

For any further information about the clinical audit procedure or the audit results please contact the Director of Nursing on 0113 218 5500, or by email cathm@st-gemma.co.uk . The St Gemma's Hospice Quality Account also contains information about audit. This is available on the wards, Day Hospice and on the Hospice website www.st-gemma.co.uk



**How do we
assure the
quality of
your care?**

St. Gemma's Hospice
329 Harrogate Road
Moortown
Leeds
LS17 6QD

0113 218 5500
email postmaster@st-gemma.co.uk
www.st-gemma.co.uk

Registered Charity No. 1015941

How do we assure the quality of your care?

Staff at the Hospice always want to make sure that patients are safe and that the care is of the highest quality. One of the ways in which we achieve this is by doing “clinical audit”.

What is clinical audit?

Clinical audit measures what we do against standards. These standards are those that represent best practice – they are the “gold standard”. If the care reaches the gold standard we can be assured that the care is good but if the care does not reach that standard then we need to do something about it. If this happens we would make a plan to implement improvement and carry out a re-audit some time later to ensure that change has taken place and we can reach the required standard.

How do we do clinical audit?

Before starting the audit there has to be agreement on what care patients should receive. This is called “setting standards” and these are based on expert knowledge and current research. The staff will then

- Agree the standards to be used
- Decide which patients will be included in the audit
- Collect information by looking at patient records or by asking patients directly about their care
- Analyse the information to see how many patients are receiving care according to the standard
- Decide if the results are acceptable or not
- If the care falls below the required standard, the problems are explored and actions put in place for example, further

staff training, a change to a policy or a different way of working implemented

- The audit will be carried out again to ensure improvement has taken place

Patients are not identified personally in any results or reports.

What audits do we do?

The following are just a few of the audits that we do every year

- Safe identification of patients – correctly identifying patients prior to treatment, in particular giving medicines, is essential. We check that all patients have a correctly completed wristband in place
- Cleanliness and infection control – the environment is constantly checked to ensure high standards. We do a regular audit watching staff washing their hands to make sure they are using the correct procedure.
- Record keeping – we have both paper records and electronic records for recording all the care we give. These are checked on a regular basis to ensure they are completed correctly. We use national standards for this audit.
- Administration of medicines ensures the highest possible standards of safety are adhered to.

All the audits are reported to the Senior Managers at the Hospice and are available for the Care Quality Commission to access at any time.