

Inspection Report 2008/2009

Severn Hospice Shrewsbury *Bicton Heath, Shrewsbury, SY3 8HS*

Introduction

Certain independent healthcare providers in England must be registered with the Healthcare Commission. Those that need to be registered are defined in the Care Standards Act (2000) and include Acute and Mental Health Hospitals, some private doctors and some smaller medical services that provide specialist medical services such as endoscopy. To register, they need to demonstrate compliance with the Act and associated regulations. The Healthcare Commission tests providers' compliance by assessing each registered establishment against a set of National Minimum Standards, which were published by the Government and set out the minimum standards for different types of independent health services.

In addition to this report, the establishment has been given further details about how we have arrived at their assessment. If you wish to see or discuss this additional information, you may ask the provider for this, at their discretion. The establishment's action plan, which sets out the steps it is taking in response to this assessment, may also be requested from the provider. You should contact the Registered Person at the establishment address at the top of this page regarding both the additional information and the action plan.

Prescribed Inspections

The Healthcare Commission is required to inspect every registered service at least once every five years. For services that do not require an inspection due to risks being identified through our annual review of their performance, we may choose to undertake a Prescribed Inspection. These inspections look at a pre-set range of core standards that focus on risk management and patient safety, which are the same for all services that undergo a Prescribed Inspection. Prescribed Inspections also allow us to make sure that our decisions not to inspect are robust. This inspection was a Prescribed Inspection as we did not identify any risks that would, in their own right, have required an inspection.

Background

Severn Hospice Shrewsbury is a hospice located on the outskirts of Shrewsbury town, providing specialist palliative care, encompassing physical, emotional and psychological needs, to patients 18 years and above and their families/carers. The hospice covers a wide geographical catchment area across Shropshire county, Telford & Wrekin and mid Wales. Alongside its inpatient beds, the hospice has a day hospital and a weekly outpatient clinic. A multi disciplinary approach to care has been adopted, with partners based on site to strengthen this approach.

The hospice site has good access from the main routes through and around Shrewsbury and supports adequate parking facilities. All patient services are based on the ground floor of the premises and alterations have recently been made to ensure that facilities are accessible, fit for purpose and adequately signed.

The hospice celebrates its 20th anniversary in 2009.

This inspection took place on 12th January 2009, and was announced.

Main findings

Severn Hospice Shrewsbury provides a service that meets the needs of their patients, demonstrating a good level of compliance with the National Minimum Standards. The hospice environment is clean, well maintained and welcoming, and the hospice staff are friendly and helpful. The unannounced visits of the trustees of the board and patient surveys undertaken reflect a high level of satisfaction from patients, carers and families accessing the services of the hospice.

The hospice has demonstrated a clear approach to both risk and governance, supported by management processes and core policy arrangements. The hospice has identified its business continuity arrangements and has cross trained staff to support these plans. The inspection also found that the hospice is committed to the training of staff, across all disciplines, with a broad mandatory training programme in place..

Registration Categories

This registration is granted within the following categories only

Description	Service Category
Hospice for adults	H (A)

Conditions of registration

This registration is subject to the following conditions. Each condition is inspected for compliance. The judgement is described as Met, Almost Met, Not Met or Not Inspected

Condition	Assessment
The use of 25 in patient beds	Met

Assessments

Prior to assessment, each establishment or agency is required to complete an assessment of their own performance against the National Minimum Standards. This is used along with other performance information held by the Commission to make a decision on the need for further assessment. Where overall assessment shows compliance with the standards, organisations may not be inspected each year.

The Healthcare Commission only carries out on site inspections to make assessments of standards where we do not have sufficient evidence that the required level of performance is being achieved. In some instances, we do not assess a standard. This is either because the standard was not applicable or because, following an assessment of the risks, no risks were identified and therefore it was decided that there was no need for the standard to be further checked through an inspection.

Our inspections are targeted to areas of potential risk. They focus on areas where previous inspections, the establishment's own data and inspectors' observations suggest potential risks. Further areas are also added as spot checks. In general, a smaller number of standards assessed at inspection reflects a strong ability in the establishment to demonstrate satisfactory performance. The Healthcare Commission is required to inspect establishments at least once every five years and this report reflects the assessment of the establishment or agency at a given point in time.

For each standard that we assess, we use a four point scale.

Standard met	Achieving the required levels of performance in all aspects of the standard
Standard almost met	Not achieving the required levels of performance in some aspects of the standard
Standard not met	Significant action is needed to achieve the required levels of performance
Not inspected	This is either because the standard was not applicable or because, following an assessment of the risks, no risks were identified and therefore it was decided that there was no need for the standard to be further checked through an inspection.

The assessments are grouped under the following headings:

- Safety - does the establishment provide treatment and care safely?
- Clinical and cost effectiveness - is the best possible treatment provided?
- Governance - is the establishment well run?
- Patient focus - does the establishment put the patient first?
- Accessible and responsive care - is care organised around patients' needs and wishes?
- Care environment and amenities - is the place where you are treated well designed and maintained?

Types of Standards

Each standard number is prefixed by a letter denoting the type of standard it represents:

- C Core Standards
- A Acute Hospitals
- M Mental Health Establishments
- H Hospices
- MC Maternity Hospitals
- TP Termination of Pregnancy Establishments
- P Prescribed Techniques and Prescribed Technology – includes Lasers, Intense Pulsed Lights, Dialysis, Endoscopy, Hyperbaric Oxygen Treatment and In-Vitro Fertilisation
- PD Private Doctors

Requirements

Following assessment, improvements are required for those standards, which are found to be judged either 'not met' or 'almost met' and do not comply with the Private and Voluntary Healthcare Regulations 2001. Improvement to comply with the requirements is the responsibility of the 'registered person' who may be either the registered manager or the registered provider. The Healthcare Commission will ask the provider for their plan of action to demonstrate how they are going to comply with the requirement(s) made. The Healthcare Commission will then agree and monitor the action plan but if necessary, will take enforcement action to ensure compliance with the regulations.

Assessments and Requirements

Safety

Number	Standard Topic	Assessment
C13	Child Protection	Standard Met
C20	Risk Management Policy	Standard Met
C24	Controlled Drugs	Standard Met
C25	Infection Control	Standard Met

Clinical and cost effectiveness

Number	Standard	Assessment
C4	Monitoring Quality	Standard met

Governance

Number	Standard	Assessment
C9	Human Resources Policies and Procedures	Standard met

Patient focus

Number	Standard	Assessment
C2	Patient Centred Care	Standard met

Care environment and amenities

Number	Standard Topic	Assessment
C17	Health Care Premises	Standard met
C21	Health & Safety	Standard met

The Healthcare Commission exists to promote improvement in health and healthcare. We have a statutory duty to assess the performance of healthcare organisations, award annual performance ratings for the NHS and coordinate reviews of healthcare by others. In doing so, we aim to reduce the regulatory burden on healthcare organisations and align assessments of the healthcare provided by the NHS and the independent (private and voluntary) sector. The Healthcare Commission's full name is the Commission for Healthcare Audit and Inspection.

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