

# KATHARINE HOUSE HOSPICE

## Clinical Governance Policy

**Approved by:**

**Date of approval:**

**Originator:** Medical Director

### Introduction

Clinical Governance is a term that encompasses all activities that monitor or improve the quality of the clinical service we provide, including the satisfaction of users of our services. It is based on the idea that, whilst no individual or organisation is perfect, both organisation and individual should have a healthy appetite for self-improvement if the culture is conducive to this. The following activities are key to Clinical Governance:

1. Sharing observations and experiences.
2. Collective learning.
3. Planning and standard-setting for similar future episodes.
4. Implementing improved working practices.
5. Monitoring progress.

Like any good health care provider, Katharine House Hospice is committed to the practice of Clinical Governance. Indeed, it is so integral to the approach to care employed at Katharine House Hospice that it is difficult to extract from many of the routine activities that take place within the organisation.

Palliative Care is a discipline with very strong ethical and philosophical components to it. It is also a comparatively “low-tech” area of health care in which a lot of planning stems from the application of pertinent “first principles” and preparation for or avoidance of likely complications. It values multidisciplinary working, thereby emphasising the importance of teamwork. Being highly holistic, it has equal concern for the physical, social, psychological and spiritual dimensions of each person being cared for, and the single most important principle that underpins all our work is that of “patient-centred care”. Bearing these attributes of the discipline in mind, it is not surprising that much of the personal and organisational development that takes place is of a reflective nature, addressing attitudes and principles as often as it defines rules or standards.

Clinical Governance is more than just ensuring that all staff adhere to existing Policies and Procedures. It is sometimes the case that policies and procedures need to be adapted or refined in response to the realities of clinical practice or the release of new legislation and regulations.

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Clinical Governance is everybody's business. However, the Clinical Directors have a particular responsibility for maintaining a culture where such activities can thrive and for ensuring that such activities are actually undertaken. They also have ultimate responsibility for the quality and accuracy of all clinical policies and procedures. The Quality and Education Lead Nurse has been delegated particular responsibilities in the area of clinical governance.

This policy identifies clinical activities in which all five of the key Clinical Governance activities described above play a crucial role. It summarises the kinds of improvements that can directly arise from these meetings and how the meetings are documented. Rather than impose extra activities on the staff, it simply describes a range of activities that have always had a place within the organisation.

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	Activity	How does it help Clinical Governance?	How is this documented?
Meetings relating to specific service areas.	Weekly Day Centre and Lymphoedema Review Meeting	Adherence to policies and procedures.	PalCare, medical notes, lymphoedema notes.
	Weekly Inpatient Review Meeting	Adherence to policies and procedures. Reflection on real case studies.	Medical notes
	Weekly Community and Hospital CNS Review Meeting	Adherence to policies and procedures. Reflection on real case studies.	Some cases will have information documented in the nursing notes or will be placed on the pending admissions list.
	Two-monthly Bereavement Training Days	Improves the quality of bereavement support given by our volunteers.	Record of attendance.
	Monthly supervision of each bereavement worker.	Improves the quality of bereavement support given by our volunteers.	Record of attendance.
	Annual Volunteer Training days	Improves the quality of care and support given by our volunteers in clinical settings.	Record of attendance.

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	Activity	How does it help Clinical Governance?	How is this documented?
Personal and team development	Regular Journal Club Meeting for the medical team.	An opportunity to explore difficult cases or important difficult topics in greater depth. It may create ideas that are taken to the Clinical Practices Committee Meeting.	Folder of previous activities.
	Appraisal	Attention on the personal development needs of individual staff members.	Personnel file.
	Clinical Supervision	Attention on the personal development needs of individual staff members.	Personnel file.
	PREP	Attention on the personal development needs of individual staff members.	Personnel file.
	Regular lunchtime education sessions	An opportunity for staff to gain insight into the working practices of colleagues in other disciplines, thereby improving our knowledge base and enhancing opportunities for partnership working.	These activities are recorded in the education folder.
	Continuing Professional Development	Ensures all clinical staff take steps to keep their clinical knowledge updated.	Personal CPD records are maintained

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	Activity	How does it help Clinical Governance?	How is this documented?
Monitoring Activities	PalCare User Group	It helps ensure high quality data regarding our clinical activity is captured appropriately on the database.	Minuted
	Educational Committee Meeting	It addresses the educational needs of the clinical staff in the hospice and the educational needs of health professionals in the local area.	Minuted
	Clinical Practices Committee Meeting	The development of new clinical activities and the refinement of existing practice, policies and guidelines.	Minuted
	Health and Safety Meeting	Ensures that clinical care is given in a safe manner.	Minuted
	Audit	Close examination of particular areas of our work, comparing actual results with predefined standards.	Written reports
	Manual Handling	Ensures all clinical staff know how to move patients safely.	Register of attendance.
	Fire Lecture	Ensures all clinical staff know what their duties are to the patients in the event of a fire.	Register of attendance.
	Patient Satisfaction Questionnaires, Comments Box and Annual Survey.	Ensures that the service delivered meets the needs and expectations of our users.	Annual report from the trustees.
	Food Handling Training	The safe preparation and handling of food	Register of attendance
	First Aid Training	Ensures all clinical staff know what their duties are to the patients in the event of an accident.	Register of attendance.

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Management activities	Management Meeting	Ensures that the nursing, medical and business teams have an opportunity to share matters of mutual importance.	Minuted
	Trustee Meeting	Ensures that the clinical services are performing to a standard acceptable to the Trustees and that any service developments are approved.	Minuted
	Senior Nurse Meeting	Ensures the nursing team is made aware of important developments within the hospice and externally.	Any important feedback is documented in the Management Meeting minutes.
Meetings with outside parties.	Oncology Meeting	Ensures good liaison between the hospice and local oncology service.	Nursing notes of appropriate patients.
	Cancer Working Group	Helps strengthen existing good links between the hospice and other local cancer services based at Horton Hospital.	Minuted
	Thames Valley Palliative Care Professional Development Group	Ensures that our service is in line with those offered by other hospices within the region.	Minuted
	Primary Health Care Team meetings	Ensures optimal links are maintained between Community CNS's and their respective Primary Care Teams.	Nursing notes of appropriate patients.
	Meetings of the Palliative Care Network and the Specialist Palliative Care Commissioning Group.	Ensures that our service is in line with those offered by other hospices within the region.	Minuted

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