

Inspection Summary Report

St Kentigern Hospice

Inspection date: 07 and 08 March 2023

Publication date: 08 June 2023



This summary document provides an overview of the outcome of the inspection



We found the quality of patient experience to be very good with patients and their relatives expressing satisfaction with the care and treatment received.

The provision of care was safe and effective with staff striving to provide the best service possible.

The whole of the environment was well maintained and furnished and decorated to a high standard.

The hospice was well managed, and staff commented positively on the working environment and on the support that they received from the management team.

Note the inspection findings relate to the point in time that the inspection was undertaken.



What we did

Full details on how we inspect the NHS and regulate independent healthcare providers in Wales can be found on our [website](#).

Healthcare Inspectorate Wales (HIW) completed an announced inspection at St Kentigern Hospice on 07 and 08 March 2023.

Our team, for the inspection comprised of two HIW Healthcare Inspectors, one clinical peer reviewer and one patient experience reviewer. The inspection was led by a HIW Senior Healthcare Inspector.

This summary version of the report is designed for members of the public.

A full report, which is designed for the setting, and describes all findings relating to the provision of high quality, safe and reliable care that is centred on individual patients can be found on our [website](#).



Quality of Patient Experience



Overall Summary

We found the quality of patient experience to be very good.

Patients and their relatives spoken with during the inspection expressed satisfaction with the care and treatment received. Patients told us that staff were kind and caring. We observed good interactions between staff and patients, with staff supporting patients in a dignified and respectful manner.

We saw staff attending to patients in a calm and reassuring manner.

The whole of the hospice environment was well maintained, clean and tidy.

What we found this service did well

This is what the service did well:

- Clean, well maintained, and welcoming environment
- Staff engagement with each other, patients, and their relatives.

Delivery of Safe and Effective Care



Overall Summary

We found the provision of care at St Kentigern Hospice to be safe and effective.

The staff team were committed to providing patients with compassionate, safe, and effective care.

Suitable equipment was available and being used to help prevent patients developing pressure sores and to prevent patient falls.

The hospice was clean and tidy, and arrangements were in place to reduce cross infection.

There were formal medication management processes in place.

Patients' care needs had been assessed by staff and staff monitored patients to promote their wellbeing and safety.

Where the service could improve

This is what we recommend the service can improve:

- Review the content of anaphylaxis kit to ensure that it reflects the current Resuscitation Council UK guidance
- Ensure that staff record reasons and sign when crossing out entries on medication administration charts.

What we found this service did well

This is what the service did well:

- Multi-disciplinary approach to the assessment, planning and provision of care
- Provision of holistic care
- Infection prevention and control.



Quality of Management and Leadership

Overall Summary

We found good management and leadership at the hospice, with staff, in general, commenting positively on the support that they received from the management team.

Staff told us that they were happy in their work and that an open and supportive culture existed.

What we found this service did well

This is what the service did well:

- Good management overview
- Trustee engagement and overview
- Policies and procedures
- Communication.

Next steps

Where we have identified improvements and immediate concerns during our inspection which require the service to take action, these are detailed in the appendices of the full inspection report.

When we identify concerns that pose an immediate risk to patient safety we ask the service to undertake urgent action. These concerns are outlined in the appendices and outline the action taken by the service to protect patient safety and approved by us. We also provide a detailed table of improvements identified during the inspection where we require the service to tell us about the actions they are taking to address these areas and improve the quality and safety of healthcare services. In addition we outline concerns raised and acknowledge those resolved during the inspection.

At the appropriate time HIW asks the service to confirm action has been taken in line with management responses documented in the improvement plan. We also ask services to provide documented evidence of action taken and/or progress made.

