

Finance & Resources Update – IT & Estates

05 May 2026

1 IT Department

1. The main Internet backup connection has been updated to now use Starlink satellite broadband. The previous Zen line connection has been cancelled. Starlink gives better resilience as it does not rely on network cabling. Out-of-hours, the new system has been tested and proved to switchover to the Starlink backup connection without any data dropouts.
2. Four new switches have been installed and fully configured, two as new Core switches and two as the Server connection switches. The previous switches were legacy switches. The new switches were funded as part of the new government NHS funding arrangement.
3. The new Hospice Website went live at the end of March 2026, as planned. This has proved to be very successful so far. Thanks to Richard Carman for managing this project to see a smooth changeover from the old to new system. This was also part of the new government NHS funding arrangement.
4. The contract for the DATIX Incident Reporting software is due for renewal in November. This will not be renewed as we are changing to the Vantage product. This is already in use at over 100 other hospices. Although costing £2,000 more per year, this product has many more modules available, including CQC compliance, a Facilities help desk, Contract and Policy Management and many more.

2 Facilities / Catering Department

1. As part of the Government's additional funding for hospices in which St. Raphael's was awarded an extra £137,893, this money has been spent on the following projects:
 - a. Nine extra parking spaces have been created by St Bede's Conference Centre.
 - b. A walking path into the Hospice entrance has been created, with a rear additional pathway linking to the back of the Hospice.
 - c. Some of St Bede's loft space has been boarded up and the hatch enlarged to provide more long term storage.
 - d. St Bede's Room A and Room B air-con systems and electrics have been installed.
 - e. The bike storage area has been moved to the grassed area by the corner and the shed has been moved from the back of Tobit to the side (near Room 14/15). An additional shed has also been installed next to St Bede's for use by the Facilities team.

2. The Hospice kitchen has been underpinned due to the movement and cracks in the walls. This project was not funded.
3. The DoC has generously donated a garden greenhouse which we are planning to erect at the rear of the St Bede's Conference Centre.
4. The DoC has now transferred the funding needed for the development of the proposed new Warehouse building on site. A pre-planning application has been submitted to Sutton Council for the single storey building, but this application has been rejected for having a footprint which is too large. It was suggested that a smaller footprint two storey building would be approved, but this would not suit our use of the building. Several councillors and the local MP have been approached to give support to our proposal. We are currently planning to push ahead with our single storey proposal, although there is a risk that this may not be accepted.
5. Resin pathway at the front of the Hospice has now been completed.

3 Incidents / Risks

1. Latency issues had been experienced over several weeks. Delays occurred with storage and computing. Also had occasional incidents of dropouts, lockups and systems freezing. This was finally believed to be a problem with the old Core switches.
Replacing the Core switches (which was already planned) has now been completed and it seems to have fixed these issues.
2. The replacement of the Core switches was planned to occur between 7pm (once the CNS team had finished their shift) and 3am. But at about 8pm, it was discovered that the drug store keys would not work while the Core switches were down as they needed Cloud access to activate for the new 12 hour shift. These drug store keys are new so this problem had not been anticipated.
A 5G router needed to be used to temporarily provide Cloud access for the key sync device, but this router needed a PoE connection which was not available. A workaround was temporarily used, but a POE injector to power the 5G router is now available in case this situation occurs again. During this issue, the drug store keys were not accessible for about 1.5 hours. However, no distress or harm was experienced for the patients.
3. Five times over a three week period, EMIS dropped out for about an hour for no apparent reason. This was reported to our ISP as a possible line fault, but when investigated by Openreach on two occasions no fault was found.
On the fifth time this occurred, the drop out was for 3-4 hours so this gave time for us to troubleshoot the issue. It was then found that a duplicate IP address existed which was causing the drop-outs. Once this situation had been corrected the problems did not reoccur.