



BUTTERWICK HOSPICE

QUALITY ACCOUNT

Registered Charity Number: 1044816

April 2025 to March 2026

Butterwick Hospice
Middlefield Road
Stockton on Tees
TS19 8XN

Butterwick Hospice
Woodhouse Lane
Bishop Auckland
DL14 6JU

Contents

ITEM	PAGE
Butterwick Hospice Mission Statement and Values	3
Chief Executive Officer's Statement	4
Priorities for Improvement	5
Review of Butterwick Hospice Service Areas	7
Funding of Services	14
Fundraising	15
Workforce	15
Quality of Performance and Patient Safety	16
Statement from the Board of Trustees	24
Appendix 1: Mobilisation Plan	Attached
Appendix 2: Audits	Attached
Butterwick Hospice Quality Account Statement from the Integrated Care Board	27

Butterwick Hospice Mission Statement and Values

Mission Statement, Why We Are Here:

- We aim to improve the quality of life for those who have a life limiting illness and their families and to offer positive support for every challenge they may encounter during the illness and to see death as part of life's journey.

In Particular We Will:

- Provide supportive and palliative care for children and adults with life limiting conditions.
- Ensure each person receives care in a homely environment whilst maintaining privacy, dignity and choice.
- Provide holistic, person-centred care by responding to and respecting the patient and family's individual physical, social, cultural, educational, spiritual, and emotional needs throughout the illness and bereavement.
- Acknowledge and respect the way the family care for their relative and endeavour to continue their chosen pattern of care.
- Work together in developing an environment based on support and mutual respect.
- Maintain the high quality of the service through on-going reflection, evaluation, education and development.
- Communicate effectively and efficiently both within the hospice and with external agencies, to ensure continuity of care and promote service development and improvement.

Our Core Values are:

- Care
- Compassion
- Dignity
- Support
- Community

To be successful we need to live by our core values, and embed them into our services – making them clear and translated into operating principles so that everyone understands them:

- We treat people how we want to be treated.
- We treat each other with dignity and respect
- We recognise that everyone's contribution counts.
- We share knowledge, accept challenges, and recognise achievements.
- We communicate openly and honestly in a professional manner.
- We have a positive attitude and embrace change.
- We encourage, support, and care about each other.
- We respond to all issues affecting the Charity, staff members, and volunteers in a fair, transparent, and professional manner, involving all parties, with the objective of resolving identified problems and conflict in a timely and efficient manner.

Chief Executive Officer's Statement

It gives me great pleasure to present the Quality Account for Butterwick Hospice (Stockton and Bishop Auckland) for 2025-2026.

Butterwick Hospice welcomes the opportunity to promote the services that we provide for our patients, families and carers.

We also welcome the opportunity to demonstrate to our key stakeholders that we continue to be committed to provide a high standard of care.

This report is for our patients, their families and friends, and the local NHS organisations who contribute towards our funding. The majority of the finance required to pay for the services we provide is raised through fundraising, legacies and our retail shops.

The patient, both adult or child, is at the heart of all Butterwick Hospice services, and we continue to strive to provide quality care.

During 2025-26 we continued to deliver a range of services across our two sites, with steady growth across our Day Services, and highly valued support being provided to children and their families by our Children's Inpatient Unit (CIPU). Our Family Support Service continued to work at full capacity, and our Home Care Service saw increased take up.

In 2025-26 a major focus continued to be the further development of our Adult Inpatient Unit (AIPU), occupancy levels increased steadily during the year, with symptom management being added to the range of services provided.

All of our services benefited from the Department of Health and Social Care Hospice Capital Grant Scheme during the year, with significant refurbishment of patient facilities in the AIPU, CIPU and Day Hospice areas. In addition, investment was possible in our Information Technology and wider infrastructure to directly support service delivery

The collaboration with North Tees and Hartlepool NHS FT, reported on in our previous Quality Accounts, continues and we are proud of this partnership working and the seamless pathway of care for those requiring ongoing palliative and or end of life care we have created.

We are committed to ensuring that as many people as possible have the opportunity to benefit from hospice care and we are actively engaging with our NHS Integrated Care Board, Local Medical Committees and GP Practices to promote our services and attract referrals.

Together with the Board of Trustees, I would like to take the opportunity to thank all of our staff and volunteers for their hard work, commitment and support.

To the best of my knowledge, the information reported in the Quality Account is accurate and a fair representation of the quality of care services that are provided.

Edward Gorringe
Chief Executive Officer

Priorities for Improvement

Butterwick Hospice continues to aspire to provide high quality care to all of our patients and service users, provided by nursing, allied health professionals, complementary therapists, and counsellors.

We aim to do this by the development of a transparent and supportive culture, that understands the importance of learning lessons, and fully embraces and takes our duty of candour very seriously.

Some of Butterwick Hospice's services are regulated by the Care Quality Commission (CQC), and are inspected periodically.

The outcome of inspections is as follows:

Service	CQC Inspection Date and Rating
Adult Inpatient Unit (Stockton)	Last inspection was May 2024. Rating: Good The CQC lifted all conditions from the adult inpatient unit in July 2024.
Butterwick House Children's Inpatient Unit (Stockton)	Last inspection was August 2022. Rating: Good The CQC lifted all conditions from the children's inpatient unit in July 2024.
Home Care Service (Bishop Auckland)	Last inspection was February 2022 Rating: Inadequate The last inspection was as part of the Day Hospice inspection. Since then, the Day Hospice is no longer a regulated service, and the Home Care Service regulated activity has changed to the provision of personal care only. The rating remains unchanged as Butterwick Hospice has been informed by CQC that the rating is based on the location of the service, and not the actual service.

The priorities for 2025-2026 have been to continue to focus and build on the service improvements required to maintain the standards required by CQC. Butterwick Hospice acknowledges that it is responsible and accountable for the standards of care that it provides. Butterwick Hospice recognises that we must continue to develop and implement systems and processes to review, monitor, report, and take action in response to all clinical issues and concerns. To this aim we must embed and sustain a quality and service improvement culture, and as such we aspire to reduce risk, prevent harm, and promote safety as the foundation for providing and meeting the requirements of the 5 CQC domains:

- **Safe:** our patients must be cared for within services that are well managed to protect them from avoidable harm.
- **Effective:** our patients need to be confident that care that is provided meets their individual needs, and will be underpinned by evidence based and best practice guidelines.
- **Caring:** our patients need to know that they will be treated with compassion, dignity, and respect.
- **Responsive:** our patients need to know that we will provide care tailored to their specific needs as we recognise our role in supporting them to make every moment count.

- **Well-led:** we recognise that this domain is critical to continue to develop and strengthen processes that evidence a commitment to continuous service improvement.

The Mobilisation Plan (appendix 1) provides the detail of the areas that have been focused on during 2025-2026. Some of the actions have been mirrored within the Children's Inpatient Unit, and the Mobilisation Plan for the Children's Inpatient Unit has been drafted, however, due to the financial position it has not been possible to progress this plan.

The Key Priorities Have Been:

- To continue to work in partnership and collaboration with the CQC and North Tees and Hartlepool Hospitals NHS Foundation Trust (NT&H NHS FT) to enable Butterwick Hospice to fully occupy all 8 of the beds in the adult inpatient unit.
- To identify areas that require improvement across all service areas and to develop and implement a plan that prioritises key areas.
- For the senior leadership team and board of trustees to continue to recognise that Butterwick Hospice is on a journey, and that although we have come a long way, there is still much to be done. The aim must be to embed and sustain as opposed to implementing a quick fix approach.
- For staff to feel supported through the senior leadership team and the board demonstrating visible leadership commitment.
- To ensure that barriers to staff involvement, engagement, and buy in with service improvement are overcome.
- To share the vision for continuous quality improvement with managers and front-line staff – and to empower and enable them to be a part of our journey.
- To enable managers and staff to own the service improvements required without making them feel undervalued.
- To involve people who use our services to contribute to the work required.
- To continue to grow and develop the services provided through the Day Hospices – including: meaningful groups for patients; review referral pathways into the service to build wider links with the community and increase new patient referrals.

What Will We Do to Achieve This:

- Build on the work completed with North Tees and Hartlepool Hospitals NHS Foundation Trust.
- Apply a more systematic and structured approach to identifying priorities to improving quality, safety, and value within the Hospice.
- Explore how we can free up capacity within the Hospice to enable staff to lead and champion identified projects, and allow senior leaders to be more strategic in strengthening the model for continuous quality improvement.
- Strengthen leadership (clinical and non-clinical) through access to learning and development.
- Continue to measure the effectiveness of the care that is delivered through outcome monitoring.

How Will We Measure Achievement:

- Robust audit programme and quality improvement tools that will provide evidence of assurance in relation to all CQC requirements.
- Continue with the L&D programme that will result in staff developing further skills and competences to be able to deliver the required high quality care to our patients.
- Development and implementation of a new Strategic Plan, that leads to the development of key strategies across the organisation.

- Having the framework in place for registered nurses and healthcare assistants to be competent and confident in their roles within palliative and end of life care.
- Inspection by CQC would rate Butterwick Hospice as a minimum of good across all areas.

Review of Butterwick Hospice Service Areas

During 2025-2026 Butterwick Hospice had 5 key clinical services across 2 sites:

- Adult Inpatient Unit (Stockton)
- Butterwick House Children's Inpatient Unit (Stockton)
- Day Service (Stockton and Bishop Auckland)
- Home Care Service (Bishop Auckland)
- Family Support (Stockton and Bishop Auckland)

Adult Inpatient Unit (AIPU):

The Adult Inpatient Unit is an 8-bed unit, 6 of which have ensuite facilities, and 2 rooms have a shared bathroom close by.

Butterwick Hospice at Stockton provides specialist palliative and end of life care primarily for adult patients living in the Stockton Borough Council geographical area, and also those people living within the Tees Valley areas.

Admissions to the AIPU can be:

- For end of life care.
- For symptom management.
- Directly from the community – including from General Practice.
- Transferred from North Tees University Hospital.
- Transferred from another hospital – for example, James Cook University Hospital or Darlington Memorial Hospital.

AIPU has successfully admitted and supported:

- Patients with complex pain that required significant titration of medications.
- Patients with significant complex wounds.
- Patients with active seizures – who required 3 or more syringe drivers.
- Patients with a history of substance misuse requiring management of methadone in addition to disease related pain management.
- Patients with complex social dynamics – including a patient of no fixed abode.
- Patients requiring complex IV therapies.

Through a Service Level Agreement with NT&H NHS FT, the AIPU is staffed by registered nurses and healthcare assistants seconded from ward 38, on a rolling rotation. Clinical Nurse Specialists and consultants provide clinical cover, and there is support from physiotherapy, occupational therapy, and chaplaincy as required.

AIPU receives support from other Butterwick Hospice services: Family Support; physiotherapy; and complementary therapy.

Out of hours, the AIPU is supported by the Urgent Care Centre, Community Care Practitioners, and the Palliative Care Consultant. There is also a Manager and Senior Manager on call for Butterwick Hospice.

Staffing is constantly reviewed to ensure that it is safe and meets the needs of the patients.

The current staffing establishment on day duty is:

- Registered Nurses x 2
- Health Care Assistants x 2

The current staffing establishment on night duty is:

- Registered Nurses x 2
- Health Care Assistants x 1

While much of the care provided to patients is by nurses, it is considered that this is a collaborative model of care, as opposed to a nursing or medical model of care.

The Objectives Are:

- To provide a responsive 24 hour, 7 days a week inpatient service.
- To provide holistic multidisciplinary care, that meets the physical, emotional, spiritual and social needs of patients and, as relevant, their carers and relatives.
- To provide nursing care, counselling, advice, complementary therapies, and bereavement support to patients, their carers and relatives.
- In all cases to ensure patients, their carers, and relatives are supported by a team of skilled and appropriately trained staff and volunteers.

Activity During 2025-2026:

- 135 admissions.
- 72 admissions for end of life care.
- 63 admissions for symptom management.
- 113 deaths (preferred place of care).
- Average length of stay for end of life care was 7 days.
- Average length of stay for symptom management was 21 days.
- The majority of symptom management patients deteriorated over the course of their stay, and chose to remain in Butterwick Hospice for end of life care.
- Average bed occupancy was 68%. This has been impacted due to closure during the extensive refurbishment programme.

Patient Demographics:

- Patient age range was from 33yrs to 97yrs old – with the majority being in their 70s or 80s:
 - 31 to 40: 4%
 - 41 to 50: 4%
 - 51 to 60: 6%
 - 61 to 70: 15%
 - 71 to 80: 37%
 - 81 to 90: 28%
 - 91+: 6%
- Cancer diagnosis: 64%
- Other life limiting condition: 36%
- Majority of the patients had a Stockton post code, however, patients were also admitted from:
 - Hartlepool
 - Eaglescliffe
 - Thornaby / Ingleby Barwick
 - Middlesbrough
 - Billingham
 - Redmarshall
 - Yarm
 - Darlington
 - Sedgefield
 - Peterlee

Future Objectives Are:

- To consistently achieve an occupancy of >80%.
- To widen referral sources by working with the ICB, LMC, and GP Practices.
- To continue to use the Mobilisation Plan to enable the AIPU to continue to evolve to ensure that the palliative care needs of the community can be met and exceeded.
- To consider applying to change and combine the CQC registered services from 3 to 1.

Children's Inpatient Unit (CIPU):

The Children's Inpatient Unit is a 6-bed unit – 4 rooms for children 0-17 years and 2 rooms for young people 18-25 years.

The Objectives Are:

- To provide a 24 hour, 7 days a week inpatient service.
- To provide short term respite care.
- To provide holistic multidisciplinary care, that meets the physical, emotional, spiritual and social needs of the children, and their families as a whole.
- To provide nursing care, counselling, advice, complementary therapies, and bereavement support to the children, their families, and carers.
- In all cases to ensure the children, their carers, and relatives are supported by a team of skilled and appropriately trained staff.

Activity During 2025-2026:

- We had 20 children / young people on our caseload.
- 17 children / young people were admitted to the inpatient unit for respite care.
- There were 426 episodes of care/admissions.
- There were a total of 161 admissions.
- Average bed occupancy was 75%. This has been impacted due to closure during the extensive refurbishment programme.

There have been 8 referrals received during 2025 to 2026, of which 4 children / young persons have not have attended as they are recent referrals and are awaiting their first respite stay.

Future Objectives Are:

- To consistently achieve an occupancy of >80%.
- To increase the caseload of children and young people.
- To develop and implement a Mobilisation Plan to enable the CIPU to continue to evolve to ensure that the respite and palliative care needs of the community can be met and exceeded.
- To expand the service to offer end of life care.
- To expand the service to offer symptom management for children / young people with life limiting conditions.
- To recruit high calibre registered nurses as this is a critical component to be able to develop services.
- To consider applying to change and combine the CQC registered services from 3 to 1.

Day Service – Stockton:

The Day Services are delivered on an appointment basis with care, complementary therapist, and physiotherapy input as required. Services are delivered from appropriately and attractively furnished rooms.

According to their needs, people are offered one-to-one appointments for Complementary Therapy or Physiotherapy, or to participate in a wellbeing group session.

The Objectives Are:

- To provide a day hospice service three days each week (Monday, Wednesday and Friday).
- To provide holistic multidisciplinary care, that meets the physical, emotional, spiritual and social needs of patients and, as relevant, their carers and relatives.
- To provide care, counselling, advice, complementary therapies, and bereavement support to patients, their carers and relatives.
- In all cases to ensure patients, their carers, and relatives are supported by a team of skilled and appropriately trained staff and volunteers.

Following consultation with CQC, Butterwick Hospice applied for the Day Service to be de-regulated, and this came into effect in August 2024.

Activity During 2025-2026:

- **513** patients attended the service.
- There were **978** episodes of care.
- There were **27** physiotherapy treatments provided.
- There were **379** complementary therapy treatments provided.
- There were **189** acupuncture sessions provided.
- There were **383** episodes of wellbeing group attendance.

Day Service – Bishop Auckland:

The Day Services are delivered on an appointment basis with care, complementary therapist, and physiotherapy input as required. Services are delivered from appropriately and attractively furnished rooms, which were significantly refreshed and refurbished through a collaborative project with Trades4Care.

According to their needs, people are offered one-to-one appointments for Complementary Therapy or Physiotherapy, or to participate in a wellbeing group session.

Following consultation with CQC, Butterwick Hospice applied for the Day Service to be de-regulated, and this came into effect in August 2024.

The Objectives Are:

- To provide a day hospice service three days each week (Tuesday, Wednesday, and Thursday).
- To provide holistic multidisciplinary care, that meets the physical, emotional, spiritual and social needs of patients and, as relevant, their carers and relatives.
- To provide care, counselling, advice, complementary therapies, physiotherapy, and bereavement support to patients, their carers and relatives.
- In all cases to ensure patients, their carers, and relatives are supported by a team of skilled and appropriately trained staff.

Activity During 2025-2026:

- **762** patients attended the service.

- There were **1732** episodes of care.
- There were **345** physiotherapy treatments provided.
- There were **592** complementary therapy treatments provided.
- There were **300** acupuncture sessions provided
- There were **17** episodes of wellbeing / pre-hab group attendance.

Future Objectives Across Stockton and Bishop Auckland Are:

- Develop and implement a wider variety of wellbeing / enablement groups.
- Continue to offer group wellbeing sessions in addition to complementary therapy and physiotherapy sessions.
- Continue with the telephone assessment as this will enable patients to be seen based on needs. Priority will be given to patients who are considered to be palliative as opposed to curative.
- Continue to promote the day hospice with key stakeholders – for example: Macmillan; Join the Dots; Palliative Care NTH; MS Society.
- Involve the community – for example, volunteers supporting some of the arts and crafts group.
- Work with other charities with similar goals to provide joined up care.

Home Care Service:

The Service is for the provision of social, cultural, and personal care for adults who have a life limiting illness. This is a “sitting service” for people who are nearing the end of life and who wish to be cared for at home. The service is operational 7 days per week, and is provided by Home Care Assistants within the person’s own home, and the focus is on providing support for the patient and respite for their family/carer.

Following consultation with CQC, Butterwick Hospice applied for the Home Care Service to be de-regulated for the treatment of disease, disorder, or injury, and diagnostic and screening procedures, and this came into effect in August 2024. The Home Care Service remains a CQC regulated service to provide personal care.

The Objectives Are:

- To provide social and practical support for the patient, and their family.
- To provide care that will maintain the patient’s dignity and support a sense of wellbeing.
- To provide support for their family/carers as they are able to sleep, or go out, knowing that the patient is being well looked after.

Activity During 2025-2026:

- **91** patients were supported by the service in their own home.
- There were **361** episodes of care.
- There were **3249** hours of care provided.

Future Objectives Are:

- To continue to review all current post code areas to ensure that all permitted areas are covered by the service.
- To widen referral sources by working with discharge co-ordinators, district nursing teams, and the ICB.

Family Support – Stockton:

The service offers counselling and emotional support to our patients, their families and carers, at all stages of their health journey as well as post-bereavement. The service also offers 1-1 counselling to adults in our community who have no connection to the hospice, and have a diagnosis of a life-limiting illness.

Bereavement counselling is available for adults and children aged 7+, following the loss of a loved one, due to a life-limiting illness. The service also offers an adult bereavement social support group.

The team consists of qualified and experienced counsellors, supported by a group of dedicated family support volunteers. The service also supports the supervised training practice of student counsellors, enrolled at university, and working towards their qualified status.

Appointments take place on a face-to-face basis, with the option for telephone or online counselling if this is more appropriate.

The Objectives Are:

- To provide a counselling and bereavement support service 5 days each week (Mon – Fri).
- To provide professional yet compassionate support, to improve emotional wellbeing when living with, or bereaved by, a life-limiting illness.
- To provide a confidential space where people feel safe to voice their thoughts and feelings.
- To provide support at the point it is needed, at any stage of a person's health journey, helping them adjust to living with an illness, and considering the impact of this on their life, both now and in the future.
- To provide bereavement support to adults and children, following the loss of a loved one from a life-limiting illness.

Activity During 2025-2026:

- **697** clients attended the service: 620 were adults and 77 were children.
- **1536** episodes of support were provided.
- **1443** 1-1 counselling sessions were provided: 1292 were adults and 151 were children.
- **93** episodes of adult bereavement group sessions were attended.

Family Support – Bishop Auckland:

The service offers counselling and emotional support to our patients, their families and carers, at all stages of their health journey as well as post-bereavement. The service also offers 1-1 counselling to adults in our community who have no connection to the hospice, and have a diagnosis of a life-limiting illness.

Bereavement counselling is available for adults and children aged 7+, following the loss of a loved one, due to a life-limiting illness. The service also offers an adult bereavement social support group.

The team consists of qualified and experienced counsellors, supported by a group of dedicated family support volunteers. The service also supports the supervised training practice of student counsellors, enrolled at university, and working towards their qualified status.

Appointments take place on a face-to-face basis, with the option for telephone or online counselling if this is more appropriate.

The Objectives Are:

- To provide a counselling & bereavement support service 3 days each week (Tues/Wed/Thurs).
- To provide professional yet compassionate support, to improve emotional wellbeing when living with or bereaved by a life-limiting illness.
- To provide a confidential space where people feel safe to voice their thoughts and feelings.
- To provide support at the point it is needed, at any stage of a person's health journey, helping them adjust to living with an illness, and considering the impact of this on their life, both now and in the future.
- To provide bereavement support to adults and children, following the loss of a loved one from a life-limiting illness.

Activity During 2025-2026:

- **521** clients attended the service: 494 were adults and 27 were children.
- **1110** episodes of support were provided.
- **972** 1-1 counselling sessions were provided: 904 were adults and 68 were children.
- **55** episodes of adult bereavement group sessions were attended.

Bereavement Group Support:

Our bereavement social groups, at Bishop Auckland and Stockton, enjoy meeting-up regularly every month. The group members enjoy refreshments and conversation in the safety and comfort of Butterwick Hospice, which is so reassuring for them, as they adjust to living without their significant other. The group enjoy chatting and discuss a diverse range of issues including, but not exclusive to, their experience of living while grieving.

Two of our therapeutic counsellors facilitate each group, offering empathic support, and assisting with the flow of conversation, ensuring everyone feels included.

Bereavement Follow-Up Service:

We provide a follow-up bereavement support service to the families of our patients who have died while accessing one of our clinical services.

We send a condolence card and letter to the bereaved families, within the first two weeks, and contact them again between 8-10 weeks later.

We inform bereaved families of the support we can offer, should they require it, and the various ways they can contact us, by telephone, email, or pre-paid post.

During 2025-2026, we offered follow-up support to **129** families.

Funding of Services

In 2025-2026 Butterwick Hospice received the following grants for our core funding:

- Bishop Auckland Services funding from Co Durham ICB: **£562,361**

- Stockton Adult Services funding from Tees Valley ICB: **£1,322,493**
- Stockton Children's Services funding from NHS England: **£312,000**

Total: £2,196,854

This total core funding represented **46%** of our full group costs, i.e. charity and trading subsidiaries of retail and lottery.

2025-2026 Expenditure:

Department	Expenditure
Charity:	£3,848,916
Retail:	£787,279
Lottery:	£118,283
Trust:	£56,639
Total:	£4,811,118

In 2026-2027 funding for our clinical services is as follows:

- Bishop Auckland Services funding from Co Durham ICB: **£566,274**
- Stockton Adult Services funding from Tees Valley ICB: **£1,331,686**
- Stockton Children's Services funding from NHS England: **£319,000**

Total: £2,216,960

Therefore, core grant funding against group costs is estimated at 44% in 2026-2027, a reduction from 46% in 2025-2026.

2026-2027 Expenditure (Predicted):

Department	Expenditure
Charity:	£4,060,480
Retail:	£763,213
Lottery:	£126,138
Trust:	£56,539
Total	£5,006,370

Fundraising

Despite economic challenges, Butterwick Hospice successfully raised £914,088 in fundraising income during 2025-2026, thanks to generous legacies, successful trust and grant applications, and the unwavering support of our community. While the increased cost of living continues to shape donation patterns, heartfelt contributions including 'In Memory Of' tributes, regular giving, and general donations, have played a crucial role in sustaining our services.

Over the past year, we have introduced fundraising events designed to ignite community spirit and foster meaningful engagement between individuals, families, and corporate supporters. These initiatives directly support our palliative care services, ensuring we can continue to provide compassionate support to those who need it most.

Butterwick Hospice is committed to building lasting relationships with the business sector, and our corporate partnership lunches have proven to be a fantastic platform for business owners and directors to learn about our work. These gatherings inspire companies to become corporate partners, committing to annual financial contributions that help sustain our vital services. There has also been successful engagement with the “match my project” and the hospice has greatly benefitted from new sofas, fridge / freezer, kitchens, and many other items that have made a significant difference to the comfort of patients and families.

We continue to strengthen community engagement through targeted social media campaigns, highlighting key income streams such as regular giving, general donations, community driven fundraising, third-party support, and ‘In Memory Of’ contributions.

Our corporate fundraising efforts remain a cornerstone of our financial strategy, forging stronger ties with businesses and ensuring sustained annual support. With each passing year, Butterwick Hospice expands its reach, deepens its impact, and strengthens its relationships within the community. Together, we continue to make a profound difference in the lives of those who need our care.

Workforce

During 2025-2026, Butterwick Hospice had a workforce of 95 employees – which equated to 69.3WTE staff.

Staff turnover during 2025-2026 was 17.25%, with an absence rate of 4.95%.

Statutory training during 2025-2026 was 94% compliance for non-clinical staff; and 100% compliance for clinical staff. A plan continues to be in place so that staff receive statutory and essential training for their roles, to ensure that they have the required skills and competences.

Butterwick Hospice recognises that all our staff (permanent, bank, and volunteers) are our most valuable asset, and as such we recognise the importance of continuing to develop our staff through learning and development opportunities. Our aim is to also increase the number of volunteers as these contribute significantly to the care and services that are provided to our patients.

Better Health at Work Award:

The Better Health at Work Award is a partnership programme between 12 North East Local Authorities and local health providers. It recognises the efforts of employers in addressing health issues within the work place by providing increased access to health information. Butterwick Hospice recognises that its staff are a very valuable asset, and has achieved the Better Health at Work Award Bronze Level.

Quality of Performance and Patient Safety

Audit Data:

During 2025-2026, Butterwick Hospice continued to review the audits that were being undertaken within each service area. Audit tools have been standardised across service areas, and results are reported through the Senior Leadership Team and the Quality, Safety, and Risk

Committee (a sub-committee of the Board). A sample of the monthly audit report is included as appendix 2.

Audits Undertaken Are:

AIPU and CIPU:

- Medication (HospiceUK)
- CDs (HospiceUK)
- CDs (Independent Pharmacist)
- Medication Management (Independent Pharmacist)
- Clinic Room: including fridge and room temperature monitoring (Independent Pharmacist)
- Professional Registration (Nursing and Midwifery Council)
- Care Plan
- Safe Staffing
- Safe Environment
- IPC including Uniform and Hand Hygiene
- Mattress

Day Hospice:

- Record Keeping and Documentation
- Safe Environment
- Uniform and Hand Hygiene
- Professional Registration (Therapists)

Home Care Service:

- Record Keeping and Documentation

Family Support:

- Record Keeping and Documentation
- Safe Environment
- Professional Registration (Counsellors)

Audit outcomes are recorded in line with CQC ratings:

- Outstanding: >87%
- Good: 63% to 87%
- Requires Improvement: 39% to 62%
- Inadequate: 25% to 38%

Infection, Prevention, and Control:

During 2025-2026, Butterwick had:

- Clostridium difficile: **0**
- MRSA: **0**
- Norovirus: **0**

An Infection, Prevention, and Control Audit was undertaken in January 2026, through an SLA with NT&H NHS FT. The overall scores were:

Service Area	2025-2026	2024-2025
Adult Services (Stockton)	97%	97%
Children's Inpatient Unit	100%	100%
Bishop Auckland	88%	100%
Overall Compliance	95%	99%

Julie Dunn (Infection Prevention Matron, NT&H NHS FT) stated that: "It is once again really pleasing to report that infection prevention and control practice throughout the hospice continues to be maintained year on year to an exceptionally high standard, even though overall compliance is reported at a slightly lower level this year than the previous audits. This level of sustained compliance is excellent progress and demonstrates how seriously infection prevention and control is considered within the hospice, with achievable action plans taken forwards and discussed at a high level with senior hospice staff. Shortfalls relating to the estate of the buildings are being addressed via the refurbishment programme. The refurbishment upgrades continue at both sites. Noticeable improvements in relation to previous audit recommendations were evident across both hospice sites and it is so pleasing to see such high level improvements. First impressions remain excellent; all units throughout appeared very tidy, uncluttered and organised. Action plans continue to be in place to address the remaining minor recommendations from the previous year's infection prevention and control audits, once funding allows and are reviewed at each infection control committee meeting."

Incidents:

During 2025-2026, Butterwick had 199 incidents within clinical and non-clinical services. Of these:

- Low harm: 158
- Moderate harm: 41
- High harm: 0

- Adult IPU: 124
- Children's IPU: 37
- Day Service: 5
- Family Support: 2
- Home Care Service: 1
- Non-Clinical Services: 30

Controlled Drugs:

- The Director of Care is the Controlled Drugs Accountable Officer and attends the local Controlled Drugs Local Intelligence Network (CDLin), and submits the quarterly reports.
- In 2025-2026, Butterwick Hospice had 17 controlled drug incidents. None of these reached the patient or caused harm and mainly involved: recording; prescribing; dispensing.

Medication Events:

In 2025-2026, Butterwick Hospice had 23 other medication events, but none caused harm and majority did not reach the patient.

All medication incidents are reviewed at the Quality, Safety, and Risk Committee, and are closed.

Pressure Damage:

During 2025-2026, Butterwick Hospice had 50 patients who had pressure damage or moisture lesions. Apart from 17, these were all identified on admission to the hospice. All of these patients were more susceptible to have compromised skin integrity due to the fact that they were seriously ill.

Butterwick Hospice captures lessons learnt from all incidents – and an incident is not closed until this has been recorded.

Lessons learnt are noted at the monthly Senior Leadership Team meeting and then shared with all managers across all service areas. Managers share the lessons learnt with their teams, and ensure that these are then filed so enable access by all staff.

Health and Safety RIDDOR Reportable:

There has been one serious untoward incident, but no RIDDOR reportable incidents during 2025-2026.

Information Governance:

There were no data breaches during 2025-2026.

The Senior Information Risk Owner (SIRO) is responsible for completing the DSP Toolkit that sets out the National Data Guardian's data security standards. By completing the self-assessment, the SIRO assesses whether Butterwick Hospice can provide evidence that demonstrates that we can meet the standards.

Complaints and Concerns:

- Number of complaints / concerns 2025-2026: 4

It is critical that the organisation listens and learns from any complaints or concerns that are raised, as this enables us to make any improvements that are required.

All complaints and concerns are managed in line with policy. This complaint was resolved and closed. Complaints are also discussed at the Senior Leadership Team meeting and the Quality, Safety, and Risk Committee to ensure that any learning is implemented.

Safeguarding:

During 2025-2026, Butterwick Hospice continued to focus on ensuring that clinical staff received safeguarding training at the appropriate level (in line with policy and intercollegiate guidance). 100% compliance has been achieved. There has been a focus on ensuring that non-clinical staff and volunteers also complete the appropriate level of safeguarding training.

Butterwick Hospice encourages all staff, patients, families, and visitors to raise any safeguarding concerns they may have, and safeguarding posters are prominently displayed around the organisation with details of who to contact if there are any concerns.

An on-call manager and senior manager rota is produced every month to ensure that staff have access to support, and can raise concerns, 24/7 and 365d/year.

During 2025-2026: 8 safeguarding alerts were made to the Safeguarding Team. These were also notified to CQC. 6 of these alerts were made for concerns originating outside of Butterwick Hospice.

Freedom to Speak Up Guardian:

During 2023 a Freedom to Speak Up Guardian (FTSUG) was recruited and appointed. This supports staff to speak up when they feel that they are unable to do so by other routes. The FTSUG ensures that people who speak up are thanked, that the issues they raise are responded to, and they ensure that the person who speaks up receives feedback on the actions taken. As part of this initiative, all staff have completed the Freedom to Speak Up Training at the appropriate level for their role.

The FTSUG completes and submits the required reports the National Guardian's Office, and also provides an anonymised overview to the Board of Trustees every 6 months.

Compliments:

Comments received through the patient surveys are positive, and the clinical services are currently using QR Code Surveys. The services also receive a significant amount of feedback via cards.

Patient and Families Feedback (Examples):

"When my husband (Name) was in his final weeks, he spent this precious time at the Butterwick Hospice as we were unable to manage his pain at home. We were incredibly fortunate to have such an amazing facility right on our doorstep in Stockton, which meant (Name's) family and friends were able to visit regularly and spend meaningful time with him.

From the moment we arrived, the staff at the Butterwick made us feel supported and at ease during what was undoubtedly the hardest period of our lives. Nothing ever felt like too much trouble from allowing me to take a shower and sleep over to the kitchen staff and cleaners who supplied delicious food and were always happy to chat. My teenage daughters often commented on how kind everyone was — from remarking on how nice the food was in the café, to the staff and volunteers who would happily make them sandwiches and chips at any time of day or night. These small but thoughtful gestures meant more than words can express and brought comfort to my daughters at a time when our lives were about to change forever.

(Name) spent several weeks at the hospice, and during that time we witnessed first-hand just how busy it was. Patients often arrived for very short stays before another family followed, each carrying their own heartbreak. Every single time, the staff showed unwavering integrity, kindness, compassion, and patience — giving families the time and space they needed to process their loss.

Through this experience, I came to truly understand how vital Butterwick Hospice is to families across Teesside. I saw and felt the difference this exceptional care makes, and it is why I wanted to give something back — to say thank you, to show my appreciation, and to help ensure that this incredible service can continue. My hope is that every family facing a similar journey will receive the same level of care, dignity, and kindness that (Name) and our family were so gently given.

Butterwick Hospice not only cared for my husband, and my girls' dad, with unwavering compassion, dignity, and respect, but they also made us feel truly welcome and supported during what was an incredibly difficult time for us all. From the very beginning, we felt cared for not just as patients and family members, but as people who mattered.

This care did not end when (Name) passed away. The team at Butterwick continued to support us, reaching out and offering counselling, which my youngest daughter and I chose to take up. This support proved invaluable, helping us to begin adjusting to life without (Name) and giving us a safe space to process and grieve in our own time.

Whilst the grief never truly goes away, we are slowly finding our new normal, and I am deeply grateful to Butterwick Hospice for gently guiding and supporting us through this transition. Without this vital service, so many families across Teesside would be left without the care and support they need during the most heartbreaking moments of their lives.

I have recently returned to work — something I could not have imagined just a few months ago — and that is, in no small part, thanks to the care and ongoing support we received from Butterwick Hospice.”

“We would like to express our sincere gratitude to Butterwick Hospice staff that cared for my uncle. You provided excellent care and compassion and it helped my uncle pass away with dignity. The nurses were excellent with their prompt attention and expertise as his condition changed. Thank you for everything you did to make my uncle comfortable in your care. Your work is so important to families like ours. Thank you so much.”

“There are not enough words to express our thanks for the care that was given to my Mum. You all made the most difficult time much easier. You are all angels. Thank you so much from all of the family and friends. Forever grateful xx”

“It’s so hard to write and thank you all for the care you gave (Name). He was an individual who many people loved. My precious brother felt more at ease and started to be the person we all know. Many occasions he had me laughing just by the look he gave staff entering his room. (Name) grew to know you all and had memories and stories to tell once home. (Name) would like you all to know how much he appreciated all you did for him. At home he talked about you all, some more than others. This usually involved his one liners and how fondly he remembered you. Too many to write but I could tell you them all. Thank you for everything. It’s something I will never forget xxxx”

“To all the staff at the Butterwick Hospice. With gentle hands and caring hearts, you brought us comfort through the dark. In every kindness, big and small, we felt your compassion though it all. Thank you for the care you gave, for the dignity you helped him save. We will always hold your warmth so dear – a light in a moment we most feared. Forever grateful.”

“Just wanted to say a huge thank you to each and every one of you who helped look after my Mam. I did not want Mam to come in as I wanted to look after her at home as I had been doing. But in the last weeks it was becoming that Mam needed more than I could give her in the help she needed, which broke my heart for the first time. But when she arrived and was looked after by the angels you all are I knew she was in the best hands. I’m so thankful that we could spend the precious time with her, day and night. Thank you for this. My heart again broke when we lost her. Thank you all so so so very much.”

“Being able to see the same therapist while having my treatment was a great help.”

“I found (Name) always listened to me and worked at what I needed most in each session. This has really benefitted me from your expertise and support.”

“Reflexology has been great, I am no longer getting pain in my feet. An overall positive experience.”

“Relaxing and being able to reflect on my life, I have enjoyed my therapy with (Name) so much.”

“I always look forward to my sessions with (Name). It has made me very relaxed, reducing my concerns, and all the day care staff are very friendly and supportive.”

“I have learnt to understand my issues in problem areas, and strategies to go forward with.”

"Very enjoyable treatments – feel better afterwards."

"Enjoy the treatment and talking to the therapist, this enables me to get out of the house. I love to chat to the receptionist."

"These holistic therapies are vital and do help."

"Total relaxation and feeling cared for."

"Talking and feeling listened to, feeling very relaxed after the treatment, great relief from aches and pains."

"Feeling of being accepted and cared for, no longer alone, physical contact and care, beautiful atmosphere, calm and lovely sound and smells. Thank you for this service which is really lovely and appreciated."

"Time to for me to switch off and relax, the treatments give me strength to carry on, thank you so much for this invaluable service and treatments."

"To all the amazing Butterwick charity, especially (Name) for giving us consistent support. Your staff's presence and devotion to making these past few months as comfortable as possible for my Mam is a credit to you all."

"Having a safe space to explore my emotions where I could be totally myself without fear of judgement or expectations."

"I have found some coping techniques to help. My counsellor has listened and supported and really helped me. Thank you."

"Being able to talk about my husband and I felt relaxed talking to my counsellor."

"Able to talk freely with no shame or embarrassment."

"The importance of dedicated time to honour my own feelings and my Mum. Communicating to others that I am doing this process has been a good conversation starter and reminder to them of my feelings and needs."

"Having a safe space to talk about what I needed to talk about. Learning things about me and how I cope and deal with situations. When I am out of here, there are always things I use that are said in the session."

"Getting the suddenness of my cancer diagnosis out shook me to my core. Having somewhere to vocalise it and having it understood and normalised. Realised why I was fighting and recognising how tired I am by it. Challenging my self-sabotaging behaviours."

"Being able to come to terms with and accept that it's ok to have a hard time but that I will always find a way to get better and re-bloom back to where I was before, if not even better."

"The counsellor listened to me when I very desperately needed that. The support provided has helped me to reflect and gain understanding. It has given me strength when I was overcome with fear. I have motivation when I had none."

"My counsellor made me feel welcome, comfortable, at ease about unloading all my issues and I felt supported."

"Found the one-to-one counselling very beneficial; my counsellor was very kind, a good listener, compassionate and caring. She helped me understand how to tackle negative thoughts triggered by grief and cancer diagnosis."

"Counsellor was very polite and she listened when needed. She gave me so much support that I could not thank her enough when my sessions finished – will definitely use again."

"Counsellor was supportive and helped me say things in a safe place. I cannot thank her enough for our sessions."

"Counsellor was so warm and helpful. I never felt uneasy. I was always made to feel welcome."

"The staff at Butterwick are amazing how they have supported me with my son."

"(Name) loves going to respite spending time with staff. I know as a parent (Name) is well taken care of, the team has helped me a lot the last few months when I had a few emergencies in my family and stepped up and looked after (Name), so I can deal with an emergency with my other son. I would be lost without their support."

"Just wanted to say a massive thank you to you and your amazing team of wonderful staff for having (Name) for 4 nights."

The unit looks absolutely amazing and you've all worked very hard whilst Butterwick has been shut. The bathroom looks absolutely amazing and (Name) has certainly enjoyed having a sensory soak each morning. The new kitchen looks lovely and very homely along with the warm welcome (Name), myself, and my mum received when we dropped her off."

"(Name) came home today looking a million bucks with her hair curled and her make up on that I'd sent in.... She was so happy and had obviously really enjoyed her time at Butterwick. (Name's) dad picked her up and he said she was so happy on the way home chattering in her own way. Thank you for all my Mother's Day gifts (Name) had been very busy making with staff support x"

"Thank you again for having (Name), the service you provide is really appreciated and the staff deliver to the highest standards of care and support and it really doesn't go unnoticed."

"To all you amazing special people. Thank you so much for the dedicated care you have all shown (Name) over the years. I know you all love (Name) as much as we do."

"Thank you for all the support you have shown us as a family. You go above and beyond and have seen us through some of the happy times and saddest times. Getting (Name) to (Name) and my wedding thank you, he would not have been able to attend otherwise. And going above and beyond when (Name) devastatingly passed away."

"I will be eternally grateful for the love and support and kindness you have all shown our family. It's heartbreaking that (Name's) stay with you has come to an end. As I've trusted you all with him and would do it again in a heartbeat. I know if (Name) could speak he would tell each and everyone one of you how amazing you all are. At least (Name) has taught you all how to have quick reflexes LOL. Thank you so much we will miss you all. You are all angels."

Statement from the Board of Trustees

During 2025-2026 all of our services continued to perform well, with the increase in occupancy and services offered by the Adult Inpatient Unit (AIPU) being particularly pleasing. The opportunity to refurbish and update so many of our patient facilities was also a very positive step and we are grateful to the Department of Health and Social Care for providing the necessary capital grant funding.

Our partnership with North Tees and Hartlepool NHS FT continues to underpin our work and I am delighted to report that during the year it continued to grow and develop. Our two teams now work with a common purpose to provide a seamless pathway of care for Stockton patients requiring ongoing palliative or end of life care.

I would like to acknowledge the enormous amount of work by both Butterwick and Trust staff necessary to get us to this point.

The Board of Trustees continue to meet regularly as both a full board and in sub-committees. We acknowledge the key role played by the board in the governance of the organisation and the responsibilities inherent in our role as Charity Trustees.

Butterwick would not be able to operate without the dedicated service of our staff and volunteers, on behalf of the board I would like to express our gratitude and appreciation for their ongoing hard work. It has been very pleasing to see the improvements made in so many areas of our organisation over the past twelve months, proof of the commitment and passion of all involved.

It gives me great pleasure to endorse this Quality Account.

Prof Mike Bramble MD FRCP
Chair of Trustees

APPENDIX 1: Mobilisation Plan: please see attached.

APPENDIX 2: Audit Log: please see attached.

Butterwick Hospice Quality Account Statement From the Integrated Care Board



**North East and
North Cumbria**

Commissioner statement from NHS North East and North Cumbria Integrated Care Board (NENC ICB) for Butterwick hospice Quality Account 2025-2026

NHS North East and North Cumbria Integrated Care Board (NENC ICB) is committed to commissioning high quality services from Butterwick Hospice, NENC ICB is responsible for ensuring that the healthcare needs of patients that they represent are safe, effective and that the experiences of patients are reflected and acted upon. The ICB welcomes the opportunity to review and provide comment on this 2025/26 Quality Account.

Overview

The ICB would like to thank Butterwick Hospice for the openness and transparency reflected in this year's Quality Account. The ICB would like to commend all staff for their commitment and dedication demonstrated throughout these challenging times and for striving to ensure that patient care continues to be delivered to a high standard.

Achievements

The ICB would like to congratulate Butterwick Hospice and its staff on the achievements made during this period. The ICB recognises the attainments detailed within the quality account, one of the most significant developments during 2025/26 has been the continued growth of the Adult Inpatient Unit (AIPU). Occupancy levels have increased steadily throughout the year, with the service now accepting both end of life and symptom management admissions. This represents a major milestone in the hospice's journey and is a testament to the sustained commitment of its senior leadership team, clinical staff, and Board of Trustees. Equally welcome is the news that the Care Quality Commission lifted all conditions from both the Adult Inpatient Unit and the Children's Inpatient Unit in July 2024, and that the most recent CQC inspection of the Adult Inpatient Unit in May 2024 resulted in a rating of Good. The Integrated Care Board acknowledge the considerable effort required to reach this position.

The ongoing partnership with North Tees and Hartlepool NHS Foundation Trust continues to underpin the delivery of safe, high-quality inpatient care. The collaborative model that has been developed, including joint clinical governance arrangements and regular operational meetings, is to be commended. The seamless pathway of care that now exists for patients requiring palliative and end of life care across both organisations is an achievement for all involved.

Across both the Stockton and Bishop Auckland sites, the breadth and volume of care delivered during 2025/26 is notable. The AIPU recorded 135 admissions, 63 of which were for symptom management, reflecting the expanded service offer. Both Family Support services together supported over 1,200 clients, providing more than 2,400 individual counselling sessions and group support episodes. Activity has continued to grow across Day Hospice and Home Care services, and the bereavement follow-up service reached 129 families. It is also pleasing to note the significant investment in patient facilities during the year, made possible through the Department of Health and Social Care Hospice Capital Grant Scheme, has enabled substantial refurbishment across the AIPU, Children's Inpatient Unit, and Day Hospice.

The quality and safety data presented in the Account is encouraging. The Infection Prevention and Control Audit conducted in January 2026 achieved an overall compliance score of 95%, with the Children's Inpatient Unit achieving 100%. The statement from the Infection Prevention Matron at North Tees and Hartlepool NHS Foundation Trust speaks to the consistently high standards maintained by the service year on year. The standardised audit programme across all service areas, with results feeding through the Senior Leadership Team and Quality, Safety, and Risk Committee, provides good governance assurance. Of 199 incidents recorded during the year, none resulted in high harm, and the hospice's approach to capturing and sharing lessons learnt is acknowledged. Only four complaints were received, all of which were managed and resolved in line with policy.

On workforce, statutory training compliance of 100% for clinical staff and 94% for non-clinical staff is positive. The focus on staff wellbeing — including the achievement of the Better Health at Work Award at Bronze Level and the introduction of complementary therapy sessions for staff — reflects a culture that values its people, which in turn supports the quality-of-care patients receive.

The volume and warmth of patient and family feedback included in this Quality Account speaks for itself. It is a powerful reminder of the difference hospice care makes to individuals and families at the most challenging time of their lives, and of the dedication shown by staff and volunteers across all services.

Areas for Further Development

The ICB recognises and understands that capacity and resources have impacted on the hospices ability to participate in clinical audits and research. In addition, we note learning from deaths has not been included in the Quality Account due to insufficient data and information which is being addressed.

Future Priorities

The ICB is fully supportive of the identified Quality Priorities for 2026/27. The ICB welcomes the hospice's commitment to progressing its Strategic Plan, embedding a culture of continuous quality improvement, and growing referral pathways from primary care and the wider community.

Plans to expand wellbeing and enablement groups, alongside complementary therapy and physiotherapy provision, will support a more holistic model of care promoting independence, wellbeing and self-management for those living with life-limiting illness.

The ICB also welcomes the hospice's ambition to strengthen collaborative working with partners across the voluntary, community and health sectors. Continued engagement with organisations such as Macmillan, community groups and specialist services will support more integrated care pathways and improve the experience of patients and families navigating services.

The ICB can confirm that to the best of our ability the information provided within the annual Quality Account is an accurate and fair reflection Butterwick Hospice's performance for 2025/26. It is clearly presented in the required format, contains information that accurately represents Butterwick Hospice's quality profile and aspirations for the forthcoming year.

NENC ICB remain committed to working in partnership with Butterwick Hospice to assure

the quality of commissioned services in 2026/27.

Yours sincerely,



Richard Scott

Director of Nursing

NHS North East and North Cumbria Integrated Care Board