



Bolton Hospice
caring from the heart

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.

September 2025

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 2025	Mar 2026
IV Fluids	2 Yearly	Dec 2022	Dec 2026
FP10 Use	Annually	Nov 2024	Nov 2025
Medicines Reconciliation - <i>(date changed in line with GPST2 intake)</i>	6 monthly	Aug 2025	Dec 2025
PATIENT SAFETY			
Waste Audit (iFM at NHS Trust) (EXTERNAL)	5 Yearly	Sep 2020	Sep 2025
Management of Pressure Ulcers with IPU (Hospice UK)	Annually	Aug 2024	Aug 2025
Patient Wristbands	Annually	May 2025	May 2026
Nutrition and Hydration (Hospice UK)	Annually	Jan 2025	Jan 2026
Dietary Guidance Assessment & Screening	Annually	Jul 2025	Jul 2026
ICB Safeguarding Audit	Annually	Sep 2024	Sep 2025
INFECTION CONTROL			
Environmental Audit	Annually	Jan 2025	Jan 2026
Sharps (Hospice UK)	Annually	Jul 2025	Jul 2026
Hand Hygiene (Hospice UK)	2 Yearly	Oct 2024	Oct 2026
Legionella Checks	Annually	Jan 2025	Jan 2026

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	Jan 24 – Aug 24	Sep 2025
OOH Advice Line	Annually	Jan 2025	Jan 2026
Constipation Management/Bowel Care	Annually	Dec 2025	Dec 2026
Pain Management Audit	Annually	Dec 2024	Dec 2025
Palliative Care MDT Participation	Annually	Jun 2025	Jun 2026
Admission IPU (Hospice UK)	Annually	Mar 2024	Mar 2025
Anticipatory Prescribing at EoL	Annually	Aug 2024	Aug 2025
Syringe Pumps	Annually	Mar 2025	Mar 2026
Antibiotic Prescribing	Annually	May 2025	May 2026
Volunteers' Handover from Nurses	Annually	Mar 2025	Mar 2026
End of Life Document	Annually	Oct 2024	Oct 2025

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 2024	Nov 2026
Care of the Deceased (Hospice UK)	Annually	Dec 2024	Dec 2025
Bereavement Support Services - (Hospice UK)	Annually	Sep 2024	Sep 2025
EoLC Relatives' Survey IPU & HaH	Quarterly	Via Quality & Governance Mtg	
Survey Monkey – Patient/Family Feedback	Quarterly	Via Quality & Governance Mtg	

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
Staff and Volunteers Wellbeing & Satisfaction Survey (Facilitated by Birdsong)	2 yearly	May 2024 (Birdsong)	May 2026

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	Nov 2024	Nov 2025
Appropriate Access of iCare (GDPR)	Annually	Aug 2024	Aug 2025
Appraisal Processes	Annually *	Aug 2025	Aug 2026
STAFF COMPLIANCE			
Student Placement Evaluations	Annually	Mar 2025	Mar 2026
Self-assessment for CDAO	6 Monthly	Apr 2025	Oct 2025
Staff ID Badges	Annually	Jul 2025	Jul 2026

REVIEWS

Title/Group	Frequency	Last Audit	Due Date
Patient Information Leaflets	Annually	Apr 2025	Apr 2026
Electronic Nursing Records	Yearly	Oct 2025	Oct 2026
Electronic Case Notes	Yearly	Oct 2025	Oct 2026
Electronic Care Plans	Yearly	Oct 2025	Oct 2026
Corporate Induction	Annually	Jan 2025	Jan 2026