Statement of Purpose
Marie Curie Hospice and Community Services
London and the Home Counties

Date:	January 2026
Date due for review:	January 2027

Service Provider details:

Name:	Marie Curie
Address:	One Embassy Gardens 8 Viaduct Gardens London SW11 7BW
Email:	info@mariecurie.org.uk
Website:	www.mariecurie.org.uk
Main telephone:	020 7599 7777
CQC provider ID:	1-102643321

Marie Curie is a charitable organisation, registered with the Charity Commission, which raises funds to offer care and support through terminal illness.

First established in 1948, we have been caring for people living with any terminal illness, and their families, for over 70 years. We offer expert care, guidance and support to help them get the most from the time they have left.

Our Caring Services operation includes the Hospice Care at Home and nine hospices located across the UK. All services are free of charge to patients.

The people we help are referred to us from the NHS for symptom control, palliative and end of life care and respite. This is delivered both night and day by Marie Curie Nurses and Healthcare Assistants (HCAs) trained in palliative care in patients' own homes and in our hospices by a specialist multi-disciplinary team of staff.

Legal status of provider

Organisation details:	Incorporated organisation
Company number:	507597
Charity number:	207994

Location details

Name:	Marie Curie Services - London and the Home Counties

Address for service:	One Embassy Gardens 8 Viaduct Gardens London SW11 7BW
Website:	https://www.mariecurie.org.uk
Main telephone:	0203 370 2208 (London Hub)
Location ID:	1-19897906825
CQC Service type:	Hospice Services
Service users:	Adults (aged 18+) with a terminal illness and their families
Number of overnight beds:	None
Registered Manager:	Gem Davies (Registered manager for all regulated activities)
Registered Manager contact details:	As above

Regulated activities

- Treatment of disease, disorder or injury

Aims and objectives

The emphasis of care is community focused, enabling patients to be cared for and to die at home if this is their preferred choice. Our nurses and HCAs generally provide one-to-one nursing care and support overnight. In some areas, we also offer care for a shorter period of time, or during the evening or daytime, as well as care at very short notice in a crisis.

Occasionally younger patients (under 18 years of age) may be referred and acceptance of the referral is considered on a case by case basis. A decision is made at senior clinical management level, based on our ability to ensure we can provide safe care to younger patients. Patients will only be accepted provided appropriately trained staff (including relevant DBS disclosure) are available. When necessary staff will work under the clinical leadership of other specialist paediatric care providers or community teams to ensure appropriate care and support can be given.

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.

Services

Community Services

The Marie Curie Hospice Care at Home service is commissioned to provide services in Integrated Care Systems. The services have been developed with the NHS commissioners to meet specific needs. These include:

- Hospice Care at Home (Planned Service)
- Urgent Hospice Care at Home.
- Enhanced Hospice Care at Home service
- Outpatient services
- Hospital in-reach services
- Primary care services

Companion Services
There are multiple roles for volunteers within the Community. The main way in which volunteers currently support in the Community are through Companions Services where trained volunteers provide companionship and support to people with a terminal illness and their families. This is usually face to face and may be in the person's own home or an alternative setting, for example as an inpatient if they are referred whilst in hospital.

Staffing

Annette Weatherley, Chief Nursing Officer is the nominated individual for CQC. Annette is a member of the Marie Curie Executive Leadership Team and joined the team in January 2024. Services are led by an Associate Director for Strategic Partnerships and Services responsible for strategic development and oversight of operational and quality delivery in London and the Home Counties.

Gem Davies, Head of Nursing and Quality is the Registered Manager for services in London and the Home counties. Should the Registered Manager be absent from work for more than 28 consecutive days, the Nominated Individual will ensure appropriate management cover arrangements are made and the Care Quality Commission is informed in accordance with Regulations 2009: Regulation 14

Clinical Leadership is provided by a Medical Director who is a Consultant in Palliative Medicine and a Senior GP. A consultant team supports our services, all of whom are also specialists in Palliative Medicine.

The Marie Curie nurses, and healthcare assistants are managed by the Clinical Nurse Managers, who report to the Head of Nursing and Quality. Clinical Nurse Managers work with Senior Nurses to ensure that all staff are clear about their roles and responsibilities and have appropriate support. They are responsible for regularly reviewing performance and identifying on-going training and development needs through Marie Curie's Career Development Framework programme. Individual training plans ensure that required skills and competency levels are maintained and developed.

Our clinical and volunteering staff undergo Disclosure and Barring Service (DBS) checks, references are taken up and a comprehensive induction programme and handbook are provided in addition to on-going support with career development and knowledge acquisition.

Feedback - Comments, Compliments, Concerns, Complaints and Surveys:

We value and proactively seek feedback from people that experience Marie Curie services, this includes, visitors, family, friends, patients, carers, and staff.

People that experience Marie Curie services can give feedback to us directly through completing one of our surveys (available in the information packs sent to patients) or by sharing a concern, raising a complaint, giving a compliment or comment. All feedback received is used to measure various aspects of care and support and are used to drive service improvement.

Our policy for addressing complaints ensures that all complainants will receive an acknowledgement within two working days. Every endeavour will be made to provide a full response to the complainant within 20 working days. If this is not possible, a revised period will be agreed with the complainant.

We actively involve people with lived experience to support and advise us on many aspects of improving the quality of all Marie Curie's Caring Services. We provide 'lived experience listening events' to bring together people with lived experience and staff to give feedback, evaluate and ensure service improvement has considered all aspects of service delivery from those receiving it to those delivering it.

We are inspected by the Care Quality Commission, the Health, and Social Care Regulator for England. The latest inspection report is available on the CQC website, on the Marie Curie website or on request.