

Saint Francis Hospice, Havering-atte-Bower

9 October 2015

Healthwatch Havering is the operating name of

Havering Healthwatch Limited

A company limited by guarantee
Registered in England and Wales
No. 08416383



What is Healthwatch Havering?

Healthwatch Havering is the consumer local champion for both health and social care. Our aim is to give local citizens and communities a stronger voice to influence and challenge how health and social care services are provided for all individuals locally.

We are an independent organisation, established by the Health and Social Care Act 2012, and are able to employ our own staff and involve lay people/volunteers so that we can become the influential and effective voice of the public.

Healthwatch Havering is a Company Limited by Guarantee, managed by three part-time directors, including the Chairman and the Company Secretary. There is also a full-time Manager, who co-ordinates all Healthwatch Havering activity.

Why is this important to you and your family and friends?

Following the public inquiry into the failings at Mid-Staffordshire Hospital, the Francis report reinforces the importance of the voices of patients and their relatives within the health and social care system.

Healthwatch England is the national organisation which enables the collective views of the people who use NHS and social services to influence national policy, advice and guidance.

Healthwatch Havering is your local organisation, enabling you on behalf of yourself, your family and your friends to ensure views and concerns about the local health and social services are understood.

Your contribution will be vital in helping to build a picture of where services are doing well and where they need to be improved. This will help and support the Clinical Commissioning Groups and the Local Authority to make sure their services really are designed to meet citizens' needs.

***‘You make a living by what you get, but
you make a life by what you give.’
Winston Churchill***

On 9 October 2015, members of Healthwatch Havering attended training at Saint Francis Hospice on end of life care. The Hospice is a noted centre of excellence for end of life care (both in-house and, through outreach, in people's own homes) and, as part of a programme to seek improvements in end of life care in care homes in the borough, we wanted to learn about the Gold Standard Framework for End of Life Care of which it is a major proponent. This will help us make more focused enquiries when carrying out Enter & View visits to residential care and nursing homes.

In the course of the training, the Healthwatch members had an opportunity to tour the Hospice. Although the tour was not undertaken as part of Healthwatch Havering's 'Enter and View' programme of visits, its content was similar and this report sets out the findings of Healthwatch participants.

The hospice

The hospice has 18 in-patient beds, which were all full at the time of the visit. The client group consists of patients of all ages (other than children) with life limiting conditions, including - but not limited to - cancer, motor neurone disease and heart or kidney failure. The philosophy of the hospice is to provide holistic care for individuals, having regard to their social, emotional and spiritual needs as well as their physical problems; appropriate pain relief is paramount in the provision of care. The hospice provides care to adults (over 18 years) although there have been rare occasions when younger patients have been accommodated: under 18s are more usually accommodated in children's hospices, of which there are several near Havering although none is in the borough itself.

Additionally, the hospice provides a day therapy unit, community team and hospice-at-home service for those patients who choose to remain at home. The number of patients using this service is increasing year on year and the Saint Francis nurses liaise with district nurses to ensure patients remaining in their own homes have the best of care. This service is similar to, but quite separate from the Macmillan Nursing Service, which is a separate charity.

The hospice has more than 250 members of staff as well as more than 800 volunteers ranging from gardeners to staff at its many shops.

Only 28% of its funding comes from NHS sources; the remainder is raised through fund-raising and voluntary contributions. The hospice is registered as a charity and, among other funding sources, has several "charity shops" in various areas of Havering, all of which are well-patronised.

The accommodation

Overall the hospice was bright, airy and clean, and there were no offensive smells. Particularly noticeable was a number of large photographs around the hospice featuring flowers from the extensive, beautifully kept grounds; the grounds themselves provide outdoor seating areas and there is a specially-devised area for smokers.

There are four 4-bedded units (to ensure gender separation) and a number of single rooms for those patients who prefer more privacy. Two of the side rooms had *en-suite* facilities. However, it was noted that many patients prefer to be in the larger units.

The bathrooms provide a wide range of facilities, including hoists to ensure that patients can be transferred in the most appropriate and safest manner. The Healthwatch members were particularly impressed with a “rise and fall” sink, which meant that wheelchair users could wash and clean their teeth from a comfortable position.

Services

Dedicated physiotherapy and occupational therapy services are integral parts of the therapy provided. The occupational therapy service has a large storage facility where items which would otherwise be discarded by the NHS can be repaired, sterilised and made available to both out and in-patients. These items include a variety of walking frames, commodes, specialist armchairs etc. In response to a question, the members were advised that the hospice did not go out of its way to seek the donation of such items, as it was feared that they would be inundated with unusable items. There is already often a surplus of walking frames, which are then sold for scrap, the funds thus raised being used for the hospice.

At the time of the visit, lunch was being served in the Day Therapy Unit with staff being assisted by volunteers who could be identified by the blue tabards they were wearing. The unit was bright and airy and there was a lot of chatter and laughter; it was very evident that the patients attending the facility were well cared for. The members were advised that a number of services were provided within the unit, including massage - provided in a separate facility - and hairdressing. All extra services are provided free of charge and this included the over bed television units.

There is a large dining room where staff, visitors and patients share the space with no problems.

Other facilities provided include a room equipped with toys etc. for families with children, that can also double as an overnight stay area, counselling rooms and a hub equipped with a computer and games. This room has internet access for patients. There is an extensive library, concentrating on palliative care, in the education centre, which is available to all health professionals.

Healthwatch members were very impressed with the hospice and recognise the valuable and unique contribution it makes to the community it serves. They extend thanks to the staff of the Hospice for their hospitality during the training session and the subsequent visit.

Participation in Healthwatch Havering

We need local people, who have time to spare, to join us as volunteers. We need both people who work in health or social care services, and those who are simply interested in getting the best possible health and social care services for the people of Havering.

Our aim is to develop wide, comprehensive and inclusive involvement in Healthwatch Havering. To achieve this we have designed 3 levels of participation which should allow every individual and organisation of the Havering Community to have a role and a voice at a level they feel appropriate to their personal circumstances.

We are looking for:

Lead Members

To provide stewardship, leadership, governance and innovation at Board level. A Lead Member will also have a dedicated role, managing a team of members and supporters to support their work.

Active members

This is the key working role. For some, this role will provide an opportunity to help improve an area of health and social care where they, their families or friends have experienced problems or difficulties. Very often a life experience has encouraged people to think about giving something back to the local community or simply personal circumstances now allow individuals to have time to develop themselves. This role will enable people to extend their networks, and can help prepare for college, university or a change in the working life. There is no need for any prior experience in health or social care for this role.

The role provides the face to face contact with the community, listening, helping, signposting, providing advice. It also is part of ensuring the most isolated people within our community have a voice.

Supporters

Participation as a Supporter is open to every citizen and organisation that lives or operates within the London Borough of Havering. Supporters ensure that Healthwatch is rooted in the community and acts with a view to ensure that Healthwatch Havering represents and promotes community involvement in the commissioning, provision and scrutiny of health and social services.

Interested? Want to know more?

Call our Manager, Joan Smith, on **01708 303 300**;
or email enquiries@healthwatchhavering.co.uk



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