

Summary Findings Keech Survey



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Keech Hospice [About us – Keech Hospice Care](#)

Keech provide free, specialist care for Adults in Luton and South Bedfordshire, and children from Bedfordshire, Hertfordshire and Milton Keynes living with a life-limiting illness,

Keech supports adults and children to live pain and symptom free, to spend untroubled time with their family and friends, to understand what's happening to them, to stay out of hospital and to make the most of the time they have.

Keech are rated OUTSTANDING for their care service by the Care Quality Commission: [Keech Hospice Care – Overview – Care Quality Commission \(cqc.org.uk\)](#)

Keech also supply care in the hospital, schools, care and family home – wherever their support is needed most.



Healthwatch Luton – www.healthwatchluton.co.uk

Healthwatch Luton are the independent consumer champions for health and care services. We gather views on services within Luton from Luton residents and we represent those views to help shape service delivery and improvements.



Healthwatch Luton exist to ensure patient and resident views help shape local resident health and care services. [Have your say – Healthwatch Luton](http://www.healthwatchluton.co.uk)

Keech contacted Healthwatch Luton in October 2022 and asked if we could host and run an independent survey. We ran the survey for 6 weeks and received 25 responses.

We would like to continue to run this survey in 2023 – and provide more targeted approaches to gathering these views; linked with our targeted engagement programme, to try to ensure Luton views feed into the development of Keech / Hospice services.

Findings – The Report

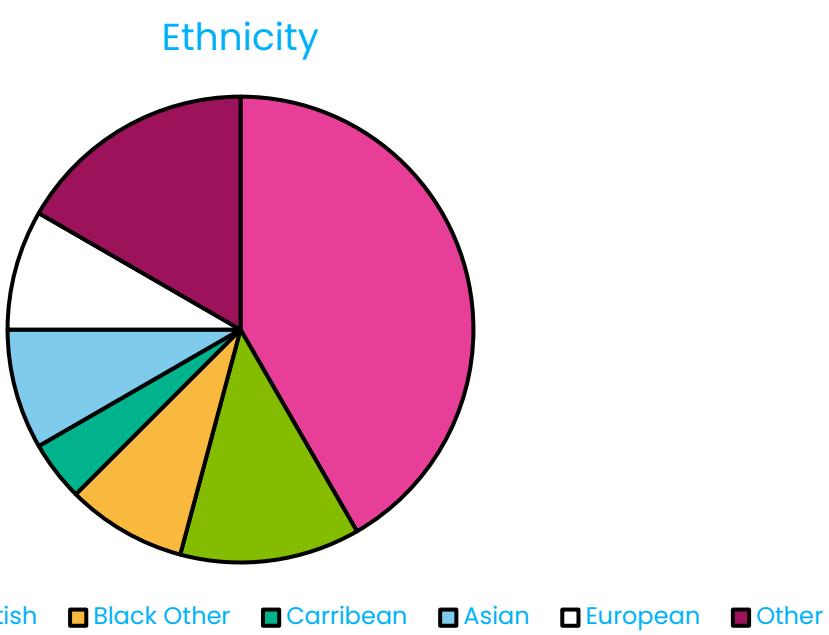
Methodology

Keech provided Healthwatch Luton with the questions they wanted answered and Healthwatch Luton posted these via their Survey Monkey online and signposted people to the Survey through signposting and information and advice. Healthwatch Luton ran the survey from September (late) – to November (late) – and received 26 responses.

Demographics

Of those who responded to the demographics information in the survey – the responders were mainly:

- White
- British
- Female
- Employed
- LU2 Postcode
- Aged 40 -44



Other leading ethnicities were black British and black 'other', Asian, and European. Our demographics did not ask for this information but was provided by responders.

Questions Asked

1. Demographic
2. What does the word 'palliative' mean to you
3. If you or someone you know was diagnosed with an incurable illness, would you consider using hospice services?
4. If no – please say why not?
5. At what point do you think people with an incurable diagnosis can start using Hospice services?
6. Do you know how you would access Hospice care if you needed too?
7. What could Keech Hospice Care do to make their services more accessible to all who need them?
8. HWL question – Are you aware of Healthwatch Luton
9. HWL question – Be involved
10. HWL – Further signposting
11. Age
12. Employment
13. Housing
14. Financial outline

Results

Question 2 – What does the word 'palliative' mean to you?



The word art shows most responders used the words 'end of life' or 'terminal' or 'no cure'

Question 3: If you or someone you know was diagnosed with an incurable illness, would you consider using hospice services?



The question asked to respond with a Yes or No – but the 'no' in this section actually had not one 'no' response – but two 'possibly'

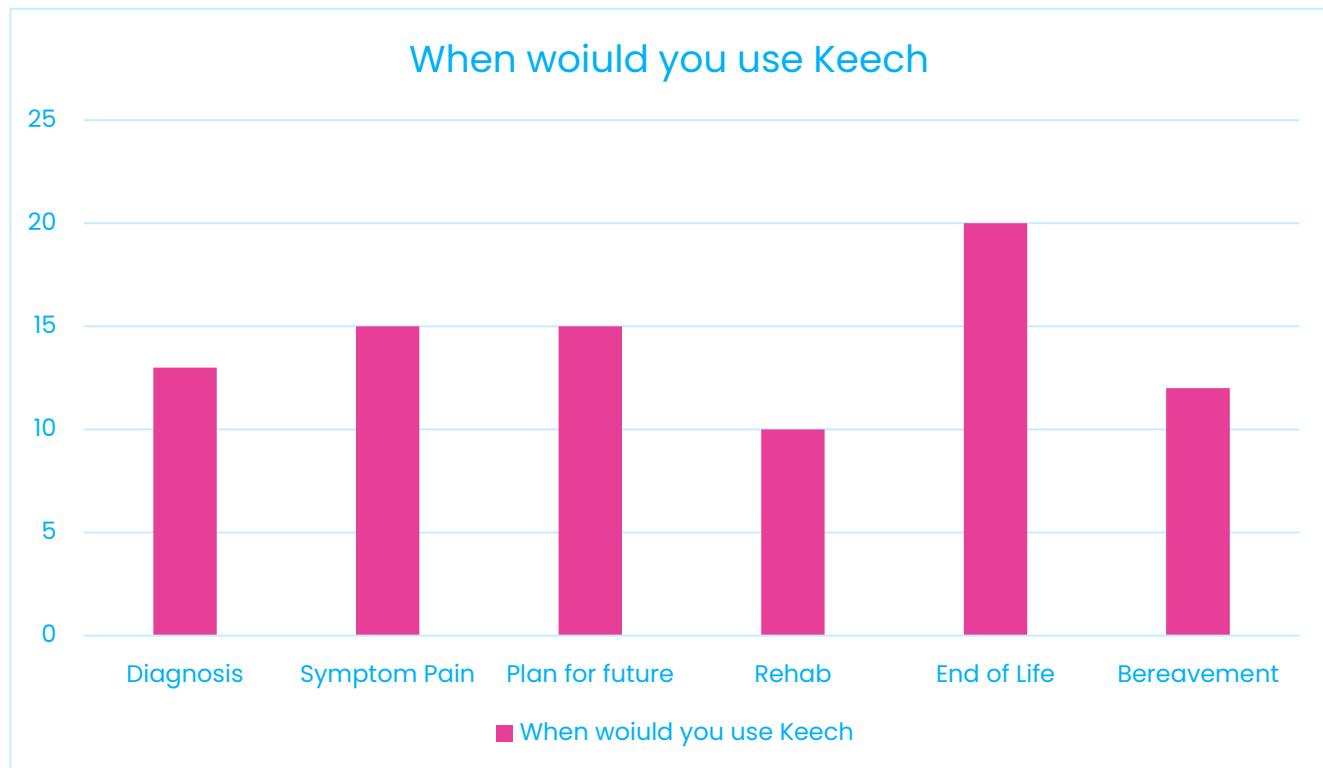
Question 4 – If no – please say why not?

Two people answered this question and stated

- They wanted autonomy over decisions at end of life and felt they would have these more at home
- 'Just want them at home'

"More time is needed on 'destigmatising' end of life"

Question 5 – At what point do you think people with an incurable diagnosis can start using Hospice Services?



When would you use Keech Services?

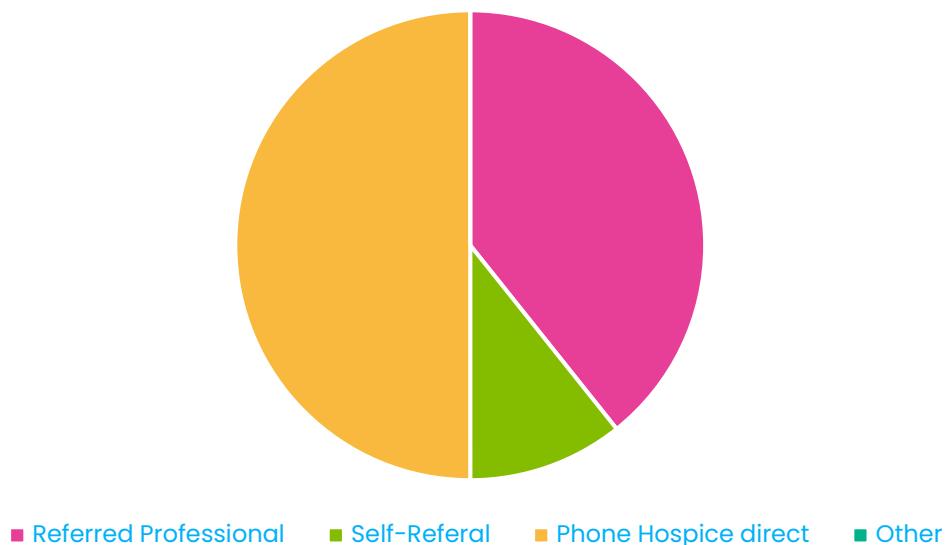
Use	Response
Diagnosis	13
Symptom management / Pain Management	15
Plan for Future	15
Rehabilitation	10
End of Life care	20
Bereavement	12

Most people use Keech for End of Life services, and the fewest people used their services for rehabilitation.

Question 6 – Do you know how you would access Hospice Care if you needed too?

Most respondents felt they would phone the hospice and ask for access to their services directly, then be referred by a professional, and lastly self-refer.

Access to Keech Services



Question 7 – What could Keech Hospice Care do to make their services more accessible to all who need them?

Responses

Visit the different places of worship

Raise awareness across the health and social care services

Many people still think keech is for adults/children with cancer, maybe more info say its not just cancer?

Presentations to nursing, therapies and medical students and professionals; work with GP practices in relation to advance care planning and frameworks for people living and experiencing long term or progressive conditions, so that people do not feel they are entering 'doom' stages of their condition and rather it is for 'living well until the end'

too many people approach end stages of their condition without a plan of how they want this to look even when they are aware they have a condition that they will require support to manage.

Promote services at local events

Communications more on how to access and what is provided

Increase Bed availability

mail shots

Showcase all other offerings but why do you need to? Their offered to those who need it when they need either by professional or word of mouth. Do you need to get more clients or diversify your offering? You are good at what you do so stick to that

Have easy read information for people with a learning disability.

Promote more – and include their services earlier in conditions – needs a total culture change to have input into earlier diagnosis without being seen to be terminal. Or accept that culture and view – and work well on providing best service end of life, which still needs a lot of work

Advertise/ communicate

They could have open days for people to visit and ask questions – they could share more information about the different care they give

Attend more events in the local area

Outline all available services – spend more time on de-stigmatising palliative with death / ensure people's concerns laid to rest / offer 1 on 1 family support

More advertising

Full data sets were provided to Keech to review in full. Healthwatch Luton created this report with the intent to highlight responses from Luton Residents.

Recommendations

Healthwatch Luton would recommend Keech continue this survey for a further period of time, allowing Healthwatch to share and target engage more to local community groups and wider demographics to keep Keech informed.

This report should be taken as a snapshot survey of respondents.

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