

# Quality Account

2023-24



Compton  
Care

specialist  
palliative and  
bereavement support

Registered charity number: 512387

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# CHAIRMAN & CEO STATEMENT

The last year has been a period of change, consolidation and evolution for Compton Care, as we continue our mission of providing high quality accessible care and support for the people in our communities living with life limiting conditions.

Since helping our first patients in 1982, we continue to provide tailored specialist care and support that meet our patients' individual needs and wishes. We've developed and embedded our Virtual Ward service, meaning patients with complex symptoms related to their palliative diagnosis can now remain in their own home and receive enhanced specialist level and consultant-led care. This advancement in patient care has helped to prevent crisis escalation, avoid hospital admissions and support hospital discharges. A new website has also made the referral process simpler and more user friendly for external organisations and patients to self-refer, which has led to record numbers of referrals and calls to our 24/7 Advice and Referral Line.

We've continued to enhance the hospice environment so that its welcoming, comfortable and reassuring for patients and families. Our Inpatient Unit rooms have begun a transformation programme to ensure we offer modern, therapeutic and peaceful spaces. 11 of our 18 rooms have been renovated so far and equipped with amenities including smart TVs and iPads that help patients stay connected with loved ones and enjoy their favourite entertainment. Additionally, translation apps facilitate better communication for patients who speak a different language, ensuring they feel understood and supported.

A terminal illness not only affects the person diagnosed, but those closest to them. We have continued to provide support for family members, carers and the people who mean the most to patients through support groups, talking therapies, counselling, complementary therapies and social work support. Our support is available throughout the duration of a person's illness and after death through our dedicated bereavement service and we've reviewed our bereavement support and information offer for the wider community this year to increase accessibility.

We've developed more meaningful engagement with our communities. We launched a People Panel that now brings insight and involvement from members of the community and service users to our activities and decision-making processes to help gain a more rounded perspective of how our services can be developed. And we've begun to better understand the people within the communities we serve.

We've focused on governance and safety, and we remain committed to improving patient and staff safety and meeting the highest standards. We encourage an open reporting culture, recognising that safety is everybody's responsibility and foster a proactive environment that continually seeks to learn and improve.

Our sincere thanks go to every staff member and volunteer for their dedication and commitment, helping to ensure we are there for people when they need us most. Together, we will continue to make a meaningful difference for people navigating life with a life limiting illness, helping them to live a good quality life despite the challenges they face. We understand that the impact extends far beyond the individual. It touches the lives of families, friends, and carers. That's why we're here not just for the duration of a person's illness, but beyond - offering specialist care, support, and comfort to all those affected.



**Ros Keeton**  
*Chairman of the Board of Trustees*



**Rachel Overfield**  
**CEO**

# 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 over 40 years, Compton has been providing palliative and end of life care to patients, and support for their families, helping them to navigate every aspect of life with a life limiting 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 patients' 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 available to patients aged 18 or over (and their families) living in Wolverhampton, 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, horticulture, craft and chat and planning for the future.
- regular appointments and consultations with medical and clinical staff.
- Training and education sessions are also available for family members and carers supporting loved ones with life limiting 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, walk and talk, eco 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. Our patient rooms have been recently refurbished to ensure our patients feel at home and to include technological additions such as iPads. Family members are able to stay overnight, and pets are encouraged to visit too.

## VIRTUAL WARD

Patients with complex symptoms related to their palliative diagnosis can now remain in their own home, receiving enhanced specialist level and consultant-led care which includes regular reviews, full multi-disciplinary team input and overnight support if needed. The Virtual Ward provides responsiveness to prevent crisis escalation, avoid hospital admissions and support hospital discharges.

## COUNSELLING & SUPPORT SERVICES

A life limiting 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 and social work support. Support is available throughout the duration of a person's illness and after death. Ongoing bereavement support is available for friends, family and loved ones of Compton patients. We have started to review our bereavement support and information offer for the wider community this year to increase accessibility.

## 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. At home and out-patient appointments are offered.



# OUR SERVICES INCLUDE:

## COMMUNITY ENGAGEMENT TEAM

The team continues to lead on all aspects of community engagement and to support and engage with groups, individuals and local communities to raise the profile of Compton Care and the services we offer. They actively engage with harder-to-reach groups, including Ethnic Minority and LGBTQIA+ communities and homeless people, as well as supporting patients and their families and carers to have the confidence and opportunity to live well and to improve their experience of end-of-life and bereavement care. The team continues to facilitate the collaborative work with The City of Wolverhampton Council distributing financial support from the Household Support Fund to our patients, families and carers to help ease any anxiety related to the current cost of living crisis.

## SPECIALIST PALLIATIVE CARE OUTPATIENT CLINICS

Clinics commenced weekly in February 2024 and patients can attend for a review of their medication and symptoms. Patients can also take the opportunity to discuss advance care planning and engage in the ReSPECT process.

## 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 alongside 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. Our responsive approach to palliative care has become a lifeline for so many of our patients and their families, supporting patients to remain in the place they call home, if preferred, and preventing hospital admissions and we do this in the following ways:

- Working alongside our specialist palliative care team are our dynamic and highly responsive community palliative care service, known as Rapid Response. The service, made up of a multi-disciplinary team including clinical nurse specialists, paramedics, health care assistants and medics, has been greatly benefitting patients throughout Wolverhampton by assessing and managing urgent situations, all hours of the day and night, helping to prevent unnecessary hospital admissions and ensure a health care expert can be in attendance within two hours.
- Our Care Home team, now part of our wider specialist palliative care, team, provide advice and support to residents, carers and families of those living with a life limiting condition in a nursing or residential home in the Wolverhampton area. The team support with ReSPECT plans and symptom control, reducing the need for unnecessary hospital admissions at the end of life and ensuring that patient's wishes are followed. Compton Care also provides training to care home staff on relevant topics including use of syringe drivers.

Adults aged 18 or over who have received a palliative care diagnosis and reside in Wolverhampton, Walsall, Dudley, South Staffordshire or east Shropshire are eligible to access our care. Carers and family can also access support too.



Referrals to our services can be made via healthcare professionals or self referral to our Advice and Referral Line. The Advice and Referral Line is open seven days a week and can also provide advice and signposting on topics such as debt and welfare.

### SUPPORT SERVICES

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

Compton's Learning and Development Team deliver a wide range of education opportunities for both staff and external delegates 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 to support the local community seven 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.





2023-24

# ACTIVITY IN NUMBERS

7,807



**REFERRALS**  
in total were  
made to our  
services



341

**PATIENTS**

received 24-hour  
specialist care on our  
Inpatient Unit

746

**VIRTUAL WARD PATIENTS**



were admitted to  
our newly formed  
Virtual Ward

8,790

**SUPPORT VISITS**



were provided by our  
community teams, consisting  
of Planned Care, Night  
Support and Rapid  
Response to patients in  
their own homes



26,497

**CALLS**

were received and managed through  
our Advice and Referral Line



Our Inpatient Unit had 91% of available bed days  
occupied over the course of the year

91%

## PART 2

# ACHIEVEMENTS AGAINST PRIORITIES 2023-24

## PRIORITY

## 1

We said we would reduce inequalities in access to palliative and end of life care within our catchment area

## WHAT WE HAVE ACHIEVED:

- We launched our patient/public involvement and community engagement plan, setting up a People Panel with membership from staff, service users and lay persons, involving patients in our activities and decision-making processes, in order to gain a more rounded perspective of how our services can be developed.
- We held an open day for the South Asian Community to raise awareness of our services and for networking purposes and have engaged with our local Gurdwaras.
- We held our first 15 Steps Challenge on our Inpatient Unit, to look with fresh eyes at the first impressions patients and visitors get when entering the unit. This included a young person's representative who highlighted what we could do better for visiting children using Compton's facilities. A Children and Young Person's room has been planned for those visiting the Inpatient Unit.
- We have had the opportunity to promote our collaborative work with the Local Authority on the Household Support Fund in the local press and local radio and across social media.
- We now have representation on the Wolverhampton Healthwatch Panel to provide direction, oversight, scrutiny and support to their annual workplan by identifying key areas of work, sharing information and insight from our community, offer experience, expertise and knowledge to support in regard to fulfilling their legal and statutory obligations.
- We have begun to clearly understand the demographic of the people within the communities we service. We have identified community hub locations from which we will deliver services, co-located in these communities.
- Our organisational development programme includes EDI as a priority for the coming year. We want to be a place where everyone feels welcome whoever they are, whether they are cared for by us, employed, volunteer or support us in any way. We have spent time this year exploring what Equality, Diversity and Inclusivity means to us at Compton, learning from others, considering the identified nine protected characteristics that help to make up diverse organisations.

PRIORITY

2

We said we would ensure patients are supported to make informed choices about their care and that care is provided in the patient's preferred place

**WHAT WE HAVE ACHIEVED:**

- Electronic prescribing has been installed within our Inpatient Unit and Community Teams.
- We have introduced a new website, part of this included improving the referral process so that it remains simple and user-friendly for external organisations and patients to self-refer.
- Our community and virtual ward teams are now fully embedded
- The refurbishment of our Inpatient Unit continues. Neutral, relaxing colour schemes have been introduced to ensure our patients feel at home, along with technology to enable patients and relatives to stay connected.



PRIORITY

3

We said we would continue to grow, develop and support our workforce

**WHAT WE HAVE ACHIEVED:**

- Throughout the year we have made a number of appointments into specialist roles including a Bereavement Nurse and a Neurological Conditions Coordinator
- We have six ward assistant volunteer roles, to assist in the inpatient setting to support the nursing and catering teams in identification of patient needs and preferences in order to deliver individualised care.
- We have introduced development posts with our Rapid Response team providing a competency document and bespoke support and training package to support them at work at an advanced clinical level.
- We recruited our first externally trained nurse associate – the first nurse associate to work within the community team as part of Virtual Ward. This has increased our own cohort of nurse associates who have been trained by us, one of which is now progressing to complete her nurse training.
- We continue to offer clinical supervision to our clinical staff. We have an extensive team of Mental Health First Aiders along with Freedom to Speak Up Guardians and Wellbeing Champions across the organisation. We will look at coaching and mentorship within the clinical services and beyond as a further way to improve staff satisfaction, retention, wellbeing and development.

PRIORITY

4

We said we would expand our Living Well, Bereavement and Support Services to provide the services needed across the communities that we serve

**WHAT WE HAVE ACHIEVED:**

- We have expanded our counselling and support offer following consultation with clinicians, to deliver a ‘whole person approach” and widened the range of activities we offer to include Art Therapy and Eco Therapy. With an additional Art Therapist in post, Art Therapy is now an integral part of the service available to Inpatient Unit patients and families.
- We have reviewed our post-bereavement offer. We launched our Bereavement Café on 30 October 2023, which provides a safe space for the newly bereaved and our Living Well After Bereavement group.
- We have organised attendance by therapists from the counselling department at multi-disciplinary meetings for both community and IPU in order to offer an integrated approach where psychological support and input is available to staff in planning and considering the care of patients.
- We are working with the transition nurse at Royal Wolverhampton NHS Trust to support those patients aged between 18-24 who are leaving paediatric services and entering adulthood.
- In relation to patients who have religious needs, we have religious leaders from the Buddhist, Hindu, Muslim, Pagan and Sikh religions who can be contacted and have access to other faith leaders through support of the Birmingham and Black Country Chaplains Collaborative. We also share the on-call rota for Roman Catholic priests with Royal Wolverhampton NHS Trust and have organised the licensing of a volunteer to offer communion on IPU and offering non-religious funerals.
- We have commenced the roll out of Spiritual Care competencies across Compton and worked with local schools to introduce spirituality. In addition, the team have created ‘what makes you smile’ boards to explore individual spirituality; the use of widget boards to communicate with non-verbal patients and those who speak another language.



# PRIORITIES FOR IMPROVEMENT 2024-25



Our Clinical Strategy for 2023 - 2026 focuses on improving access to seldom heard communities, continuing to modernise existing services and the expansion of our supporting care provision.

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





PRIORITY

1

Enhance the hospice environment to ensure that it continues to be welcoming, comfortable and reassuring for our patients and families.

WE WILL:

- Continue the Inpatient Unit room enhancements so that every one of our patient rooms offer modern, therapeutic and peaceful spaces.
- We have expanded our children, young people and family offer by not only offering 1:1 and group support but also through family days, events and outings that aim to reduce social isolation and improve and facilitate peer support for those families experiencing grief and loss.
- Our Inpatient Unit reception will be updated to provide a more welcoming atmosphere and a new volunteer meet and greet role will be created.
- Our Living Well Service will have more interaction with our inpatients, proactively offering complementary and diversional therapies to those on our Inpatient Unit.
- Our first 15-Steps Challenge identified the need for more facilities for children and young people visiting their relatives on our Inpatient Unit. A young person's room is now in development.
- We will continue to hold regular 15-Step Challenges, next concentrating on our Living Well Service and Outpatient area.

PRIORITY

2

Embed the Patient Safety Incident Reporting Framework (PSIRF) model in a hospice setting

WE WILL:

- We will look at considered and proportionate responses to patient safety incidents with an emphasis on learning and improvement where it is most needed.
- This year, building on last year's roll out of the PSIRF framework, we will focus on specific areas of patient harm such as tissue viability and pressure areas, adopting modern best practice to reduce incidents of avoidable harm for our patients.
- We will provide revised incident investigation training so that those who are investigating incidents feel confident with the process.
- Our PSIRF lead will continue to attend workshops and webinars to ensure we are up to date with the process and for shared learning.
- We will further embed the 'no blame' culture including further promoting psychological safety and compassionate engagement when carrying out incident investigations.

PRIORITY

3

Define The Outpatient model

WE WILL:

- We have commenced outpatient clinics and will engage with our service users and stakeholders to ensure the model meets their needs throughout the coming year, empowering our patients to access our services when and where they wish to.
- We will be trialling 'walk in' sessions delivered alongside our Living Well Service, mirroring a patient-led model of care.
- The evaluation of these clinics will then influence decisions relating to further outpatient clinics.

PRIORITY

4

Measure the impact of our services in a consistent and meaningful way

WE WILL:

- Progress further the work we have achieved with the Integrated Palliative Care Outcome Scale (IPOS) by implementing proven software to capture results and create accurate and effective reports.
- Launch our new 'How Did We Do?' feedback system for people using our services.
- Implement new innovative initiatives for patient feedback and engagement including patient video diaries and patient participation groups.

PRIORITY

5

Develop a clear career progression pathway for our clinical staff

WE WILL:

- Map clinical career progression at Compton to enhance recruitment and retention of staff with a defined pathway to include development opportunities at all levels.
- Scrutinise and evaluate clinical roles in order to ensure we have a workforce skilled and knowledgeable in the delivery of modern specialist palliative care.

## PART 3

## QUALITY OF SERVICES

## STATEMENTS FROM THE CARE QUALITY COMMISSION

Compton Care is registered with and regulated by the Care Quality Commission (CQC) 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 2023/24.

## 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 the Clinical Governance Sub-Committee that reports to Quality Assurance Committee, which meets 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.
- Service User Feedback and Outcomes
- Service Development and Improvement
- Clinical Audit Outcomes

- Safeguarding
- Clinical policies and guidelines.
- Healthcare acquired infections and infection prevention and control.
- Management of medicines.
- Medical Alerts and Nice Guidelines
- Local and National Learning

The Clinical Quality Assurance 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 responsibility 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.

Towards the end of 2023 we implemented the Patient Safety Incident Reporting Framework (PSIRF) which replaced the Serious Incident Framework (SIF). PSIRF promotes learning from incidents and allows organisations to choose issues to investigate along with levels of investigation including hot debrief, after action review, thematic reviews.

A total of 342 incidents were reported by the clinical services during 2023/24, a slight increase from 317 in 2022/2023.

## 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 while under the care of Compton Care is low.

The number of patients admitted to our inpatient unit during 2023/24 was 341. Of these patients 88 developed a grade 1 or 2 pressure ulcer while under our care. All were investigated and deemed unavoidable.

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 patients are at very high risk of pressure ulceration regardless of the risk score, therefore we use special high-risk mattresses for all patients. We also routinely offer repositioning every four hours, increasing to every two hours for those patients at high risk of developing a pressure ulcer.

In line with PSIRF we have started to carry out thematic reviews to look for common themes. We sourced an external peer review of tissue viability management in 2024. The peer review confirmed that we have suitable systems and processes to reduce the risk of preventable wounds. The review recommended completing a gap analysis against new guidelines and publications. This will form part of our Quarter 1 progress in 2024/2025.

## FALLS

Compton Care continues to be committed to reducing slips, trips and falls wherever possible, minimising the risk of injury. This year, 75 slips, trips and falls were reported that involved patients, which is a decrease compared to 2022/23. Of these, 30 resulted in minor harm such as a bruise.

All falls are reviewed by the Service Manager as part of the incident management process, and we audit compliance with the Falls Policy.

Following each fall that occurs on the Inpatient Unit an investigation is carried out to understand what happened and whether the fall could have been prevented. Any emerging themes will trigger a review of all falls to determine whether there are any opportunities to reduce the risk of falls and share lessons for improvement.

## NOTIFIABLE SAFETY INCIDENTS IN 2023/24

Compton Care had no notifiable safety incidents during 2023/24.

## 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.

Our Housekeeping team complete monthly cleanliness audits via iAuditor system. Standards are consistently achieved.

## MEDICATION INCIDENTS

During 2023/24 we recorded 50 medication incidents, which is a reduction compared 2022/23 when 54 were recorded. Regular medication audits continue to lead to proactive identification of medication incidents. Specific medication audits completed in 2023/24 included Antibiotic Prescribing Audit, CD Audit, Treatment Sheet Audit and Non-Medical Prescribing Audit.

Our Medicines Management Group meets every two months. 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

Our medicines policies have all been reviewed, updated and streamlined during the year. To support the review and implementation of our medicines' procedures and processes, we have increased the hours of our Pharmacy Technician who works alongside the Pharmacist and other clinical staff to improve the medicine safety culture.

During 2023/2024 we commenced thematic reviews to look at recurring or clusters of incidents relating to medications. This has included a thematic review regarding opioid toxicity. Measures for improvement were identified and an action plan put in place.



## STAFFING

Employee wellbeing is a critical component of a healthy working environment at Compton Care and is defined as the overall mental, physical, emotional, and economic health for everyone. We have a range of wellbeing activities, initiatives and resources to support staff including:

- CEO briefings - To encourage and engage in effective communication with everyone,
- Team Talks - All staff attend 'Team Talks' where a variety of subjects are discussed, e.g.: Development/Wellbeing for everyone's views to be heard.
- Christmas Events - Everyone was invited to meet the Leadership Team, Trustees and Custard Bear (the Compton Mascot) and receive a 'Thank You' gift and Christmas card.
- Learning and Development - We offer professional development, apprenticeships, management training, development programmes and we have internal skills and clinical training including stress management, personal resilience, understanding emotional intelligence and diversity amongst us, which are open to all staff to gain strategies to develop resilience and support their own wellbeing.
- Schwartz Rounds - A structured forum where staff and volunteers come together to discuss emotional and social aspects of their work.
- Long Service Awards - Presented quarterly at an event hosted by our Chairman and CEO.
- Freedom to Speak Up Guardians - Support staff to raise concerns if they feel unable to do so via usual escalation routes.
- Mental Health First Aiders - Following the successful introduction 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, a (MHFA) Network Support monthly meeting has been established to encourage them to share ideas, offer support and look out for their own wellbeing. We now also have an accredited Mental Health First Aid Trainer internally and this has resulted in an extra 20 MHFA fully trained in Mental Health Crises.
- Wellbeing Champions - New members have been welcomed and we are now setting our agenda for the coming year to continue to encourage everyone to support wellbeing by maintaining idea generation, setting wellness goals, promoting wellbeing initiatives, advocating for policies and environments that support improved health.
- The Hub - Dedicated wellbeing resources hosted on our intranet including articles, blogs, podcasts and videos for mental, physical, emotional, spiritual and economic wellbeing including financial support information from Barclays.
- Mindfulness - Allowing time to pay attention to the present moment including your own thoughts and feelings, and the world around you to improve your mental wellbeing.

## QUALITY IMPROVEMENT AND INNOVATION GOALS

Compton Care's income in 2023/24 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.

The Data Security and Protection Toolkit is a performance tool produced by 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.

We have successfully completed the NHS Data Security and Protection (DSP) Toolkit for the 2023/24 reporting period. Following submission an action plan was developed highlighting areas where we could improve on existing controls or work towards assertions on the toolkit that are currently not mandatory. The actions included:

- Configure the electronic patient record system to be compliant with National Data Opt-Out.
- Perform a full review of how we collect and store consent to share data.
- Perform regular staff training needs analysis.

There were no reportable data breaches in 2023/24.

Compton Care is Cyber Essentials certified and is working towards achieving Cyber Assurance accreditation in 2024/25. 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 extended our Research Facilitator post, creating a three-day collaborative post with Walsall NHS Trust, and appointed to this successfully.

Our Research Governance Group meets regularly to review potential studies, share information from other groups regionally, and also to review progress with delivering our strategy. The group now includes members from Walsall Research & Development teams as well as our own team and clinical champions, supported by nurses from the National Institute for Heart Research (NIHR) and Clinical Research Network (CRN).

Our monthly Journal Club continues virtually and is recorded for those who can't attend to catch up later. We have a dedicated intranet page, newsletter, patient information leaflet, and print journals available in staff areas.

We are currently recruiting to the CHELsea II study (Clinically Assisted Hydration at End of Life) which is a cluster randomised trial of clinically-assisted hydration for patients in the last days of life). We are an identification site for the Virtual Peer-To Peer Support Programme for Informal Caregivers Of Individuals With Motor Neurone Disease At Risk Of Becoming Currently Technology-Dependent: Randomised Controlled Trial.

We are building closer links with research teams across the region including at Walsall NHS Trust, 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 (Building a Research Hub for palliative Care in Birmingham and the West Midlands). We plan to carry out a research governance review later this year, and our research strategy will be refreshed.

## 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
- ReSPECT/ACP
- End of life care

Audit findings are presented and discussed at the Clinical Governance Sub-Committee.

During 2023/24 we introduced some additional audits including Patient Monitoring and Appropriate Escalation of Pain Management Audit to give greater coverage of audited topics. We also further developed our Patient Experience audit on Tendable to ensure patients had maximum opportunity to feedback their views on our services.

## EXPERIENCE

For several years we have participated 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.

During 2023 we have developed our own in-house patient and relative feedback system called 'How Did We Do?', which we plan to roll out during 2024. This will expand the channels used to access the questionnaires and will include posters with QR codes, patient iPads on our Inpatient Unit, podiums with an iPad at main reception, inpatient reception and our outpatient area. There will also be outpatient automated text messages, providing a link to access the survey.

During 2023 we have continued our experience collection with 'How are we doing?' cards available around our clinical areas for patients, relatives and visitors to leave comments. Verbal comments are also collected by our ward clerk.

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

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

In 2023/24 we received five clinical complaints across community and inpatient services. They were fully investigated and actions were put in place to aid improvement.

## FAMCARE AUDIT RESULTS

The Association for Palliative Medicine (APM) FAMCARE is a national service evaluation of bereaved relatives' satisfaction with end-of-life care, organised by the APM. 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 relatives' satisfaction with the care and support they received from our palliative care teams.

The results will be presented to the Clinical Governance Sub-Committee in May 2024 and an action plan created as appropriate.

One family commented: "Outstanding care and support throughout a difficult and devastating time."



## WORKFORCE

### HR Information system

The HR team continue to work in partnership with the Informatics team to further develop the HR information system 'Youmanage', which has now fully embedded the employee self-service (ESS) and managers self-service (MSS). This allows staff full remote access to book holidays, sickness, TOIL and change certain personal details amongst several more features.

### Recruitment

HR has worked with Hireful to roll out and implement a fully branded Compton recruitment platform enabling staff and volunteering opportunities to be advertised on a number of platforms that includes the NHS jobs website. All applications are now electronic, and individuals can also register their interest against roles that may become available in the future. The adverts also go onto the Compton Care's website 'Join Us' and when candidates apply their information is redacted so we are now able to recruit in a fully unconscious bias manner to ensure the right candidates with the right skills are selected for interview.

### Staff Survey

May 2024 will see us undertake another full Staff Survey, followed shortly by our first Volunteer Survey. In readiness for identified actions following our staff survey, we have enhanced our staff and volunteer communications and engagement by implementing communications channels called 'Connect'.

This concept will allow for a formal process of cascade information down through the organisation beginning with CEO CONNECT, a twice-yearly briefing direct from the CEO, giving an overview of the last six months and updating on future plans, along with opportunity to ask questions and raise concerns.

Followed by COMPTON CONNECT, monthly in person team briefs for management to share key messages in a timely and consistent way, ensuring information is cascaded correctly. Opportunity for feedback to come back up for discussion. TEAM CONNECT will see team leaders and supervisors deliver these messages in a style that is befitting to their team and also add local development and news articles, finally drilling down to individual 1-2-1 meetings updates and PDRs.

This formal rollout will enable message to flow up and down the organisation but be adapted to individual style and language.



## Statutory and Mandatory Training

Blue Stream continues to deliver our learning provision with the enhancement of bespoke modules as appropriate for our staff and volunteers to enhance skills and meet regulatory compliance.

We have this year revisited our probationary period and shortened the process to encourage our new team members and volunteers to be more inclusive and get to know the Compton values and ways of working sooner. However, we do take our responsibilities very seriously and have included the successful and completed sign off of our statutory and mandatory training as being an intrinsic part of a completed probationary review.



## Volunteer Service

The Volunteer Management team has worked with Retail to fully understand their recruitment needs for volunteering. Recruitment in stores has been segregated into clusters so recruitment events can be undertaken close to where the volunteering opportunities are to attract local participation.

We have removed dormant volunteers from our numbers so that managers can fully integrate with their volunteers and understand why some volunteers do not participate on a regular basis.

The recruitment process also changed, with volunteers now able to complete and commence their recruitment in store with managers digitally, including completing application forms and identification checks to ensure the process is smooth, efficient and timely.

Further work is underway to enter the volunteers into Youmanage that allows them to commence statutory and mandatory training quickly, update and complete their personnel file and enable managers to start to build relationships sooner.

We are continuing to improve communications with our volunteers, we still send out newsletters but now do so digitally so that they can be accessed at a convenient time. We can also place important messages on Youmanage.

## PART 4

# BLACK COUNTRY INTEGRATED CARE BOARD STATEMENT

Black Country Integrated Care Board (BCICB) statement for Compton Care Quality Account 2023/2024

26 July 2024



BCICB (Black Country Integrated Care Board) welcomes the opportunity to provide this statement for the Compton Care Quality Account for 2023/2024. This account offers 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 it is materially accurate and in line with the information presented to the ICB via contractual/quality monitoring and quality visits. We are particularly pleased that the Quality Account fully complies with national guidance. The Quality Account also demonstrates a wide range of areas where achievements have been made and areas where improvement is required.

The ICB notes that quality remains a top priority for Compton Care. We will continually monitor progress against the delivery of the quality priorities and look forward to seeing the positive impact this will have on patient experience and their outcomes.

The ICB would particularly like to note the following key achievements for 2023/2024:

- We commend Compton Care for making significant strides by exploring what equality, diversity, and inclusivity mean for the organisation and continuously ensuring that the rights of the nine protected characteristics are protected and that their care needs are met without discrimination.
- We recognise and commend Compton Care's efforts to engage with local ethnic communities, which is a crucial step that will yield numerous benefits. These include improved access to care, increased awareness, and better communication, all of which contribute to enhanced outcomes and experiences of palliative services for our local communities. This initiative by Compton Care will improve the quality of care and strengthen the bond between the organisation and the diverse communities it serves.
- We acknowledge that Compton Care has included EDI as a priority for this year's upcoming organisational development programme. We recognise that this will help further improve the Compton Care work culture where everyone is valued and respected.

- We commend Compton Care for successfully implementing electronic prescribing within its Inpatient Unit and community teams. This is a significant achievement from a patient safety perspective
- We note that Compton Care is working collaboratively with the local authority. In addition, they have now been represented on the Wolverhampton Healthwatch Panel, which is positive news for our patients and local population outcomes and their experience of the services they receive.
- We acknowledge Compton Care for successfully developing and embedding virtual ward services, which suit patient needs and provide enhanced specialist care and support in people's homes. We recognise that the virtual ward services have helped prevent unnecessary hospital admissions and have helped create some additional bed capacity within the secondary care settings.
- It is pleasing to see that Compton Care has reduced the number of patient falls and medication incidents reported for 2023/2024. This achievement reassures us of the commitment to patient safety and quality care.

Overall, we are pleased that Compton Care is committed to delivering and developing the highest-quality specialist palliative and end-of-life care for our local communities and continuously supporting their families and carers. The ICB would like to thank all the staff and volunteers at Compton Care for their outstanding commitment to continuously transforming services and implementing new ways of working to ensure that patient care is delivered to high-quality and safe standards.

Looking forward to 2024/2025, BCICB 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 provides high-quality and safe care, which is their number one priority. This is evident through the progress against priorities for improvement for 2023/2024 and the selection of new priorities identified for improvement in 2024/2025. We commend Compton Care on its commitment to working with the ICB collaboratively and transparently in 2023/2024 and look forward to working in collaboration and partnership over the next year.



Sally Roberts  
Chief Nursing Officer/Deputy Chief Executive Officer  
Black Country Integrated Care Board

# Compton Care

specialist  
palliative and  
bereavement support

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