

Wheatfields Hospice



Sue Ryder

palliative,
neurological
and bereavement
support

Sue Ryder Hospices and Neurological Centres

- Wheatfields is part of a national organisation 1 of 7 hospices
- 4 Neurological Centres across the country
- Employing over 3300 across all sites
- Wheatfields employees 143
- Volunteers 155
- Rated GOOD at the last CQC Inspection

The logo for Sue Ryder, featuring the name 'Sue Ryder' in a white, cursive script font inside a blue, rounded rectangular shape.

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Palliative Services At Wheatfields

- Specialist Palliative Care for Complex Symptoms and End of life Care
- Day Case Paracentesis
- Bereavement Support
- Seven Day Community Support
- Seven Day Therapy Support
- Day Therapy Service
- Education & Training



Activity April 2018- April 2019

Population over 400,000

- Admissions from Hospital 93
- Admissions from Community- Home 302
- Admission from Nursing Home 22
- Discharges from IPU 129
- RIPs on IPU 244



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Activity Continued

- Day Therapy Caseload 406
- Community Team Referrals 1360
1197 New 163 Re referrals
- Family Support Team 618
- Allied Health Professional 1206

Activity Continued

- Day Therapy Unit back up to a five day service
Three day Traditional Service , South Leeds Service,
Transfusions
- Exercise Class, Breathless Management ,Choir,
Tai Chi
- Drop in session's to give people a sense of
familiarity with the hospice before they need our
support.
- Engaging with the wider community through work
with the Gypsy and Traveller Community, Care UK
in the prison
- Three Nurse Managed Beds



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Quality Improvement

- Across the wider organisation Four Issue Specific Groups to focus on which have representation from across all sites
- Falls
- Safeguarding
- Medicine Incidents
- Pressure Ulcers
- Each Centre is inspected annually undertakes a Quality Visit which generates a report for actions

Joe Ryder

palpative,
neurological
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Quality Improvement

- Paper Lighter by fully implementing S1 to the In Patient Unit Nursing Team , *Medical Team Following shortly*
- Towards the end of the year fully implemented electronic prescribing and medicine administration

Environmental Changes to Improve Patient Experience

- New curtains, Bedding
- Number of new beds
- Chairs in line with Infection Prevention & Control
- Piano for patients to use.

Environmental Changes to Improve Patient Experience

- Currently consulting with service users on redecorating and furnishing our quiet room.
- We have introduced a snack menu and daily afternoon cake round – consultation underway regarding menus.
- Coffee Machine

What The Patients Say

“staff are very attentive and do their job perfectly”

“Nothing is too much trouble and everyone does a good job”

“I have never had so much respect shown to me”

“Good advice and understanding of my condition and willingness to talk.

“I have had a very happy 12 weeks in the day therapy unit. I cannot offer any comment that would help to develop the quality of care. The nurses and volunteers are top rate and lunch is excellent.”

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What The Staff Say

Rewarding

Challenging

Positive

inspiring

frustrating



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Engaging Staff and Service Users

- We undertake additional consultation with patients and families throughout the year – individually, in groups, face-to-face and via surveys.
- We are out to tender for a different ‘real time feedback’ provider
- Monthly ‘you said, we did’, reported incidents and feedback posters
- Staff survey response rate increased by 30% this year.
- Other staff involvement methods including – open doors, communication board, strategy update sessions, staff support steering group.

Priorities for 2019-20

- More Care for more people
- Continue to raise profile of Wheatfields across city
- Increase Service user involvement
- Learn from Incidents and Service user Feedback
- Increase uptake from Staff Survey
- Maintaining a sustainable workforce
- Working with partners on the Leeds Palliative Clinical network



Questions and Suggestions Welcome

