

Quality Account

2022-23



Compton
Care

Registered charity number: 512387

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CHAIRMAN & CEO STATEMENT

The past year has been a time of change and development here at Compton. We marked 40 years of providing *countless moments of care* since we had the privilege of supporting our first patient back in 1982. Fast forward to 2022, and we saw a record-breaking number of patients and families accessing our palliative and end of life care services.

Ensuring local people living with or caring for someone with a life-limiting condition have access to the care and support they need remains our priority.

Our focus this year has been on keeping people in the place they call home for their care. With this in mind, we have directed our attention to supporting people in 70 care homes across Wolverhampton and further developing the range of services that we offer in patients' homes. This not only helps patients and families, but it also relieves pressure on the NHS including GPs and the emergency services. Our aim has been to help patients, residents and their families plan their end of life care and to ensure these are documented for all members of the health care team to see and act upon.

We have ensured that hundreds of unnecessary hospital attendances and admissions have been avoided through the work we do. We expanded our award-winning Rapid Response service to be available 24 hours a day, seven days a week, so that we can be there when we are needed most - averting a 999 call and providing the reassurance that people need, often in the middle of the night.

Another new service, focusing on children and young adults in collaboration with Children in Need, has commenced. We now have a specialist support worker who works exclusively with young people with a very sick loved one or who have been recently bereaved.

Looking ahead to the future of palliative and end of life care, the demand for services like the ones we offer at Compton Care will inevitably increase as a result of the ageing population and the ongoing after effects of the pandemic around late diagnosis and treatment.

This means that we must keep growing and expanding to ensure we will be there for the communities that need us. To this end, we will be launching a 'virtual ward' in line with the Gold Standards Framework, where we will care for 'amber' and 'red' patients, working closely with GPs and Primary Care.

A heartfelt thank you to every member of Team Compton for their hard work and dedication. They ensure we continue to make a difference to people requiring palliative and end of life care and supporting their loved ones in their time of greatest need.

We are committed to continue to find innovative and effective ways to provide the best clinical expertise and emotional support. Our care, at our purpose-built facilities or at home, is tailored to individual needs, helping patients and their loved ones to feel safe and supported.



Ros Keeton
Chairman of the Board of Trustees



Rachel Overfield
CEO & Director of Nursing

WE ARE COMPTON CARE

OUR VISION

Compton Care will be a leader in delivering palliative care and support for the community

OUR MISSION

Compton Care provides high quality, accessible care and support for the people in our communities living with life limiting conditions

OUR VALUES

COLLABORATION

We work with patients, families and wider healthcare communities to deliver personalised care

ACCOUNTABILITY

We demonstrate individual accountability for behaviour, performance and impact

RESPECT

We are inclusive, we value difference, and we work together responsibly

EMPATHY

We listen, engage and act with warmth, kindness and understanding

OUR SERVICES

At Compton Care we believe people are more than their diagnosis. For over 40 years, Compton has been providing palliative and end of life care to patients, and support for their families, helping them to navigate every aspect of life with a life limiting condition.

Our services aim to help families with:

- the physical - helping patients deal with the physical changes brought about by their illness helping with symptom control and pain management.
- the practical - supporting families to manage practical aspects including finances, housing, legal matters and making future care plans.
- the emotional & spiritual - providing a safe space for patients' families to express their thoughts, feelings and emotions throughout the duration of a person's illness and after death.

As well as delivering high quality essential clinical care, Compton offers a wide range of enhanced care services including psychological therapies, social care, respite and complementary therapies which exist to support patients and families through every aspect of their palliative care journey and beyond.

All services are available to patients aged 18 or over (and their families) living in Wolverhampton, parts of the Black Country, South Staffordshire and east Shropshire.

Every year, we review our service provision in line with our Strategic Plans and with the requirements of our local NHS commissioners.



OUR SERVICES INCLUDE:

LIVING WELL SERVICE

Giving people the practical and emotional tools to continue to live actively and independently with their condition. Each person's needs are assessed, and a bespoke package of care is offered, this can include:

- access to activities, workshops and support groups on topics including symptom management, nutrition, exercise, relaxation, horticulture, craft and chat and planning for the future.
- regular appointments and consultations with medical and clinical staff.
- Training and education sessions are also available for family members and carers supporting loved ones with incurable illnesses.

THERAPEUTIC SUPPORT

As well as supporting patients with the physical aspects of life with an incurable condition, Compton also provides emotional and spiritual support in the form of talking therapies, counselling, complementary therapies (including reiki and reflexology), art therapy and physiotherapy.

SOCIAL WORK SUPPORT

Our team of palliative care social workers offer emotional support and help patients to manage practical matters such as dealing with finances, housing, legal matters and making future care plans.

INPATIENT UNIT

Delivering 24-hour care for patients needing support with pain management and symptom control, respite care and end of life care. We provide 18 beds, each with ensuite facilities and most have views of our beautiful gardens. Family members are able to stay overnight, and pets are encouraged to visit too.

VIRTUAL WARD

Patients in their own home will receive regular medical reviews, full multi-disciplinary team input and overnight support if needed. The virtual ward will provide responsiveness to prevent crisis escalation, avoid hospital admissions and support hospital discharges.

FAMILY AND CARER SERVICES

A life limiting illness not only affects the person diagnosed, but those closest to them too. Compton provides support for family members, carers and the people that mean the most to patients through support groups, talking therapies, counselling, complementary therapies, social work support and respite care. Support is available throughout the duration of a person's illness and after death through our dedicated bereavement service. Bereavement counselling is available for friends, family and loved ones of Compton patients. We also facilitate a series of bereavement information hubs for those wanting to connect with others who are experiencing any kind of bereavement, grief or loss.

LYMPHOEDEMA CARE

Our team of lymphoedema specialists provide treatment to ease symptoms as well as offer advice and support to help people manage and live independently with their condition. At home and out-patient appointments are offered.

OUR SERVICES INCLUDE:

COMMUNITY SERVICES

We understand that for many families it is important to be able to stay in their own home or chosen place of care. Our experienced team of advanced clinicians and community medics work in partnership with GPs, district nurses and other healthcare providers to ensure families receive the support they need to manage their condition, maintain a good quality of life and avoid unnecessary hospital admissions. We visit people in person, by phone or video consultation providing specialist advice and support including symptom management and pain control, emotional support and in some areas arrange the provision of overnight support from our team of healthcare assistants.

Our responsive and reactive approach to palliative care has become a lifeline for so many of our patients and their families, supporting patients to remain in the place they call home if preferred and preventing hospital admissions and we do this in the following ways.

- Working alongside our specialist palliative care team are our dynamic and highly responsive community palliative care service, known as Rapid Response. The service, made up of a multi-disciplinary team including clinical nurse specialists, paramedics, health care assistants and medics has been greatly benefitting patients throughout Wolverhampton by assessing and managing urgent situations, all hours of the day and night, helping to prevent unnecessary hospital admissions and ensure a health care expert can be in attendance within two hours at night.
- Compton's Care Home Service provides specialist palliative care advice and support to residents, carers and families of those living with a life limiting condition in a care home. The service which is delivered by a team of experienced Clinical Nurse Specialists in Palliative Care and Paramedic Practitioners is available to residents living in residential and nursing homes in the Wolverhampton area who require assistance in advance care planning and palliative care support. Our Care Home Team support staff within local care homes with ReSPECT plans and symptom control, reducing the need for unnecessary hospital admissions at the end of life and ensuring that patients' wishes are followed.

COMMUNITY ENGAGEMENT TEAM

We understand the value of connecting people who share similar experiences. We facilitate a series of support groups via our bereavement hubs and connect people with our various community partners with the aim of reducing isolation and improving wellbeing.

Adults aged 18 or over who have received a palliative care diagnosis and reside in Wolverhampton, Walsall, Dudley, South Staffordshire or East Shropshire are eligible to access our care. Carers and family members can also access care too.



Referrals to our services can be made via healthcare professionals or self referral to our Advice and Referral Line. The Advice and Referral Line is open seven days a week and can also provide advice and signposting on topics such as debt and welfare.



SUPPORT SERVICES

A team of dedicated and specialist support service staff work tirelessly behind the scenes to ensure our clinicians and supportive care practitioners can deliver patient care and be there for those who are important to them.

Compton's Learning and Development Team deliver a wide range of education opportunities for both staff and external delegates to develop their knowledge, skills and equip them with the tools to be able to perform their roles to the best of their ability.

Support service teams including those working in Human Resources, Volunteering, Communications and Marketing, Information Technology, Finance, Estates, and Administration help to ensure Compton Care remains compliant, visible, and fully functional to support the local community seven days a week, 365 days a year.

All Compton Care services help us to achieve our overall purpose, vision, mission and objectives and provide the best care we can for patients, their families, and carers.

2022-23

ACTIVITY IN NUMBERS

6,297



REFERRALS
in total were
made to our
services



433

PATIENTS

received 24-hour
specialist care on our
Inpatient Unit

4,125

HOME VISITS



were conducted by
doctors and nurses
offering specialist
support to families in
their own home

4,211

SUPPORT SESSIONS



provided by our Patient and
Carer Support services which
includes pre-bereavement,
bereavement, social support
and general support



21,196

CALLS

were received and managed through
our Advice and Referral Line

During 2022/23 we received monies from the Winter Planning Fund through the Black Country Integrated Care Board and Local Authority towards our Care Home Service. The funding helped us to provide improved symptom management for residents and improved compliance with residents' documented wishes ensuring they are cared for in their preferred place of care. The project also resulted in a reduction in ambulance attendances and unnecessary hospital admissions.

PART 2

ACHIEVEMENTS AGAINST PRIORITIES 2022-23

PRIORITY

1

We said we would improve our collaborative service model within the community setting:

WHAT WE HAVE ACHIEVED:

- We continue to work collaboratively at PLACE level to develop the Virtual Ward model. This will continue as one of our priorities for the coming year.
- The Care Home Service is embedded and is demonstrating effectiveness in supporting care homes to plan and keep patients in their preferred place as they reach end of life.
- We have established a satellite lymphoedema clinic at a local GP surgery, creating easier access to patients on the east side of our catchment area..
- We have established further specialist support groups via our Living Well Centre including help for those patients living with Parkinson's disease. We have forged good relationships with Macmillan Cancer Support who are signposting to our services and the Macmillan Neuro Team with whom we jointly care for our patients with neurological conditions.
- We have widened the skill mix of the Community Services Team allowing management of more complex symptom control in the home setting. Our Rapid Response Team now provides 24/7 service, all year round.
- Our Community Team has been reconfigured to enable more effective relationships with GPs.
- Our Community Engagement Team continues to reach out and interact with other charities across the region to ensure we are aware of and involved (where appropriate) with service users. This included working with another charity, P3, which helps support people who are homeless, who we will continue to work collaboratively with.

PRIORITY

2

We said we would improve our approach to measuring outcomes:

WHAT WE HAVE ACHIEVED:

- We have reviewed our use of “I Want Great Care” (a feedback system for service users) to include the digital medium and this year have received a certificate of excellence based on the feedback we have received.
- We are exploring innovative ways to measure patient outcomes that reflect a modern palliative care setting. This will include the Outcome Assessment and Complexity Collaboration (OACC) suite of measures which reflects the key domains of palliative care.
- We have relaunched the Tendable Audit System with refreshed questions and optimisation of reports available.
- We completed our annual refresh of our clinical governance frame-work and updated our key performance and quality indicators.
- We continue to participate in the annual Association for Palliative Medicine, Famcare project, recording the views of our bereaved relatives and ensuring learning and any arising actions are taken from feedback to aid continual improvement.
- We have refreshed monthly mortality reviews to capture themes and work on areas for improvement accordingly.

PRIORITY

3

We said we would continue to grow and develop our approach to patient and family support offer/services.

WHAT WE HAVE ACHIEVED:

- We have started to develop our services to ensure that bereaved people receive the appropriate response and holistic support in line with National Standards and Best Practice (NICE 2004).
- Following receipt of a grant from the BBC Children in Need we have appointed a fixed term Children’s and Young People’s Support Worker to work to improve the experience for younger members of patient’s families. This will include a “time out” space and one to one, age-appropriate sessions to learn new coping skills.
- The Community Engagement Service continues to evolve, following a review of our community needs the team will focus on health inequalities in the coming year.

PRIORITY

4

We said we would promote and raise awareness of palliative and end of life care locally:

WHAT WE HAVE ACHIEVED:

- Integrated working with higher educational establishments facilitating training as well as receiving medical and nursing students on placement.
- We have launched a clinical marketing campaign to raise awareness of our services.
- Following receipt of a prestigious innovation award at the Hospice UK conference for the introduction of our 24-hour Rapid Response Service we continue to use the momentum to raise awareness of our services.
- Easier access to our services via patient self-referral. Our Advice and Referral Line is now available seven days a week to signpost and advise accordingly.
- We arranged a meeting of local hospices to talk about joint initiatives including setting up a Health Care Assistant (HCA) Academy.
- We held a number of well attended clinical services open days for health care professionals to make them aware of our services.
- Our CEO and Medical Director visited several GP surgeries to talk to staff about our services and closer partnerships.



PRIORITIES FOR IMPROVEMENT 2023-24



Our new clinical strategy for 2023-2026 will focus on improving access to seldom heard communities, continuing to modernise existing services and the expansion of our supporting care provision.

Our underpinning values of this strategy continue to be those set out in the overall Compton Care Strategic Plan:



And specifically, for clinical services:

- Care, kindness and compassion
- Care as close to home as possible
- Clinical expertise, knowledge and competence
- Care that is accessible to all and responsive to changing needs
- Care and support delivered where possible by communities to communities
- Services delivered in partnership with other providers

PRIORITY

1

To reduce inequalities in access to palliative and end of life care within our catchment area

WE WILL:

- Develop a patient and community engagement strategy that has a specific health inequalities approach.
- Ensure that the communities we serve and the health professionals we work with have a good knowledge of what we offer. There will be a specific and relentless approach to raising awareness and engaging with the public to ensure that we are offering what is needed. Clinical leaders will ensure Compton is represented on key committees and working groups to give a voice to hospice-led care. We will showcase our work wherever possible and in doing so strengthen our position and reputation both locally and nationally
- We will identify specific communities that need better access to palliative and end of life care and take a targeted approach to reaching out and including those communities in care provision. We will develop clear approaches for supporting those with dementia and learning disabilities.
- We will locate services further out into our communities at health centres, social venues and also potentially in a new additional Compton building, further emphasising our desire to improve access for all.

PRIORITY

2

To ensure patients are supported to make informed choices about their care and that care is provided in the patient's preferred place

WE WILL:

- Further develop our community service model to ensure we deliver excellent care closer to home through the virtual ward model, this extends to our ongoing support to care homes
- Implement digital approaches that support and enhance modern community service and empower people that use our services to participate in their care. This will include electronic prescribing, shared records and easy access to information.
- Enhance our facilities so that those needing care on our Inpatient Unit are cared for in modern, therapeutic, peaceful spaces.
- Revise our admission protocols so that it is simple for our partners or people to refer to us.

PRIORITY

3

To continue to grow, develop and support our workforce

WE WILL:

- Develop a renewed focus on advancing practice at all levels of clinical care and create new specialist roles to give broader depth to the experience and skills within teams thus enhancing our services to patients - for example we will seek to employ specialist nurses to help care for people with learning disabilities
- Invest in the development of our Health Care Assistant workforce through in house training opportunities, new role development and investing in nurse, and other, associate roles.
- Seek to recruit from a demographic that represents our local communities and ensure staff feel included regardless of any protected characteristics. We will also develop a clinical volunteer plan and establish an army of volunteers working within clinical care that enhances the work of our paid staff.
- Continue to support the well-being of our workforce with access to supervision, engagement opportunities, training and development opportunities.

PRIORITY

4

We will expand our Living Well, Bereavement and Support Services to provide the services needed across the communities that we serve

WE WILL:

- Continue to offer enhanced services that go beyond the expectations of statutory services. There will be an expansion and further development of our bereavement services to enable personalised support for loved ones and their families before and after death.
- A review of our chaplaincy service, to move towards a modern, multi-cultural approach to spiritual care.
- Continue to develop a wide range of activities and purpose led programmes of care and support to help people live their best life with an end of life condition throughout our Living Well Service. Services will be located in the community, where possible, and will aim to support people with disease-specific issues or symptom-specific challenges.
- Develop a range of multi-disciplinary out-patient clinics that are specifically medical or advanced practitioner led and will provide triage and escalation to other services where appropriate.

PART 3

QUALITY OF SERVICES

STATEMENTS FROM THE CARE QUALITY COMMISSION

Compton Care is registered with and regulated by the Care Quality Commission (CQC) for the following regulated activities:

- Caring for adults under 65 and over 65.
- Treatment of disease, disorder or injury.

The quality of our services was last inspected by the Care Quality Commission in October 2019 and rated as overall Good, with an Outstanding in responsiveness.

No areas of concern were raised by CQC in 2022/23.

QUALITY IN FOCUS

Assurance of the quality and safety of patient care is gained through a range of key quality indicators identified from patient records, incident reports and other available data. We produce a wide range of reports for both internal and external monitoring and performance management on a quarterly basis.

Compton Care's governance structure includes the Clinical Governance Sub-Committee that reports to Quality Assurance Committee, which meets quarterly and includes representation from clinical service areas as well as Trustees. The committee receives quarterly assurance reports covering a wide range of quality information, including:

- Incidents, accidents or near misses.
- Service User Feedback and Outcomes
- Service Development and Improvement
- Clinical Audit Outcomes

- Safeguarding
- Clinical policies and guidelines.
- Healthcare acquired infections and infection prevention and control.
- Management of medicines.
- Medical Alerts and Nice Guidelines
- Local and National Learning

The Quality Assurance Committee provides assurance to the Board of Trustees.

INCIDENT REPORTING

Compton Care is committed to improving patient and staff safety. We encourage an open reporting culture, recognising that safety is everybody's responsibility and that incidents provide the opportunity to learn and improve. When a patient safety incident happens, we are open and honest by informing the patient and their family, ensuring we fulfil duty of candour requirements.

In 2022/23 we have further enhanced our incident reporting system to enable improved data to monitor trends and identify learning.

In line with the NHS we are currently working on implementation of the Patient Safety Incident Reporting Framework (PSIRF) which replaces the Serious Incident Framework (SIF) in Autumn 2023 and promotes learning and improvement.

A total of 317 incidents were reported by the clinical services during 2022/23, a reduction from 453 in 2021/2022

PRESSURE ULCERS

The development of pressure ulcers is a key indicator of the quality of care patients receive. The number of patients that develop a pressure ulcer while under the care of Compton Care is low.

The number of patients admitted to our inpatient unit during 2022/23 was 433. Of these patients nine developed a grade 1 or 2 pressure ulcer whilst under our care. All were investigated and deemed unavoidable.

We routinely use optimum prevention strategies for patients admitted to our Inpatient Unit. All patients are assessed using a national tool to indicate the risk of developing a pressure ulcer.

Our patients are at very high risk of pressure ulceration regardless of the risk score, therefore we use special high-risk mattresses for all patients. We also routinely offer repositioning every four hours, increasing to every two hours for those patients at high risk of developing a pressure ulcer.

We complete investigations for all pressure injuries and quarterly audits, which are reported through our clinical governance sub-committee. Over the last three years we have replaced all our mattresses on the inpatient unit with dynamic hybrid mattresses to ensure that patients have optimum pressure relief as standard.

During the last year we purchased an extra-large bed and mattress to enable us to care for bariatric patients safely.

An approach of scrutiny of pressure injuries at the point of identification utilising electronic patient record and Sentinel system has enabled accurate data collection and analysis

FALLS

Compton Care continues to be committed to reducing slips, trips and falls wherever possible, minimising the risk of injury. This year, 63 slips, trips and falls were reported that involved patients, which is a further reduction compared to 2021/22. Of these, 23 resulted in minor harm such as a bruise.

All falls are reviewed by the Service Manager as part of the incident management process, and we audit compliance with the Falls Policy.

Following each fall that occurs on the In-Patient Unit a deep dive (adapted from the Hospice UK deep dive audit) is carried out in order to scrutinise all falls and identify themes and focus on areas for improvement.

NOTIFIABLE SAFETY INCIDENTS IN 2022/23

Compton Care had one notifiable safety incident relating to a patient fall. The family was fully informed; an investigation was completed and reported back through our internal governance structure and to CQC and our NHS Commissioners.

The incident was deemed unavoidable and therefore downgraded from a serious incident.

INFECTIONS

The rate of infection is very low on the Inpatient Unit, with no acquired healthcare associated infections (MRSA, MSSA or C-Difficile) cases in the last year.

We had no transmission of COVID-19 between patients on the Inpatient Unit.

Our House-Keeping Team complete monthly cleanliness audits via iAuditor system. Standards are consistently achieved.

MEDICATION INCIDENTS

During 2022/23 we recorded 74 medication incidents, which is a reduction compared to 2021/22. Regular medication audits continue to lead to proactive identification of medication incidents. Specific medication audits completed in 2022/23 included Antibiotic Prescribing Audit, CD Audit and Non-Medical Prescribing Audit.

Our Medicines Management Group meets every two months, standing items reviewed at each meeting include:

- Medication incidents
- Medication policies
- Safety alerts and national, regional, local guidance/NICE guidance
- Clinical audit
- Prescribing
- Education, research, training and CPD
- Project updates
- CD Local Intelligence Network

Our medicines policies have all been reviewed, updated and streamlined during the year. To support the review and implementation of our medicines' procedures and processes, we have extended the hours of our Pharmacy Technician, who works alongside the pharmacist, and other clinical staff to improve the medicine safety culture.

STAFFING

Employee wellbeing is a critical component of a healthy working environment at Compton Care and is defined as the overall mental, physical, emotional, and economic health for everyone. Hours, pay and workplace safety also have a significant impact on wellbeing.

Considering each of the factors to maintain a healthy working environment we have introduced a range of wellbeing activities, initiatives and resources including:

- CEO briefings - To encourage and engage in effective communication with everyone, our CEO 'Quarterly Catch Up' sessions have been developed into ongoing 'Team Talks' including a member of the Leadership Team attending. These are in addition to the bi-annual staff briefings where Compton's strategic aims are shared, along with an update on projects and our ongoing plans. Consideration is given to those unable to attend, and a recording is available on Compton's intranet - The Hub.
- Christmas Events - Everyone was invited to meet the Leadership Team, Trustees and Custard Bear (the Compton Mascot) and receive a 'Thank You' gift and Christmas card.
- Skills Master Classes - A number of masterclasses were delivered to support personal development including Stress Management, Personal Resilience and Understanding Emotional Intelligence. These classes were open to all staff to gain strategies to develop their own wellbeing.
- Schwartz Rounds - A structured forum where staff come together to discuss emotional and social aspects of their work. The introduction of these regular rounds aims to reduce feelings of stress and isolation and give valuable insight and appreciation into each other's roles.
- Long Service Awards - Presented quarterly at an event hosted by our Chairman and CEO.
- Freedom to Speak Up Guardians - Compton Care has Freedom to Speak Up Guardians who are trained to support people to speak up, in the event of them not being able to resolve any concerns they may have within Compton Care first.
- Mental Health First Aiders - Following the successful introduction of Mental Health First Aiders (MHFA) enabling them to spot the triggers and early warning signs of mental health issues and subsequently guide and signpost those who are struggling towards the help and support they need, a (MHFA) Network Support monthly meeting has been established to enable them to share ideas, offer support and look out for their own wellbeing.
- Wellbeing Committee - New members have been welcomed and we are now setting our agenda for the coming year to continue to encourage everyone to support wellbeing by maintaining idea generation, setting wellness goals, promoting wellbeing initiatives, and advocating for policies and environments that support improved health.
- The Hub - Dedicated Wellbeing resources hosted on our intranet including articles, blogs, podcasts and videos for mental, physical, emotional, spiritual and economic wellbeing.
- Walking Club - Open to all, twice monthly, walking with your colleagues safely to benefit from fresh air, exercise, sensory stimulation, and social involvement.
- Weekly Mindfulness - Held in The Space and Sensory Garden allowing time to pay attention to the present moment including own thoughts and feelings and the world around us to improve mental wellbeing.
- Awareness of National Wellbeing Events - including Mental Health Awareness Week, World Mental Health Day, Menopause Day, Stress Awareness Month and National Work Life Balance Week

QUALITY IMPROVEMENT AND INNOVATION GOALS

Compton Care's income in 2022/23 was not conditional on achieving quality improvement and innovation goals through the Commissioning for Quality and Innovation Payment Framework.

DATA QUALITY AND INFORMATION GOVERNANCE

Compton Care provides quarterly contract activity data in the agreed format to local NHS Clinical Commissioning Groups.

Data is stored and utilised in accordance with Compton Care Information Governance and Information Security policies.

The Data Security and Protection Toolkit is a performance tool produced by NHS Digital which sets out the National Data Guardian's (NDG) data security standards. The toolkit is a self-assessment and is completed by providing evidence and judging whether the assertions are met and demonstrates that the organisation is working towards or meeting the NDG standards.

We have successfully completed the NHS Data Security and Protection (DSP) Toolkit for the 2022/23 reporting period. Following submission an action plan was developed highlighting areas where we could improve on existing controls or work towards assertions on the toolkit that are currently not mandatory. The actions included:

- Staff to be encouraged to review and update the Information Asset Register and Register of Processing Activities regularly, rather than being updated quarterly by the IG team.
- Review privacy notices quarterly rather than yearly or when a change in process occurs.
- Whilst reviewing the privacy notice, the method of data collection and records of sharing consent should also be reviewed.

- Develop a system to log spot-checks and audits to provide assurance and proof of compliance.
- Automated electronic starters and leavers process to be developed in the recently procured HR system.
- Implement an electronic system for change management.

There were no reportable data breaches in 2022/23.

Compton Care received Cyber Essentials certification and is working towards achieving Cyber Assurance accreditation in 2023/24. This Government-backed scheme helps protect organisations against a whole range of the most common cyber-attacks and demonstrates a strong commitment to cyber security.

Compton Care is not subject to the payment by results clinical coding audit by the Audit Commission.

RESEARCH

We made good progress with our research strategy this year. We extended our Research Facilitator post, creating a three day collaborative post with Walsall NHS Trust, and appointed to this successfully.

Our Research Governance Group meets regularly to review potential studies, share information from other groups regionally, and also to review progress with delivering our strategy. The group now includes members from Walsall Research & Development teams as well as our own team and clinical champions, supported by nurses from the National Institute for Heart Research (NIHR) and Clinical Research Network (CRN).

Our monthly Journal Club continues virtually and is recorded for those that can't attend to catch up later. We have a dedicated intranet page, newsletter, patient information leaflet, and print journals available in staff areas.

We are currently recruiting to the CHELsea II study (Clinically Assisted Hydration at End of Life) which is a cluster randomised trial of clinically-assisted hydration for patients in the last days of life). We are an identification site for the Virtual Peer-To Peer Support Programme For Informal Caregivers Of Individuals With Motor Neurone Disease At Risk Of Becoming Currently Technology-Dependent: Randomised Controlled Trial.

We are building closer links with research teams across the region including at Walsall NHS Trust, The Royal Wolverhampton Trust, the West Midlands Palliative Care Research Community, WMCARES (West Midlands Collaboration Actioning Research in End of Life and Supportive Care), and Building Research Hub for Palliative Care in Birmingham and West Midlands (BRHUmB). We plan to carry out a research governance review later this year, and our research strategy will be refreshed.

CLINICAL AUDIT

Audit is a key element of Clinical Quality and Improvement at Compton Care. Through our clinical audit activities, identified aspects of care are evaluated to ascertain compliance and quality against specific criteria. Where indicated, changes have been implemented and further monitoring is used to confirm improvement in healthcare delivery.

Our annual audit plan covers the breadth of clinical work and includes:

- Management of medicines
- Safeguarding

- Infection Prevention and Control including environmental, catheter care, antimicrobial prescribing and sharps
- Nutrition and oral care
- Management of falls, pain and tissue viability
- End of life care

Audit findings are presented and discussed at the Clinical Governance Sub-Committee.

During 2022/23 we also focused on refreshing and streamlining our audit processes to ensure that questions were appropriate and that reports accurately informed how we are doing and highlight areas for improvement.

We introduced the use of IPOS which is part of the Outcome Assessment and Complexity Collaborative (OACC) within our clinical areas to record outcomes. This will be further developed during the next year.

EXPERIENCE

We participate in the Friends and Family Test, which is a national data collection, commissioned by NHS England, that enables patients to provide feedback on our services. In 2023 we received a certificate of excellence based on the feedback received.

All feedback is reviewed and the average percentage of people recommending our services is 96%.

During 2023 we have expanded our experience collection, with "How are we doing?" cards available around our clinical areas for patients, relatives and visitors to leave comments. Verbal comments are also collected by our ward clerk.

Compton Care responds rapidly to any clinical complaints, potential complaints or concerns. We take seriously any dissatisfaction with any aspects of our services and, where appropriate, meet with patients and/or their families in order to fully understand their concerns and apologise for any distress caused.

The implementation of recommendations from complaints investigations is overseen by the Clinical Governance Sub-Committee.

In 2022/23 we received five clinical complaints, these were reported across both community and inpatient services. They were fully investigated and actions put in place to aid improvement.

FAMCARE AUDIT RESULTS

The Association for Palliative Medicine (APM) FAMCARE is a national service evaluation of bereaved relatives' satisfaction with end-of-life care, organised by the APM. The participants are bereaved "main" carers of patients referred to the service for end-of-life care. Participants complete a validated postal survey (the FAMCARE 2 tool) and the results are collated by the APM who then send us feedback. The FAMCARE-2, a 17-item-questionnaire, evaluates relatives' satisfaction with the care and support they received from our palliative care teams.

The results will be presented to the Clinical Governance Sub-Committee in May 2023 and an action plan created as appropriate.

One family commented: "I couldn't have asked for more from Compton. The support the staff give is incredible, and I will always be grateful to them."



WORKFORCE

HR Information system

The HR team have worked in partnership with the Informatics team to implement a new HR information system which facilitates staff self-service and managers service allowing staff to book holidays and change personal details amongst several more features.

Staff Survey

Following identified actions from our staff survey we have enhanced our staff and volunteer communication and engagement over the last twelve months which has involved specific briefings with departments in addition to the weekly All Staff briefings and this has been supported by the Leadership Team..

Learning and Development

At Compton Care we recognise that our staff are our most valuable resource. We aim to ensure all our staff have the right knowledge, skills, and abilities for them to conduct their roles effectively.

To support this, we have enhanced access to a wide range of development opportunities facilitated by the Compton's Learning and Development team.

We have developed Compton Care's Learning Club over this financial year to enhance our training and development provision together with training on the new HR systems and processes for roll out in the new financial year. The Learning Club sessions have been developed including clinical/non-clinical workshops, masterclasses, and managers training.

We have developed a new Education Forum allowing clinical and non-clinical leaders to discuss their developmental and training requirements and exchange ideas with their peers to ensure education support for all areas of Compton Care.

We have developed our new Management Development programme which is currently in the process of being accredited by The Institute of Leadership and Management. It will be rolled out next year to develop managers and leaders throughout Compton Care to deliver on our strategic objectives

Statutory and Mandatory Training

Blue Stream continues to deliver our learning provision with the enhancement of bespoke modules as appropriate for our staff and volunteers to enhance skills and meet regulatory compliance.

We have revised our induction programme for all new staff to encourage face to face attendance following Covid, enhancing understanding of how each area of Compton Care operates together with our vision, mission and values identifying any further training needs.

Early Career Development

To enhance our talent and succession planning strategy and engage with the community to support educational needs and disability further, along with advances to our early careers development we have progressed the following work streams.

- Appointed Early Careers Co-Ordinator
- Working relationship with colleges and training providers for Supported Internships at St Georges, Wolverhampton and Cannock
- Duke of Edinburgh placements at Compton Hall and Cannock
- Schools and Education Facilitator meetings monthly to develop Career Fairs and Workshop Support for all local education authority venues.
- Continued availability of Apprenticeships to support Retail and Clinical strategy.

University of Wolverhampton

We continue to work in collaboration and partnership with the University offering continuing professional development and support to the Nursing Associate Programme.

Academic Studies and Working in Partnership with Universities

We continue to support the development of future healthcare professionals building workforce capability for the future. We work closely with clinical leads and external institutions to ensure the maintenance of high-quality educational placements and positive learning experiences and are working in partnership with other health care trusts and universities.

Compton Care supports practice education through the ongoing development and maintenance of our clinical mentors and educators. Compton Care offers undergraduate and postgraduate nursing students and other allied health professionals the opportunity to undertake placements in a focused range of clinical services to help prepare our future practitioners for their future role and respond to the needs of our current and future population as health and social care continues to transform and develop.

We continue to support Healthcare Assistants to complete Nursing Associate Apprenticeships through a combined course of placements, on the job training and formal university tuition.

Competence Frameworks

All clinical staff who join Compton but do not hold a professional registration (such as Healthcare Assistants) now complete evidence to show compliance with the Care Certificate Framework, which was introduced across healthcare in response to the recommendations of the 2013 Cavendish Report.

Leadership Development

We continue to invest in our people through talent planning and succession planning which incorporates management development across the whole organisation.

External Training

Over the past year the education team has worked hard to become a presence within the education group for the Black Country Integrated Care Board. We have delivered a suite of webinars providing primary care clinicians with Palliative and End of Life training.

We have delivered some external contracts with NHS Trusts on Advanced Communication Skills Training

Volunteer Service

The volunteer service is working to increase the numbers of volunteers, particularly in Retail. We have undertaken a number of recruitment events in the shops and alongside Workpays in Wolverhampton, they work closely with the Department of Work and Pensions (DWP) to increase the skills and confidence in local people to help them progress into employment and encourage volunteering.

We are improving communications with our volunteers who now receive a newsletter directly to help keep them informed and engaged. Volunteers are also included in our new electronic HR system, ensuring records are kept up to date.



PART 4

BLACK COUNTRY INTEGRATED CARE BOARD STATEMENT

Black Country Integrated Care Board (BCICB) statement for Compton Care Quality Account 2022/2023

31st July 2023



BCICB welcomes the opportunity to provide this statement for the Compton Care Quality Account for 2022/2023, which provides a clear and concise summary of the invaluable work of the staff and volunteers at Compton Care over the past 12 months. Upon reviewing this Quality Account, we note that this Quality Account is materially accurate and in line with the information presented to the ICB via contractual/quality monitoring and quality visits. In addition, the Quality Account fully complies with national guidance and demonstrates a wide range of areas where there have been achievements and areas where improvement is required.

The ICB are pleased to note that quality remains a top priority for Compton Care, and we will continually monitor their progress against the delivery of the quality priorities and look forward to seeing the positive impact and outcomes.

The ICB would particularly like to note the following key achievements for 2022/2023:

- Establishment of a satellite lymphoedema clinic at a local GP surgery, creating more accessible services for patients on the east side of their catchment area.
- Successful introduction of a new service, focusing on children and young adults in collaboration with Children in Need, in addition, to a specialist support worker who works exclusively with young people with a sick loved one or who have been recently bereaved.
- The successful inclusion of digital medium in the use of "I Want Great Care" (a feedback system for service users) has been positively recognised, resulting in receiving a certificate of excellence based on the feedback Compton Care has received.
- Achieving a prestigious innovation award at the Hospice UK conference for introducing our 24-hour Rapid Response Service. We continue to use the momentum to raise awareness of our services.
- Easier access to services via patient self-referral means that Compton Care Advice and Referral Line is now available seven days a week to signpost and advise accordingly.
- Successful introduction of IPOS, part of the Outcome Assessment and Complexity Collaborative (OACC) within our clinical areas to record outcomes.
- Successful introduction of healthy working environments initiatives such as CEO quarterly catch-up, Skills Master Classes, Schwartz Rounds and Freedom to Speak Up Guardians, ensuring better staff engagement and improved communication, paramount for staff health and wellbeing.
- It is pleasing to see that Compton Care has significantly reduced patient falls, pressure ulcers, HCAI and medication incidents.

The ICB would like to thank all the staff and volunteers at Compton Care for their outstanding commitment to continuously transforming services to deliver new ways of working to ensure that patient care is delivered to high quality and safe care standards. Looking forward to 2023/24, the ICB is delighted to have the opportunity to continue working closely with Compton Care as a key partner in helping us continually improve our services by providing accessible, innovative, and influential palliative care to our patients and their families.

It is encouraging to see from the Quality Account that Compton Care is clear that providing high-quality and safe care is their number one priority which is evident through the progress against priorities for improvement for 2022/23 and the selection of new priorities identified for improvement in 2023/24. We commend Compton Care on its commitment to working with the ICB collaboratively and transparently in 2022/2023 and look forward to working in collaboration and partnership over the next year.



Sally Roberts
Chief Nursing Officer
Black Country Integrated Care Board

Compton Care

Compton Care

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