



Trinity Hospice:

Your voice matters



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Introduction to the project

As part of its commitment to openness and continuous improvement, Trinity Hospice invited Healthwatch Blackpool to gather meaningful feedback from patients, families, and carers who have accessed their services. With nine years having passed since Trinity Hospice's last Care Quality Commission (CQC) inspection, the organisation proactively requested independent insight to ensure it continues to provide safe, compassionate, and high-quality care and support. This feedback aims to celebrate the hospice's strengths, identify areas for improvement, and establish whether people felt heard when sharing their experiences.

Through survey engagement and one to one conversations, this project aims to build a clear picture of people's experiences. The findings will be used to identify any gaps in care, highlight positive practice, and offer recommendations to support future service development. This work will contribute to ensuring that Trinity Hospice continues to meet the needs of its community with compassion, transparency, and excellence.

Project aims

- **Gather independent and meaningful insights from patients, families, and carers about their experiences with Trinity Hospice services.**
- **Identify areas of strength and celebrate aspects of care that are working well.**
- **Highlight areas for improvement and provide constructive recommendations to support the organisation's future development.**



Methodology

In total, 147 members of the community contributed to the project throughout November and December 2025. This included 131 survey responses, alongside feedback gathered through direct engagement activities.

Methods of Engagement

Survey distribution

Healthwatch Blackpool created a mixed-methods online survey and promoted it through social media, local organisations, and printed posters and leaflets with a QR code. Trinity Hospice supported distribution across hospice services, charity shops, Hospice at Home staff, and Living Well Service sessions, where paper copies were also provided. The survey collected both structured responses and detailed feedback on care quality, communication, and service improvement.

Enter and view visits

Healthwatch Blackpool carried out four Enter and View visits to the Trinity Hospice In Patient Unit (IPU) and attended the Dementia Lounge, engaging directly with patients, loved ones, and staff through informal, confidential conversations to gather feedback on their experiences of care.

Social media and Trinity Hospice engagement

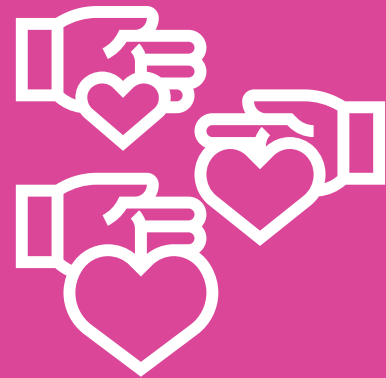
Healthwatch Blackpool promoted the survey on Facebook, with Trinity Hospice sharing it on Facebook, X (formerly Twitter), volunteer bulletins, and supporter emails. This coordinated approach helped reach patients, families, carers, and the wider community who had used Trinity Hospice services.

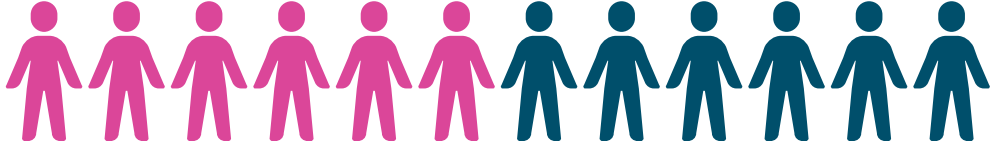


Engagement at a glance



A total of **147**
individuals contributed to
the project



131 
Survey respondents



16 individuals engaged in 1-1
conversations



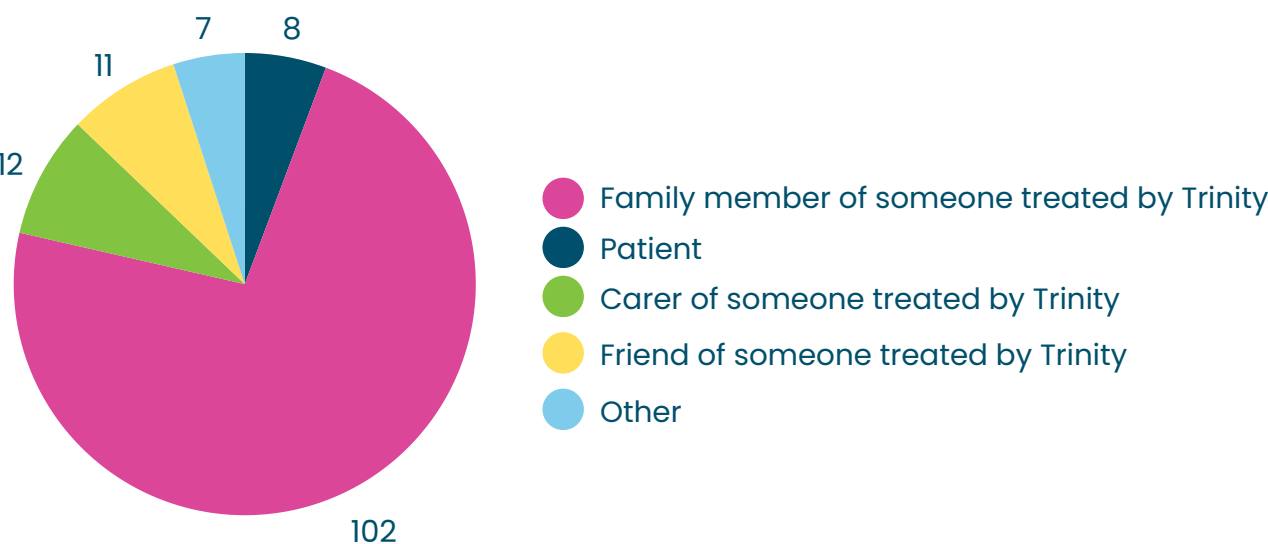
4 enter and view visits within
the In Patient Unit (IPU)





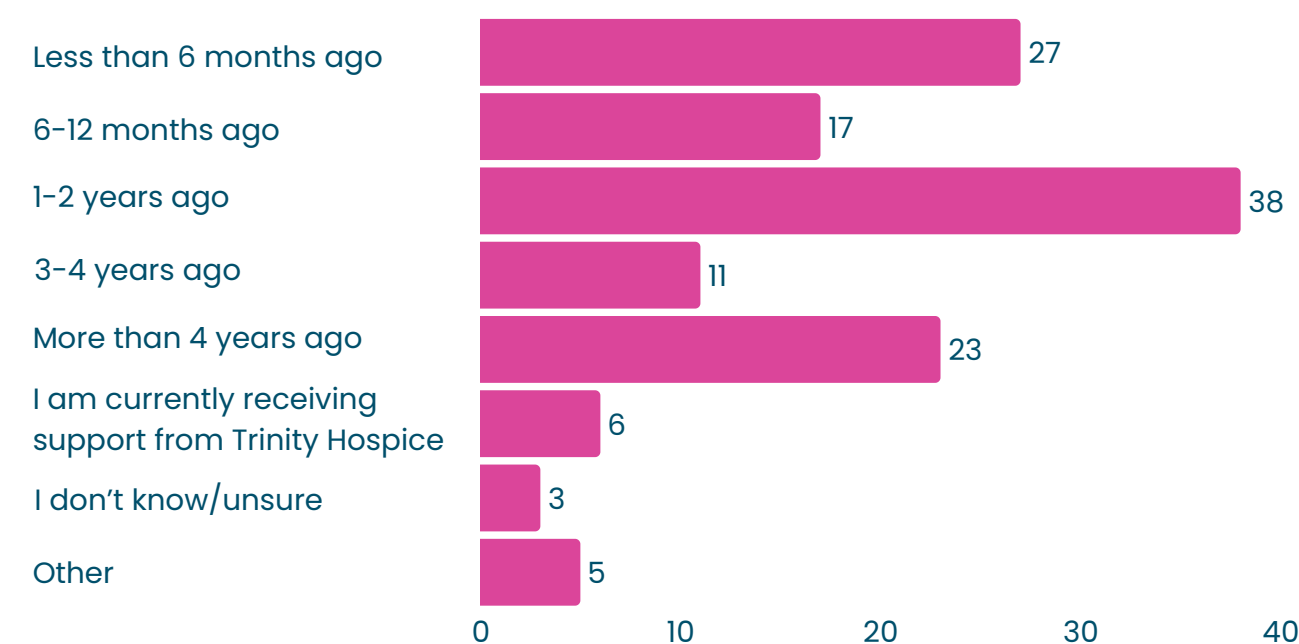
Experiences of Trinity Hospice

Which of the following best describes your connection to Trinity Hospice?



Other comments also included "Professional interaction with the team," "NHS Staff," "Staff," "Supporter," "Waiting to go on hospice," "Parent in hospice," and "Other."

When did you (or your loved one) last receive care or support from Trinity Hospice?

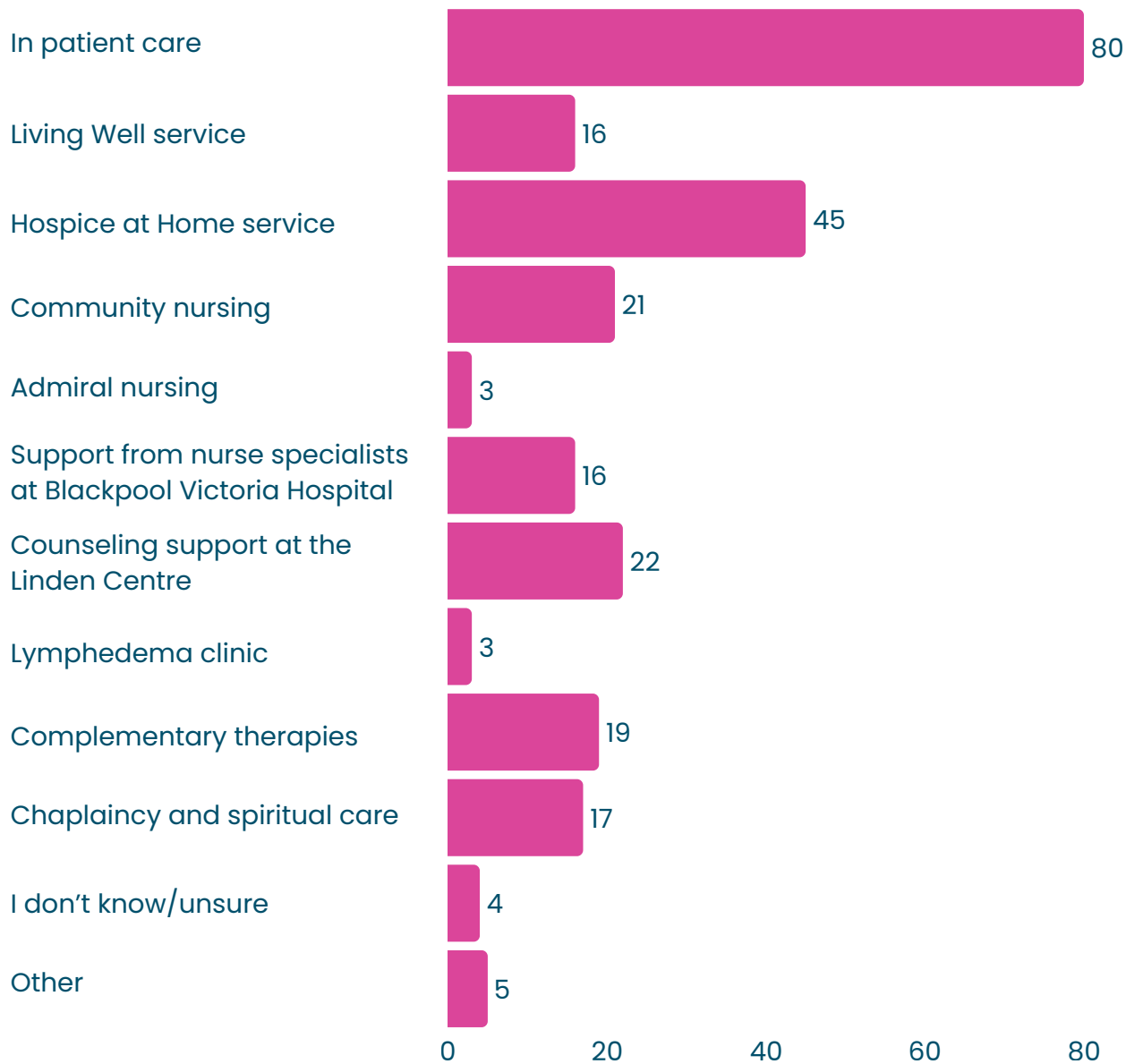


Other comments also included "Not relevant," "Am aware of the valuable support that you give to your patients and their family," "Other," "N/A."





**What type of support or service did you (or a loved one) receive from Trinity Hospice?
Please select all that apply:**

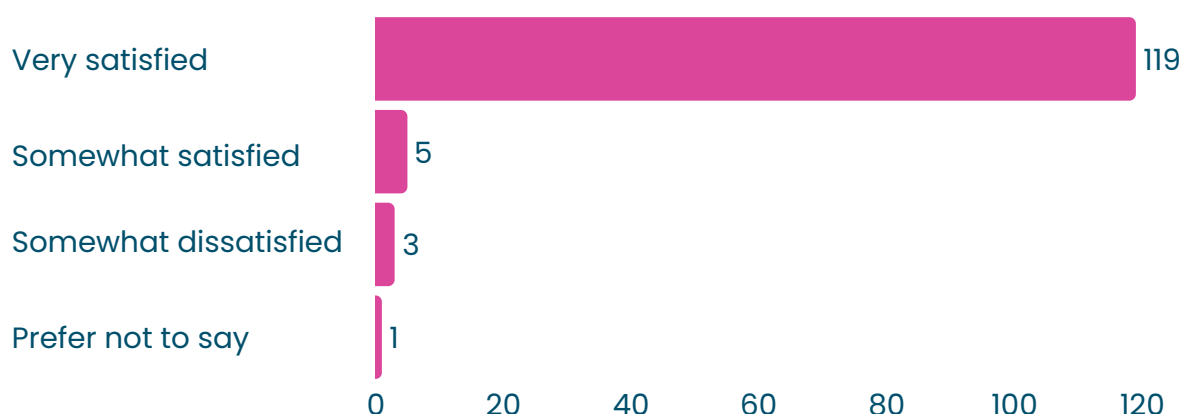


Other comments also included "Not relevant but observed OP," "You offer invaluable support which is tremendous," "Nurse led clinic within trinity hospice," and "end of life."



Quality of Care & Support

Overall, how satisfied are you with the level of care and support that you (or your loved one) have received from Trinity Hospice?



- **121 respondents** felt they or their loved one were always treated with **dignity** and **respect**, with most feeling **fully included** in care decisions.
- Many respondents felt **fully** or **mostly** included in decisions about care and support for themselves or their loved ones.
- The majority of respondents found it **very easy** or **somewhat easy** to access the care and support they needed.

Positive experiences

- **42 respondents** praised wrap-around support, including emotional, practical, and bereavement care (counselling, hospice at home, financial guidance, pain management, and end-of-life care).
- **32 respondents** highlighted the **professionalism, compassion**, and availability of staff across all roles, including nurses, volunteers, chaplains, reception, and catering teams.
- **21 respondents** expressed deep gratitude, describing care as **life changing**, with some wishing to give back through volunteering or donations.
- **16 respondents** highlighted the **compassionate** end-of-life care provided, valuing the choice of care setting, effective pain management, and the calm, welcoming hospice environment.
- Others highlighted the opportunity to **spend meaningful time with loved ones**, including **flexible visiting** and **overnight stays**, and the **positive** impact of small acts of kindness and personalised care.



"I was so grateful."



"The small details mattered, made a difference, and was appreciated by my mum but also by myself."

"A big thank you to all."

"Trinity nurses visited my husband at home during the last stages of prostate cancer and I felt they understood what treatment was needed more than anyone else involved in his care."

"I cannot speak highly enough of the staff at Trinity. The care, compassion and sheer professionalism exhibited by the Trinity team in my mother's last few weeks went beyond all the families expectations of what we understood hospice and end of life care was about."

"Loved the way I could visit mum day and night."



Areas for improvement

While most feedback was very positive, **11 respondents** reported challenges, mainly relating to **communication** and **coordination** between hospitals and the hospice. Inconsistencies in advice sometimes caused **confusion** and **anxiety**, particularly around end-of-life care at home. Some families felt unheard during **emotionally difficult** moments, and **delays** in hospice admission due to bed availability were noted. Practical issues were also raised, including **unclear information** about services, reliance on postal communication, and difficulties **navigating hospice at home support**, with some finding transitions to care homes difficult.



"My father was on end of life care at the hospital, we had a lovely lady come and explain to my dad what was happening and that it was unfortunately not possible for him to return home to pass. It was my dad's greatest fear that he was going to pass away in hospital so he agreed to go into the hospice, the lady went away to sort this and put the wheels in motion and we never heard from her again, none of the staff at the hospital could help find out what was going on and my dad died three days later in hospital, we had no communication at all and it still really upsets me that it took a lot for my dad to admit he would never go home again but at least he would not pass in the hospital he hated so much but then he was just left there to do just that."

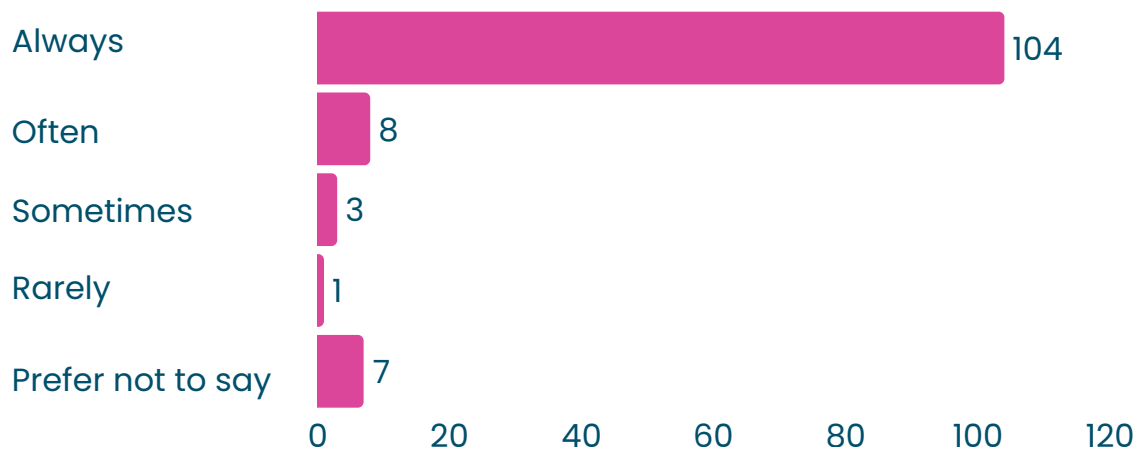
"I was not the main person at home. I get a bit annoyed that you post letters to me regularly. I feel this is a waste of funds on postage. You have my email which is a better cheaper form of communication."





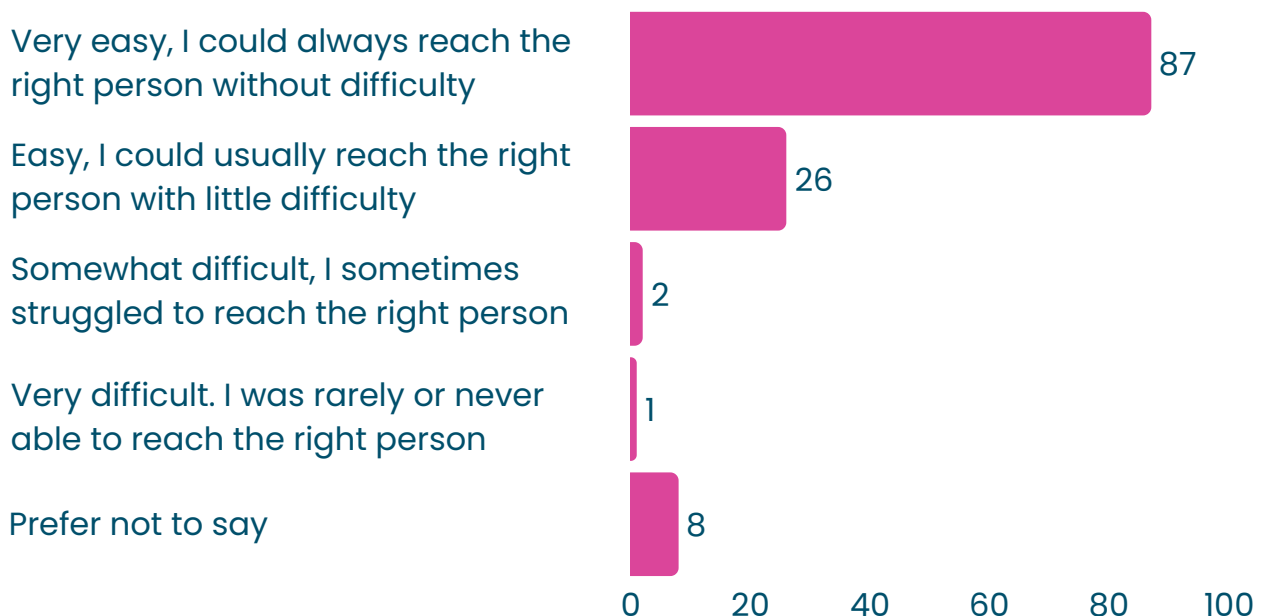
Communication & Information

When communicating with the Trinity Hospice team, do you (or your loved one) feel your opinions and concerns are listened to and valued?



- **108 respondents** felt **staff communicated extremely well** about care and support, while **10 respondents** felt the staff communicated somewhat well.
- The **majority** of respondents felt they received **all** or **most** of the information they needed about the services and support provided by Trinity Hospice.

If you (or your loved one) needed to contact someone for help or information, how easy was it to reach the right person?





Positive experiences

Respondents overwhelmingly praised communication at Trinity Hospice describing communication as either '**excellent**', '**very positive**' or '**all good**', highlighting **compassion, professionalism, and clarity**.

- Staff were described as **readily available** day or night, returning messages promptly, and routinely checking on patients, families, and visitors to ensure **comfort and support**.
- Families valued being encouraged to ask questions and appreciated guidance that was tailored to their needs.
- Staff were commended for their **kindness, respect, and dignity**, with communication described as clearer, easier, and more consistent than other services.

"The regular communications I get from Trinity, whether it be about memory garden/light up a life/remembrance service events are very welcome. I will continue to support Trinity whenever possible."

"Very satisfied with all experiences provided - no complaints."

"The staff at Trinity were always approachable, kind, knowledgeable and honest. Their skill in dealing with difficult topics is outstanding. Nothing was too much trouble, and they answered our many questions and we always felt that we were listened to."

"I was kept well informed of my husband's care and anything I wanted to know, they were there to give any help."

Areas for improvement

Although the vast majority of feedback was **positive**, a small number of respondents **suggested areas for improvements with regards to communication**. Feedback referred to **missing information** (e.g. Memory Elephant), having difficulty reaching **Hospice at Home staff**, and a **poor** staff interaction.

"The communication during care was spot on, but afterwards, once she had passed, we missed out on things like the Memory Elephant because we weren't aware."

"Sometimes difficult to contact nurses on the Hospice at Home service but this is understandable. Their work often cannot be interrupted."

"I have been a stalwart supporter of Trinity since it first began but felt disappointed in the night staff and the one member of staff who clouded my whole experience."



Feedback & Improvements

Do you feel that you (or your loved one) are able to provide feedback to Trinity Hospice team when you need to?

Yes, always: I feel completely able to provide feedback whenever needed

103

Yes, mostly: I can usually provide feedback, though sometimes it is difficult

15

Sometimes: I can provide feedback occasionally, but not consistently

1

Rarely: I feel I can rarely provide feedback

2

Prefer not to say

5

0 20 40 60 80 100 120

The majority of respondents felt there were **no gaps** in the care and support they or their loved one received, describing it as **'exceptional'**, with **strong communication**, **consistent** support, and only minor improvements suggested.

"We love giving feedback as the care received was exceptional."

"I don't feel Trinity could do anything else in my mind there already doing everything possible to help and comfort patients and families."

"No gaps or need for improvement as I received total care and support when needed."

Areas for improvement

- **3 respondents** suggested improving the **visibility** and **accessibility** of feedback options, including physical forms and increased awareness of online methods.
- **3 respondents** reported **miscommunication** during transitions to end-of-life care, highlighting the need for clearer updates for families.
- Some respondents felt **clearer information** about end-of-life care, particularly at home, would be beneficial.
- Other respondents suggested **proactive follow-up** with bereaved families at set intervals to ensure support remains available, while others noted **admission challenges** relating to care access pathways rather than the hospice itself.

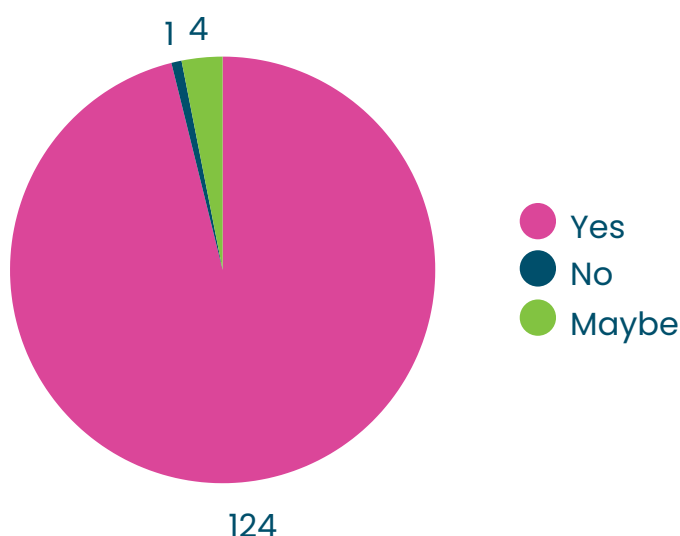
“My sister's children did not take up the counselling/listening options. Is there room/funding for Trinity to contact them again, one year after their mum's passing, to see if they are more able to express themselves?”

“It could be a simple postcard offering condolences and saying that feedback can be given at any time via various means.”

“Not move someone who is end of life somewhere else in their final days.”

“Feedback forms maybe available on reception.”

Would you recommend Trinity Hospice to others who may need similar care or support?



Five respondents selected no or maybe when asked if they would recommend Trinity Hospice; **three** provided further detail, sharing concerns about an **unnecessary discharge**, **staff conduct**, and **inconsistent confidence** in some services meeting individuals' needs.

“Hospice at Home and in the community were second to none as I had always expected but as mentioned before one trained nurse disappointed me and my family.”

“As stated they made my Husband leave unnecessarily in my opinion.”

“I would recommend the counselling (and have) however I wouldn't be 100% confident in recommended other services to carers as I wouldn't be sure they'd get their needs met.”

Is there anything else you'd like to tell us about your (or your loved one's) experience with Trinity Hospice?

- **31 respondents** praised the **exceptional** standard of care, describing staff as **compassionate, kind, and dedicated**, with support extending beyond end-of-life to families after bereavement.
- **9 respondents** expressed **deep gratitude**, valuing the comfort, dignity, and precious time hospice care provided, with many committed to ongoing support through donations.
- **6 respondents** highlighted the wide range of services, including the Chaplain, Memory Lady, Hospice at Home, Admiral Nurse, and volunteer support, further enhancing the overall care experience.
- Other respondents emphasised the importance of **continued funding, additional dementia support groups**, and highlighted the **vital role** Trinity Hospice plays within the Blackpool community.

“She was never an inpatient at Trinity as she wished to remain at home. Just glad that the home hospice service was available as it was vital in making Sue's last days a little easier for both of us.”

“Would be absolutely awful experience without them. I hope they continue to receive funding.”

“Would like to see dementia support groups available more often.”

“She was able to spend her last week's in comfort and enjoy the company of friends and family and have special time together.”



Dementia Lounge

The Dementia Lounge is a monthly support session for people living with dementia and their families, led by Trinity Hospice's Admiral Nurse alongside trained volunteers. Healthwatch Blackpool attended the session on the 9th December, engaging with 7 attendees, staff, and volunteers. The session included refreshments and a festive choir performance.

- Participants highlighted a **strong sense of community and togetherness**, valuing the **social connections** and **friendships** formed through regular Dementia Lounge sessions.
- Activities were **highly valued**, particularly music-based sessions, alongside seated exercise sessions with **Blackpool Football Club**, and group outings such as fish and chips, which helped attendees **"get away from the mundane."**
- Staff and volunteers were consistently praised as **friendly, knowledgeable**, and **welcoming**, with particular recognition for the Admiral Nurse, described as **"brilliant"** and going above and beyond to support attendees.
- Attendees valued the **personal connections and friendships** formed through regular sessions and described feeling well cared for and supported.
- Access to the service was generally described as **straightforward**, often through GP or family signposting, although one participant noted **limited promotion** of the service.

Overall, participants reported **very high satisfaction**, stating that no improvements were needed and describing the Dementia Lounge as **"great"** and **"wonderful."**

"We come here every month, the support from the staff is brilliant, we love the social aspect."

"It gets everyone together and its nice because it's a bit lonely."

"I live on my own, and this group is lovely and I am lonely sometimes at home. I keep myself busy and help the neighbours with knitting or gardening. I like watching football too."

"I make lots of friends here. The staff are all lovely. Julie comes to see me which I enjoy."

"It's not well advertised – its knowing about it."

"No can't think of any improvements- enjoy it, gets you away from the mundane, make friends."

Supporting you and your carers

Dementia Lounge

Join us for refreshments & support, share your thoughts and put your questions to our friendly professional advisors in a relaxed environment

Join us in the Living Well Centre, Trinity Hospice Bispham.

on the second Tuesday of every month
10.30am - 12.30pm

Trinity Hospice
Compassion and care

Booking NOT necessary, just pop in.
For any further info call 01253 358881

Registered Charity No. 511008





In Patient Unit Enter & View

Trinity Hospice, located on Low Moor Road in Bispham, is in a quiet, accessible area with nearby transport links and amenities. Within the hospice, the 24/7, 14 IPU provides care from specialist multidisciplinary teams. Healthwatch Blackpool conducted four Enter and View visits to the IPU in November, observing the environment, speaking with staff, and gathering feedback from patients and relatives. Feedback from these visits is summarised below.

- **Staff and care:** Staff were described as compassionate, attentive, and supportive, providing both practical and emotional care. Patients felt well cared for, with prompt pain management, personal support, and meaningful conversations. Staffing is responsive to individual needs, with one-to-one care provided when required.
- **Visits and contact with loved ones:** Visiting is flexible to accommodate patient care stages, with families encouraged to visit frequently. Patients can go out when appropriate, and hospice staff prioritise family involvement, especially at end-of-life, recognising its importance for comfort and wellbeing.
- **Environment and facilities:** The IPU provides a safe, comfortable, and flexible environment, with modern rooms and en-suite facilities, specialist equipment, and routines tailored to each patient's needs. Patients can access activities through the Living Well service, the communal lounges, outdoor garden space and the hair salon.
- **Food:** Meals are individualised to patient preferences, dietary needs and specialist diets, with staff responsive to alternative requests. The canteen is open until 6pm, with snacks available outside meal times. Loved ones can purchase meals if desired.
- **Feedback and communication:** Patients value being involved in care decisions and having transparency around their treatment. Feedback is mainly verbal, supplemented by iWantGreatCare forms, but staff note there is scope to improve recording of all feedback.





"Lots of family support."

"They are fantastic – In general terms they are just what you need as an antidote to the hospital."



"10/10 its fabulous!"

"Food here is beautiful, all homemade."

"He has kept me totally informed, they accept my choices."

"Oh yes, I feel safe."

"People come in and wash me twice a day."

"Can't do enough for you, it's another world."

Relative Feedback

Relatives provided positive feedback about care at within the IPU, describing staff as kind, attentive, and reassuring, with flexible visiting and respectful support. They valued personalised meals, private spacious rooms, and access to the outdoor garden space and recreational areas. Overall, relatives felt the service was exceptional, and that its calm environment provided support during a difficult time.

"The service is amazing – good care, very well looked after."

"Accommodating to everything."

"Families and loved ones can access the courtyard."

"Staff are very respectful."

Overall visit summary

Healthwatch Blackpool had a positive experience visiting Trinity Hospice's IPU, noting that staff were friendly and welcoming. Patients and relatives reported high satisfaction with the care provided. The main area for improvement identified was the collection and recording of feedback, as much of it is currently verbal and may go unrecorded. Recommendations include logging all feedback centrally and distributing forms throughout a patient's stay to enable real-time responses and continuous improvement. Overall, the visits highlighted the dedication and outstanding work of staff, and Healthwatch thanks everyone at Trinity Hospice for their time and cooperation.





Recommendations

Strengthen feedback and follow-up opportunities

- Display physical feedback forms at the reception area, alongside clearer promotion and signposting of existing online feedback options, such as iWantGreatCare. Raising awareness of both physical and digital methods would allow patients and their families to choose the most convenient way to share their experiences, helping to increase engagement and collection of meaningful feedback.
- A significant amount of feedback is currently given verbally to staff, particularly within the IPU, and consistently capturing and recording this would be highly beneficial. Implementing a structured system to document verbal feedback would create an accurate and reliable record of patient and family experiences, preventing valuable insights from being lost.
- Continue to strengthen follow-up contact after bereavement and introduce other methods to capture feedback, such as a condolence postcard or later check-ins, to gently remind families that feedback can be shared at any time. Longer term follow-ups, for example up to a year post-care, could also provide additional reflections on patient and family experiences.

Improving communication, support, and education for patients and families

- Provide additional guidance and practical advice to patients and families during care transitions, such as moving to a care home, to help them understand what to expect and navigate these changes with confidence.
- Provide patients and families with clear, easily accessible information about Trinity Hospice services, including Memory Elephant, Trinity nurses, and Hospice at Home support. Key information should be visible, understandable, and consistently shared across all care settings, to help families access the right support at the right time.
- Strengthen end-of-life awareness and education for patients, families, and carers by providing clear, accessible information about what to expect during the end-of-life stage, particularly when care is provided at home or across various settings. This should include guidance on available support, symptom management, and who to contact for help, ensuring families feel fully informed and supported.





Reinforce coordination and communication across primary and secondary healthcare services

- Continue to strengthen collaboration between Trinity Hospice, hospitals, and community services to support smoother transitions and continuity of care for patients and families. Working towards a more joined up approach, with consistent guidance across healthcare settings, may help reduce delays and improve the overall experience of care, supporting patients to be cared for in their preferred environment wherever possible.
- Strengthen collaboration with primary care networks, such as GP practices, by increasing Trinity Hospice's presence within these settings. Greater integration into GP care pathways would assist with earlier identification of patients who may benefit from hospice care, and ensure smoother, more coordinated access to support for both patients and their families.

Enhance staffing to improve care and efficiency

- Where funding allows, consider expanding local Hospice at Home teams so that dedicated teams are based locally in Blackpool, Fylde, and Wyre, rather than covering the entire region. Feedback gathered highlights that travel arrangements can delay visits, for example, teams sometimes need to travel to further areas of the region before reaching patients, even when urgent support is required. Establishing local teams would reduce travel times, improve responsiveness, enhance continuity of care, and allow staff to provide timely, personalised support. This approach would also support more efficient use of resources, ensuring that patients and families receive consistent, high-quality care in their own communities.
- Review and adjust night shift staffing levels to ensure sufficient coverage, particularly during medication administration, so that all patients receive timely and consistent care. Implementing a more balanced distribution of staff between day and night shifts would help maintain high standards of care around the clock.





Conclusion

Feedback from patients, relatives, and loved ones highlighted the high standard of care at Trinity Hospice, with staff praised for their professionalism, compassion, and dedication. Clear, respectful communication, involvement in care decisions, and a wide range of services, including the Dementia Lounge, Living Well service, counselling, chaplaincy, and Hospice at Home helped patients and families feel informed, supported, and reassured.

During visits, Healthwatch observed staff being accommodating, kind, and compassionate, with patients and relatives valuing emotional support, personal choice in care, and the calm, welcoming environment. Practical care, including prompt pain management, was consistently praised.

While feedback was overwhelmingly positive, areas for improvement included more accessible feedback options, clearer information about services and end-of-life care, enhanced support during transitions, stronger collaboration with other health services, consistent recording of verbal feedback, expanded bereavement support, adequate night staffing, and expansion of local Hospice at Home teams. Addressing these would build on the hospice's strengths and further enhance the patient and loved ones experience.





Contact Us



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Thank you!

