



Multidisciplinary Quality Monitoring Calendar

Safe: People are supported to make choices and take risks and are protected from physical, psychological and emotional harm, abuse, discrimination and neglect.

Effective: People are supported to live their lives in the way that they choose and experience the best possible health and quality of life outcomes.

Caring: People and their families and carers experience care that is empowering and provided by staff who treat people with dignity, respect and compassion.

Responsive: People get the care they need, are listened to and have their rights and diverse circumstances respected.

Well-led: People can expect that management and leadership encourages and delivers an open, fair, transparent, supporting and challenging culture at all levels.

May 2021

SAFE

People are supported to make choices and take risks and are protected from physical, psychological and emotional harm, abuse, discrimination and neglect.

Title/Group	Frequency	Last Audit	Due Date
MANAGEMENT OF MEDICINES:			
General Medicines (Hospice UK)	Annually	Mar 2020	Mar 2021
Management of CDs (Hospice UK)	Annually	Mar 2020	Mar 2021
IV Fluids	2 Yearly	Dec 2018	Dec 2020
FP10 Use (<i>deferred to Nov 2021</i>)	Yearly	Nov 2019	Nov 2021

PATIENT SAFETY			
PLACE (EXTERNAL) – <i>Completed, awaiting report 2/20</i>	Annually	Sep 2020	Sep 2021
Waste Audit (iFM at NHS Trust) (EXTERNAL)	2 yearly	Sep 2020	Sep 2022
Management of Pressure Ulcers with IPU (Hospice UK)	Annually	Feb 2021	Feb 2022
Patient Wrist Bands	Annually	Dec 2020	Dec 2021
Nutrition and Hydration (Hospice UK)	Annually	Jan 2021	Jan 2022
Nutritional Assessment and Screening	Annually	Mar 2020	Mar 2021

INFECTION CONTROL			
Cleaning and Decontamination	Annually	Jan 2021	Jan 2022
Housekeeping Annual Audit of Services (SG)	Annually	Feb 2021	Feb 2022
Catering Annual Audit of Services (SG)	Annually	Feb 2021	Feb 2022
Sharps (Hospice UK)	Annually	Oct 2020	Oct 2021
Hand Hygiene (Hospice UK)	Annually	Oct 2020	Oct 2021
Patient Areas (Hospice UK)	Annually	Oct 2020	Oct 2021
Clinical Rooms (Hospice UK)	Annually	Dec 2020	Dec 2021
Patient Bathrooms (Hospice UK)	Annually	Aug 2020	Aug 2021
Sluice/Dirty Utility (Hospice UK)	Annually	Sep 2020	Sep 2021
Domestic Rooms (Hospice UK)	Annually	Sep 2020	Sep 2021
Protective Equipment (Hospice UK)	Annually	Dec 2020	Dec 2021
Kitchen Areas (Hospice UK)	Annually	Dec 2020	Dec 2021
Toilets for Public Use (Hospice UK)	Annually	Dec 2020	Dec 2021
Public Areas (Hospice UK)	Annually	Dec 2020	Dec 2021
Offices (Hospice UK)	Annually	Dec 2020	Dec 2021
Visitors Accommodation (Hospice UK)	Annually	Dec 2020	Dec 2021
Mattress Audit – IPU	Annually	Sep 2020	Sep 2021
Pressure Cushions – IPU	Annually	Nov 2020	Nov 2021
Pressure Cushion & Mattress Audit – WBH	Annually	Nov 2020	Nov 2021

Legionella Checks	Annually	Nov 2020	Nov 2021
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Workplace Inspection (H&S) Environment	Annual H&S	Nov 2020	Nov 2021
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EFFECTIVE

People are supported to live their lives in the way that they choose and experience the best possible health and quality of life outcomes.

Title/Group	Frequency	Last Audit	Due Date
PPD/PPC/ACP on Discharge Letters	Annually	Oct'19 – Sep'20	Sep 2021
OOH Advice Line	Annually	Dec 2019	Dec 2020
Constipation Management/Bowel Care	6 monthly	Nov 2020	May 2021
Pain Management Audit	Annually	Jul 2020	Jul 2021
Palliative Care MDT Participation	Annually	Oct 2018	Nov 2020
Admission IPU (Hospice UK)	Annually	Sep 2020	Sep 2021
Anticipatory Prescribing at EoL	Annually	Aug 2020	Aug 2021
McKinley Syringe Drivers	Annually	Jan 2021	Jan 2022
Antibiotic Prescribing	2 Yearly	Mar 2019	Mar 2021
Volunteers' Handover from Nurses (<i>Deferred - Covid-19</i>)	Annually	Mar 2019	Sep 2021
End of Life Document	Annually	Oct 2020	Oct 2021

CARING

People and their families and carers experience care that is empowering and provided by staff who treat people with dignity, respect and compassion.

Title/Group	Frequency	Last Audit	Due Date
Pre-Bereavement Audit (Hospice UK)	2 Yearly	Nov 2020	Nov 2022
Care of the Deceased (Hospice UK)	Annually	Dec 2020	Dec 2021
Care at EoL Survey (Relatives) IPU	6 Monthly	Sep 2020	Mar 2021
Care at EoL Survey (Relatives) HaH	6 Monthly	Sep 2020	Mar 2021
Bereavement Support Services - (Hospice UK)	Annually	Sep 2020	Sep 2021
'I Want Great Care'	Quarterly	Dec 2019	Re-commenced 16.11.20.

RESPONSIVE

People get the care they need, are listened to and have their rights and diverse circumstances respected.

Title/Group	Frequency	Last Audit	Due Date
Patient Nutritional Surveys - IPU	Annually	Oct 2020	Oct 2021
Patient Nutritional Surveys – WBH (<i>Deferred - Covid</i>)	Annually	Oct 2019	Apr 2022
Volunteers Satisfaction Survey (<i>Deferred – Covid-19</i>)	2 yearly	Sep 2018	May 2021

WELL-LED

People can expect that management and leadership encourages and delivers an open, fair, transparent, supporting and challenging culture at all levels.

Title/Group	Frequency	Last Audit	Due Date
IG – Information Security	Annually	Jul 2020	Jul 2021
Appropriate Access of iCare (GDPR)	Annually	Dec 2020	Dec 2021
Appraisal Processes	Annually	Oct 2020	Oct 2021
Staff Wellbeing Survey	Annually	Sep 2020	Sep 2021

WELL-LED (Cont'd)

People can expect that management and leadership encourages and delivers an open, fair, transparent, supporting and challenging culture at all levels.

STAFF COMPLIANCE	Frequency	Last Audit	Due Date
Student Placement Evaluations (Deferred – Covid-19)	Annually	Mar 2020	Sep 2021
Self-assessment for CDAO (Hospice UK)	Annually	Dec 2020	Dec 2021
Nursing Staff Uniform	Annually	Nov 2020	Nov 2021
Facilities Staff Uniform	Annually	Feb 2021	Feb 2022
Doctors Uniform	Annually	Feb 2020	Feb 2021
Staff ID Badges	Annually	Jul 2020	Jul 2021

REVIEWS

Title/Group	Frequency	Last Audit	Due Date
Patient Information Leaflets	Annually	Feb 2020	Feb 2021
Patient Guides	6 monthly	Feb 2020	Aug 2020
Electronic Nursing Records	3 Yearly	Oct 2018	Oct 2021
Electronic Case Notes	3 Yearly	Oct 2018	Oct 2021
Electronic Care Plans	3 Yearly	Oct 2018	Oct 2021
OOH Advice Line Folder	Annually	Jan 2020	Jan 2021
SOP for Controlled Drugs	3 Yearly	Jan 2020	Jan 2023
Corporate Induction	Annually	Dec 2020	Dec 2021

GUIDELINES

Title/Group	Frequency	Last Review	Due Date
Management of Opiate Induced Respiratory Depression	3 Yearly	Jun 2020	Jun 2023
Midazolam Overdose	3 Yearly	Jun 2020	Jun 2023
Anaphylaxis	3 Yearly	Jun 2020	Jun 2023
Hypoglycaemia	3 Yearly	Jun 2020	Jun 2023
Naso/Gastric Feeding	3 Yearly	Jul 2020	Jul 2023
Care of the Deceased Protocol	3 Yearly	Feb 2021	Feb 2024
McKinley Syringe Pumps	3 Yearly	May 2020	May 2023

QUALITY ACCOUNTS

Title/Group	Frequency	Last Review	Data Collection Date	CCG Endorsement	Final Submission Date to DoH
Bolton Hospice Quality Accounts	Annually	Jun 2020	Jan 2021	Via CCG Quality Mtg Submit end April 2021	1 st July 2021