

Baywater Healthcare

Quality Account Report

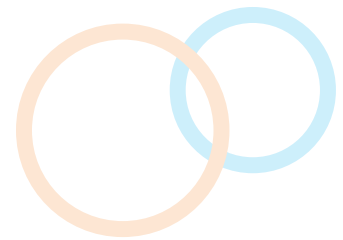
December 2024

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About Baywater Healthcare



Baywater Healthcare is a leading specialist provider of healthcare services to patients with long term conditions. We support more than 40,000 patients and manage over one million patient interactions per year. We deliver outstanding patient care and tailor our services to reflect the needs of the NHS.

We pride ourselves on having outstanding quality assurances, evidenced through our continued achievement of ISO27001, 14000 certifications and CQC 'GOOD' rating.

Our Vision is to be the healthcare partner of choice, delivering high quality, cost effective care to patients closer to their home. Our range of in-home healthcare services include oxygen therapy, oxygen assessment (HOS-AR) and review, non-invasive ventilation, sleep diagnostics and treatment for obstructive sleep apnoea, telehealth and nebulisation. We also provide emergency oxygen for GP and Dental surgeries.

Our core philosophy of 'Enhancing Lives' is underpinned by our core values. Baywater Healthcare employees are encouraged to work to these values, ensuring we deliver a service that places patients at the heart of everything we do.

Chief Executive Officer Statement



Adam Sullivan
Chief Executive Officer

On behalf of Baywater Healthcare, I am delighted to introduce the Quality Account for 2024. This report covers the clinically commissioned services we provide on behalf of the NHS in England.

Baywater Healthcare's primary objective is outlined by our Core Philosophy, 'Enhancing Lives'. We recognise that people make use of our services at a time when their healthcare needs are changing, which creates uncertainty and anxiety. We aim to support them through this period and to help them to lead a normal life.

Our team strives to provide safe and efficient care to all patients. Our multidisciplinary clinical staff are appropriately trained and have access to excellent quality management systems. Our policies are regularly reviewed to adapt to the changing healthcare landscape, utilising the knowledge of our subject matter experts and by following guidance from local NHS authorities and Public Health England.

This document outlines the progress we have made since mobilising new services in 2023, along with our objectives for the coming year. We have taken over existing clinical services from third party providers in the respiratory healthcare space, in addition to commencing new ones. I am delighted with the level of diligence and care that our team of Healthcare Professionals have provided to patients across the regions.

We welcome constructive feedback and ongoing assessment of all our services. We have been encouraged by the positive feedback from our service user population and have taken onboard comments to enhance their experience.

I would like to thank everyone involved in delivering these important services. They live our values and are committed to delivering the best outcomes for patients and the NHS organisations who commissioned Baywater Healthcare to support care in the community.

Adam Sullivan
Chief Executive Officer

Quality Manager Statement



Emma Nicklin
Quality Manager

I am the Baywater Healthcare Quality Manager. As the national lead clinician, my role includes being the Caldicott Guardian and having responsibility for Clinical Governance, safeguarding, patient safety, risk management, customer satisfaction and overseeing data protection regulation.

As a Registered Nurse, I am passionate about my role and strive to ensure that Baywater Healthcare services provide the highest clinical standards, with patients placed at the heart of everything we do. Baywater Healthcare employees embrace stringent safeguarding practices to ensure patients and their carers receive a holistic approach to care and their safety.

Baywater Healthcare enables its employees to work safely and instils a culture that utilises up to date evidenced based practice. We provide an open and transparent approach to serious incident review and investigations, whilst ensuring Duty of Candour is adhered to in all services. We endeavour to provide a high-quality safe service for patients and carers and have an open and transparent feedback mechanism, from which we learn and improve.

The Clinical Governance framework that Baywater Healthcare follows, ensures that feedback is understood, and that best practice is acknowledged and further enhanced.

I can confirm that to the best of my knowledge the information contained within this report is accurate.

Emma Nicklin
Quality Manager



Management of Our Services

Baywater Healthcare is a leading specialist provider of healthcare services to patients with long term conditions. We deliver outstanding patient care and work closely with commissioners to ensure our services reflect the needs of stakeholders, whilst driving efficiencies for the NHS.

We provide safe services for patients and their carers through adherence to National Clinical Guidance, with a focus on improving health outcomes and enhancing wellbeing. Our clinical services are led by senior clinicians, supported by a diverse wider clinical team.

Our Home Oxygen and Assessment services are overseen by our Quality Manager and have a wide range of policies relating to Clinical Governance, patient safety, data protection and best practice standard operating procedures. These services are nurse led and delivered by an experienced respiratory team. Each Home Oxygen and Assessment service has a dedicated Senior Respiratory Lead Nurse, supported by Respiratory Nurses. This team is complemented with Respiratory Healthcare Assistants and dedicated Administrators. Additional support is available from our wider team of Clinical Advisers who have multidisciplinary qualifications within the management of Respiratory Care.

The diverse range of healthcare services provided by Baywater Healthcare ensures that we have a robust infrastructure of Clinical Governance, quality management and safety focused leadership. Our core business functions of data management, IT infrastructure, contract management, 24/7 healthcare helpline and operational coverage mean that we are able to analyse service data, monitor and report service KPIs, effectively deliver service requirements and work in partnership with the service commissioners to continually develop the service, ensuring optimum clinical outcomes.

Visions and Values

Our core philosophy is 'Enhancing Lives' and this is underpinned by our Corporate values including:



Customer Focus

Patients are at the heart of everything we do. Understanding our patients is vital. They value the support of our team. We make them feel at ease and treat them with respect and dignity. We assist patients and professionals round the clock. We are here whenever they need us. By listening to our patients, we know how to make a positive difference to their lives. As a trusted partner, we tailor our services to meet every challenge.

Always Be Caring

We care passionately about individuals and their own specific needs.

We all face challenging times and these challenges are not just restricted to our patients but can also be faced by our employees. We make ourselves available to listen to and support patients and colleagues whenever the need arises.



Make It Happen

We empower our people to deliver excellence. Patients often come to us at a challenging time in their lives. Our brilliant teams support patients and their families in their own homes building trust and friendship and sharing knowledge. Our patients tell us this support makes the world of difference. We have people with the integrity, skills, empathy and enthusiasm to deliver an exceptional service that exceeds everyone's expectations.

Lead the Way

We embrace ideas from all; innovation gives us the edge. Our passion for innovation has made us a leader in the home healthcare sector. We are committed to encouraging and rewarding improvement. Big ideas can make a significant difference, but the small changes matter too. The best ideas are often the simple ones.



Growth

We grasp opportunities to develop new, life enhancing services. We have exciting plans for Baywater Healthcare. The NHS needs reliable partners with expertise in service redesign. We have those skills. We are always seeking new opportunities to offer new and improved services.

Review 2023 to 2024

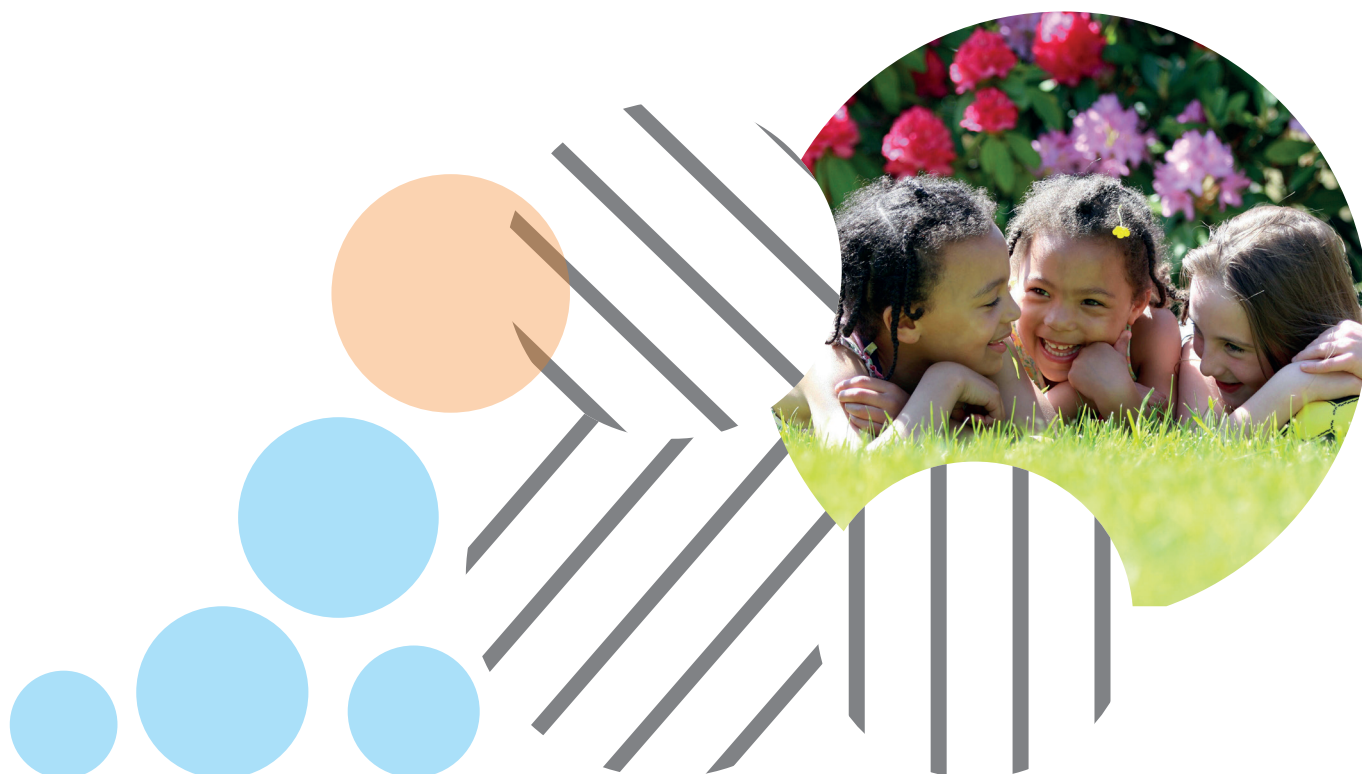
For the period of 2023 to 2024, Baywater Healthcare has delivered Home Oxygen Assessment and Review (HOS-AR) services to approximately 820 patients. These patients were assessed and supported within the 12-month period by our trained Home Oxygen Service clinical team. The organisation also started to provide Pulmonary Rehabilitation Services to approximately 750 patients in the Somerset locality.

Patients are at the heart of everything we do. To ensure our services meet the needs of our patients and their carers, surveys are offered after each clinical assessment to gather feedback on the appointment that has been attended, or in the case of Pulmonary Rehabilitation, on course completion. We value the importance of the feedback received and utilise this information to improve our services where required. 100% of patients would recommend our service to friends and family if they needed similar care or treatment. We pride ourselves on the outstanding service we provide, evidenced by the excellent feedback received from patients and carers, as detailed below.

“The care and professional standards are very good.”

“The service is very good and the home care is very helpful.”

“Reassurance given at all times.”



Clinical Governance

Education, training and professional development

All employees are provided with every opportunity to keep up to date with their skills and knowledge

Continuing professional development (CPD) is maintained by all clinical employees

Clinical Audit

Clinical audit enables Baywater Healthcare to identify areas which are working well and those where improvements are required

Ensures quality improvement for our service users

Evidence Based Practice

Enables a systematic review of all evidence

Clinical employees ensure evidence based practice is achieved.

Baywater Healthcare takes into consideration patient values and their circumstances, allowing for decisions to be made about care in an individualised manner

Risk Management

Baywater Healthcare is committed to comply with applicable legislation, regulation and codes of conduct from professional bodies

Risk management is reviewed in all areas of the organisation, including clinical and non-clinical practice, equipment and supplies, staffing and the environment in which care is provided.

Staffing and Staff Management

Baywater Healthcare comply with the Right to Work in the UK checks

We utilise apprenticeships to develop skills

Regular competency assessments and performance management reviews ensure the correct employees are placed in the correct role for their skills

Information

All patient and carer information meets NHS accessible information standards

Information that Baywater Healthcare provides to patients and carers is evidence based and is regularly reviewed to ensure alignment with current government guidance

Quality Improvements

Baywater Healthcare use a quality management system to identify quality improvement requirements

Quality improvement is monitored by testing and analysing a change to ensure improvement. Learning from testing enables further changes to be made as required

Quality Assurance

We comply with ISO and CQC standards through completion of regular internal and external audit

Baywater Healthcare aim to identify, meet and exceed service user expectations. We are committed to continuous improvement of all processes.

Patient experience

Baywater Healthcare utilise a range of measures to monitor patient experience, including direct engagement, satisfaction surveys and monitoring complaints, compliments and serious incidents

Baywater Healthcare select care experiences to quality review based upon patients' perspectives rather than organisational perspectives.

Patient incident and safety reporting

With staff trained in Root Cause Analysis we have a timely and consistent approach to incident review

Baywater Healthcare supports Duty of Candour and recognises the importance of sharing investigation developments as information arises

Aims, Objectives, Priorities and Quality Improvement for 2025-2026



Clinical Governance Objective	Aims	Quality Improvement
Patient and Carer Experience	<p>Commence the use of digital technologies, such as Microsoft Forms and tablets use to capture patient and carer satisfaction</p> <p>Provide face to face and virtual opportunities for patients and their carers to attend patient participation groups</p>	<p>To increase response rates</p> <p>Enable our HOS-AR and Pulmonary Rehabilitation patients and carers to have a voice in how they wish for service improvements and developments</p>
Clinical Effectiveness	<p>Review policies and procedures to ensure alignment with up to date national guidelines</p> <p>Carry out clinical audit to ensure clinical effectiveness within our HOS-AR and Pulmonary Rehabilitation services</p>	<p>Ensure policies remain updated and current in accordance with national and local guidelines</p> <p>Carry out an annual internal clinical audit of Pulmonary Rehabilitation services to ensure practice conforms with National Guidelines and Best Practice</p>

Clinical Governance Objective

Aims

Quality Improvement

Patient Safety

Review and update the enhanced risk assessment tool

Ensure the risk assessment remains current, up to date and in alignment with developments from the oxygen service providers and fire and rescue services

Develop patient videos to support patient self management and reduce risk within their own homes

Provide access to video safety and self management information, hosted on the Baywater Healthcare website

Continue to offer oxygen safety training with wider community teams

Upskill wider community teams, including district nursing teams, to have a safe understanding of oxygen, to ensure risks within patients' homes are identified

Review patient safety literature

Ensure patient written safety advise is compliant with up to date information provided by oxygen suppliers and fire and rescue services



Baywater Healthcare

Baywater Healthcare is a leading specialist provider of homecare services to patients with long term conditions. We deliver outstanding patient care and tailor our service to reflect the needs and challenges of our healthcare partners, while driving efficiencies and delivering cost savings.

Our healthcare services include:

- Home Oxygen Services
- Sleep Apnoea Services
- Recovery Oxygen
- Nebuliser Services
- Managed Telehealth Services
- Ventilation Services

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