

## **July – September**

### **Launch a dedicated children's support and bereavement service:**

#### Quarter Two Target

- Establishment of service

The team are writing to people whom have been bereaved with invitations/application forms for the children bereavement service. Patients and their families/ (friends children) are also identified by clinical staff for pre-bereavement counselling if needed.

Children and children's families are now being actively seen by the service.

### **Develop our day therapy services to meet the ever changing needs of our local community:**

#### Quarter Two Target

- Working with the teams to clarify plans for changes in the service

There was a meeting in August attended by the team (all team members present including 2 nurses, 3 Occupational Therapists, 1 Physiotherapist, 1 Administrator, 1 Therapy Assistant and 1 Manager) and made some plans for how the team are going to develop day therapy. These plans are shortly going to be agreed by the Directors team at the Hospice and are due to be implemented sometime in November.

### **Implement a new electronic patient records system to ensure seamless patient care in the Hospice and community:**

#### Quarter Two Target

- Audit of data collected will be carried out

The Hospice Head of Audit and Quality has implemented a series of audits to monitor the use of SystemOne by the hospice teams. In addition we are now gathering data from these records that will show the impact our services are having for those we are caring for.