

# Hospice at Home Support Service

Strathcarron Hospice  
Randolph Hill  
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**Type of inspection:**

Announced (short notice)

**Completed on:**

1 February 2023

**Service provided by:**

Strathcarron Hospice a company  
limited by guarantee

**Service provider number:**

SP2003002729

**Service no:**

CS2014323454

## About the service

The Hospice at Home service is based within Strathcarron Hospice, a charitable organisation located on the outskirts of Denny. The service provides personal, practical and emotional support to residents of Forth Valley, Cumbernauld and Kilsyth (North Lanarkshire).

The Hospice at Home team comprises of health care assistants, who have specific experience and training in palliative and end of life care, a full-time lead nurse whose role is to ensure the delivery of high quality end of life care and a part-time nurse. The management team and other departments within Strathcarron Hospice link well with this service. The service is available in the last few days or weeks of life, seven days a week, is free at the point of delivery and aims to complement statutory and non-statutory health and social care provision.

## About the inspection

This was a short announced inspection, which took place on 31 January 2023 from 10:00 to 17:00 and on 1 February from 10:00 to 16:00. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- Reviewed feedback from families of people that had been supported by the service. We also spoke to two family members by telephone.
- Spoke with staff and management.
- Reviewed documents.
- Obtained feedback from other health professionals.

## Key messages

- Hospice at Home were sector leading and supported experiences for people which were of outstanding high quality.
- People were respected and listened to because their wishes and preferences were used to shape how they were supported.
- Staff demonstrate the principles of the Health and Social Care Standards in their day-to-day-practice.
- Families of people they had supported at the end of their life had nothing but praise for the service.
- Staff recognised changing health needs and shared this information quickly with the right people.
- Management demonstrated a clear understanding about what worked well and had plans in place to drive improvement.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	6 - Excellent
How good is our leadership?	6 - Excellent

Further details on the particular areas inspected are provided at the end of this report.

## How well do we support people's wellbeing?

6 - Excellent

Staff demonstrate the principles of the Health and Social Care Standards in their day-to-day-practice and spoke with compassion, dignity and respect. They spoke of feeling privileged to be able to support people's wish to die at home and to support family carers through this time. One family member told us "They ranged from older woman to younger girls but all shared the same caring skills", whilst another said "They were all professionals with kind hearts".

Hospice at Home are a small team and the benefit of this was that they were able to provide excellent continuity to the people they support. Due to the nature of the support, it was very important that they responded quickly to any new referrals and they were very skilled at building meaningful relationships with people and their families.

People were respected and listened to ensuring that their wishes and preferences were used to shape how they were to be supported. The service was excellent at giving people time to talk and support and be empowered to discuss decisions about their end of life care, with one person telling us "they always asked what we wanted and had time to answer our questions".

Staff had developed a strong network with health professionals both within other departments in Strathcarron Hospice and the local NHS. They recognised changing health needs and shared this information quickly with the right people. The benefit of this was that people received any new treatment or equipment to make them more comfortable.

People could be confident that staff understood the importance of infection prevention and control(IPC). We saw that the service had robust IPC policies and procedures in place that reflective up to date best practice guidance. Staff had received appropriate training in safe IPC practices and correct use of Personal Protective Equipment (PPE). There were ample supplies of PPE within the office base and staff reported no issue accessing these. Therefore, we were confident that the risk of infection spread was reduced and people were kept safer as a result.

The service benefitted from having a well-established and clear structure of IPC learning for each role within the service pre-pandemic. Those with a lead role participated in quarterly meetings where updates and good practice were shared with colleagues, including representation from NHS IPC nurse, Microbiology and Public Health. This meant that they had been in an excellent position to respond to the pandemic and the evolving guidance associated with this.

## How good is our leadership?

6 - Excellent

The management team had expert knowledge around palliative and end of life care. They were committed to ensuring people were supported during their last days or weeks of life. This support was extended to the family of the person. Staff felt that the management team were approachable, supportive and provided practical guidance.

People could be assured that the the health care assistants attending to them had support and advice from nursing staff at all times. At evenings and weekends this support was provided from the main hospice who shared the services care planning record system which ensured that information was up to date at all times.

This meant that the management team had excellent oversight and listened to what was important to people who were dying and their families, with appreciation that this can change on a daily basis.

The management team empowered others to become involved in understanding what worked well and what improvements were needed to drive improvement. This included, research and good practice guidance as a benchmark to measure outcomes. The service benefitted from the comprehensive support and knowledge within Strathcarron Hospice,

Management continually evaluated the person they were supporting and any family or friends experiences to ensure that, as far as possible, they were providing the right care and support to enable them to remain at home to die and avoid hospital admission where this was their choice. This included excellent post bereavement contact and support.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Detailed evaluations

How well do we support people's wellbeing?	6 - Excellent
1.1 People experience compassion, dignity and respect	6 - Excellent
1.3 People's health and wellbeing benefits from their care and support	6 - Excellent
1.5 People's health and wellbeing benefits from safe infection prevention and control practice and procedure	6 - Excellent
How good is our leadership?	6 - Excellent
2.2 Quality assurance and improvement is led well	6 - Excellent

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