



Statement of Purpose Penarth Hospice

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 Penarth Hospice provides inpatient, day care, out patient care and community nurse specialist intervention. There are 30 inpatient beds, three treatment rooms and a variety of facilities that include:

- Separate overnight accommodation with en suite facilities for families.
- A visitor and family kitchen
- Two family and visitor areas with tea and coffee making facilities
- A sensory garden
- Day rooms
- Patient rooms with additional sleeping space for a family member.

We also provide faith rooms/ quiet rooms for patients and families and provide the opportunity for patients and carers to take part in any religious services if that is their wish. We have a hospice chaplain who can provide support who can access local community leaders in order to support patients and families of any religious denomination. The room can also be used for quiet reflection.

Karen Stephens, Hospice Manager, is the Registered Manager and has 16 years' experience in health and social care and is registered with the Social Care Council for Wales. Karen has the Diploma in Social Work, BA (Hons) Community Studies and a Masters in Business Administration.

Dr Joanne Hayes, Medical Director and Consultant in Palliative Medicine, leads the medical team. Jo has been a consultant at the hospice since 2007 and became Medical Director in 2010. She is also a course tutor for the internationally renowned Cardiff University Postgraduate Diploma in Palliative Medicine / Care. Jo is supported in her clinical role by two other part-time consultants in palliative medicine, who between them cover the in-patient unit, the specialist community team and day care services. Other medical input is provided by specialist registrars in palliative medicine and other junior doctors who rotate from the NHS acute hospitals and local cancer centre.

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 also undertake one to one interviews with patients and families and hold regular patient focus groups.

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.

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. We undertake a full fire alarm test weekly all fire exits are checked daily. 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.