



Statement of Purpose Marie Curie Hospice, Glasgow

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 respite and end of life care. This is delivered both day and night by Marie Curie Nurses and Healthcare Assistants trained in palliative care.

The Marie Curie Hospice Glasgow provides inpatient, day care and out patient care. There are 35 inpatient beds, seven treatment/clinic rooms and day care facilities. We also provide a faith room/ quiet room for patients and families and provide the opportunity for patients and carers to take part in any religious services or marking of key religious events if that is their wish. The hospice chaplain holds services or small events to mark the main multi-faith religious events and allow patients, carers and staff to celebrate these if they wish.

Mrs Aileen Eland, Hospice Manager, is the Registered Manager and has over 30 years' experience and is a registered nurse, holds a post graduate Diploma in Palliative Nursing, a post graduate Certificate in Management, a BSc degree and diplomas in Health and social Welfare and Humanities as well as having evidence of ongoing development.

Dr James Adam, Medical Director, leads the medical team. Dr Adam has extensive qualifications in Palliative Care and Oncology and has over 30 years of medical experience. Dr Adam is supported by Dr Sheila McKay (Consultant in Palliative Medicine) and a team of three Staff Grade Practitioners. In addition the hospice provides medical training to GP trainees, Specialist Registrars and others who request to come on placements.

Our nursing staff undergo Disclosure Scotland checks, references are taken up and a comprehensive induction programme and handbook are provided. Marie Curie Nurses are Registered Nurses and the many of the Healthcare Assistants hold an

NVQ 2 or NVQ 3 in Health and Social Care or have undergone training in palliative care.

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 surveys and audit. Some of our feedback from carers and patients is from more informal methods and in Glasgow we have a team of volunteers who help with obtaining feedback. We also have comments and suggestion boxes on each floor of the hospice.

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 planning the user involvement programme and ensuring feedback is disseminated to other clinical governance groups to be addressed. The charity is regulated by the Scottish Commission for care and they require evidence of user involvement in the hospice's activities.

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

We adhere to strict Fire Safety regulations and carry out a full fire risk assessment annually. We undertake six 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 & are accessible by staff via our shared drive. 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 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