



## Statement of Purpose Marie Curie Hospice, Newcastle

*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 Newcastle Hospice provides inpatient, day care and out patient care. There are 22 inpatient beds and 5 treatment rooms. The Hospice operates an open visiting policy with no restrictions for access to visitors. Relatives are able to stay overnight if desired. Single bedrooms have sleeping facilities for relatives. The inpatient unit has a patient telephone which can be taken into patients' rooms for them to receive and make calls. Patients are able to use their own mobile phones if desired. A laptop computer with webcam and wireless connection is also available upon request. There are two quiet rooms which can be accessed by patients and families in addition to the Reception area which has several quiet seating areas.

We also provide a faith room for patients and families and provide the opportunity for patients and carers to take part in any religious services if that is their wish. The Hospice chapel is currently undergoing changes to reflect the multi-cultural community that it serves. Plans are in place to convert it to a quiet spiritual space which can be used by all faiths following extensive consultation with patients, relatives, carers, staff, volunteers and local faith leaders. Our Hospice Chaplain provides non-denominational support for all patients and liaises with a wide network of religious faith leaders who can be called on to meet individual patient needs.

Pauline Lowes, Hospice Manager, is the Registered Manager and has over 30 years' experience and RN1/ Cert HSM/ OND qualifications.

Mary Comiskey, Medical Director, leads the medical team. Dr Comiskey has MB BCh BAO/ MRCP (I)/ FRCP (Ln) qualifications and 23 years of experience. Dr

Comiskey is supported by 3 Consultants and a staff grade doctor who specialise in palliative care.

Our nursing staff undergo CRB checks, references are taken up and a comprehensive induction programme and handbook are provided. Marie Curie Nurses are Registered Nurses and the majority of Healthcare Assistants hold an NVQ 2 or NVQ 3 in Health and Social 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 and surveys. We have comments and suggestion boxes at reception to enable all visitors to provide any comments. 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 also have a well established Carers Consultation Group to support this process who are involved in reviewing patient information, service developments and suggesting ideas for service improvement.

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 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 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