



Willow Burn Quality Account
2018 - 2019



Treasuring Lives

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Helen McArdle In-Patient Unit and Sir Tom Cowie Centre

The Quality Account for 2018-19 has been produced for patients, families, friends, donors, the public and NHS organisations. It describes how we have maintained and improved services, how we are raising standards even higher and our commitment to being responsive to the needs of our patients in future.

Staff and volunteers continue to be one of our most valuable assets and we could not achieve all we have, or want to in the future without their commitment and dedication. Together with the Board of Trustees we would like to thank them for their hard work and support.

We have had an incredible year. After securing a donation of £1.5m to construct a new six bedded inpatient unit, works commenced in March 2018 and the Helen McArdle Wing was fully operational by December 2018.

Willow Burn's patients and their families have continued to receive the highest quality care delivered by our specialist staff but now benefit from a new "state of the art" facility, which remains welcoming, warm and homely. Each of the six bedrooms are now modern and well-equipped; including en-suite facilities with access to a outdoor terraced area providing stunning views over the landscaped gardens and the Derwent Valley.

New car parking has been created and our existing day hospice, The Sir Tom Cowie Centre, improved.

We are responsible for the preparation of this report and its content is compiled via a collaborative approach with senior managers from across the organisation. To the best of our knowledge, the information reported is accurate and a fair representation of the quality of healthcare services provided by Willow Burn Hospice.

Alison Hands Director of Operations (Interim) & Kirsty Crozier Director of Operations (Permanent)

"Everyone deserves help and support when they need or want it, regardless of where they live, their age, their background and their diagnosis. This is what we believe, and this is why we do what we do."

On behalf of the trustees of Willow Burn Hospice I would like to endorse the current statement of Quality Accounts.

To ensure that we always place the patient at the centre of our strategy and clinical activities our Director of Operations, with the support of our Clinical Manager, continues to ensure we have robust policies and procedures in place and mechanisms that ensure compliance with these and legislation. There is a continued focus on the training and education of our staff ensuring we have the right skills to meet the needs of an increasingly diverse group of patients with varying complexities. The development of our services as we move forward continues to be driven by patient need and a desire to provide holistic high quality care.

With a generous personal donation, during 2018/19 we delivered a new “state of the art” six bed inpatient unit, the Helen McArdle Wing. This is an exciting time at the hospice. We are now able to complement our staff’s commitment and drive to provide high quality services with world class facilities to match this dedication.

The immediate future is dominated by our desire to maximise the benefit of these new facilities to reach more patients and clients across our catchment than ever before.

Paul Jackson
Chair of the Board of Directors/Trustees
Derwentside Hospice Care Foundation
Willow Burn Hospice

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