

## Sarah Louise Riches

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### Summary

Most of my career was within the charitable and NHS sector with a strong emphasis on quality and governance. My last role prior to early retirement in June 2021 was as Deputy CEO for St Giles Hospice near Lichfield.

My responsibilities included:

- Registered Manager for the Care Quality Commission
- Director for Workforce & Quality – including lead for Human Resources, Education & Training and Clinical Governance
- Complaints Manager for the organisation – clinical and non-clinical
- Member of the Senior Management Team
- Accountable Officer for Controlled Drugs
- Lead for Information Governance
- Freedom to Speak Up Guardian
- Board reporting

I was a critical team member in the organisation achieving an outstanding rating at its last inspection. Ethical issues arose frequently throughout my work, not only in terms of patient and family care, but also professional and organisational behaviour and standards. My experience includes developing programmes, policy, procedures and monitoring which ensure that not only are regulatory standards met, but that they support staff and volunteers to deliver high quality care and support a positive organisational culture. I have extensive experience of complaint handling from both the clinical and non-clinical perspectives and of professional standards of conduct for the clinical workforce.

It is vital that the organisation maintains and protects public trust and confidence in every facet of its operations, and I was committed to supporting this through my role.

My reputation was for being approachable, fair and pragmatic and always acting with personal integrity.

### External Roles

Deputy Chair for the Executive Clinical Leadership in Palliative Care, Hospice UK (until 2021)

Regional Representative for National Council for Palliative Care (until taken over by Hospice UK)

## **Qualifications**

MA Hospice Leadership, University of Lancashire 2010

PG Dip Palliative Nursing, University of Cardiff 1995

BSc Hons Nursing Studies, Registered Nurse, University of Surrey 1984 -1988

## **Employment History**

St Giles Hospice Deputy CEO 2015 -2021

St Giles Hospice, Care Director 2005-2015

Derby Burton Cancer Network, End of Life Care Facilitator 2004-5

1999-2004 Parental care

Sue Ryder Hospice, Staunton Harold, Matron 1993 – 1999

St Anns Hospice, Manchester 1991-1993

Sales Representative 1990 -1991

Staff Nurse Hurstwood Park Neurological Centre, 1989 -1990

Staff Nurse, Royal Surrey County Hospital, 1988-1989

## **Referees**

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