



Statement of Purpose Marie Curie Hospice, Edinburgh

Marie Curie Cancer Care is dedicated to the care of people affected by cancer and non-cancer related illnesses and the enhancement of their quality of life through its Caring Services, Research and Education. The charity provides care today and hope for tomorrow.

Marie Curie Cancer Care is a charitable organisation, registered with the Charity Commission, which raises funds to support the delivery of specialist palliative care to its patients.

First established in 1948, the organisation has been caring for patients with cancer and their families for 60 years.

The Caring Services Operation includes 9 hospice facilities located across the UK. All services are free of charge to patients.

Care is extended to families and carers regardless of race, creed, colour or social standing. We have comprehensive policies and procedures covering all our operations and have a robust system of Clinical Governance that ensures the highest possible standards of care for our patients.

Patients are referred to us from the NHS for symptom management and end of life care. This is delivered both day and night by a multi-disciplinary team of specialist staff. The work of the Hospice Team is also supported by local Volunteers who contribute over 100 hours of care per week.

The Edinburgh hospice provides inpatient, day care and out patient care as well as the provision of specialist care in patients' homes. There are 27 inpatient beds, two treatment rooms and facilities. We also provide a Quiet Room for patients and families as well as spiritual and psychological support as required.

Anne Willis, Hospice Manager, is the Registered Manager and has four years' experience within Marie Curie and has nursing and management qualifications: RN, HV and MSC in Public Sector Management.

Dr David Oxenham, Medical Director, leads the medical team. Dr Oxenham has experience in both the UK and in Australia and is a Consultant in Palliative Care Medicine with 15 years of experience within Marie Curie. His qualifications are; MBChB, MRCP, FaChPM and Fellow of Royal College of Physicians. He is supported by four Doctors who specialise in palliative care. Drs Russell, Duncan and Arnold and by Dr Juliet Spiller who is Consultant in palliative care medicine.

All our staff and volunteers undergo CRB checks, references are taken up and a comprehensive induction programme and access to identified training is provided.

Managers ensure that all staff are clear about their own roles and responsibilities and have appropriate support. They are responsible for regularly reviewing performance and identifying ongoing training and development needs via Marie Curie Cancer Care's Personal Performance Review and Development (PPRD) process. Individual

training plans ensure that skills and competency levels required to deliver the services are maintained and developed.

Feedback from service users and their families is encouraged. This is managed through suggestions, complaints, compliments and surveys. We have comments and suggestion boxes and undertake regular weekly surveys as to patients' satisfaction with cleanliness and hotel services.

We conduct an annual user survey to gain the views and opinions of patients and carers about the service they receive at the hospice. Changes and improvements to the services we offer are made when possible as a result of the feedback we receive.

We undertake unannounced internal inspections and patients' and carers' views are also sought to ensure we continue to provide the services they want and need. We have a user group which is involved in making sure the views and experience of patients and families receiving care are used to improve and develop the quality of hospice care.

Details of these processes are incorporated into our patient information leaflets which are offered to all patients referred to the service. Details are also included in bedside patient folders provided to every patient.

We adhere to strict Fire Safety regulations and carry out a full fire risk assessment annually. We undertake four fire drills annually including one simulated evacuation of patients in accordance with Health and Safety guidance and legislation. The hospice has a robust fire and emergency plan which includes evacuation procedures which are posted on notice boards. Staff receive appropriate fire safety training annually to ensure they are clear about roles and responsibilities.

Our policy for addressing complaints ensures that all complainants will receive a written acknowledgement within two days, unless a full reply can be sent within five working days. Every endeavour will be made to provide a full response to the complainant within 20 working days. If this is not possible, the complainant will be informed in writing of the reason for the delay and a full response will be made within five days of the conclusion of the investigation.

Respecting patients' privacy, dignity and choice is of paramount importance. All members of staff and volunteers are bound by a duty of confidentiality and there is a specific policy in place to manage the protection and use of patient information.

30/06/09