



Nottinghamshire
Hospice



Quality Account

2025-2026

July 2026



“ I just want to say Cynthia has saved my life she is a star, had many many counselling sessions with her I honestly don't know how I would have got through this past dark year without her support. Her support care and patience has got me through I have finished them today and feel much stronger when first started them was at 0 now at 7/8 she is an asset honestly to the Society a shining star. Please give her praise so deserves it, how someone can restore a broken person into a human again is unbelievable thank you all.

CONTENTS

1	Statements of Assurance and Introduction to Nottinghamshire Hospice	4
2	Our Care Services	6
3	Quality Priorities for Improvement 2025-2026	7
4	Review of Quality Performance 2025-2026	9
5	Patient Experience & Feedback	10
6	Safety and Clinical Effectiveness	12
7	Priorities for Continued Improvement 2026-2027	15



“The counsellor was brilliant. He understood my feelings and how I was feeling. Helped me understand why I was feeling helping me to move forward. always felt after the meeting felt better he was professional. Thank you to all of the team for a very supportive service! Everyone I came into contact made me feel at ease at a very difficult time.

Statements of Assurance and Introduction to Nottinghamshire Hospice

Statement of assurance from the Chief Executive

As Chief Executive Officer of Nottinghamshire Hospice, I am pleased to present our Quality Account for 2025-26.

This report demonstrates our commitment to providing safe, compassionate and high-quality palliative and end-of-life care to people across Nottinghamshire. Throughout the year, our dedicated staff and volunteers have worked tirelessly to support patients and families facing life-limiting illnesses, helping them live as fully and independently as possible.

During 2025, the Board of Trustees made the decision to sell the Hospice Building at Woodborough Road and this resulted in us moving our Wellbeing, Counselling and Emotional Support Services into the community. Finding appropriate, accessible venues has been a real challenge but we are now delivering services to more people in a wide variety of settings across Nottinghamshire with great feedback.

Our community-based approach enables us to deliver care where people most want to be – in their own homes and communities. Through our Hospice in Your Home service, Bereavement Support Service and Wellbeing Service, we have continued to place patients and those important to them at the centre of everything we do.

We have continued to develop our workforce, strengthen our partnerships across health and social care, and ensure that the voices of patients, carers and families shape our services.

I would like to thank our staff, volunteers, trustees, supporters and partners for their commitment and dedication. Most importantly, I thank the patients and families who place their trust in us every day.

This Quality Account reflects our achievements, acknowledges areas where we can improve, and outlines our ambitions for the future.

Rachel Hucknall

Chief Executive Officer

Nottinghamshire Hospice

Rachel Hucknall

Chief Executive Officer

Statement of assurance from the Board of Trustees

On behalf of the Board of Trustees, I am delighted to introduce Nottinghamshire Hospice's Quality Account for 2025-26.

The Board has responsibility for ensuring that the Hospice delivers safe, effective and compassionate care whilst maintaining robust governance and accountability. We recognise that quality is not solely measured through performance indicators but through the experiences of the people who use our services.

Throughout the year, Trustees have received regular reports on quality, safety, patient feedback, workforce wellbeing and organisational performance. We have sought assurance that the Hospice continues to meet the highest standards of care and remains responsive to the changing needs of our communities.

We are proud of the positive impact our services make every day. The stories shared by patients, families and carers demonstrate the difference that skilled, person-centred support can make during some of life's most challenging times.

The Board remains committed to supporting continuous improvement and ensuring that quality remains at the heart of every decision we make.

I would like to thank our staff, volunteers, supporters and partners for their invaluable contribution to Nottinghamshire Hospice and the communities we serve.

Joanne Brunner

Chair of the Board of Trustees

2

Our Care 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 RN intervention.

The caseload is reviewed and triaged daily. PCAs 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, relaxation, games and arts and crafts. Clinical staff together with trained and experienced volunteers enable conversations around issues relevant to the participants.

Advance care planning is encouraged as a continuous conversation and the RN 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.

**“ Thank you to all of the team for a very supportive service!
Everyone I came into contact made me feel at ease at a
very difficult time.**

3

Quality Priorities for Improvement 2025-2026

Priorities for improvement 2025-2026 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 stating 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

Priority 1

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

- We have delivered regular Education and Palliative Care Training to all our Care staff to enhance their skills and knowledge.
- Improved our responsiveness to first assessments to ensure people can access our services easily and quickly when then need it.

Priority 2

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

- We have strengthened our interview assessments to help identify the right staff for our organisation.
- We have reviewed our recruitment processes to ensure new staff have a better experience of joining our organisation
- We have improved our induction programme to include a more varied and patient focused inductions, so our Care Staff learn from day one the complex needs of the people we are caring for.
- We have introduced a framework for Progress and Achievement conversations (PAC) led by managers to support staff development.
- We have recruited more volunteers and volunteer drivers to support us deliver services and ensure people can easily access the services.
- We have strengthened our partnerships with local colleges and organisations to provide accessible venues for our services and collaborative opportunities to provide a variety of activities and resources to our patients' and their families.

Priority 3

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

- We have reviewed and improved our triage and assessment processes to ensure they are done in a more timely and responsive manner.
- We have implemented and delivered an IT and clinical system training programme so all our staff have their own laptop and access the clinical records so have the most up to date information about the patient and family they are supporting.
- Thanks to the generosity of Hospice UK, we have received a grant and to help us deliver a programme of work in partnership with the University of Nottingham and Grandma's House engaging with the Black Afro-Caribbean community to break down the stigma and make Nottinghamshire Hospice services more visible to our local communities.
- We have set up Wellbeing and Bereavement groups in new parts of Nottingham City to target people who are in socioeconomically disadvantaged areas.

Priority 4

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

- We have increased our funding streams through grants and trusts to support us with new projects.
- We have partnered with other charities to provide joined up services.
- Continue to work closely with our commissioners and other community services to ensure our services are joined up
- Enhanced and improved our data recording and analytics to understand performance and areas to improve.

4

Review of Quality Performance in 2025-2026

Activity and Reach

- Number of Hospice in Your Home patients supported: **2,433**
- Avoidable Admissions to Hospital: **869**
- Number of home visits delivered: **11,000**
- Number of bereavement clients supported: **285**
- Number of wellbeing interventions delivered: **1,332**

Clinical Outcomes

Preferred place of care

- **Q1** (April-June): **301 referrals**
- **Q2** (July-September): **280 referrals**
- **Q3** (October-December): **300 referrals**
- **Q4** (January-March): **225 referrals**
- **Full Year Total: 1,106 referrals**

Note: Preferred place of care achieved as a separate metric is not broken down quarterly in the current reporting format, the data in its current structure records whether PPOC was noted at referral rather than tracking achievement through to end of care. This is one of the areas we are looking to improve through the new reporting setup.

Preferred Place of Death

The quarterly breakdown of preferred place of death data is as follows:

- **Q1** (April-June):
Deaths: **234** | PPOD recorded: **225** | PPOD achieved: **174**
- **Q2** (July-September):
Deaths: **213** | PPOD recorded: **209** | PPOD achieved: **166**
- **Q3** (October-December):
Deaths: **239** | PPOD recorded: **233** | PPOD achieved: **182**
- **Q4** (January-March):
Deaths: **191** | PPOD recorded: **182** | PPOD achieved: **132**
- **Full Year Total:**
Deaths: **877** | PPOD recorded: **849** | PPOD achieved: **654**

The achievement rate across all four quarters was consistently **above 96%**.

5

Patient Experience and Feedback

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

Our Lead Nurses contact 10% (approx. 10 people) of the Hospice in your Home case load each month and complete telephone surveys with them.

During 2025-2026, a total of 106 responses were received through **I Want Great Care**, completed either online or by paper feedback forms.

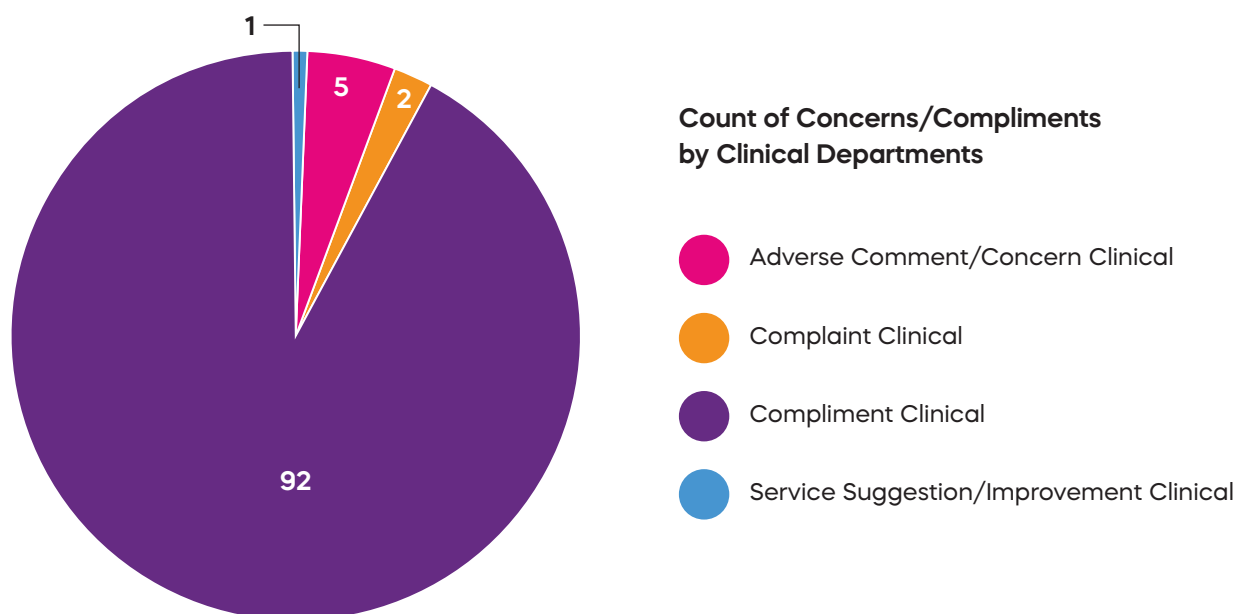
Organisation Report for Nottinghamshire Hospice		Date: 1 April 2025 - 31 March 2026
Average score this period  4.9		Reviews this period 106
5 Star Score 4.63	% Positive Experience 92.38%	% Negative Experience 7.62%

Service Name	This Period		Last 6 Months	Questions
	Responses	Average Score	Average Score	Experience
Bereavement Support	(36)	4.77	4.9	^
Hospice in Your Home	(17)	4.99	5	^
Wellbeing	(53)	4.95	4.94	^

“To the team, just wanted to say thank you for the night of care you gave Dad. You provide an amazing service and we’ll never forget your kindness.”

In addition, 92 compliments from patients and their families were received by letter, telephone or email.

6 comments/concerns/suggestions and 2 complaints were made. Both complaints were resolved to the complainants’ satisfaction and within the 20 working day policy guidelines.



“I received a phone call from a patients daughter that we are supporting. She said our services have really been helpful as she felt she was not coping before. She had overnight support last night from one of our PCA’s and said she was extremely supportive as she had ‘a mini breakdown on her’ she said ‘she handled me really well and reassured me which made me feel calm again’. She was very grateful and thanked us for all our support.”

6

Safety and Clinical Effectiveness

Hospice in your Home has its own Quality Assurance Framework which includes quarterly audits by the four Lead Nurses.

A separate audit timetable is followed for all 3 services and led by the service leads:

2025-2026	Wellbeing	Hospice in your Home	Bereavement Services
Q1		Shift Activity Patient/Carer satisfaction survey	Clients known to Nottinghamshire Hospice
Q2	*Wellbeing Review	Patients who live alone	Client Satisfaction Survey
Q3	*Wellbeing Review	Patient/Carer satisfaction survey	
Q4		**Shift Activity Referrals Audit	Service Accessibility Audit

*Wellbeing service review also included Stakeholder review and in-depth case conference review.

**Completed in Q2 to support late shift time change proposal.

Safeguarding

Our Annual Safeguarding audit explored the learning from the 2 incidents of Safeguarding Nottinghamshire Hospice had over the last year. Both incidents related to informal carers. At our Clinical Study Days, Hospice in your Home staff had training on how to support carers and what other services are available.

We are currently exploring a more formal carers assessment tool that our RNs can use at first assessment.

Both our Safeguarding Adults and Children's policies have been reviewed and updated in the last 12 months.

“Just wanted to say thank you from myself and my family for your kindness when you came out to see me, and for PCA who came to sit in she was really nice and friendly also easy to get on with. I so much appreciated having a decent night sleep. Please find enclosed a donation for £100.00 as an appreciation of all the work that you do.

Patient Safety

Patient safety is of the highest importance.

All clinical incidents are recorded on our online Incidents programme (Vantage). During 2025-2026, a total of 152 clinical incidents were recorded.

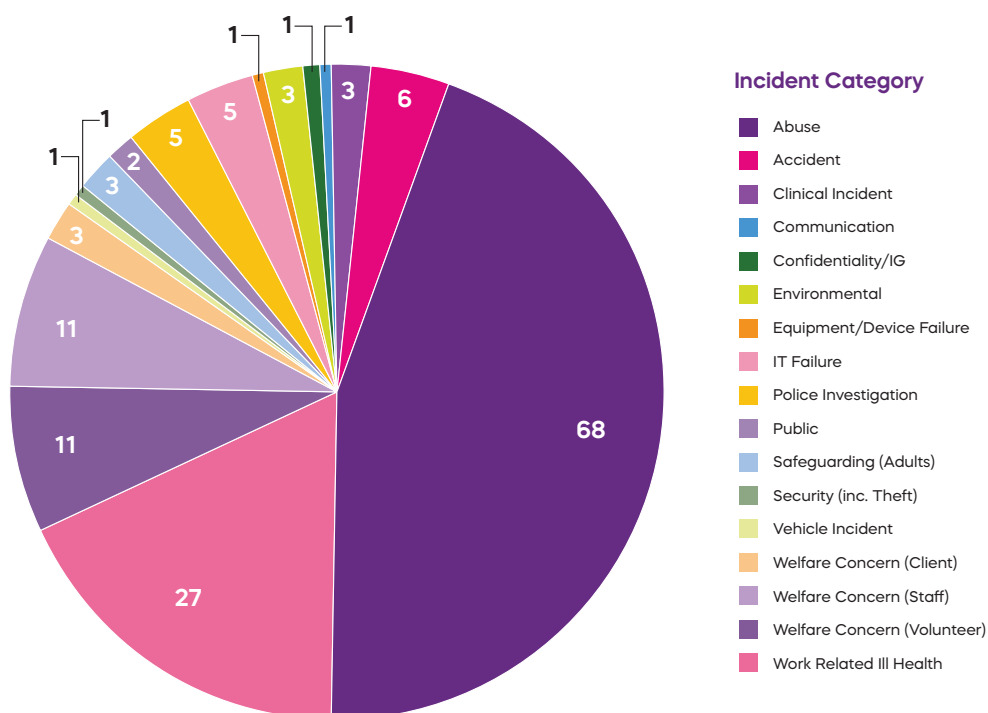
The 2 highest incidents reported are around pressure care and poor communication.

A new tool for skin assessment has been introduced (Purpose T) plus increased education and training to our staff.

A new leaflet to support educating our patients in Wellbeing about the importance of skincare has also been designed with input from the patients.

Now all staff have access to SystmOne and their own laptops, we hope communication will improve. We are also designing our own communication training to launch in the Autumn and exploring the opportunities to deliver in partnership with other Hospices.

Clinical Incidents



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.

Internal assurance

- A morning Situation Report meeting where Nurses and Senior Managers have oversight of the patient caseload, staffing numbers, handovers from day before/overnight.
- A weekly Clinical Review meeting where all new referrals are discussed and care plans reviewed.
- Monthly mandatory training reports produced and shared with service leads to monitor (a monthly average of 95% compliance).
- HR reports of one-one, probationary meetings and clinical observations in practice for staff to ensure and assure all staff have regular line management check ins.
- Evaluations of all clinical training reviewed and discussed at monthly operational meeting.
- Learning and improvements following incidents shared with staff in real time through weekly communications.
- Policies and Procedures are regularly reviewed and updated to reflect changes.
- Quarterly Team Meetings and drop ins online for all Care staff to speak to colleagues and managers.
- 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

- Quarterly contract review meeting are held with our Commissioners (Citycare and Nottinghamshire Integrated Care Board).
- Nottinghamshire Hospice were inspected by the Care Quality Commission in February 2025 and a full inspection report can be found Nottinghamshire Hospice - Care Quality Commission

“ Dear all, we just would like to say thank you for your help during the last few days of our mum life. It was a great comfort for us to know that she was being cared for at a time that we couldn't. I have sent a small donation in the hope that it will help other families during their difficult times. Once again many thanks.



7

Priorities for Continued Improvement 2026-2027

Following our CQC Inspection and the relaunch of the Nottinghamshire 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.

Priority 1

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

We will continue to review our service structure and provision through data analysis and audits to review and deliver the best possible service for our patients with the best outcomes.

We will continue to look at ways we can improve our requests for feedback from our service users, staff and stakeholders making changes where appropriate.

We will continue to listen to our service users, staff and stakeholders to improve how and what we deliver within Care Services.

Priority 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 all aspects of palliative and End of Life care 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.

**“ Thank you to all of the team for a very supportive service!
Everyone I came into contact made me feel at ease at a
very difficult time.**

Priority 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 high-quality care equally to all members of our communities.

We will continue to review and develop our services to ensure that we are meeting local needs using data, feedback and working with other community colleagues and partners to make sure charitable money is being spent in the right places.

We will continually review and improve the way we collect and report on data.

Priority 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 explore grants and trusts that will help us increase our reach to more people.

Continue to grow our relationships with other charities and organisations to provide joined up and inclusive services

Continue to collect and report on data and share reports and audits across the sector to help improve and learn from people's experiences and feedback.

If you have any questions about this quality account, please contact:

Debbie Ripley

Director of Care Services Nottinghamshire Hospice

384 Woodborough Road Nottingham NG3 4JF

debbie.ripley@nottshospice.org | 0115 962 1222



**Nottinghamshire
Hospice**

384 Woodborough Road, Nottingham, NG3 4JF

NottsHospice.org

Charity Number 509759



/nottshospice



@nottshospice



/nottshospice



/nottinghamshire-hospice



@nottshospice