



Quality Account 2021-22

Celebrating Countless Moments of Care

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CHAIRMAN & CEO STATEMENT

Despite another year of heavy COVID-19 restrictions, all of Team Compton have pulled together and made significant strides towards recovery, reconnecting with our community and ensuring the sustainability of our services.

Ensuring local people who are living with or caring for someone with an incurable condition have access to the support they need is our priority. With this in mind, we extended two of our key services. Our Care Coordination service which offers telephone advice and support to patients, family members, referrers and healthcare professionals, and our rapid response service which aims to respond to patient’s urgent care needs and avoid unnecessary hospital admissions, both became 7 day a week services.

Some of our most progressive and innovative work took place this year as part of a collaboration with digital fabrication laboratory the Fab Lab. With their support and expertise, we have created a virtual tour of our facilities to help alleviate any initial worries about entering a hospice environment, embraced virtual reality as part of our therapeutic care offer and introduced augmented reality as part of our staff training programme.

Our facilities have undergone a programme of modernisation with improvements made to our patient rooms, patio areas and with the funding of a local donor we were able to turn an underutilised communal

bathroom into a dedicated relative’s room. We have also refurbished our spiritual care space accommodating multi faiths, denominations and beliefs, as well as the creation of dedicated complementary therapy, counselling and bereavement support rooms.

More than ever, we wish to thank our committed staff and volunteers for all their hard work during the year, and indeed over the last 40 years.

Since supporting our first patient in January 1982, we’ve had the privilege of being part of thousands of people’s palliative care journeys. Providing people with the care, support, and tools they need to live a good quality life, as well as being there for families and loved ones throughout the duration of a person’s illness and beyond has, and will continue to be, at the heart of everything we do.

Our grateful thanks and endless appreciation go to every single member of Team Compton, from those working on the front line to everyone who supported in the background. Because of them, local families affected by incurable illness were able to receive the vital care they needed.



Ros Keeton
Chairman of the Board of Trustees



Rachel Overfield
CEO & Director of Nursing

WE ARE COMPTON CARE

OUR VISION

Compton Care will be a leader in delivering palliative care and support for the community

OUR MISSION

Compton Care provides high quality, accessible care and support for the people in our communities living with life limiting conditions

OUR VALUES

COLLABORATION

We work with patients, families and wider healthcare communities to deliver personalised care

ACCOUNTABILITY

We demonstrate individual accountability for behaviour, performance and impact

RESPECT

We are inclusive, we value difference, and we work together responsibly

EMPATHY

We listen, engage and act with warmth, kindness and understanding

OUR SERVICES



At Compton Care we believe people are more than their diagnosis. For 40 years, Compton has been providing palliative and end of life care to patients, and their families, helping them to navigate every aspect of life with an incurable condition.

Our services aim to help families with:

- + **the physical** - helping patients deal with the physical changes brought about by their illness helping with symptom control and pain management.
- + **the practical** - supporting families to manage practical aspects including finances, housing, legal matters and making future care plans.
- + **the emotional & spiritual** - providing a safe space for families to express their thoughts, feelings and emotions throughout the duration of a person’s illness and after death.

As well as delivering high quality essential clinical care, Compton offers a wide range of enhanced care services including psychological therapies, social care, respite and complementary therapies which exist to support patients and families through every aspect of their palliative care journey and beyond.

All services are delivered free of charge to patients diagnosed with an incurable condition who are aged 18 or over (and their families) across Wolverhampton as well as parts of the Black Country, South Staffordshire and East Shropshire.

Every year, we review our service provision in line with our Strategic Plans and with the requirements of our local NHS commissioners.

OUR SERVICES INCLUDE:



LIVING WELL SERVICE

Giving people the practical and emotional tools to continue to live actively and independently with their condition. Each person's needs are assessed, and a bespoke package of care is offered, this can include:

- access to activities, workshops and support groups on topics including symptom management, nutrition, exercise, relaxation and planning for the future.
- regular appointments and consultations with medical and clinical staff.
- interventions such as wound care, central line care, transfusions and infusions.
- Training and education sessions are also available for family members and carers supporting loved ones with incurable illnesses.



THERAPEUTIC SUPPORT

As well as supporting patients with the physical aspects of life with an incurable condition, Compton also provides emotional and spiritual support in the form of talking therapies, counselling, complementary therapies (including reiki and reflexology), art therapy and physiotherapy.



SOCIAL WORK SUPPORT

Our team of palliative care social workers offer emotional support and help patients to manage practical matters such as dealing with finances, housing, legal matters and making future care plans.



INPATIENT UNIT

Delivering 24-hour care for patients needing support with pain management and symptom control, respite care and end of life care. We provide 18 beds, each with ensuite facilities and most have views of our beautiful gardens. Family members are able to stay overnight, and pets are even encouraged to visit too.



COMMUNITY SERVICES

We understand that for many families it is important to be able to stay in their own home or chosen place of care. Our experienced team of advanced clinicians and community medics work in partnership with GPs, district nurses and other healthcare providers to ensure families receive the support they need to manage their condition, maintain a good quality of life and avoid unnecessary hospital admissions. We visit people in person, by phone or video consultation providing specialist advice and support including symptom management and pain control, emotional support and in some areas arrange the provision of overnight support from our team of healthcare assistants. Working alongside our specialist palliative care team are our Compton Rapid Response team who support patients with urgent palliative care needs.



FAMILY AND CARER SERVICES

Incurable illness not only affects the person diagnosed, but those closest to them too. Compton provides support for family members, carers and the people that mean the most to patients through support groups, talking therapies, counselling, complementary therapies, social work support and respite care. Support is available throughout the duration of a person's illness and after death through our dedicated bereavement service. Bereavement counselling is available for friends, family and loved ones of Compton patients. We also facilitate a series of bereavement information hubs for those wanting to connect with others who are experiencing any kind of bereavement, grief or loss.



LYMPHOEDEMA CARE

Our team of lymphoedema specialists provide treatment to ease symptoms as well as offer advice and support to help people manage and live independently with their condition.



COMPASSIONATE COMMUNITIES

We understand the value of connecting people who share similar experiences. We facilitate a series of support groups and connect families with our various community partners with the aim of reducing isolation and improving wellbeing.

Adults aged 18 or over who have been diagnosed with an incurable condition and reside in Wolverhampton, Walsall, Dudley, South Staffordshire or East Shropshire is eligible to access care. Carers and family members can also access care too.



Referrals to our services can be made via healthcare professionals to our care coordination team, however in 2021 we launched a clinical marketing campaign to also encourage self-referral and raise awareness of the importance and benefits of accessing services early.

SUPPORT SERVICES

A team of dedicated and specialist support service staff work tirelessly behind the scenes to ensure our clinicians and supportive care practitioners can deliver patient care.

Compton Learning and Development deliver a range of education opportunities for staff to develop their knowledge, skills and equip them with the tools to be able to perform their roles to the best of their ability.

Support service teams including those working in human resources, volunteering, communications and marketing, information technology, finance, estates, and administration help to ensure Compton Care remains compliant, visible, and fully functional 7 days a week, 365 days a year.

All Compton Care services help us to achieve our overall purpose, vision, mission and objectives and provide the best care we can for patients, their families, and carers.



2021-22

ACTIVITY IN NUMBERS

4,479



REFERRALS
in total were made to our services



354

PATIENTS
received 24-hour specialist care on our Inpatient Unit

4,467



HOME VISITS
were conducted by doctors and nurses offering specialist support to families in their own home

5,449



SUPPORT SESSIONS
provided by our Patient and Carer Support services which includes pre-bereavement, bereavement, social support and general support



17,287

CALLS
were received and managed through our Care Coordination team

During 21/22 we received additional NHSE/Hospice UK funding for our contribution to the ongoing COVID response. The additional funding has enabled us to accelerate the implementation of our care coordination service to 7 days a week and increase our rapid response service to a 24 hour, 7 day service.

PART 2

ACHIEVEMENTS AGAINST PRIORITIES 2021-22

PRIORITY

1

We said we would improve our digital technology by refining our electronic health record and enabling access to information to clinicians.

WHAT WE HAVE ACHIEVED:

Our electronic health record has been reconfigured to improve reporting and user experience enabling accurate and timely data extraction from the system thus reducing the need for manual reporting. Accurate reporting allows us to make informed decisions about a patient's care, and therefore improves their experience.

In addition, we have also embarked on a collaboration with digital fabrication laboratory the Fab Lab who have supported us to introduce virtual reality to our therapeutic care offer. Patients can be transported to outer space, or visit the rainforest, all of which can aid with relaxation, improve wellbeing, help reduce feelings of anxiety and even improve physical symptoms.

The collaboration has also allowed us to create a virtual tour of our Inpatient Unit facilities which helps to ease any concerns or fears about visiting the site. We have also utilised augmented reality to enhance our training for healthcare staff.

In 22/23 we will work towards enabling access to partners clinical systems through new data sharing agreements and pathways.

PRIORITY

2

We said that we would refresh our clinical governance framework to enable continuous quality improvement.

WHAT WE HAVE ACHIEVED:

We have improved our data sets which facilitate data driven decision making capability and improved our incident and compliance management systems to ensure timely response, learning and improvement.

We developed our annual audit plan and quality improvement plan and have implemented 'Perfect Ward'.

PRIORITY

3

We said that we would work in close partnership with others to expand our reach to those people that need our support.

WE HAVE ACHIEVED:

We have extended our operating hours in some services so that there is more accessibility to advice and support outside core hours.

Our Care Coordination service, which provides advice, support and signposting to patients, carers and healthcare professionals, progressed from a 5 to a 7 day a week service. This has allowed us to provide a weekend service, prior to which tasks would have been the responsibility of reception staff, community rapid response and IPU teams in addition to their workload or left until Monday morning.

Similarly, our rapid response service which offers immediate support to patients with urgent healthcare needs, became a 24/7 service. This vital service has helped to significantly reduce the number of unnecessary admissions to hospitals, ensuring patient's pain and symptom needs are dealt with at home. One caller shared that after several failed attempts to contact her husband's care provider, she reached out to Compton who provided the support the family needed. In her words Compton care was her lifeline because "you always pick up the phone when I call".

The number of referrals and people we are supporting has steadily increased in most areas including on our IPU, social work, rapid response and bereavement services over the last year. This is in part due to a local clinical marketing campaign reaching out directly to Wolverhampton GPs and Healthcare professionals to raise awareness of the importance and benefit of earlier referral.

We have continued to build partnerships with key health and social care providers and have increased our referrals for statutory carers assessments.



PRIORITY

4

We said that we would modernise our estate and facilities to ensure they are robust, functional and fit to be able to deliver the required standards of care.

WE HAVE ACHIEVED:

We developed our Estate strategy in 21/22 which is flexible and will enable and support future transformation and development of services. Generally, our clinical areas are of good quality however we continue to improve and modernise these areas.

Our Inpatient Unit has been revamped which has included creating a larger reception, a new and more accessible outdoor patio area and upgrades to visitor accommodation. We've installed piped oxygen, reducing reliance on canisters or concentrators which can be timely and costly and digital hoists, making it easier for staff to move patients in each private room. An underutilised communal bathroom has also been transformed into a dedicated relative's area and break out space thanks to the generosity of a local funder.

The modernisation of our facilities has also included the refurbishment of our spiritual care space accommodating multi faiths, denominations and beliefs, and the creation of dedicated complementary therapy and bereavement rooms.

With remote working now more prevalent as a result of the COVID-19 pandemic, we found one of our office buildings - The Cedars - was very underutilised. This, alongside our ambition to do more in the community, cemented our decision to sell the building with the new owners taking possession in March 2022. The funds from the sale of The Cedars have enabled us to make some of these changes and make our services more sustainable for the future.

We have also launched a new approach to patient catering on our IPU, centring around providing food when patients need or want it, without feeling restricted to set times. We've also catered our new menu considering a patient's individual pallet, using tastes and textures to help them choose.

PRIORITY

5

We said we would redesign our learning and development approach so that the focus is on internal needs as well as wider partnership approaches.

WE HAVE ACHIEVED:

- A blended approach to learning making use of digital technologies to support education.
- Developed shorter masterclasses as a method to deliver bitesize training sessions based on organisational needs such as chairing meetings and managing change.
- Supporting staff to further develop their knowledge, skills, practical experience and competencies.
- Commenced the development of our early career pathways channels including work experience, placements and apprenticeships, government schemes and people management skills.
- Continued to work in collaboration and partnership with the University offering continuing professional development and support to the Nursing Associate Programme.
- Worked closely with clinical leads and external institutions ensure the maintenance of high-quality educational placements and positive learning experiences to support the development of future healthcare professionals building workforce capability for the future.

PRIORITIES FOR IMPROVEMENT 2022-23



We have reviewed progress against our current clinical strategy, our ambition through this strategy is to ensure that services deliver high quality care and excellent experience for people using our service and that our services are accessible to all those who need them.

Our underpinning values of this strategy continue to be those set out in the overall Compton Care Strategic Plan:



And specifically, for clinical services:

- + Care, kindness and compassion
- + Care as close to home as possible
- + Clinical expertise, knowledge and competence
- + Care that is accessible to all and responsive to changing needs
- + Care and support delivered where possible by communities to communities
- + Services delivered in partnership with other providers

Our priorities for improvement in 2022/23 are aligned with the three-year clinical strategy.

PRIORITY**1**

Improve our collaborative service model within the community setting.

WE WILL:

- Work within the virtual ward model which enables patients to receive the care they need safely and conveniently at the place they call home, giving our patients the flexibility to access our services both from home and in person.
- Embed processes to support Care Homes and Primary Care such as ReSPECT, new My Care and Me documents and Advance Care Planning. The implementation of these processes will ensure that patients are able to have meaningful conversations in relation to their wishes and preferences for palliative and end of life care. Perhaps most importantly it will enable patients to remain in their preferred place of care and provide the support needed for staff to aid decisions that will avoid unnecessary hospital admission.

PRIORITY**2**

Improve our approach to measuring outcomes.

Outcome measures are tools that measure a change in a person's health or wellbeing, they play a major in improving the quality, efficiency and availability of palliative care. Outcome measures put the patient at the centre of care and focus on what matters to them.

WE WILL:

- Review how we capture and use patient and service user experience and use feedback to improve services.
- Introduce the Outcomes Assessment and Complexity Collaborative (OACC) measures to all relevant services to assess improvement for individual patients and assess the overall impact of our interventions on our patient population.

PRIORITY**3**

Continue to grow and develop our approach to patient and family support.

WE WILL:

- Introduce an evidence-based integrated framework for bereavement care.
- Review our compassionate community approach working towards helping communities to find the right skills, opportunities and language to provide support, empathy and a listening ear for those affected by end-of-life issues.

PRIORITY**4**

Promote and raise awareness of palliative and end of lifecare locally.

WE WILL:

- Improve access to our services.
- Improve outreach and in reach models.
- Further grow social prescribing through development of specific roles within the organisation responsible for implementing the full spectrum of social prescribing up to and including personal health budget management.
- Support our communities to help the community.

PART 3

QUALITY OF SERVICES

STATEMENTS FROM THE CARE QUALITY COMMISSION

As part of the CQC Hospice Registrations Project we reviewed our registered activity in 2021.

Compton Care is registered with and regulated by the Care Quality Commission for the following regulated activities:

- Caring for adults under 65 and over 65.
- Treatment of disease, disorder or injury.

The quality of our services was last inspected by the Care Quality Commission in October 2019 and rated as overall Good, with an Outstanding in responsiveness.

No areas of concern were raised by CQC in 2021/22.

QUALITY IN FOCUS

Assurance of the quality and safety of patient care is gained through a range of key quality indicators identified from patient records, incident reports and other available data. We produce a wide range of reports for both internal and external monitoring and performance management on a quarterly basis.

Compton Care's governance structure includes a subcommittee that reports to Clinical Quality and Compliance Committee which continues to meet quarterly and includes representation from clinical service areas as well as Trustees. The committee receives quarterly assurance reports covering a wide range of quality information, including:

- Incidents, accidents or near misses.
- Complaints.
- Service improvements and audit.
- Safeguarding.
- Clinical policies and guidelines.
- Healthcare acquired infections and infection prevention and control.
- Management of medicines.

The Clinical Quality Committee provides assurance to the Board of Trustees.

INCIDENT REPORTING

Compton Care is committed to improving patient and staff safety, we encourage an open reporting culture, recognising that safety is everybody's business and that incidents provide the opportunity to learn and improve. When a patient safety incident happens, we are open and honest by informing the patient and their family, ensuring we fulfil duty of candour requirements.

In 2020/21 we have enhanced our incident reporting system to enable improved data to monitor trends and identify learning.

A total of 453 incidents were reported by the clinical services during 2021/22.

FALLS

Compton Care continues to be committed to reducing slips, trips and falls wherever possible, minimising the risk of injury. This year 73 slips, trips and falls were reported that involved patients, which is a reduction compared to 2019/20. Of these, 21 resulted in minor harm such as a bruise. Two falls resulted in moderate injury, both were fully investigated and were unavoidable.

All falls are reviewed by the service manager as part of the incident management process, and we audit compliance with the Falls Policy. One of the outcomes of the audits was to initiate an improvement project relating to the management of patients with delirium.

PRESSURE ULCERS

The development of pressure ulcers is a key indicator of the quality of care patients receive. The number of patients that develop a pressure ulcer whilst under the care of Compton Care is low.

No patients admitted to our Inpatient Unit developed a

category 3 or 4 pressure ulcer, 9% of patients (33 out of 354) were admitted with a pressure ulcer.

We routinely use optimum prevention strategies for patients admitted to our Inpatient Unit. All patients are assessed using a national tool to indicate the risk of developing a pressure ulcer. Our Inpatient Unit utilises special high-risk mattresses for all patients, this indicates the nature of the patient cohort. Our patients are at very high risk of pressure ulceration regardless of actual calculated risk score. We also routinely offer repositioning every four hours, increasing to every two hours for those patients at high risk of developing a pressure ulcer.

We complete investigations for all pressure injuries and quarterly audits which are reported through our clinical governance subcommittee.

MEDICATION INCIDENTS

During 2021/22 we recorded 78 medication incidents which is a significant reduction compared to 2019/20, regular medication audits have led to proactive identification of medication incidents. Human factors have contributed to a number of incidents and so during this year we delivered human factors awareness training sessions at our clinical update days.

Our Medicines Management Group meets every four weeks, standing items reviewed at each meeting include:

- Medication incidents
- Medication policies
- Safety alerts and national, regional, local guidance/ NICE guidance
- Clinical audit
- Prescribing
- Education, research, training and CPD
- Project updates
- CD Local Intelligence Network

To support the review and implementation of our medicines procedures and processes, we have appointed a Pharmacy Technician to work alongside the pharmacist and other clinical staff to improve the medicine safety culture.

NOTIFIABLE SAFETY INCIDENTS IN 2020/21

Compton Care had two notifiable safety incidents relating to patients, both incidents related to patient falls. In both cases, the patients and families were fully informed;

investigations were completed and reported back through our internal governance structure and to CQC and our NHS Commissioners.

Both incidents were unavoidable and therefore downgraded from serious incidents.

INFECTIONS

The rate of infection is very low on the Inpatient Unit, with no acquired healthcare associated infections (MRSA, MSSA or C-Difficile) cases in the last year.

We had no transmission of COVID-19 between patients on the Inpatient Unit.

We complete monthly environmental and infection prevention and control audits using Perfect Ward system, standards are consistently achieved and the results are reported through our Clinical Governance Subcommittee.

During 21/22 we reviewed our infection prevention and control policies and procedures and have assessed our compliance against the Health and Social Care Act 2008: code of practice on the prevention and control of infections. We have developed an annual workplan which underpins the 10 criteria within the Code of Practice.

STAFFING

COVID-19 has impacted the lives of many, none more so than workers in healthcare settings.

Keeping our doors open, stepping up for the community and ensuring our patients continued to receive the care and support they needed has seen our teams working harder and longer than ever before. Our teams have been exposed to physical and mental exhaustion, and so it was important for us to prioritise workforce wellbeing in 2021.

Under the steer of a staff led committee we have established a range of successful wellbeing activities, initiatives and resources including:

- Online resources – creating a dedicated section on our internal hub to host web links, blogs, podcasts and videos on physical, mental, emotional and spiritual wellbeing
- Workshops, seminars and masterclasses on various wellbeing topics hosted throughout the year
- Celebrations of key national holidays including Mental Health Awareness Week, Stress Awareness Month and National Work Life Balance Week
- The reintroduction of staff and volunteer social events

- including a summer fete and Christmas gathering
- Weekly mindfulness and Qigong sessions
- Recruitment of Freedom to Speak Up Champions who are independent people to whom staff can raise concerns, should they feel unable to speak up through other routes
- Recruitment of Mental Health First Aiders (MHFA) enabling them to spot the triggers and early warning signs of mental health issues and subsequently guide and signpost those who are struggling towards the help and support they need. In addition, we have trained several wellbeing champions who are fundamental in helping to raise awareness of internal and external activities, resources and initiatives promoting wellbeing
- The introduction of Schwartz rounds which are reflective practice forums that offer staff from all departments and disciplines across the organisation the opportunity to reflect on the emotional and social aspects of working in healthcare

QUALITY IMPROVEMENT AND INNOVATION GOALS

Compton Care's income in 2021/22 was not conditional on achieving quality improvement and innovation goals through the Commissioning for Quality and Innovation Payment Framework.

DATA QUALITY AND INFORMATION GOVERNANCE

Compton Care provides quarterly contract activity data in the agreed format to local NHS Clinical Commissioning Groups.

Data is stored and utilised in accordance with Compton Care Information Governance and Information Security policies.

We successfully completed the NHS Data Security and Protection (DSP) Toolkit for the 2021/22 reporting period.

The Data Security and Protection Toolkit is a performance tool produced by the NHS Digital which sets out the National Data Guardian's (NDG) data security standards. The toolkit is a self-assessment and is completed by providing evidence and judging whether the assertions are met and demonstrates that the organisation is working towards or meeting the NDG standards.

There were no reportable data breaches in 2021/22.

Compton Care received Cyber Essentials certification in March 2022. This Government-backed scheme helps protect organisations against a whole range of the most common cyber-attacks and demonstrates a strong commitment to cyber security.

Compton Care is not subject to the payment by results clinical coding audit by the Audit Commission.

RESEARCH

We made good progress with our research strategy this year. We appointed a Research Facilitator and also recruited a Research Public Involvement Representative Volunteer.

Our Research Governance Group has reconvened, and we meet regularly to review potential studies and also to review progress with delivering our strategy.

Our monthly Journal Club continues, and we have embraced the virtual approach which has enabled colleagues from neighbouring Goscote Hospice in Walsall to attend and also easy recording of sessions for those that can't make it to catch up later.

We now have a dedicated intranet page, newsletter, patient information leaflet, and print journals available in staff areas.

We have recruited patients, family members and staff into various studies including ICoH (The impact and implications of Covid-19 on the relational, social, and healthcare experiences of hospice care in the West Midlands), ACCESSA (Access to palliative care by ethnic minorities, with a focus on South Asian communities) and a study comparing the mental health of staff during pandemic from the UK and Hong Kong.

We are currently preparing to take part in the CHELsea II study (Clinically Assisted Hydration at End of Life. A cluster randomised trial of clinically-assisted hydration for patients in the last days of life).

We are building closer links with research teams across the region including at The Royal Wolverhampton Trust, the West Midlands Palliative Care Research Community, WMCARES (West Midlands Collaboration Actioning Research in End of Life and Supportive Care), and BRHUmB.

CLINICAL AUDIT

Audit is a key element of Clinical Quality and Improvement at Compton Care. Through our clinical audit activities, identified aspects of care are evaluated to ascertain compliance and quality against specific criteria. Where indicated, changes have been implemented and further monitoring is used to confirm improvement in healthcare delivery.

Our annual audit plan covers the breadth of clinical work and includes:

- Management of medicines
- Safeguarding
- Infection Prevention and Control including environmental, catheter care, antimicrobial prescribing and sharps
- Nutrition and oral care
- Management of falls, pain and tissue viability
- End of life care

Audits findings are presented and discussed at the Clinical Governance Subcommittee.

FAMCARE AUDIT RESULTS

The APM FAMCARE is a national service evaluation of bereaved relatives' satisfaction with end-of-life care, organised by the Association for Palliative Medicine. The participants are bereaved "main" carers of patients referred to the service for end-of-life care. Participants complete a validated postal survey (the FAMCARE 2 tool) and the results are collated by the APM who then send us feedback. The FAMCARE-2, a 17-item-questionnaire, evaluates the relatives' satisfaction with the care and support they received from our palliative care teams.

We were particularly pleased that most people who responded were very satisfied with the service provided by Compton.

One family commented 'The care and support we received from Compton Care team was outstanding. The team who came out to support us were fantastic. They were the best and did everything they could for us. We don't have words to say how grateful and thankful we are to them.'

EXPERIENCE

Our Patient and Public Engagement Strategy was approved in April 2021 and a listening event took place to capture views on:

- New ways to capture patient feedback and improve communication.
- What should we always get right for our patients and service users.
- How can we share feedback with staff that fosters learning and improvement.

There is a delivery plan underpinning the strategy.

We participate in the Friends and Family Test, which is a national data collection commissioned by NHS England, that enables patients to provide feedback on our services.

All feedback received is reviewed, the average percentage of people recommending our services has been 97%.

Compton Care responds rapidly to any clinical complaints, potential complaints or concerns. We take seriously any dissatisfaction with any aspects of our services and, where appropriate, meet with patients and or their families in order to fully understand their concerns and apologise for any distress we have caused them.

The implementation of recommendations from complaints investigations is overseen by the Clinical Governance Sub-committee.

In 20/21 we received 7 clinical complaints, these were reported across both community and inpatient services.



WORKFORCE

Staff Survey

We recently completed our staff survey and saw many areas show improvement on previous results. Results were 8% more positive from 2019 survey and included increased satisfaction in areas including staff morale, enjoyment working with colleagues, enhanced and effective communication with senior leaders, competitiveness and handling of pay, flexible working practices and excellent steps forward in physical and mental wellbeing. We continue to work on key areas that staff would like to see more including training and development.

Learning and Development - Our Aim

At Compton Care we recognise that our staff are our most valuable resource. Our aim is to ensure all our staff have the right knowledge, skills and abilities for them to carry out their roles effectively. To support this, we have access to a wide range of development opportunities facilitated by the Compton Learning and Development team.

Our opportunities range from formal training courses delivered using blended methods of learning stating to move to face-to-face session and skills development for clinical and non-clinical staff in the work environment, to Continuing Professional Development workshops and bespoke courses to meet team and organisational needs.

We have continued to enhance our utilisation of digital technology to support learning provision and are working with third parties to investigate and support this.

We continue to value our commitment to Continuing Professional Development (CPD) at all levels in the organisation. Our HR and Learning and Development teams support staff to further develop their knowledge, skills, practical experience and competencies and there have been workshops to support management development around policies and procedures. We have over the last twelve months developed shorter masterclass sessions that have adapted well to online learning with a tutor/facilitator.

We have recently appointed two posts - Clinical Educator and Non-Clinical Trainer who are supporting managers across teams to identify training requirements which include:

- Identified individual learning needs from probation review and appraisals.
- Experiential learning and root cause analysis training and discussions and reviews of incidents and complaints which enable successful interventions to be analysed and understand learning which also includes valuable reflective learning.
- Professional competency frameworks and national standards which inform and shape our CPD programme.

- Organisational changes following service reviews and redesign supporting upskilling and retaining skills within the organisation.

Statutory and Mandatory Training

Blue Stream continues to be our preferred supplier of the e-learning platform to complete statutory and mandatory training, with the enhancement of bespoke modules as appropriate for our staff and volunteers to enhance skills and meet regulatory compliance. Over the last few months with our new training staff we have been looking at the feasibility of adding new clinical modules to enhance our offer and provide a method of recording training and development through audit and reporting.

With the need to enhance digital technology and put more training online we have revised our induction programme for all new staff and volunteers to ensure everyone is equipped with the knowledge of the organisation and understanding of how each area of Compton Care operates together with identifying any further training needs.

Early Career Pathways

Over the last twelve months we have commenced as part of our talent and succession planning strategy the development of our early career pathways channels including work experience, placements and apprenticeships, government schemes and people management skills.

University of Wolverhampton

We continue to work in collaboration and partnership with the University offering continuing professional development and support to the Nursing Associate Programme.

Academic Studies and Working in Partnership with Universities

We continue to support the development of future healthcare professionals building workforce capability for the future. We work closely with clinical leads and external institutions to ensure the maintenance of high-quality educational placements and positive learning experiences and are working in partnership with other health care trusts and universities.

Compton Care supports practice education through the ongoing development and maintenance of our clinical mentors and educators. Compton Care offers undergraduate and postgraduate nursing students the opportunity to undertake placements in a focused range of

clinical services to help prepare our future practitioners for their future role and respond to the needs of our current and future population as health and social care continues to transform and develop.

We continue to support Healthcare Assistants to complete Nursing Associate Apprenticeships through a combined course of placements, on the job training and formal university tuition.

Competence Frameworks

As part of our commitment to support continuous assessment and ongoing development of staff, we are using various training opportunities to provide assurance on the skills, competence, attitudes, and behaviours of our staff in line with our visions and values across all sections of the organisation.

All clinical staff who join Compton but do not hold a professional registration (such as Healthcare Assistants) now complete evidence to show compliance with the Care Certificate Framework, which was introduced across healthcare in response to the recommendations of the 2013 Cavendish Report.

The Care Certificate covers 15 standards that set out the learning outcomes, competences and standards of behaviour expected of all healthcare support workers to ensure they are caring, compassionate and provide quality care.

Leadership Development

We continue to invest in our people through talent planning and succession planning which incorporates management development across the whole organisation.

Our executive leadership team continue to pursue personal and organisational development opportunities to support them in their roles and our Board of Trustees continue to participate in both internal training and external conferences to develop their roles within the organisation.

PART 4

WOLVERHAMPTON CCG STATEMENT

WOLVERHAMPTON CLINICAL COMMISSIONING GROUP (WCCG) STATEMENT FOR
COMPTON CARE QUALITY ACCOUNT 2021/2022



30th June 2022

Re: Black Country and West Birmingham Clinical Commissioning Group (BCWBCCG) statement for Compton Care Annual Quality Account 2021/2022

BCWBCCG welcomes the opportunity to provide this statement for Compton Care Quality Account for 2021/2022. Compton Care Quality Account provides a clear and concise summary of the invaluable work of the staff and volunteers at Compton Care over the past 12 months. Upon reviewing this Quality Account, we note that this Quality Account complies with national guidance and demonstrates a wide range of areas where there has been achievement and areas where improvement is required.

It is pleasing to see that Compton care has extended Care Coordination & rapid response services as 7 days a week service which will allow timely, responsive, and valuable advice offered to patients, family members, and referrers, which will improve quality outcomes and patient experience of the services. In addition, BCWBCCG is pleased to see Compton Care working collaboratively with the digital fabrication laboratory, which allows patients to experience a virtual tour of therapeutic care facilities offered, thus aiding with relaxation, improving wellbeing, help reduce feelings of anxiety and even improving physical symptoms in patients.

The CCG would particularly like to note the following key achievements for 2021/2022:

- The modernisation of Compton Care facilities, refurbishment of spiritual care space accommodating multi faiths, denominations and beliefs and creating dedicated complementary therapy and bereavement rooms.
- The development of early career pathways channels, including work experience, placements and apprenticeships, government schemes and people management skills.
- Working collaboratively with clinical leads and external institutions offering high- quality educational placements and positive learning experiences to support the development of future healthcare professionals building workforce capability for the future.
- The recruitment of Freedom to Speak Up Champions so that staff can raise concerns should they feel unable to speak up through other routes.
- It is pleasing to see that Compton Care has significantly reduced falls, pressure ulcers and medication incidents at Compton Care.

The CCG would like to thank all the staff at Compton Care for their outstanding commitment to responding to the pandemic and transforming services to deliver new ways of working to ensure that patient care is delivered to a high quality and safe care standards.

We also commend Compton Care for its exceptional contributions and collaborative working approach as a key system partner in our response to the COVID19 pandemic. It is great to see that even during the most challenging and uncertain times, Compton Care continuously ensured the delivery of the highest levels of safe care and support to our service users and their families and, most importantly, enhances their care experience.

Looking forward to 2022/23, BCWBCCG (BCWBCCG) is delighted to have the opportunity to continue working closely with Compton Care as a key partner in helping us continually improve our services by providing accessible, innovative, and influential palliative care to our patients and their families.

It is encouraging to see from the Quality Account that Compton Care is clear that providing high quality and safe care is their number one priority which is evident through the progress against priorities for improvement for 2021/22 and the selection of new priorities identified for improvement 2022/23. The CCG looks forward to working with Compton Care to ensure the quality of services commissioned for 2022/23.



Sarah Quinton
Deputy Chief Nursing Officer
Black Country Integrated Care Board



Compton Care

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