

October – December

Launch a dedicated children's support and bereavement service:

Quarter Three Target: Assist the counsellor to deliver education to all clinical staff.

The counsellor was supported by the hospice's Patient and Family Support Team to provide a training session to promote this service and illustrate how to help children through bereavement to 20 internal clinical and domestic staff.

The counsellor has also arranged therapeutic group sessions at the hospice for 12 children (aged 7 - 15) and their parents for January 2018 and March 2018. Children attending are

This service currently benefits 5 children from the Uttlesford area.

The counsellor has also met with staff at Layston School and Elsenham primary schools to share information to help them with the behaviour management of bereaved children.

Of the 38 referrals since April 2017, 32 children have used this service.

Develop our Day Therapy services to meet the ever changing needs of our local community:

Quarter Three Target: Implement changes that have been agreed by the board

Changes were agreed by the board in October 2017 and presented to all staff on the 8th November. *Our new Day Therapy services will begin on 8th January 2018.*

New services include:

- Café Clare drop-in group (every Friday 9:30am-12pm)
- Physiotherapy exercise group (every Monday 10am-11:30am)
- Creative drop-in (every other Monday 1:30-3:30pm)
- 'Click a Friend' computer group (every other Friday 1:30-3:30pm)
- Heart Failure Clinic (joint with Essex Partnership University Foundation Trust (EPUT) – local NHS services)

These new services will offer people in Uttlesford a wider variety of services to access, on a less formal basis so they are able to access things as and when they feel they need it.

Continuing services will include:

- Day Therapy
- Breathlessness Group
- Creativity Group
- Neurological Group
- The heart failure clinic will be run jointly with the heart failure nurse specialists from EPUT who cover across West Essex, including from the Uttlesford area.
- The neurological group is run jointly with the neurological nurse specialists from EPUT, who cover across West Essex including Uttlesford.

As this service has only just been launched, we do not yet have user statistics.

[P.T.O]

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

Quarter Three Target: The Quality and Audit team will use the data collected from SystemOne to illustrate the impact of our services.

The Team has now begun to collate and analyse quantitative and qualitative data for monitoring and reporting purposes to ensure the hospice is meeting key performance indicators and targets as set by our contract from NHS, funders and regulators such as the Care Quality Commission, and for service review and development. We have begun to collect ethnicity and diversity data to ensure that we are reaching people and providing services appropriate and relevant to the diversity of residents in our service areas.

SystemOne enables us to pull data to illustrate our impact and progress in quarterly Board Reports, press and marketing materials, service contracts, our annual Accounts (November), Impact Report (every July/August) and Quality Accounts (every September/October).

It took five minutes to retrieve and analyse the following data from SystemOne - prior to which we would have to manually collate and manipulate a number of different excel spreadsheets and individual service users from the number of services they use to avoid duplication..

Between 1 April 2017 – 10 January 2018 St Clare Hospice benefited 228 Uttlesford residents. Of those, 49% were male and 51% female, 70% of whom self-identify as White British. Their ages range from: 8% 30 – 49, 29% 50-69, 28% 60-79 and 34% aged 80+.