



Nottinghamshire
Hospice

Quality Account 2024 – 2025

September 2025



Contents

Part One: Statements of assurance and introduction to Nottinghamshire Hospice

Statement of assurance from the Chief Executive	3
Statement of assurance from the Board of Trustees	4
Strategic Priorities for Nottinghamshire Hospice	5
Our Values	5
Our Services	6

Part Two: Priorities for improvement and statements of assurance

Priorities for improvement 2024 – 25 – what we achieved last year	7
Priorities for improvement 2025 – 26 – what we will achieve next year	9

Part Three: Review of the quality of our performance in 2024 – 25

Internal assurance	11
Clinical audit	12
External assurance (compliments and comments)	14

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Quotes throughout the document are taken from feedback from a range of patients, carers and family members.

Statement of Assurance from the Chief Executive

I am delighted to introduce Nottinghamshire Hospice's Quality Account for 2024-2025.

At Nottinghamshire Hospice, we are proud to provide compassionate, patient-centred palliative and end-of-life care to people across our communities. Over the past year, we have continued to develop services that meet the evolving needs of patients and families, ensuring that dignity, choice, and respect remain at the heart of all we do.

In April 2024 we began a consultation with staff to adopt a more robust model of Hospice in your Home combining our overnight roaming service with the Hospice at Home service and ensuring we had Registered Nurses available 24 hours a day who are able to triage and support any new referrals to the Hospice services.

In October we welcomed Debbie Ripley as our new Director of Care Services and in November 2024 we began this new model of working.

In February we welcomed our long awaited CQC inspection to validate the amazing work and services our teams provide. I am delighted to share we maintained a Good rating across all domains and Outstanding when it comes to Caring.

This Quality Account sets out the progress we've made in 2024-2025, how we have maintained and improved the safety and quality of care, and our priorities for the year ahead. We remain committed to working collaboratively with our patients, their families, our staff, volunteers, commissioners, and healthcare partners to ensure the best possible experience.

I confirm that, to the best of my knowledge, the information in this Quality Account is accurate.



Rachel Hucknall
Chief Executive Officer

Statement of assurance from the Board of Trustees

As Chair of the Board of Trustees at Nottinghamshire Hospice, I am pleased to provide this statement of assurance in support of our Annual Quality Account for the year 2024–2025.

This report reflects our ongoing commitment to delivering high-quality, compassionate care to all those we serve across Nottinghamshire. As Trustees, we have maintained strong oversight of the hospice's clinical governance, risk management, and quality improvement processes throughout the year. We have ensured that effective systems are in place to monitor the safety, effectiveness, and responsiveness of our services, and we have received regular assurance through internal audits, board reports, and patient feedback.

Our Quality Account demonstrates the progress made against our priorities for the past year, including the enhancement of community-based palliative care, the expansion of support services for families and carers, and continued investment in staff development and wellbeing. The report also sets out our key priorities for 2025–2026, ensuring that quality improvement remains at the heart of everything we do.

The Board were proud to review the CQC Inspection report completed in February and have confirmed the hard work and quality of the services provided at Nottinghamshire Hospice are recognised and validated externally.

On behalf of the Board of Trustees, I confirm that, to the best of my knowledge, the information presented in this Quality Account is accurate and a fair reflection of the quality of care provided by Nottinghamshire Hospice. I would like to express my heartfelt thanks to our dedicated staff and volunteers, whose professionalism, compassion, and resilience continue to uphold our values and ensure that people at the end of life receive the support they need and deserve.

We remain steadfast in our mission to provide high-quality palliative and end-of-life care, and we are committed to working in collaboration with our partners, patients, and communities to continually improve our services.



Joanne Brunner,
Chair of the Board of Trustees



Strategic Priorities for Nottinghamshire Hospice

Our mission is to add life to days for people who have been told their illness cannot be cured, helping them to live as actively and well as possible with care that puts them at the front of everything we say and do.

We will achieve this through our strategic priorities:

- Be a centre of recognised excellence for patients requiring community Hospice care.
- If you share our values, we are your first choice to work or volunteer. You will belong and thrive.
- Deliver visible and inclusive access to end-of-life services across all communities in Nottinghamshire.
- Have in place a robust and sustainable business model which supports our strategy for delivery of end-of-life services.

With the newly published NHS Plan and the changing economic climate Nottinghamshire Hospice is moving into a period of strategic review.



Our Values

Compassion

We are focused on:

being inclusive; being kind and having empathy; empowering others; having integrity and being patient.

Trust

We are focused on:

being authentic; unified; loyal; accountable; trustworthy; responsible; reliable and professional.

Ambition

We are focused on:

the growth of the Hospice; being courageous; getting the right outcomes and results; improvement of our services; being the best version of ourselves for the benefit of each other and our service users.

Our Services



Hospice in Your Home (HiYH)

HiYH is a dedicated palliative care team of Palliative Care Assistants (PCAs) and Registered Nurses (RNs) that care for patients in their own home during the day or night as required.

The RNs provide patients with physical and emotional support and symptom management.

The PCAs are experienced in providing physical and emotional support, they offer advice and contact the District Nurses if patients have additional requirements that are beyond their role and require Registered Nurse intervention.

The caseload is reviewed and triaged daily. PCA and RNs are allocated according to patient or family need.

Wellbeing

Wellbeing sessions are provided two days a week for patients with a life-limiting or palliative diagnosis.

These sessions are nurse led and provide guided activities such as exercise and relaxation, games and arts and crafts. Clinical staff and trained and experienced volunteers enable conversations around issues relevant to the participants.

Advance care planning is encouraged as a continuous conversation and the Registered Nurse on duty can support with the completion of RESPECT documentation and follow up any issues with other Health Care Professionals and services known to the patient.

Carer support is also very much part of wellbeing and carers are included in any advance care planning conversations if appropriate.



Bereavement Support

Counselling and emotional support is available to patients and their carers and bereavement support to carers after the death of their loved one. Patients and carers do not need to be accessing other services from Nottinghamshire Hospice to receive this service. Counselling and emotional support is offered for up to 8 sessions. This can be delivered face to face, on the telephone or virtually. Several bereavement support groups are facilitated by Nottinghamshire Hospice across the city and county. Groups are not time limited.

Individuals accessing the service have a triage assessment which will help to determine what level of support is required for their individual needs.

Part Two: Priorities for improvement and statements of assurance

Priorities for improvement 2024 – 2025

What we achieved last year

In February 2025 we were inspected by the Care Quality Commission over 2 days.

They published their findings in August 2025 giving us an overall rating of **Good** and stated that the service was performing well.

Summary	
Safe	Good
Effective	Good
Caring	Outstanding
Responsive	Good
Well-led	Good



Overall People's Experience

People told the CQC the service operated a caring and responsive service that maximised people's independence as well as their wellbeing. They said there was enough staff, and the hospice environment was clean, safe, warm and welcoming. People said staff worked in partnership with other teams to meet their needs and pain relief was given when needed. People described staff as caring and compassionate and said things like "the care was excellent and always respectful"

The full inspection report is available at [Nottinghamshire Hospice - Care Quality Commission](#)

Priorities for improvement 2024 – 2025

What we achieved last year

Priority 1

Be a centre of recognised excellence for patients requiring community Hospice Care

- We have reviewed the workforce to enable us to continue to provide outstanding palliative care.
- Hospice in your Home services are now provided 24/7.
- A Registered Nurse is on duty 24 hours a day and contactable for support and advice in addition to the availability of a visiting service.

Priority 2

If you share our values, we are your first choice to work or volunteer. You will belong and thrive

- We have continued to focus on the training and development of our teams.
- We have reviewed terms and conditions and skill mix to ensure that we are the provider of choice.
- We continue to support our teams to progress their career development.

Priority 3

Deliver visible and inclusive access to end of life services across all communities in Nottinghamshire

- We have reviewed and improved our bereavement services, reducing the waiting times for counselling and offering support within local communities.

- We have enabled access for people and their families with cancer and non-cancer conditions impacting life expectancy.
- Our care will reflect the needs of the population of Nottinghamshire by engaging with communities and groups who are not currently using our services.
- We have focused on improving access for people requiring palliative care regardless of their age, race, gender, sexual orientation or disability.

Priority 4

Have in place a robust and sustainable business model which supports our strategy for delivery of end-of-life services.

- We are continuing implementing the digital transformation strategy to improve access to services and support the clinical teams to deliver care. We have improved email access and purchased additional devices to use in patients' homes, and increased integration with care planning through a single shared system.
- We have developed partnership working opportunities to break down barriers to care and improve access to services. We have developed our partnerships with cancer and non-cancer charities, providers (GP's/Community Nurses/Clinical Nurse Specialists) and the ICB.
- We have established pathways with other out-of-hours services including the Community Nursing services, 111 and East Midlands Ambulance services.

Priorities for improvement 2025 – 2026

Following our CQC Inspection and the introduction of the Nottinghamshire Palliative and End of Life Care Toolkit we will continue to strive to provide a fair, accessible and high quality service to those referred to our services.

1 Be a centre of recognised excellence for patients requiring community Hospice Care

- We will continue to review our service structure and provision to deliver the best possible service for our patients.
- We will do this by continuously requesting and analysing feedback from our service users, staff and stakeholders making changes where appropriate.
- We have implemented a feedback module on our Vantage IT system to help with data collection and the reporting of feedback.

2 If you share our values, we are your first choice to work or volunteer. You will belong and thrive

- We will continue to ensure our staff are trained and experienced in leading the conversations with patients, carers and colleagues.
- We will continue to develop our staff and support those who want to pursue a career in care who do not have any formal qualifications.
- We will work and listen to our staff, volunteers and stakeholders to ensure diversity, inclusion and belonging is at the heart of all the services we provide.





3 Deliver visible and inclusive access to end of life services across all communities in Nottinghamshire

- We will embed the principles of the Nottinghamshire End of Life Toolkit in our Care Services to promote equity and standardised practice for patients and their carers.
- We will continue to review and develop our services to ensure that we are meeting local needs.

4 Have in place a robust and sustainable business model which supports our strategy for delivery of end of life services.

- We will continue to implement the digital transformation strategy and work with partners to improve access to services and support the clinical teams to deliver care.
- We will continue to develop our partnership working with commissioners, other providers and patients and carers.
- We will continue to develop our policies, best practice initiatives and service improvements.

Internal and External Assurance

Internal assurance is reviewed through the following assurance structure:

- A morning Situation Report meeting where Nurses and Senior Managers have oversight of the patient caseload.
- Providing mandatory training, clinical supervision, and a variety of staff training supporting best practice.
- Learning and improvements following incidents shared with staff.
- Policies and Procedures regularly reviewed and updated to reflect changes.
- Working with other hospices to share and learn from differing approaches.
- Monthly operational and leadership team meetings to review audits, performance and create work plans.
- Quarterly meetings and reports to the Quality and Safety Committee of Nottinghamshire Hospice.

External assurance:

- We had our annual Infection Control and Prevention audit carried out by our partners at CityCare NHS Trust in January.
- Quarterly contract review meetings are held with our Commissioners (Citycare and Nottinghamshire Integrated Care Board).

Clinical Audit

Clinical audit is one of a range of quality improvement methodologies that can deliver better quality of care and patient outcomes alongside improvement in operational performance.

This year we commenced a major review of our approach to Clinical Audit. We are developing a new approach and have been training our Registered Nurses in conducting audits.

We have an annual Infection Control and Prevention audit carried out by our partners at CityCare alongside our quarterly internal audits. This has seen an improvement in areas previously identified as requiring work.

Infection Prevention & Control Audit	We are audited annually externally and carry out our own internal audit quarterly. Areas of good practice • High standard of cleanliness across all items of equipment used. • Good provision of PPE seen throughout all clinical areas
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Our clinical audits were reviewed during the CQC Inspection in February 2025; they identified the need for improved outcomes measures and action plans in a number of audits. This work is already underway.

Patient Safety

Patient safety is of the highest importance.

All clinical incidents are recorded on our online Incidents programme (Vantage). During 2024-5 58 clinical incidents were recorded. The remain categories reported were:

- pressure ulcers (none acquired under Hospice care)
- patient slip/trip or fall
- medication incidents/errors (none of these were due to Nottinghamshire Hospice staff)

All Patient Safety Incidents are acted upon immediately with managerial oversight. All incidents are discussed fortnightly at the Incident Review meeting which has both Trustee and Senior Management in attendance.

- Learning from incidents is shared with staff via staff meetings and a **quarterly Incident on a Page** report is circulated to all Care Staff.
- We have continued to work with the Multi-Agency Safeguarding Hub (MASH) to ensure that our patients are always protected.

Learning and Development

We have continued to focus on ensuring our staff are well trained to deliver end of life care. This has been achieved by:

- A mandatory training compliance of 95%
- A mixed programme of e-learning and face-to-face courses
- A new induction programme for all clinical staff
- Joint training with partners on End-of-Life care
- Clinical supervision

Activity Data

During 2024-2025:

- Hospice in your Home cared for 1409 patients and their carers at Home.
- 379 people were supported by our Bereavement services.
- Wellbeing continued to run sessions twice a week for on average 27 patients a week.

Experience

We are constantly seeking feedback on our services and the quality of care.

- During 2024-5 a total of 165 responses were received through I Want Great Care, completed either online or by paper feedback forms.
- In addition, 29 compliments from patients and their families were received by letter or email.
- 2 complaints were received during the year, both of which were resolved to the complainant's satisfaction.

Effectiveness

96% of patients we cared for at home stayed at home for end-of-life care.

External Assurance

- CQC Inspection
- Annual IPC Audit
- Quarterly Contract Review Meetings with NHS commissioners

External Assurance

Comments/Compliments

Debbie came to do an overnight shift with my Mum. From the moment she arrived we felt in safe hands. She was kind, compassionate and understanding. It meant I had a good nights sleep in my own bed which was so needed. We are very grateful of the service you offer.

The care received by both my terminally ill husband and myself was just second to none. I felt safe leaving him with the carers and nurses who came to sit with him at night so I could get some needed sleep. They were knowledgeable and so caring and respectful and the lovely lady who was with us at the end couldn't do enough to help and support me. I can't thank you all enough. Angels.

Adele was a massive help to me and I can't thank her enough, caring compassionate but very professional. Adele gave me the space and time during our sessions for me to get the maximum benefit from them. I felt I have moved forward so much with her support and I now have a little CBT toolbox which I use to get me through the dark times. I'm so grateful to the Notts Hospice for everything and I have the additional knowledge that I can contact them again should I need to.

I felt that Millie was amazing. She really listened and I felt validated and supported. I felt the amount of sessions was about right for me.

I felt the sessions were exactly what I needed and helped me process my grief.

The service you give is great, having a sitter in the day is a good thing. Which allows me to keep appointments and do some shopping, having a night sitter is great. The staff are very friendly and caring which is a must when dealing with end of life care, receiving information booklets is a very good idea, with the opportunity to access their services. Thank you for your much needed help.

Vicki was a very supportive, warm and caring counsellor. She listened to me without judgement and I felt I could raise any issue I wanted with her even if it meant repeating myself which I know I often did. She helped me prepare for and deal with two specific issues which had been concerning me, from that point of view the timing of the sessions could not have been better.



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www.nottshospice.org



Nottinghamshire Hospice

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