



Statement of Purpose Marie Curie Hospice, Solihull

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.

Our purpose is to promote and maintain the best quality of care endeavoring to meet patient's physical, social, psychological and spiritual needs. Our care is extended to family and carers regardless of race, sexuality, marital status, gender, colour or social standing. This is achieved by the adherence to the Marie Curie Cancer Care Equal Opportunities policy.

The Marie Curie Hospice in Solihull provides specialist palliative care for adults with cancer and other life limiting illnesses. Referrals can be made by any health or social care professional. Patient self-referral is also accepted, supported by a health or social care professional. The criteria for referral is as stated in the Pan Birmingham Palliative Care Network "Advice Notes for Adult Specialist palliative Care Referrals".

The hospice provides inpatient care for symptom management, respite and terminal care. Our Day Services offers outpatient clinical appointments along with a range of therapies and social support. Domiciliary visits are also offered by all our professionals. Child and adult pre and post bereavement counseling is also available.

The hospice facilities comprise of 17 inpatient beds, 2 large rooms available for group activities within day services and treatment rooms for clinical appointments, rooms for social support and bereavement counseling and a lounge for use by patients and their families. There are also 2 landscaped gardens available for patients and their families.

To provide the care we employ a multi disciplinary team comprising of doctors, registered nurses, healthcare assistants, physiotherapists, occupational therapists, pharmacists, social workers and chaplain. Our team of Specialist Palliative Care Nurses also offers support to patients and their families and the primary care health professionals within our community.

The registered manager of the hospice is Elizabeth Cottier. Elizabeth has been the Hospice Manager since 2004. Prior to this she was a senior director of

customer services with over 24 years' experience in aviation.

The Medical Director of the Hospice is Dr Chantal Meystre. Chantal studied in Leeds, qualifying in 1980 and following internal medicine basic training followed by palliative Medicine specialist training in Leicester. Chantal joined the hospice in May 2008 after being Consultant in Warwickshire for 11 years and leading the Integrated Service Directorate for Palliative Care as its first Clinical Director.

Respecting patients' privacy, dignity and choice is of paramount importance with all members of staff being bound by a duty of confidentiality. The multi professional team is experienced in delivering the specialist care provided and in managing the complex dynamics which can occur when living with a terminal diagnosis. A policy is in place to manage the protection and use of patient information.

The hospice has a Quiet Period for patients following their lunch from 13.00 to 14.15 to allow patients time to rest, otherwise visiting is allowed at any time. There are occasions when we ask visitors to limit numbers to the patient's bedside to ensure the patient has adequate rest. The hospice can offer overnight facilities for relatives; details are available from our nursing team.

The hospice ensures that all staff and volunteers are clear about their own roles and responsibilities and are supported in identifying ongoing training and development needs via the appraisal process. The development and delivery of the training plan ensures that skills and competency levels required to deliver the services are achieved.

The hospice has a very positive approach to patient need. The development and review of services is planned in consultation with patients, their families, and the wider group of stakeholders all of whom are encouraged to suggest improvements or changes we can make.

A variety of methods are adopted, one to one discussions, audit feedback, internal inspections, suggestions and complaints. We welcome constructive comments and our culture is to identify and try to resolve concerns before they escalate to a complaint. Details of how to make suggestions and complaints are incorporated in our written information leaflets which are displayed within our Inpatient and Reception areas. A Suggestion Box is also located in the Reception Area.

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 consulting on all our services.

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; these

are available in our Policy and Procedure Folders. 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