



rainbows

Brightening short lives

We care for babies, children and young people
in the East Midlands – wherever they are.

Hospice | Hospital | Home

Quality Account 2023/2024



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Our Vision, Mission and Values

Our Vision

The Rainbows experience wherever you are.

Our Mission

Across the East Midlands we will:

- Transform care for those babies, children and young people who have a life-limiting or life-threatening condition
- Relieve the pain and symptoms associated with life-limiting/life-threatening conditions
- Support every baby, child and young person to achieve their full potential
- Create memories for families to treasure
- Provide comfort and compassion at the time of and following the death of a baby, child or young person



Our Values

...because **WE CARE** we are:

Our Values	Evidenced by
Welcoming	<ul style="list-style-type: none"> We will welcome you to Rainbows with a smile and open arms. If you are a family member please make yourself at home. If you are a supporter thank you, we are so grateful to you. If you are a colleague, volunteer or Trustee we will value your contribution We will have a positive “can do” attitude, which we will demonstrate every day, through our body language and behaviour We will treat everyone as we would like to be treated and will consider others needs as well as our own, embracing and valuing differences. We will see everyone as an equally important link in the chain We will support others personally and professionally, especially when they are struggling or managing a stressful situation We will demonstrate care and compassion to everyone all of the time
Excellent	<ul style="list-style-type: none"> We will work hard to be the best we can be at everything we do and we will play our part in helping others to achieve the same. We will constantly look for ways to be outstanding in all of our work We will listen, we will learn and we will lead. We will be the best we can be in order to offer exceptional service We will deliver care that reflects best practice and clinical excellence, and we will be outstanding across the whole of the organisation We will actively participate in our development plans, using the appraisal process and taking personal responsibility. We will keep up to date with statutory training and access appropriate training opportunities We will encourage people to be open about mistakes and how we can learn from them
Co-operative	<ul style="list-style-type: none"> We will work together to create the best possible outcome for families, which is our single unifying goal We will take on board others’ views and welcome feedback on how we could do things better We will develop trust through openness, honesty and consistency, to ensure that everyone feels safe to speak up and that people feel able to voice their views in an appropriate manner We will frame meetings and discussions with a positive message at the start and remain solution focused throughout We will demonstrate Rainbows values in all that we do and we will consider the impact that our behaviour has on others, either positive or negative

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Our Values	Evidenced by
Accepting	<ul style="list-style-type: none"> • We will accept everyone because everyone matters. We will respect and embrace the differences amongst the diverse communities we serve • We will be accepting and supportive of change, which includes seeking accurate information about the changes. We will constructively challenge proposals for change if we do not agree and offer alternative suggestions • We will politely challenge inappropriate behaviour or poor working practices • We will always seek accurate information and not contribute to Rainbows rumours • We will accept other people's strengths and weaknesses and should not assume we are all the same
Responsive	<ul style="list-style-type: none"> • We will listen and we will learn. We will rise to the challenges we face and we will not give up. We will try new things and develop new services to meet increasing and changing needs • We will do what we say we will do and hold others, respectfully, to account for their actions and behaviours and ourselves. Alternatively, we will provide an explanation if we are delayed or no longer able to do so • We will work pro-actively and collaboratively, responding to different teams' needs • We will constructively feedback to others and be willing to receive feedback • We will try to see a situation from the viewpoint of others and respond in an appropriate way, considering what it must feel like to be in someone else's shoes
Energetic	<ul style="list-style-type: none"> • We will go above and beyond and we will make sure the efforts we put in matches our ambition. We hope our energy is infectious • We will work together and celebrate together. We will cooperate as a team and acknowledge each other's success and achievements • We will actively communicate the right information at the right time. We will be open and transparent at all times, helping and guiding each other • We will show commitment to demonstrating the Rainbows values and we will aim to be the best we can be • We will set ourselves stretching goals, going the extra mile where possible, to make a difference to others and to maintain the reputation of Rainbows

Part One

Statement of Quality by the CEO

This is our twelfth Annual Quality Account and covers the period between 1 April 2023 to 31 March 2024.

As I write we are no longer dealing with the direct effects of Covid, although it has changed some of how we work permanently, and we have learnt a lot from it. Our families and supporters continue to face challenges with the economic and social challenges that we all face, and we recognise that our support has never been more valued or more important. We have taken huge strides in achieving our strategic ambition to reach many more babies, children, and young people. We continue to provide vital end-of-life care and symptom control for those children who simply do not live long enough, and we are not only providing that at the Hospice in Lark Rise, but began provision at home, working with other partners, in October 2023. Our continued expansion of our 'Rainbows in Hospital' service has also been critical in significantly increasing our reach to both those who need our care and support, and the number of other professionals and partners that we are working with.

Our people, both staff and volunteers, are our greatest asset and it is their dedication and commitment that makes what we do possible along with that of our supporters. We have focused on ensuring that they have the resources that they need to do their jobs well and that we are developing their skills and expertise so that together we can achieve more. Our Mental Health First Aiders are now embedded in the organisation and work hard to support and signpost colleagues as well as raising awareness. We continue to improve our communications, particularly in relation to how we tell our story to staff and how we hear about their concerns or challenges.

We have continued to invest in improving how we work - whether that is through digital solutions, changes to processes, our approach to learning and improving what we do or simply where our staff are located. This is all part of making us more efficient and effective allowing us to better support our babies, children, young people and their families.

I feel very privileged to work with such an amazing team of staff and volunteers. The quality of care and support that our teams provide, the passion our staff have for doing the best they can wherever they work in the organisation is remarkable. Undoubtedly there will be future challenges, some which we can't foresee, however, I am confident in our ability to respond to those challenges and to continue to deliver our ambitious plans for the future. We couldn't do what we do without our supporters, and we would like to take this opportunity to thank them for making what we do possible.

To the best of my knowledge, the information reported in this Quality Account is an accurate and fair representation of the quality of services provided by Rainbows Hospice for Children and Young People. We hope you find this Quality Account both informative and useful and please do not hesitate to contact us with any questions or comments that you may have.



Jane Burns
Chief Executive Officer



Part Two

What we achieved in 2023/24

In line with our Strategy, Rainbows identified the following priorities for 2023/24

Rainbows continued to develop and expand its services throughout 2023/2024. Our focus and priority has been on reaching more babies, children, young people and families across the East Midlands, to ensure they have access to high quality, specialist services at the time when they need it most. Rainbows has successfully made progress on all of the priorities set out in 2023.

Future Planning – Patient Safety

Priority 1: Implementation of Electronic Prescribing and Medicines Administration (EPMA) using SystmOne

EPMA continues to be planned to ensure safe systems of working around medicines which is the highest volume, frequency and risk intervention at Rainbows. Medical and Non-Medical Prescribers are using SystmOne for prescribing via a honorary arrangement with Derbyshire Health United. Roll out of EPMA at Rainbows has been delayed due to external issues with systems access but is hoped to be in place by Summer 2024.

Priority 2: Evaluate daily Safety and Risk Briefings (SARB) to demonstrate floor to Board identification and management of risk within the Hospice.

SARB was implemented in January 2023 as a mechanism to increase staff awareness and involvement in identifying and managing risk and safety concerns within the Hospice. Aim to be proactive and pre-emptive - 'Better Decisions Together'.

Three areas are discussed daily:

- Dependency and Capacity
- Deteriorating babies, children and young people
- Any safety events/concerns

Interim evaluation in October 2023 identified the need to include pre-emptive planning on a daily basis when reduced staffing and increased acuity may result in safety and compliance checks being missed or delayed. The full evaluation in January 2023 with a full year of data collection found that it is used well and is completed daily. The themes emerging around issues that impact safety are buildings and facilities, staffing, visitors and tours, patient specific concerns. 59% of the briefings identified deteriorating babies, children and young people and plans were able to be put in place to support this, if not already in place such as symptom management plans activated or review by an Advanced Clinical Practitioner (ACP).

Future Planning – Clinical Effectiveness

Priority 1: Grow the non-medical workforce to support the sustainability of the medical provision at Rainbows and in the wider East Midlands Community

We have continued to grow our non-medical workforce, successfully growing our ACPs to four and two trainees, a further post is budgeted in October 2024.

Our Clinical Nurse Specialist (CNS) team have also continued to grow across the hospice, hospital and community teams with nine CNS's now in post.

We continue to support the training and development of our teams from Hospice Care Assistants (HCAs) through to ACPs, with two HCAs supported to complete their Registered Nurse training and four staff complete specialist palliative care courses.

All nurses have been trained to verify death and ongoing training is provided in the first three months for new recruits.

A full review of the training needs of all care staff was completed in 2023 and implemented into the budget in 2024.

Priority 2: Implementation of Community and Outreach Services

Hospice at Home – The hospice at home service launched in October 2023:

The team, currently made up of our Advanced Clinical Practitioners, Lead Nurse, Deputy Lead Nurses and HCA are providing care across the East Midlands for those families that wish to stay at home during periods of significant deterioration or for end-of-life care. The service has begun to develop good working relationships and communication with the existing community teams improving the provision of 24/7 care in the home.

Locality Based Family Support Services:

Since April 2023 the Family Support Nurses and Workers having been working in localities across the East Midlands. This has allowed them to start to become experts of the support available within each locality which they can signpost families to as part of the emotional support they provide.

Work continues with regards to referral and acceptance to Rainbows services.

The development of a holistic assessment means we can really understand the family's needs at time of acceptance and can tailor which services will benefit them most at this time. A further new way of working has regular re-assessment and re-prioritising meaning that we can ensure the baby, child, young person and family is getting the right care and support at the right time.



Future Planning – Patient Experience

Priority 1: 15 steps challenge implemented within the hospice

NHS England 15 steps challenge was launched in January 2023 with the first walk around by the team taking place in February. The team is made up of staff from the non-clinical teams in the hospice, such as Supporter Relations and Marketing. They have completed seven walk arounds focussing on one to two areas on each walk around highlighting areas for improvement using fresh eyes and from the perspective of family first impressions to ensure our services are welcoming, safe, caring and involving, well organised and calm. Feedback has highlighted positives and led to improvements in signage and inclusion, safety and experiences for our babies, children, young people and their families, such as a refresh of the reflection room which will provide a welcoming and peaceful space for families to take time out to think, reflect and relax. As part of our commitment to continuous improvement across the hospice a family's experiences group is being developed in conjunction with the research team to improve family participation and inclusion and to recruit parents / carers / young people to become part of the 15 steps challenge team.

Priority 2: Engaging Integrated Care Boards (ICBs) to support collaborative quality visits incorporating CQC inspection process to ensure high quality, safe and effective service provision

Although we haven't achieved the ambition of ICB's supporting quality and CQC visits, we successfully engaged with all five ICB's throughout 2023/2024 in working collaboratively to identify and develop regional babies, children and young people's Palliative and End of Life Care services (PEoLC) across the East Midlands. We held three collaboration events with attendance from all five ICB's to develop a wider understanding of the issues in babies, children and young people's PEoLC and to develop a greater understanding of the funding, resourcing and service gaps across the region.



Lucas' Story

Lucas was like any other nine-year-old boy. He was happy, active, noisy and loving, so it's incredibly hard to tell you that last Christmas I was planning my son's funeral.

He was never an ill child and I knew when he was because he wanted Mummy cuddles. When he began tilting his head to one side and being sick we thought it was an ear infection. But his symptoms persisted and worsened so he had an MRI.

"But then we found Rainbows which became a sanctuary for us."

It was just before his 10th birthday we were given the devastating news that Lucas had a brain tumour. We were told he had two years to live and there was nothing that could be done. The cancer was a very rare form with no cure. Surgery was never an option.

Hearing the diagnosis was like they had pulled the rug from under my feet. He went downhill so quickly and by his birthday he was in a wheelchair. It was a very rapid tumour.

He lost his mobility very quickly on one side and was getting very painful headaches. It was frightening for him.

Every day was so hard. But then we found Rainbows, which became a sanctuary for us.

We arrived in the October and never left. Rainbows was a place where I could be Lucas' mum again, rather than his carer. I was able to lean on the Rainbows team and that was so important to me. They provided so much support to Lucas. From physiotherapy to nursing care.

Lucas had seven months. Seven short months, barely enough time to get our heads around the diagnosis. That's why the support we received from Rainbows made such a difference. His dad, Jamie, and brothers, Tyler and Rian, were also able to visit Lucas at the hospice.

Lucas loved Rainbows. We went swimming in the amazing Hydrotherapy Pool with his older brother, Tyler. I could hear giggles that I hadn't heard for a long time. I don't think he ever giggled again after that. Lucas also loved the Cinema Room. One time we put on The Avengers and I curled up on a floor cushion and fell asleep knowing he was happy.

Lucas died on 11 December 2022. Both his Dad and I were with him. When Lucas went to sleep I told him that I loved him so much and we would be ok if he had to go. Then I kissed him goodnight on the forehead, and he went to sleep. Lucas was a chatty, cheeky 10-year-old boy who was hyper, very loving and an absolute pleasure to have around. He has definitely left a big hole in our house as well as our hearts.

I think of Lucas every second of every day and I wanted to share his story with you today to show the difference Rainbows makes to families like mine – helping us to make so many special memories in those final months.

The team at Rainbow are all incredible, it is like one big family. And I will never forget how Rainbows helped Lucas.



Part Three

Priorities for improvement 2024/2025

Future Planning – Patient Safety

Priority 1: The implementation of an electronic rota system (RotaGeek) to provide a safe staffing tool.

The electronic system will allow us to build into it a staffing model that has been created after a full establishment review. The rota will ensure we have the right skills ratio on each shift of both Hospice Care Assistants and Nurses to ensure safe staffing levels for all categories of care required e.g. short break non-complex, short break complex, short break complex ventilation, symptom management and End of Life care. Our existing dependency tool will be used to put each baby, child and young person into a category of care. The staffing model will continue to always see one to one care during the day and an increase of staff at night by two to ensure patient safety and ongoing high standards of care.

Priority 2: Implementation of Electronic Prescribing and Medicines Administration (EPMA) using SystmOne

EPMA will provide an easier and more timely and straightforward digital solution for prescribing of medicines required by babies, children and young people as needed during symptom management and end of life stays, improving communication with external professionals as part of the multi-disciplinary team. It is hoped that building an electronic solution to transcribing medicines administration charts through SystmOne that includes enhanced safety features around prescribing, checking and recording medicines will reduce the number of errors and mitigate against the harm that any incident may cause. We are working with our external partners to go live with EPMA in summer 2024.



Future Planning – Clinical Effectiveness

Priority 1: Implement a Paediatric Early Warning Score to effectively identify & manage deteriorating babies, children and young people

The Paediatric Early Warning Score (PEWS) are used in hospitals to identify babies, children and young people at risk of clinical deterioration, but few scores exist that were designed for use in children Hospices. Many of our babies, children and young people due to their complex health needs have baseline vital signs outside of normal reference ranges. Implementing a PEWS will allow consistency in how deterioration is recognised and managed in our babies, children and young people.

Priority 2: Develop a portfolio to evidence maintenance of Advanced Practice Skills aligned with the 4 pillars of practice

The Advanced Clinical Practitioners at Rainbows want to evidence that they continuously demonstrate the characteristics of an advanced practitioner such as high degree of autonomy; complex decision making; analysis and synthesis of complex problems; and providing innovative solutions. The portfolio which will be designed to represent the role of the Advanced Clinical Practitioner within babies, children and young people's palliative, and end of life care will contain essential evidence, supporting evidence, critical narrative and peer review. The portfolio will support the annual appraisal process and demonstrate a level of practice that meets recognised standards.



Future Planning – Patient Experience

Priority 1: Rainbows Patient Participation and Inclusion / family experiences group

Young people, parents, and families have a crucial role to play in supporting Rainbows to improve our services and the wider children's palliative care community. As a result of the Family Support and Outreach project an opportunity to involve parents, carers and young people in co-design and development of Rainbows services and initiatives and get involved in research governance has arisen. An expression of Interest call to action has gone out to families via social media, posters and through our signing in and out app. The aim is to ensure Rainbows services are designed using the voice of families, young people and the public. In particular it is a requirement of research active organisations to ensure participation and inclusion. It is hoped that we will develop a pool of young people, parents, carers and family members who can be called upon to advise, contribute and consult on Rainbows service developments, quality improvements and initiatives and research.

Priority 2: 15 steps team to include children, young people and families

Linked to the above priority now that the 15 steps challenge is embedded in practice with non-clinical colleagues reviewing the experience of our families of different areas with fresh eyes, we aim to recruit a pool of young people and parents / carers to bring their unique perspective on the experience of Rainbows to inform the process of continuous improvement at Rainbows and to represent the voice of families. We will explore the opportunity for young people and families to dip in and out of the walk arounds and provide more informal feedback, still using the 15 steps challenge ethos, during their stays.



Part Four

Statements of Assurance

There is a legal requirement for us to report on the following. These statements identify our position as set out in the Quality Account Regulations.

Review of Services (mandatory statement):

Rainbows is a nurse-led Hospice providing care and support for babies, children and young people with life-limiting and life-threatening conditions from birth to 25 years of age and their families. A team of Advanced Clinical Practitioners and Clinical Nurse Specialists are available 24/7 to support the Hospice and wider services across the East Midlands. We are supported by a GP and a Community Paediatrician who provide scheduled visits three times/week to Rainbows. We have a Specialist Palliative Medicine Consultant available for advice and support remotely when needed.

During 2023/2024 Rainbows provided the following services to the NHS

- Hospice services - short breaks, symptom management and end-of-life care
- Psycho-social family support services
- Specialist palliative care advice and support
- Palliative Care Clinical Nurse Specialists in Hospitals across the East Midlands
- Support to the NHS, including ongoing step down services, Covid-19 vaccinations and workforce sharing

Rainbows have reviewed all the data available to us on the quality of our services. Our Clinical Quality Assurance Committee (CQAC) chaired by a Clinical Trustee, meets quarterly. The Committee is provided with reports for assurance on the quality of care we provide, including clinical incidents and clinical audit compliance. CQAC submits a quarterly report to our Board of Trustees.

All Rainbows services are funded through a combination of fundraising activity and/or grant from Integrated Care Boards (ICB's). Where NHS and Social Care funding is secured, this only partly contributes to the costs of clinical care of children and young people. Additional costs are supported by the charity and we are dependent on our fundraising activity. This income enables us to offer enhanced services to our families, including; music therapy, art therapy, complementary therapy, family accommodation, hospitality and bereavement support. In addition, on-going supplies and provisions, costs of maintaining the Hospice buildings and gardens are also reliant upon fundraising/charitable income.

A focus of our work in 2024/2025 will be to further develop our relationships with ICB's and to increase Clinical Commissioning Funding from the NHS, by continuing to support NHS services with long term ventilation (LTV) needs and step down of children who are medically fit for discharge. We will also continue to expand our community services including Hospice at Home, community hubs and a Help at Home volunteer service.

Our strategic priorities for 2020/2025 aim to extend our services to reach more families of babies, children and young people with a life-limiting condition across the East Midlands:

- Rainbows in hospital
- Rainbows at Lark Rise
- Rainbows in the community

“The Rainbows experience wherever you are”

Financial Considerations

The Income provided by the NHSE grants and Statutory funding in 2023/24 was £1,672,800

The remainder (82%) of the funds needed to run Rainbows services is generated through donations, legacies, fundraising events, retail shops and lottery.

Information Governance

Rainbows have updated their information governance policies and procedures in accordance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018; and have continued to manage personal data in line with this legislation.

Clinical Coding Error Rate

Rainbows was not eligible to submit data to the Summary Hospital-level Mortality Indicator (SHMI) during the period 2023/24. Rainbows are not subject to the Payment by Results clinical coding audit during 2023/24 by the Audit Commission.

Data Quality

In 2023/2024, Rainbows collected and submitted the following:

- Internal activity/performance data including Rainbows Nurses in Hospital activity and outcomes data to Clinical Quality Assurance Committee, Corporate Governance Committee and Board of Trustees
- Baby/child/young person specific data to ICB's
- Quarterly Quality report to ICBs
- Annual data to Together for Short Lives
- Baby and child death data to Child Death Overview Panel
- Data for the Safeguarding Audit Tool
- External Supporter reports

Participation in National Audits

In 2023/2024 there were no audits or enquiries relating specifically to specialist children's palliative care that we were eligible for.

Local Clinical Audits

The Rainbows Audit and Quality Improvement (QI) Committee continue to meet quarterly to drive improvement across the Hospice with a consistent approach to audit with common understanding across the Hospice. We are supporting a number of audit and QI projects across the Organisation including:

- The 15 Steps Challenge
- Safety and Risk Briefings (SARB)
- Benchmarking against The West Midlands standards for LTV
- Preceptorship quality improvement projects: An equipment "how to" resource and a staff debrief tool for reflection following challenging events.
- "The Pebble in your Shoe" – a new improvement initiative which invites staff to identify small but impactful issues that once resolved will make a big difference to their clinical efficiency, effectiveness and in turn be passed onto babies, children and young people and their families in improvements to services and their experience.

A programme of local clinical audits is still undertaken each year as part of the on-going quality and performance monitoring and review process. These include mixed sex accommodation, hand hygiene, IPC, PPE, medication management, tissue viability and record keeping. We use national audit tools specifically developed for hospices. The audit tools have been peer reviewed and quality assessed. This allows us to monitor the quality of care Rainbows provide in a systematic way and creates a framework by which Rainbows can review this information and make improvements. 2024 will see the introduction of an updated audit of the nutrition and hydration needs of babies, children and young people admitted to Rainbows.

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Local Clinical Audits (Continued)

Clinical Quality Assurance Committee and Finance, Audit and Risk (FAR) committee approves the audit schedule for the coming year, which includes clinical and non-clinical audit. Priorities are selected in accordance with our statutory and regulated requirements and any areas where a formal audit would inform our risk management. For assurance, audit results are reported to and discussed at CQAC and the Board of Trustees.

Medicines Management and Storage of Controlled Drugs has external oversight when it is audited by University Hospitals of Leicester pharmacy team twice a year. The outcome of most recent audit in January 2024 was good with no further action required. This is the fourth year running where audit compliance has been 100%.

The Continuous Quality Improvement plan provides a framework to ensure continuous improvement is a focus for the clinical teams. It is monitored through The Good Clinical Governance Committee and progress is reported to CQAC quarterly. New improvement projects are identified through a variety of sources including the 15 steps challenge, “Pebble in your Shoe” initiative, Good Clinical Governance Committee, Clinical Policies Committee, staff sharing solutions forum and team meetings.

Infection Prevention and Control (IPC)

Infection Prevention and Control and risk-based approach ensures that everyone using and working at Rainbows remains safe. This includes robust IPC policies and procedures and monthly audit (see appendix 2). There have been no Hospice Acquired Infections (HAI's) among children, young people and their families in 2023, including Covid-19, however, there was one outbreak of diarrhoea and vomiting within the hospice including staff and siblings, but did not affect babies, children and young people. Introduced by a sibling and therefore deemed community acquired, the outbreak was well managed and contained the further spread and therefore had minimal impact upon services.

We have continued to be supported remotely with advice and training by Partner IPC lead at University Hospitals of Leicester - the last physical audit took place in March 2020 - the audit showed 91% compliance. This is due to be repeated in 2024 following external pressures beyond our control. However, internal monthly IPC, PPE and hand hygiene audits have continued with high compliance (95% and above).

MHRA and Patient Safety Alerts

All alerts received are reviewed by the Senior Nurses to assess relevance to Rainbows. All relevant alerts received are noted at Good Clinical Governance meeting and have had appropriate action taken. Compliance to actions taken is reported to the MHRA and Central Alerting System team and logged internally.

Research

Rainbows continues to develop its Research activity and profile and continues to receive some external funding from the East Midlands Clinical Research Network to support research activity. The current funding is for one day a week of research nurse time and half a day a week of research management time, which funds some national collaborative work around research readiness and support in paediatric palliative care organisations. Some funding has also been secured from the same source to support a research project being undertaken by the Music Therapist at Rainbows which is the first piece of independent Research at Rainbows and it's hoped that, on completion, it will lead to a larger scale project. In 2023/24 Rainbows have participated in five Paediatric Palliative Care Research Projects as either a Participant Identification Centre (PIC) Site or a Recruiting Site.

Rainbows continues to lead the way in paediatric palliative care in the East Midlands and continues the established links and working collaborations with:

- The East Midlands Clinical Research Network
- Together for Short Lives
- Martin House Research Centre in York

Rainbows is currently exploring an academic collaboration to support research as well as establishing further links for collaborative work with other palliative and end of life care organisations.



Transition and Youth Work

“Transition is not a single event, but is a gradual process of supporting a young person and their family through their teenage years and into adulthood, building up their confidence and ability to manage the care and support they need. A good transition should build on the young person’s strengths and wherever possible work with the young person themselves to plan for how they can meet their aspirations in life.”
(Together for Short Lives (TfSL)).

The Transition Team supports 190 life-limited young people and their families across the East Midlands.

It introduces what transition is and supports the families through the challenge of moving from child to adult services in areas that include health, social care, education, respite and housing. It also supports through changes in finances and legal changes around decision making. It provides information at appropriate milestones and provides targeted support for specific issues faced by young people and their families. In order to facilitate this the team has established relationships with adult services across the East Midlands. A high priority is the transition to adult palliative care and work continues to be carried out with the 14 Adult Hospices in the area to develop appropriate support for young people at end-of-life.

Youth work at Rainbows is primarily about supporting the young person, starting with where they are at and developing a trusting relationship with them to enable them to be themselves, to feel safe and secure and to enable them to develop and explore as an individual. It is also about being a resource to share information, to advocate, sign post and to build confidence as well as offering different types of support depending on their needs. This could include one to one support, group work sessions, fun activities, learning and developing new skills, memory making and realising and achieving their aspirations.

Often the one to one work includes discussions around managing their condition, dealing with it and looking at developing coping strategies in order to build resilience. With opportunities to explore fears and

anxieties in a safe supported environment, also touching on managing grief and enabling the individual to feel safe to ask questions whatever they might be. It is also about developing confidence and self-esteem, decision making and recognising the importance of not only having a voice but the confidence to use it.

The group work sessions offer our young people an opportunity to come together and spend time with peers, developing friendships and peer support. The groups offer a supportive environment enabling the young people to talk openly and honestly about their worries and concerns, working together to problem solve and explore resolutions. The groups are needs led and the young people are the ones that take the lead on planning the sessions throughout the year ensuring it is reflective of their needs and interests, enabling them to be the decision makers.

Youth work sits within the multi-disciplinary team and contributes to the holistic care that Rainbows offers to our children, young people and families. Giving young people positive activities to do, places to go and someone to talk to.



Part Five

What Others Say About Us

Care Quality Commission (CQC):

COPE Children's Trust (trading as Rainbows Hospice for Children and Young People) is registered by the Care Quality Commission (CQC) under the Health and Social Care Act (2008) and has the following conditions of registration that apply:

- Treatment of disease, disorder or injury

Rainbows are subject to periodic reviews by the CQC and the last unannounced on-site review took place from 31 May to 2 June 2016. Rainbows are fully compliant and rated as low risk. The overall rating was Outstanding.

Rainbows are required to register with the CQC and our current registration status is unconditional. The CQC did not take any enforcement action against us and Rainbows were not required to participate in any special reviews or investigations by the CQC during 2023/2024.

A CQC Direct Monitoring Assessment (DMA) was carried out in September 2023 - No areas of concern were raised.

As part of the process the CQC sent a number of questionnaires seeking feedback on our services anonymously to our families and whilst we were not able to view this feedback the CQC confirmed it was complimentary.

CQC carried out a review of the data available to them about Rainbows Hospice for Children and Young People on 2 February 2023. They did not find any evidence to suggest an inspection was required to reassess our rating at this stage. CQC's website has been updated to reflect this.

Six monthly DMAs will be carried out in 2024/2025, unless evidence prompts an on site inspection.

Commissioner Quality Assurance Visits:

There have been no Commissioner Quality visits this year however, Quality reports continue to be submitted quarterly to all ICB Quality Leads - no concerns raised.

Areas for Further improvement

As part of Rainbows commitment to continuous improvement a new initiative has been launched within the clinical teams "The Pebble in your Shoe" looks at small change, big impact issues which will make a huge difference to clinical effectiveness and efficiency, for example ensuring equipment is where it needs to be and in working order so nurses do not need to waste time looking for equipment that works in order to do their job. This is hoped to improve working process and practice which will in turn improve the experience of babies, children and young people and their families. Initiatives will be implemented using a Plan-Do-Study-Act cycle or Rapid Improvement Project methodology.



Quality Account 2023/2024

Children, Young People and Carer's Feedback:

A formal postal family survey was not sent this year as we wanted to encourage feedback centred around specific events and stays and to be able to respond to any feedback in a targeted and timely way.

We have received 17 feedback forms in 2023/2024. We ask families to give us a smiley or sad face related to their feedback. We work with families, children and young people considering any suggestions and implement where possible. Here are some of the suggestions and what we did about them in a "You Said We Did" format.

You Said:

"Please can we have a pop-corn machine for the cinema room"

We Did:

"Unfortunately, we can't have a popcorn machine for safety reasons, but we will make sure we have popcorn in stock for your films"

You Said:

Please can we have two pillows for the family flat beds"

We Did:

"We have plenty of pillows so please do ask if you require any extra for your stay"

You Said:

"Would it be possible to have a toiletry shelf in the flat shower rooms and a desk chair"

We Did:

"Facilities are looking into whether there is room for a shelf and looking at options for a folding chair for each room, as space is tight in the flats"

You Said:

"The shower is very noisy"

We Did:

"Thank you for telling us about this – we are aware and is a result of the water pressure required. The facilities team are continuing to look at options to resolve this"

You Said:

"Please can we have the Wifi codes in the family flats"

We Did:

"These will be added to the list of parental control codes for the TV's"

You Said:

"The plug in the sink in orange flat doesn't stay down"

We Did:

"This has been looked at and is working properly again – thank you for telling us about this"

Quality Account 2023/2024

Complaints, Concerns and Compliments

Complaints	1
Concerns	3
Compliments	69

The complaint was related to access to WiFi at Rainbows – we have been working hard to improve this in all areas across the hospice.

One Informal complaint / concern was related to a medicines error. The Lead Nurse for Clinical Operations thoroughly investigated and has been working with the family to resolve. We are sorry this happened and individual learning and reflection has taken place along with additional safety measures to mitigate reoccurrence

Another was related to escalation of care following deterioration of a young person's health whilst having a short break at Rainbows. Policy, procedure, assessment tools, care planning, training and monitoring have all been reviewed and changes are underway to manage this better in the future.

There have been 69 compliments over the last year. These have come from families, siblings, young people and professionals and have been captured in a variety of ways; via feedback forms, our white board, email, cards, letters and verbally. A flavour of some of our feedback is below:

“Rainbows instantly felt like home. I felt so comfortable leaving him with the team, which is very unlike me! All the rooms are amazing!” (Mum)

Comment from family on the Safari family fun day...”Our children really enjoyed socialising with different aged children and doing the giraffe hunt – all the kids were really excited over that! All the children played well together, the session was well planned for the different aged children and their abilities – thank you”

“To all the fantastic staff at Rainbows: thank you for making our first stay so magical for us as a family. Having the time and space to be mums and leave the nursing stuff for a few days has meant the world to us. We have created so many memories with our little girl that we thought was not possible due to her condition. We all loved it! Thanks for looking after her so well!” (parents)

“Wonderful in every aspect, so caring and supportive not only for the children but also their families. Thank you. ps the food is amazing!”

“We spent most days with ... (young person) and their parents and can say that Rainbows couldn't have cared, loved or supported us all more. The attention to detail, the small things, it all couldn't have been better in her position, you gave her time and love....” (family friend)

“Thank you for everything you did to look after and help ... (YP and her parents) nothing was too much trouble and you offered support to everyone associated with... (YP). You gave us as much care and attention as we needed. We can't thank you enough for everything you did and do. Rainbows is such a wonderful place, and the staff are amazing. Thank you. (Extended family friends)

“Thank you very much for your meticulous care of ... (young person) and your help to our family. We have lived in Rainbows for over 5 months, and this is our warmest home, like a paradise on earth. Everyone is so friendly to us, like an angel. Although we don't speak the same language, we can feel a strong sense of love. You really treat us like family....” (parents)

“Rainbows you have been there from when we had a 2 week old on end of life care all the way up to her being nearly 4!! You made her last week much more beautiful that we could of ever imagined. All we can do is say thank you and let you know that the work you do here is amazing. Thank you again for caring for our beautiful bumblebee (and us)” (parents)

Part Six

Review of Quality Performance

Quality Schedule

Hospice Safety Indicators

Hospice Safety Indicator	2023/ 2024	2022/2023
Number of patient safety related incidents/accidents, including medication errors (April 2021 – March 2022)	Total incidents = 76* Clinical incidents = 27 Near Misses = 13 Medication errors (including CDs) = 49 Controlled Medication errors = 12	Total incidents = 138* Clinical incidents = 53 Near Misses = 10 Medication errors (including CDs) = 85 Controlled Medication errors = 15
Number of patients who developed category 3 and 4 pressure ulcers in our care	0	0
Infection Prevention and Control rates:	0	0
Total number of children admitted with known infection. This includes:	0	0
• Number of C-Dif	0	0
• Number of MRSA	0	0
Total number of children who developed symptoms whilst staying at the Hospice. This includes:	0	0
• Number of C-Dif/CRO	0	0
• Number of MRSA/CRO	0	0

* excludes near misses

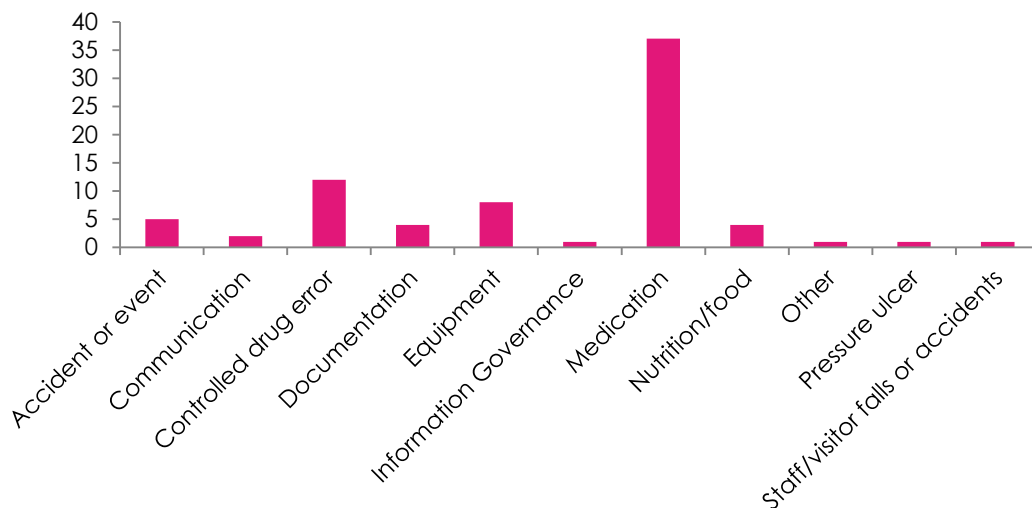
Quality Account 2023/2024

Incident Reporting (Data from Datix from April 2023 – March 2024)

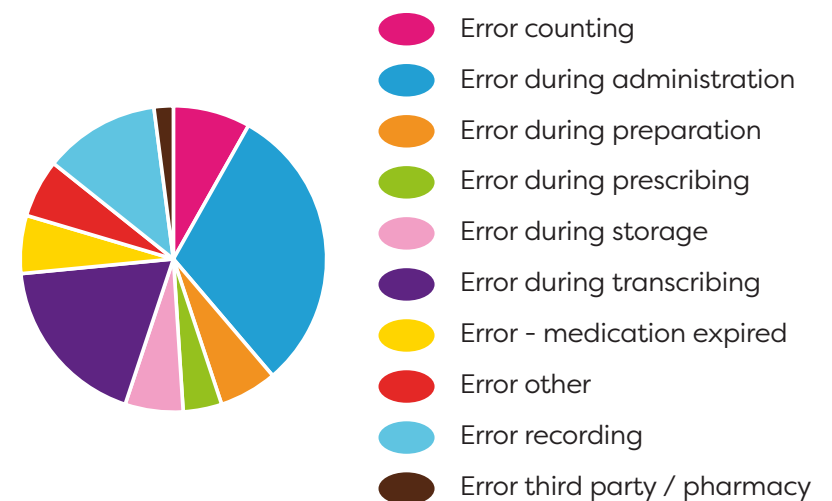
The significant decrease in incidents from last year reflects the continuous investment in education and training in medicines management for our nurses and the robust learning and reflection that happens following every error, by the nurses involved and the medicines management meeting. It also reflects the augmentation of the team expertise and knowledge by the expansion of independent prescribers working at Rainbows as well as our excellent reporting culture. The chart below shows that our highest single area of incidents is medication and controlled drugs which is to be expected as administration of medication is our highest risk, frequency and complex intervention. Reporting of other clinical incidents such as reporting of equipment failure or interruption, the second highest area of incidents recorded (n8), reflects the increase in technology dependent babies, children and young people and the development of the Long-term Ventilation (LTV) and step-down services. Reporting has meant that issues can be addressed quickly and safely in a controlled environment, supporting families to manage issues when they are discharged home.

Rainbows nurses administer in excess of 52,560 medication doses every year. The pie chart below drills down to the categories of medication errors to focus the areas for improvement as administration of medications, transcription and recording. Overall medication errors have reduced from the previous year, although the proportion of the errors that are administration errors have remained largely consistent and reflect the volume of administrations. All 49 of the total medication errors including 12 involving controlled drugs were no harm minor errors. Although relatively low numbers of errors, all errors are fully investigated and analysis includes thematic analysis which allows quick identification of any trends meaning systems changes can be made if required and learning put into practice to minimise the same errors occurring again. Learning is shared via Top 10@10 briefing, Bi-monthly Medicines Newsletter, Team Meetings and The Good Clinical Governance Meeting.

**All Clinical Incidents including Medication by Category
April 2023 - March 2024**



**Medicines Incidents by Stage at which it occurred
April 2023 - March 2024**

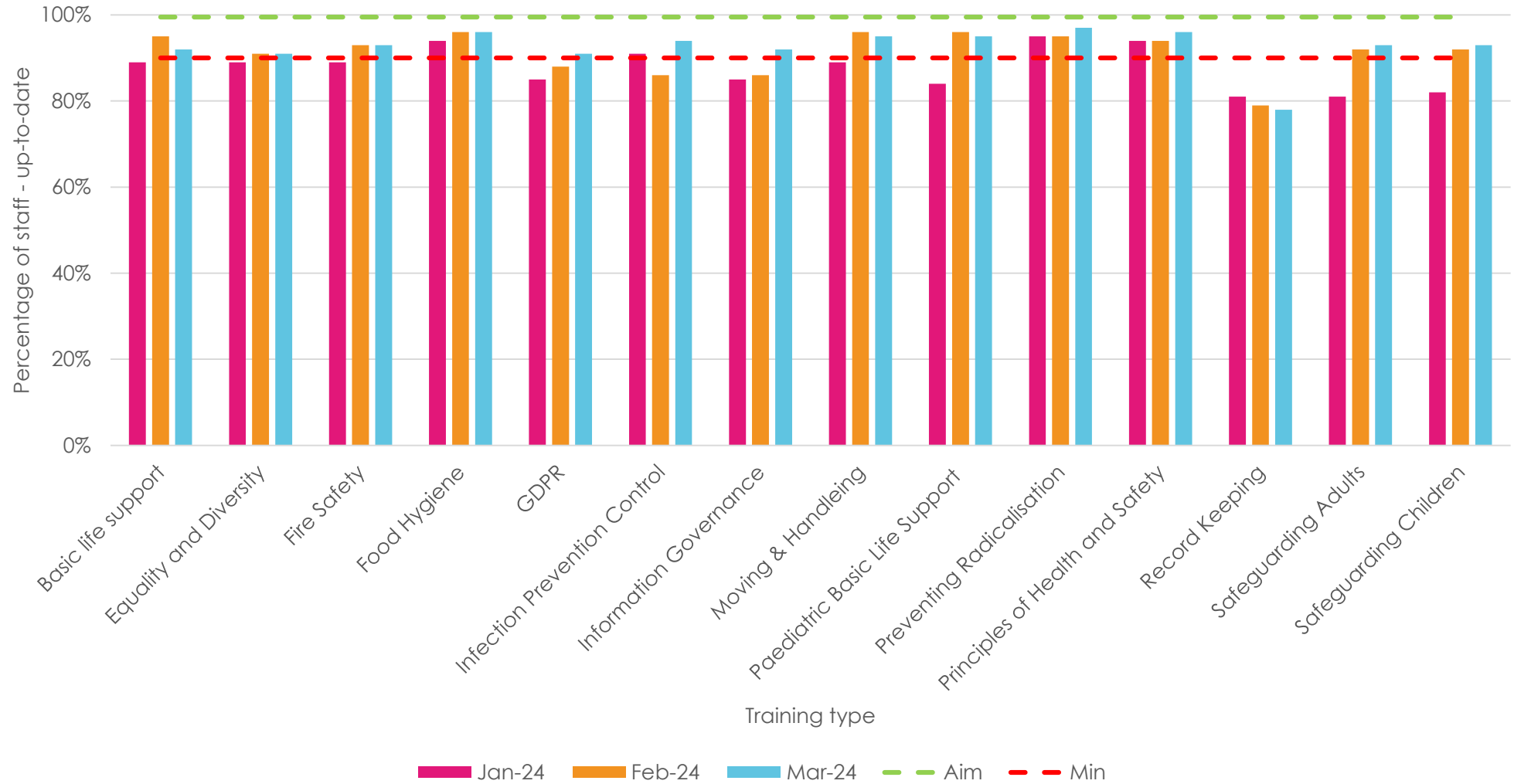


Quality Account 2023/2024

Workforce

Mandatory Training:

Mandatory Training - Clinical Staff

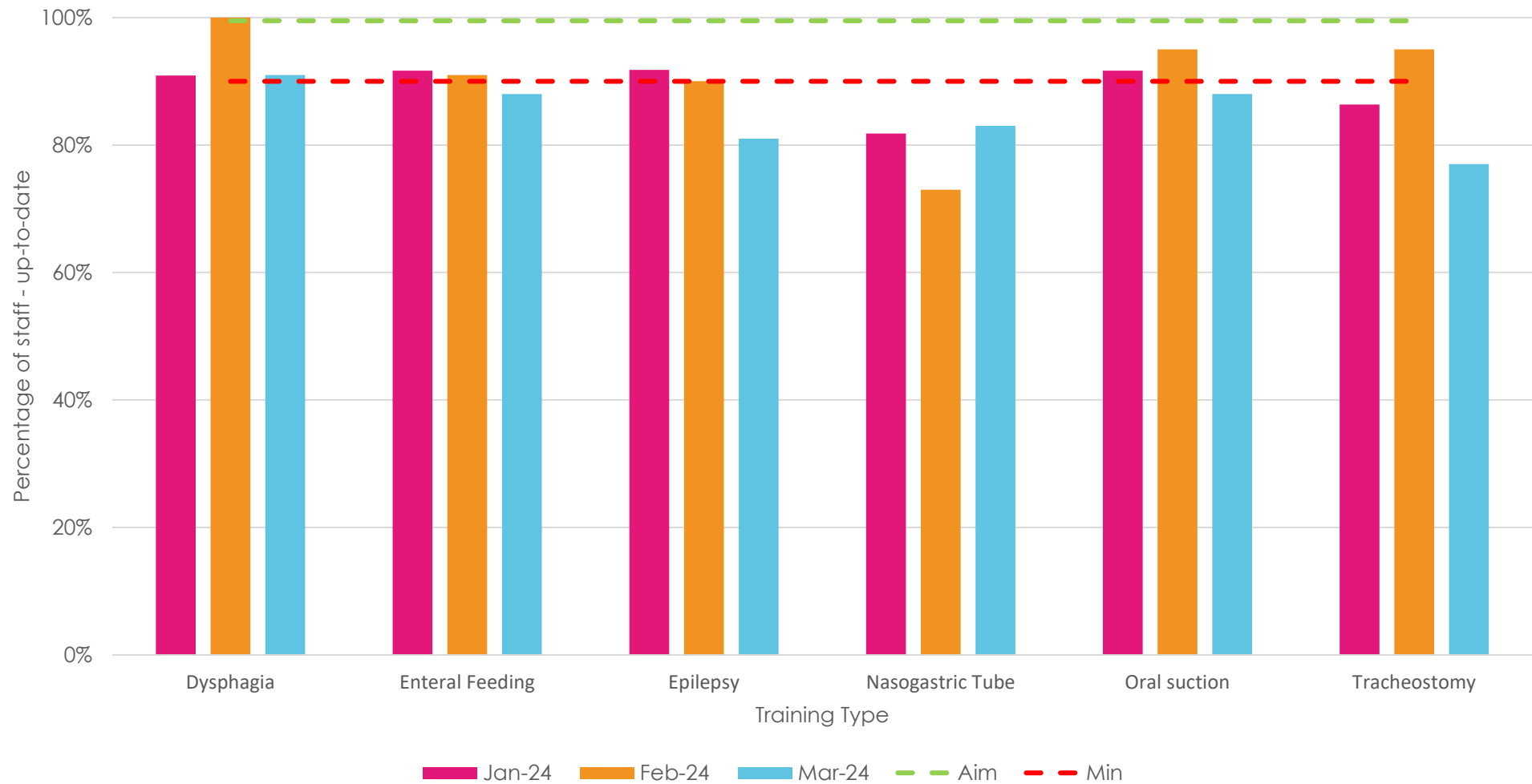


Quality Account 2023/2024

Workforce

Competency Based Training:

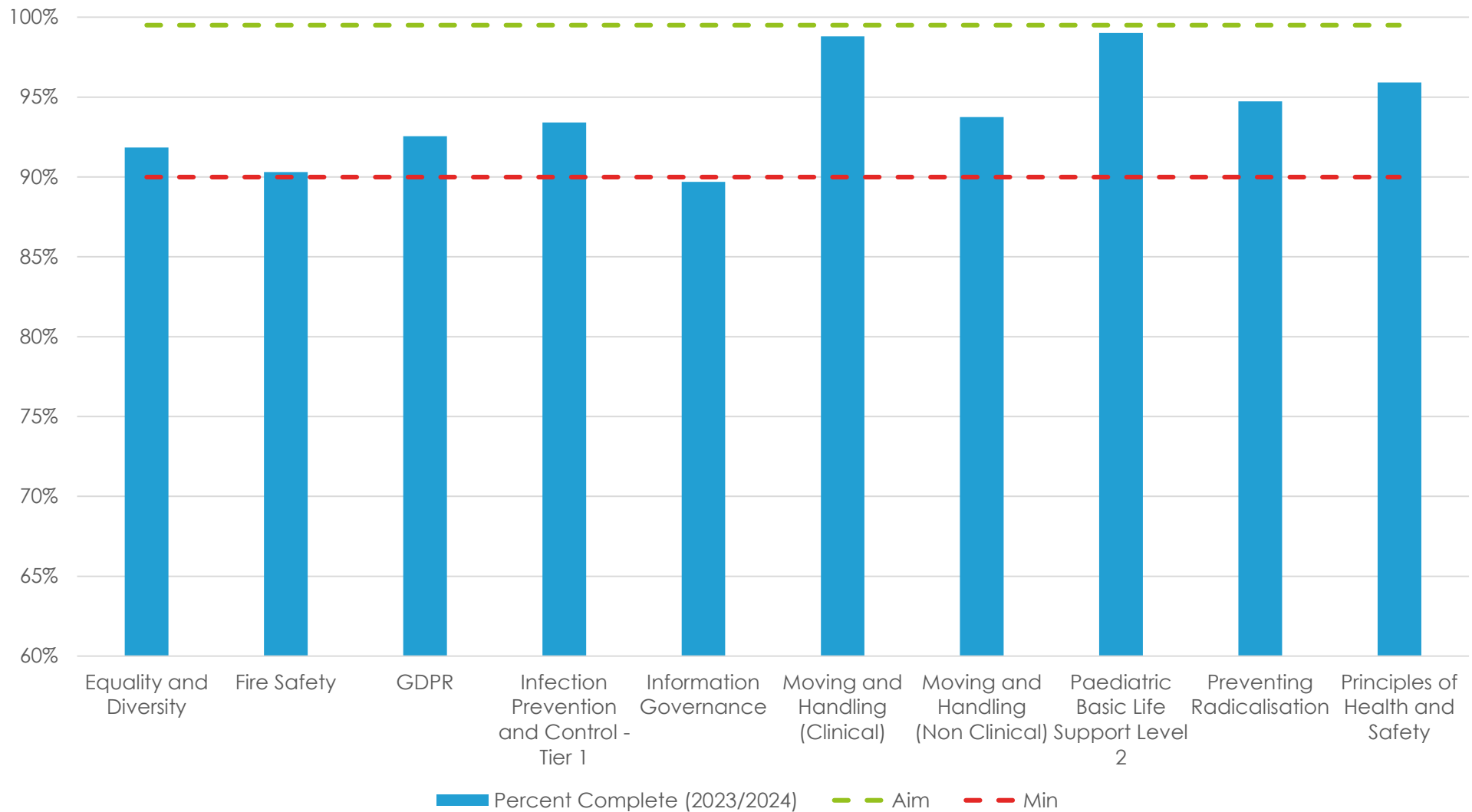
Competency Based Training - Clinical Staff



Quality Account 2023/2024

Mandatory Training:

Mandatory Training - Non-Clinical Staff



Equality, Diversity and Inclusion (EDI) Strategy

Equality, Diversity and Inclusion sits at the heart of everything we do. Ensuring we have a diverse workforce reflective of our community is key to our success as we encourage the new generation of talent to join our workforce but also to diversify and reach all communities and break barriers to accessing our services. EDI is key in shaping the future of Rainbows and recognising that everyone's lived experience is different and unique and that every voice is heard equally. We strive for individuals to embrace their differences and celebrate that true diversity lies in our actions and people feeling like they belong and are welcome.

We are committed to creating an environment of positive working relationships where every employee, worker, baby, child, young person and their family has the right to be treated with equality, dignity and respect. We strive to ensure we are there for everyone who needs us, and maximise our reach by learning from the experiences of others, working across all areas of EDI to develop our engagement across all communities using community networks and truly listening to a range of different voices.

We have a number of policies and training programmes in place to set out standards of conduct that must be observed by everyone at Rainbows and those who engage with us. Together we will build a culture where everyone is appreciated for their unique self and contribution.

We are currently undertaking an exciting new project to revise our core values at Rainbows which EDI plays an important part. This will feed into our overall EDI strategy which will include a series of workshops around psychological safety. Our ambition of creating an EDI forum that is formed of both internal and external stakeholders to ensure diversity of thought as well as lived experiences continues to factor into our longer term strategy. We are collecting data from across the business, particularly for those who are accessing our services and our workforce to identify where the gaps are and improvements that can be made.

EDI is a continual process and there is always more to learn, and we will continually review and monitor our progress in this area.

Freedom to Speak Up (FTSU)

Having reviewed our FTSU provision during the last 12 months, we started working with an organisation called Work In Confidence who provide a service of a FTSU guardian external to the organisation as well as an anonymous platform accessible to all staff who wish to raise concerns, queries or even ideas for improvement to the Directors and/or Freedom to Speak Up champion on our board completely anonymously. This also enables us to keep in contact with the individual through the online portal. This change in process gives staff, volunteers and anyone who engages with us the confidence to raise issues as they arise and enables us as an organisation to pro-actively engage as appropriate.

Due to the success of this new provision, we will continue to invest in this area over the coming 12 months, continually reviewing its efficacy across the organisation.

Quality Account 2023/2024

Safeguarding

2023/2024 has been a successful year for safeguarding at Rainbows.

Due to a directive from NHS England, Leicester, Leicestershire and Rutland ICB Safeguarding Team introduced a new safeguarding assurance template in 2023 to all providers. Rainbows were previously rated 'Amber', due to concerns with site security. Necessary measures were put in place during 2023 to ensure Rainbows site was safe and contractors visiting are vetted and supervised.

Improvements made have been noted by the ICB Safeguarding Team, with a new rating of, 'Good with Innovation' which is the highest level of assurance given to any organisation. This was awarded due to our continued training compliance which has not fallen below 96% (including a joint training initiative with LOROS hospice); our robust safeguarding supervision offer to all clinical staff; and our compliance with The Mental Capacity Act (MCA,2005), including Deprivation of Liberty Safeguards (DoLS,2009).

Rainbows remains 100% compliant with MCA and DoLS. Case note audits are completed twice monthly and continue to demonstrate that all young people over the age of 18 who are unable to consent to their care and treatment have the relevant mental capacity assessments aligned to each care plan and where necessary a DoL is applied for through the Local Authority where the young person ordinarily resides. Mental capacity assessments are now fully embedded onto SystmOne and staff receive regular face to face training to enable them to complete the assessments.

Rainbows have hosted the My Adult Still My Child website for a number of years at myadultstillmychild.com

The website is aimed at young people who are approaching adulthood and their parents / carers and it provides information and resources around the changes to legal decision making processes. Funding has been secured from LLR ICB to enable a re-vamp and update of the site which will be publicised locally and nationally through the ICB and NHSE.

Rainbows is a trusted partner within Leicester, Leicestershire and Rutland Safeguarding Children's Partnership Board and is named within the multi-agency Information Sharing Agreement.

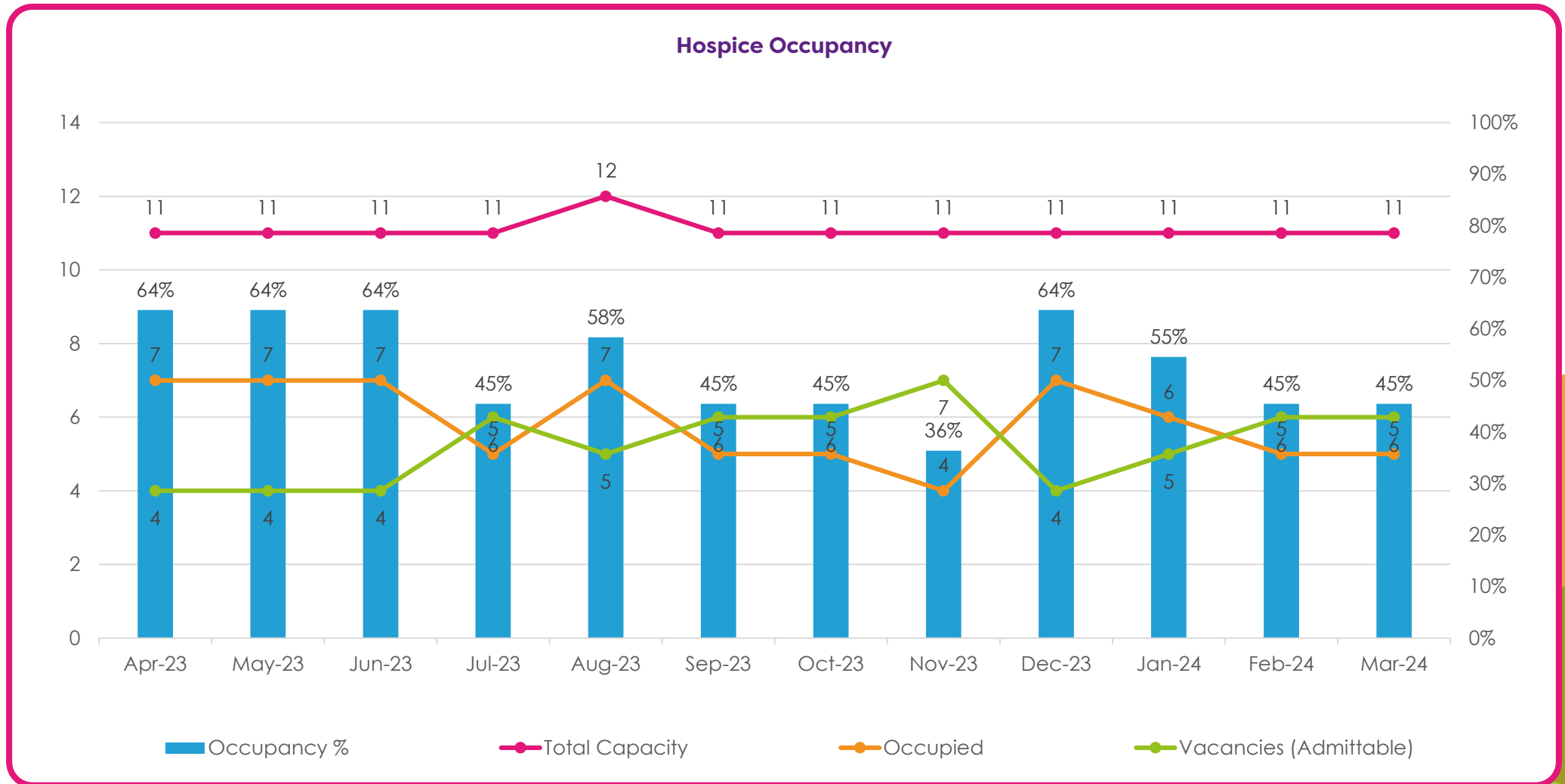
Duty of Candour

Rainbows follows the Duty of Candour Process for all incidents involving babies, children and young people in our care.

Quality Account 2023/2024

2023/2024 Activity Report

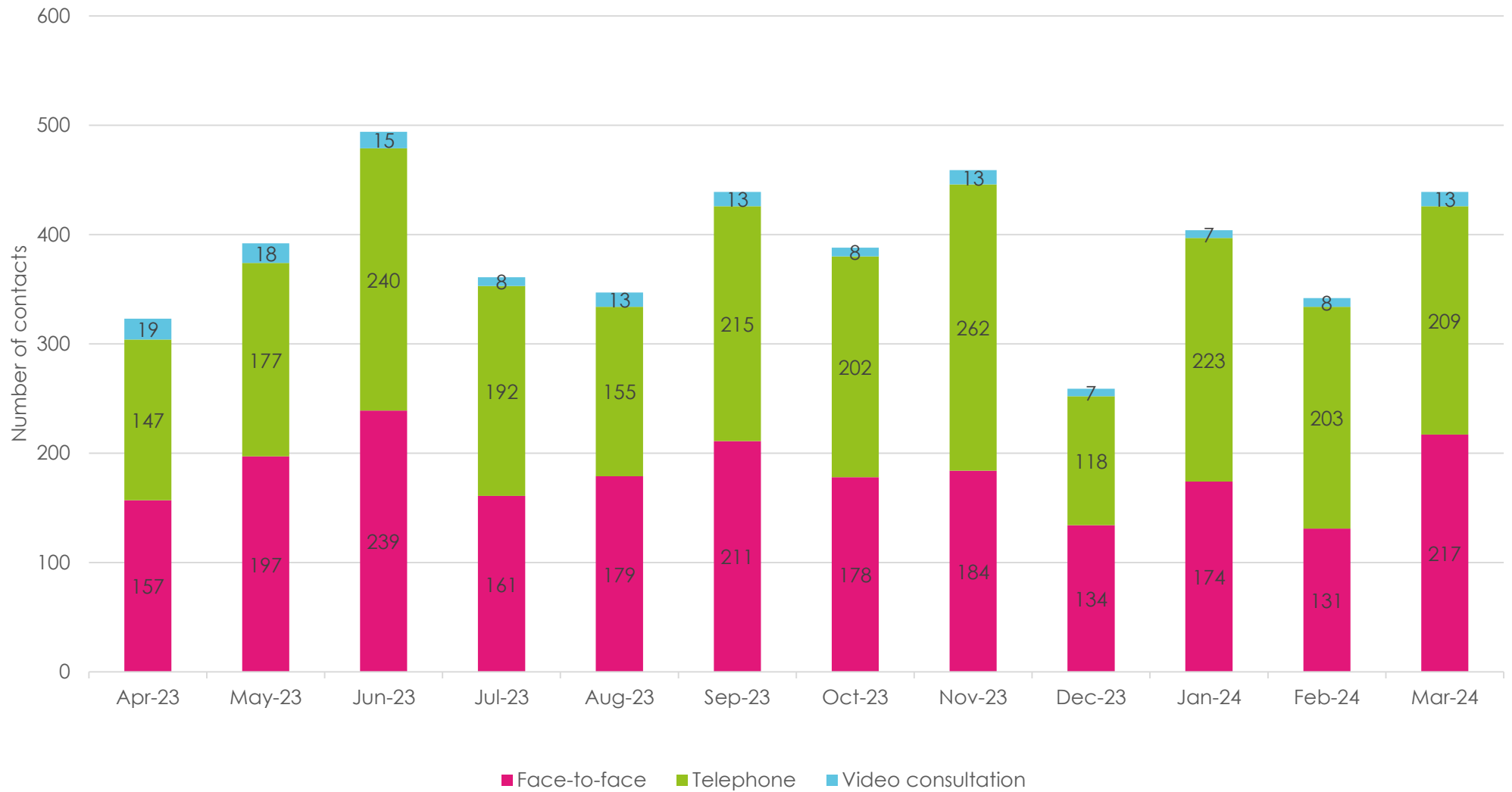
In January 2023, we updated the activity that we report on to include new service activity. The graphs below show Hospice Occupancy, family support and hospital nurse activity provided by Rainbows.



Note: occupancy not accurate as number of available beds were not reduced when model changed in April 2023. There are 10 available beds, increasing average occupancy to 50-73%. This has now been rectified.

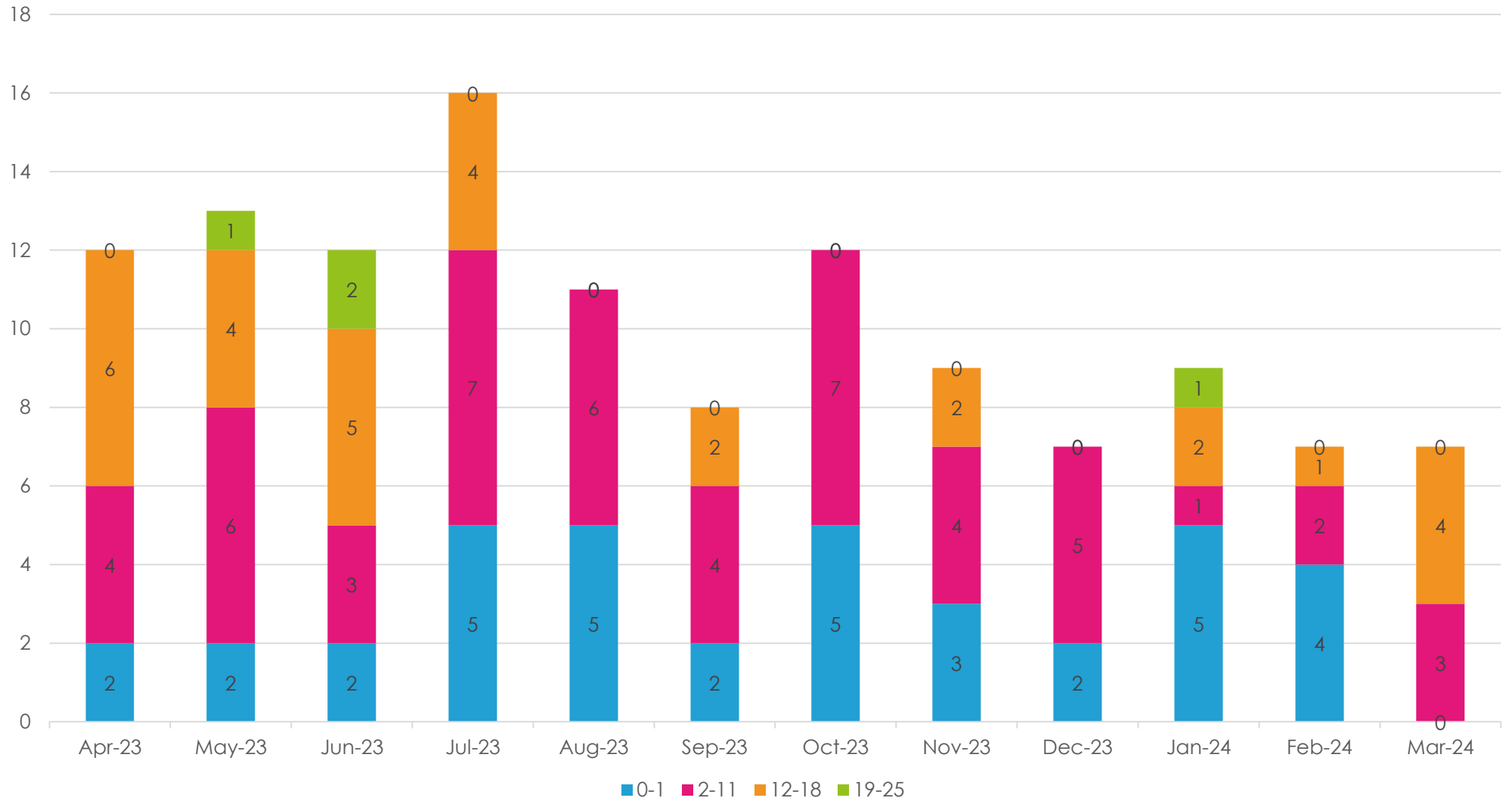
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Family Support Activity



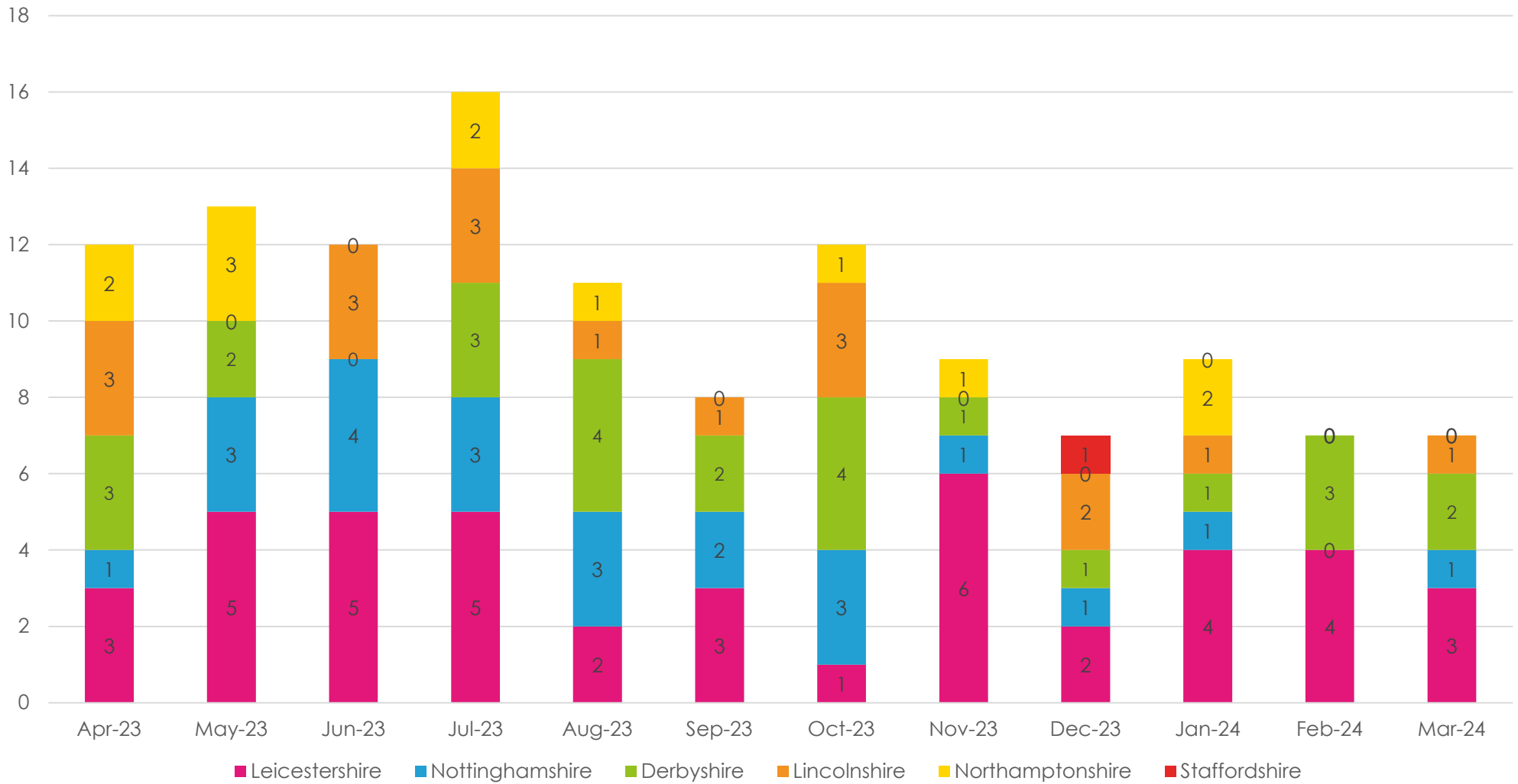
Quality Account 2023/2024

Referrals to Rainbows (by age)



Quality Account 2023/2024

Referrals to Rainbows (by county)



Part Seven

Service Improvements - 2023/2024

Hospice at Home

The launch of our Hospice at Home service in October 2023 has allowed us to take further steps in our vision of providing the Rainbows experience wherever you are. The team have already managed to support a number of families who have chosen to stay at home for their babies, child or young persons End of Life care or BCYP who have had significant deterioration in their life limiting condition.

Integrating and embedding a new service that is designed to complement and work collaboratively with existing community services has had challenges but many of the community teams around the East Midlands have embraced the service and can clearly see the benefit to Rainbows being there to support and fill the gaps where we can, to ensure the families have that choice for place of care and offer our extensive knowledge around paediatric palliative care. Some of the work carried out by the HCA's has been memory making activities such as hand casting. Providing this activity has allowed the family to build a relationship and trust with the hospice at home team and led to us being there for that family when they needed someone the most.

Locality Based Family Support Services

Since April 2023 we have been providing locality-based family support across the East Midlands with our Family Support Workers and Nurses holding caseloads either in one county or across adjoining counties, this way of working ensures our family support teams are more accessible to families and closer to home. Locality based working has seen a rise in our face-to-face activity with the nurses and workers being able to do 3 or 4 visits a day as they are not travelling all around the East Midlands and can effectively plan their visits and time. Working in specific localities has allowed the workers and nurses to become experts of what other professional support is available locally that they can then signpost families onto appropriately. The introduction of a holistic needs assessment means the nurses can assess each new family to identify what Rainbows services that family really needs and then refer on as needed. Re-assessment then takes place regularly to ensure we are still providing the most appropriate and supportive services.

Service Improvements - 2023/2024 (continued)

Development of the Non-Medical Workforce

Rainbows recognises the national challenges within the Paediatric Palliative Care medical workforce, we are therefore continuing to develop a sustainable workforce model incorporating non-medical roles and engaging with system and regional partners.

Rainbows has committed to developing an Advanced Practice workforce and has successfully recruited to four posts with a vision for further posts over the next two years to provide 24/7 cover to the Hospice, hospital and home. We are also supporting the development of 2 trainee Advanced Clinical Practitioners. These roles significantly reduce the reliance on Doctors for daily non-complex tasks. We have also supported a number of staff to access specialist training in Palliative Care.

Our Clinical Nurse Specialist team has also continued to grow, with Palliative Care Nurse Specialists in five hospitals across the 5 counties of the East Midlands

We are increasing our pool of non-medical prescribers and staff with advanced assessment skills.

We have improved our working relationships with system partners and organisations to ensure medical responsibility remains with the child's specialist, community team or GP, who continue to be involved in the care when accessing Rainbows services.

We have been successful in a joint bid with University Hospitals of Leicester and the East Midlands Deanery to support a Fellowship Trainee in Paediatric Palliative Care, commencing in August 2024.

In December 2023, Rainbows Specialist Palliative Care Team started to provide a 24/7 Single Point of Contact for advice and support to professionals from across the East Midlands caring for unstable, deteriorating or dying BCYP.

We have recently recruited a Well-Being Practitioner who will support the development of skills to ensure the wellbeing of all staff within the specialist palliative care team so that they can continuously deliver high-quality emotional well-being support and care to babies, children, and young people across the East Midlands.



Part Eight

The Board of Trustees Commitment to Quality

The Board has an active role in ensuring that Rainbows provide a high quality and safe service in accordance with our Statement of Purpose, which is updated regularly and displayed in hard copy format at the Hospice and available on our website.

Our Board of Trustees are fully committed to providing the best service for our babies, children and young people in order to achieve our vision and aims. Rainbows has an established governance structure, which was externally reviewed in 2022. A Clinical Trustee chairs the Clinical Quality Assurance Committee, with other Clinical Trustees as members.

Rainbows has increased its number of Clinical Trustees over the past year to ensure clinical knowledge and experience is represented on the Board.

The Board of Trustees regularly reviews the structure of meetings across the charity to ensure the appropriate committees and groups are in place with clear lines of accountability and input from Trustees as required. A recent independent review of our governance structures and processes reported a good governance structure with some areas to be developed further, which have largely been actioned as evidenced by the new subcommittee meeting structure which was implemented in April 2023. In addition, Rainbows have a comprehensive digital Risk Register which is monitored by the governance committees who regularly update the Board in relation to areas of high risk.

Clinical risk is managed using a 'floor to Board' approach, engaging staff in identifying and managing risk, with assurance through to the Clinical Quality Assurance Committee.

The Board has approved and supports Rainbows five year strategy to ensure we continue to deliver high quality, relevant and effective services to babies, children and young people and families across the East Midlands. The strategy has been developed in line with National evidence on the prevalence of babies, children and young people with life-limiting and life-threatening conditions.

As we continue to develop and provide services away from Lark Rise, robust quality assurance processes are being developed and used to ensure families, babies, children and young people continue to receive safe and high quality care in the location of their choice.

Engagement with key stakeholders across the health and social care system remains key to ensure we are delivering a collaborative approach to children's palliative and end-of-life care.

The Board is confident that the treatment and care provided at Rainbows is of the highest quality, with an embedded culture of continuous quality improvement and learning whilst remaining cost effective and efficient.



Part Nine

Responses to Rainbows Quality Account

The Rainbows Quality Account was presented to LLR (Leicester, Leicestershire and Rutland) ICB System Quality Group in May 2024.

LLR ICB System Quality Group say:

Thank you for sharing your Quality Account for 2023-24 which demonstrates that Rainbows Hospice has continued to provide an invaluable provision for babies, children and young people and their families with serious or terminal illnesses across the East Midlands. There has been a focus on patient safety and improving patient experience over the last twelve months. It was good to see The Hospice values described using evidence of delivery.

It's good to see the hospice is looking to grow their non-medical workforce to support the clinical workforce to deliver the service to LLR and the East Midlands community. The implementation of the community outreach service in October 2023 has been a welcome addition to the area and the families are grateful for this service enabling children to remain at home during periods of deterioration.

It is good to hear about the outputs of your 15-step challenge walk-about and the plans to set up family participation groups.

LLR CYP team are keen to be involved in working with Rainbows, participating in quality and CQC visits on behalf of LLR ICB. We are keen to enhance our joint working in 2024/25.

The families of Leicester Leicestershire and Rutland have confirmed, through their compliments and comments, the impact and importance of Rainbows having the services available for them. Leicester, Leicestershire and Rutland Integrated Care Board welcomes the new initiatives along with the ongoing high standards of care provided to the seriously ill babies, children and young people and their families and looks forward to continuing to progress positive working relationships.

We note and are supportive of your priorities for 2024-25, especially your plans to enhance your increased services in the community and home settings. We look forward to continuing to work with you during 2024-25.



Quality Account 2023/2024

Appendix 1

Audit Calendar 2024/2025

Month	Clinical		Corporate		Health and Safety (H and S)	
	Audit	Quality Improvement	Audit	Quality Improvement	Audit	Quality Improvement
April	External Placement Audits External Controlled Drugs Audit	15 Step Challenge Voice of the Child Survey	Data protection external audit		Hospice H and S Legionella (monthly)	
May	Nutrition and Hydration Audit				Water risk assessment	
June			External Audit for Annual Accounts		Kitchen Food Safety Electrical Safety (5 yearly 2027)	
July		15 Step Challenge			Review of COSHH	
August						
September	Mattress Audit	Voice of the Child Survey			Shops - Health and Safety	
October		15 Step Challenge				Compliance with environmental policy

Quality Account 2023/2024

Appendix 1

Audit Calendar 2024/2025 (continued)

Month	Clinical		Corporate		Health and Safety (H and S)	
	Audit	Quality Improvement	Audit	Quality Improvement	Audit	Quality Improvement
November	External Controlled Drugs Audit External Medication Storage Audit		Fundraising		Security (External CHUBB) AC compliance (external)	
December	Uniform Audit				Risk Management policy	
January	Mixed Sex Accommodation	15 Step Challenge			Fire Safety	
February			New Shops		LOLER (mini-bus tail lift)	
March	External Infection Prevention Control Audit		New Shops		PAT testing (TR19 inspection compliance)	

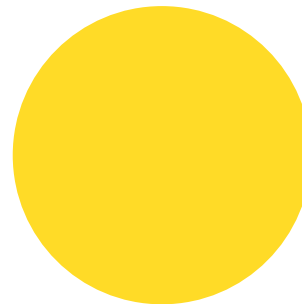
Appendix 2

Clinical Audit	Outcome
Placement Audits	We continue to accommodate student nurses, doctors, midwives and physiotherapists and have practice placement contracts with universities from across the region i.e. Nottingham, Nottingham Trent, Derby, University of Leicester, De Montfort University, Keele, Coventry and Staffordshire Universities.
External Medicines Storage Audit	An audit was carried out in January 2024 by an external Pharmacy Assistant from University Hospitals of Leicester (UHL). The audit findings were exemplary, and no further action was required / no recommendations made. Of particular note was the labelling and organisation of the cupboard and monthly internal stock audit. This is the Fourth year in a row that our compliance has been 100% for stock medication. Internal monthly stock audit continues to be carried out by the CNS. The annual update of nurses' signatures for purposes of ordering medicines from UHL was updated in January 2024
Leicester, Leicestershire and Rutland Safeguarding Collaborative Assurance Template	<p>This template outlines assurance against key safeguarding requirements for adults and children and to identify areas for development or where additional assurance is required. The template was submitted on 15/11/23.</p> <p>Rainbows demonstrated compliance with the NHS Standard Contract, Children Act 2004 and the Health and Care Act (2022). Rainbows was rated as Good and includes innovation which provides a very high level of confidence of the skills, expertise and understanding of the requirements with no omissions or concerns.</p> <p>Safeguarding at Rainbows is managed safely and effectively. Our Safeguarding Lead provides reports to our Good clinical governance committee, Clinical Quality Assurance Committee and Board of Trustees.</p>
Drug Storage Audit	Rainbows carry out audits every three months and have devised a tool to carry out audits, producing an action plan following each audit, if appropriate.

Quality Account 2023/2024

Clinical Audit	Outcome
Drug Chart Audit	Weekly audit of Medicines Administration Records (Drug charts) is carried out in order to monitor standards on a continuous cycle and ensure continuous improvement in practice. Themes where compliance is being monitored and improvements made include transcribing of as required medicines to include frequency and when medicines are discontinued ensuring cancellations are signed and dated.
External Controlled Drugs Audit	<p>Audit carried out in January 2024 by external Pharmacy Assistant from University Hospitals of Leicester (UHL).</p> <p>The audit noted a neat Controlled Drugs register, expired Controlled Drugs stored correctly, wastage was well documented and Controlled Drugs stored as per policy within the designated locked Controlled Drugs cupboard.</p> <p>Discrepancies were logged and cross referenced in the register to the log sheet.</p> <p>The audit found our practice to be good with minor best practice recording points noted for improvement. No further action required. This is the fourth year in a row that our compliance has been 100% for CD storage. A review and subsequent tightening of processes for receiving prescribed controlled drugs is now in place to account for the security of medicines throughout end-to-end processes.</p>
Infection Prevention Audit	Infection Prevention and Control audits have continued to be carried out with Hand hygiene audits and PPE audits being carried out on a monthly basis increased as necessary during any infection outbreak. Hand Hygiene and PPE compliance remained at 100% during 2023. A monthly “walk around” audit of the clinical area identifies any concerns or environmental issues which are then addressed working with our facilities and housekeeping teams. Compliance to standards within this audit has been 95% to 100% throughout the year. Partnership working with UHL has continued including email, visits and access to training with a planned full audit in 2024.
Mattress Audit	A full mattress audit by an external assessor took place in 2023 with no significant issues highlighted except for some issues going forward if replacement were ever needed as several mattress types are no longer being manufactured. Monthly mattresses checks are done by the house keeping team as per manufacturers guidance and replacements made as necessary.

Clinical Audit	Outcome
Record Keeping Audit	<p>Rainbows continued to carry out weekly monitoring using a recognised clinical records audit template against NHS and Health care professional body standards and criteria. Following the introduction of SystmOne electronic records (in February 2022) audit results have improved particularly around tissue viability and mouth care assessments. The annual Record Keeping Audit record keeping competency has been updated to include electronic record keeping and cascaded to staff to complete. With SystmOne fully embedded this is a refresher of the principles of good record keeping. Ongoing work continues to ensure accurate and complete patient records, including clear and concise evaluations of care. Day to day monitoring of records is overseen by The Lead Nurse for Clinical Operations.</p> <p>The weekly record keeping audit is broken down into sections for compliance monitoring; paper documentation, SystemOne documentation and care plans/assessments.</p>
Mixed Sex Accommodation	<p>Rainbows continues to be compliant with the requirement to support young people staying in a mixed sex accommodation environment as per the Mixed Sex Accommodation policy. Following the re-establishment of processes after Covid-19 Children and young adults continue to be accommodated in separate areas and where this is not possible a risk assessment is undertaken, and supportive / additional measures are put in place. The Department of Health requires all providers of NHS funded care to confirm that they are compliant with the national definition 'to eliminate mixed sex accommodation except where it is in the overall best interests of the patient or reflects the patient's choice'. Rainbows are committed to maintaining the privacy and dignity for males and females staying at the Hospice. Rainbows have implemented a number of processes that support the sensitive management of males and females whose bedrooms are located in the same area of the Hospice. Young people have historically reported the importance of being accommodated by age rather than gender.</p>



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Care Quality Commission Provider ID: 1-101728495

This Quality Account has been endorsed by the Hospice Board of Trustees



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FUNDRAISING
REGULATOR

rainbows.co.uk

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Registered Office: Lark Rise, Loughborough, Leicestershire LE11 2HS.