



The Prince & Princess of Wales Hospice at Carlton Place, Glasgow, is a charity, founded in 1980.

We provide free person-centred and family-focused palliative care and support. Our specialist staff and wonderful volunteers are trained to work with those individuals and families who are living with significant challenges to their health and wellbeing. The hospice depends on the generosity of supporters and the community to raise the £3.1million annually in voluntary donations that is required to maintain our invaluable services for the people of Glasgow.

We have outgrown our much-loved hospice building – it no longer meets our requirements or vision for the future of care of patients and their families – and are raising £21m to build a brand new, purpose-built hospice on a leafy green site in the city’s Bellahouston Park. Patients are expected to move in spring 2018. Our aim is to bring 21st-century hospice care to the people of Glasgow, a major step forward in the provision of palliative care services, providing us with the flexibility to develop and improve our services and lower our age limit to 16-year-old patients.

The very highest levels of patient care at The Prince & Princess of Wales Hospice in Glasgow have been commended in a new report by Healthcare Improvement Scotland (HIS).

Consent to care and treatment, confidentiality, as well as the quality of staffing, management and leadership at the hospice in Carlton Place in the city centre, all received the very highest “excellent” accolades after an unannounced inspection last month. In total, the hospice was awarded three grades of six or “excellent” and two grades of five or “very good”. The highest grade is six.

“The hospice’s staff respected each other, their patients and carers,” said the HIS report, issued today. “They worked well as a team and felt managers and the senior management team supported them. This helped promote a positive culture in the hospice.” It added: “The service had excellent systems in place to help make sure patients and carers were aware of the hospice’s consent and confidentiality policies. Staff explained treatments and procedures and sought verbal or written consent before treatment where necessary.

“Patients and carers were also aware of how the service managed confidentiality and when it would be necessary to share information with other relevant parties.”

The hospice, which has 14 inpatient beds and cares for more than 1200 patients and families every year at home, in daycare and on the wards, received “very good” grades for participation and care records, layout and facilities.

The inspection looked at the work of senior medical staff, nursing and domestic staff as well as speaking to patients and relatives. It resulted in no requirements or recommendations for changes to hospice services.

Rhona Baillie, chief executive of The Prince & Princess of Wales Hospice, said: “This latest HIS report acknowledges the gold standard of care we provide to patients and families every day in the hospice.

“Glasgow’s Hospice provides high-quality clinical, emotional, social, and spiritual care for patients who have a progressive life-threatening illness and support for those who care for them. “What that means is person-centred and family-focused care that offers respect for patient choice, open communication at all times, comfort and peace of mind.”

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