mum, what she needed and just as important, how she liked it doing.

They had a real rapport with my Mum they got to know her as a person and ALWAYS used her chosen name.

The standard of care they gave was excellent. The way we were cared for when Mum passed away was beautiful and made such a difference at the most difficult of times.

The staff always wore PPE, name badges and uniform, which you'd think would be a given but compared to the 'carers' (and I use the term lightly here) before that in itself is impressive. They cleaned up after themselves and disposed of PPE and used pads etc correctly and ensured mum was clean, comfortable and happy. They ensured she had all she needed including drinks, TV remote and bits she liked. The little things that mean so much. If we weren't so lucky as to find these ladies then I hate to think how difficult my Mum's last days would have been; they did everything they could.

PART 3

I recently had the privilege of sitting down with some of the patients who come to the hospice for Day Therapy to discuss their experiences and emotions regarding Beaumont House.

It was a wonderful way to spend two hours and we only stopped to have lunch. Having a life-limiting diagnosis can be overwhelming and can affect how people see you. They all felt that coming to Day Therapy helped them be a "normal" person; be themselves and not just someone who is ill.

They talked about friendship, companionship, support, and love. We discussed how much it means to spend time with people who truly understand what you are going through. Even when surrounded by family and friends, it's possible to feel isolated and lonely.

The Day Therapy group provides them with support, love, and compassion. A place that allows them to be honest with their words and feelings. Beaumont House to them is a safe place.

The Day Therapy sessions help many of the patients to have time out of the house. The group talked about what a lifeline Beaumont House is to them. Those who live with family discussed how they feel they are giving their family a break by attending Day Therapy sessions, and how their families are reassured knowing that they are in a safe environment, allowing them to relax without worrying about them.

"It was wonderful to listen to the group talk so positively, with such love and affection for Beaumont House. To watch them as they listened to each other and supported each other when it was difficult, to talk and to hear them laugh together"

For many of the patients, their diagnosis can mean that interactions with people can often be clinically focused. While nursing care is available at Beaumont House, the environment is far from clinical. The patients talked about the time given to them by staff and the confidence they have knowing they will be heard and that something will get done.

Day Therapy gives people a chance to talk or not talk. To take part in activities but also knowing that they can choose not to. It is a place where they can use their brains with quizzes and games, socialise, laugh, and cry. They put in and take out, without judgment.

Their advice to anyone feeling overwhelmed by the idea of attending Day Therapy at Beaumont House is please don't be put off by the words 'therapy' and 'hospice'. It is a place to come to live and enjoy life. If you want to find friendship, support, and kindness, then please don't hesitate to contact Beaumont House and join in the fun.

Bobby Morton, Health Care Assistant at Beaumont House Hospice Care



Feedback

"Words can't really describe how grateful we all are for all the care, reassurance and kindness you showed Mum at the end of her life. Right from the get to, you made her feel at ease which was important to all of us and helped us maintain her dignity right until the very end."

"She was given the kindest of care both Beaumont House and then at home. Your visits became the only bright spot on an increasingly difficult situation. The nurses were always cheerful which we needed as well as unfailingly caring. They never left without asking about me."

"The support I received was invaluable, it has helped me so much after the death of my mum. And the feelings I had around not address about by Dad's death 42 years earlier. My counsellors listening way and kind words saved me at a bad time in my live. I cannot thank you enough."

"Words cannot begin to express the gratitude we have for the care, support, kindness and love every single one of you showed towards not only mum but to us a family. You are all simply amazing and true angels. Beaumont House will remain a special place in our hearts."

"Your groups are wonderful and your place has a nice atmosphere. You are very supportive of the patients."

"I don't think you could do any more than you have done. I am satisfied with everything. For anyone wanting to come to Beaumont House I couldn't recommend the quality and care, from the cleaners to the care staff enough. Brilliant, outstanding and out of this world."

"We would just like to say thank you again as we can't say it enough. Thank you to everyone for looking after our mum with so much love and care. The last few weeks of Mum's life will be remembered by us as a positive one when she was comfortable and happy. It made a difficult time more bearable."





External Assurance from Partners

"It is a privilege to work alongside Beaumont House Hospice. The team on the In-patient unit and Hospice at Home provide an excellent service for our palliative patients in the Newark and Sherwood area.

There is great teamwork between the Specialist Palliative Care team and Beaumont House ensuring that our patients are at the forefront of everything.

I am always really pleased to have Beaumont House involved with my patients because I know they are going to receive the best care possible whether they are at home or in the hospice.

Keep up the amazing work that you do and I continue to look forward to working alongside Beaumont House Hospice Care".

Kat Hall, Specialist Palliative Care Nurse

You Said, We Did

We gather suggestions offered through our Hospice User Group and patient surveys and this year can show how we responded:

You said

We would love a coffee machine.

Better lighting needed in one of the bedrooms for reading in the evening.

Wider advertisement to patients and beyond about different services available.

Patients wanted to send a card to those not attending day services if in hospital or unwell.

Chairs too heavy in the dining room.

Brighter colours in the day room.

We did

We are actively seeking quotes and intend to install a machine very soon.

A new reading lamp purchased.

We invited the Specialist Palliative Care nurses and the Soul Midwife to come and talk to patients about their roles.

The group now send a card to let those know they are thinking of them and wish them well.

We upgraded all our dining room furniture to include new tables and chairs for easier access

Patients chose the colour scheme and the room has been painted and furniture upgraded to give the room a more contemporary feel whilst still being comfortable.

Our Priorities for 2024-2025 are:

We will deliver outstanding hospice care to those who need it

- Purchase at least one 'cuddle bed' to enable loved ones to stay close whilst in the hospice.
- Deliver care that is personalised by further developing care plans and facilitating 'meaningful activities' with patients.
- Create a policy which aims to reduce health inequalities by working to understand the local demographics.
- Further develop the Wellbeing service by setting up a satellite provision in the area.
- Develop a working party with the aim of increasing referrals and reach more people.
- Completion of the research project and for the senior team to complete training in 'Good Clinical Practice'.
- Develop the team's knowledge and understanding of the Principles within the Mental Capacity Act by attending targeted training sessions.
- Raise the profile of the hospice by hosting a summer garden party.
- Complete the Macmillan Quality Environmental Marker 'MQEM' assessment due in 2024 and engage with other quality organisations such as Healthwatch.
- Work with The Children's Bereavement Centre to help the team gain a better understanding of grief in children.
- Engage and build relationships with the Learning Disabilities team to share knowledge and reach out to palliative patients with learning disabilities to enable them to access hospice care.

- Work in partnership with End of Life Alliance to deliver increased service provision.

We will be seen as a place of choice to work and volunteer

- Work with the Volunteer Coordinator to broaden roles for volunteers within the hospice.
- Seek and deliver training for our team of Hospice at Home Health Care Assistants, to enable them to take on the extended role of medication administration and explore other opportunities for other extended roles for the team.
- Support and embed the Trainee Nurse Associate (TNA) role.
- Develop a structured 'preceptorship' plan for our team of Nurses and Health Care Assistants.
- Invest in the current workforce by exploring other pathways for role development and academic progression funded via apprentice levies.
- Develop a workforce plan.
- Further widen the net by offering placements to allied health professionals including public health students and paramedics.

We will generate the income we need to provide services

- Promote closer working across fundraising and care teams and increase knowledge of the services by delivering cross-department training.
- Increase our number of retail shops and increase online sales presence.
- Research and create a proposal for investment in digital tools including a new website.

What our stakeholders say about Beaumont House

Beaumont House Hospice Care is a founder member of the End of Life Care Together Alliance, helping to shape the clinical model and the partnership in Mid Nottinghamshire to offer better access to care and support the identification and care for people in the last 12 months of life.

In October 2023 Beaumont House successfully demonstrated the importance of partnership in supporting local people with end of life care needs and the Alliance was recommissioned for another five years to be the driving force to understand the needs of local people and design services that will provide the care needed to

remain in this preferred place of care. Through the challenging financial climate, the Hospice has continued to deliver high quality services for the people of Mid Notts.

Beaumont House continue to deliver high quality services for local people and are a driving force of the Alliance, helping to shape the delivery of end of life care services in the future including how to expand the Hospice at Home offer so more local people can receive care in their own home and enable them to achieve their preferred place of care.

Carl Ellis,
Head of Service for End of Life Care Together Alliance

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Emma West – Communications and Marketing Manager

Louise Sinclair - CEO

Thank you to those who provided a testimonial for the hospice, we appreciate working in partnership with you.



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