



Statement of Purpose

Marie Curie Hospice and Community Services Northwest and South Cumbria

Date: July 2025

Date due for review: July 2026

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 60 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 Marie Curie Hospice and Community Services located across the UK. All services are free of charge.

The people we help are referred to us from the NHS for symptom control, end of life care and respite. This is delivered both night and day by Marie Curie Nurses and Healthcare Assistants trained in palliative care in patients own homes and in our hospice 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 Hospice and Community Services Northwest and South Cumbria

Address for service: Speke Road
Woolton
Liverpool
L25 8QA

Email:	liverpool.hospice@mariecurie.org.uk
Website:	https://www.mariecurie.org.uk/services/north-west
Main telephone:	0151 801 1400
Location ID:	1-119399800
CQC Service type:	Hospice services
Service users:	Adults (aged 18+) with a terminal illness and their families
Registered Manager:	Rachel Woodington (Registered manager for all regulated activities pending CQC confirmation)
Registered Manager contact details:	As above (address for service)

Regulated activities:

- Treatment of disease, disorder, or injury

Aims and objectives:

The Marie Curie Community and Hospice Services Liverpool and Northwest provides specialist and palliative person centered care for adults living with any terminal illness. Our purpose is to promote and maintain the best quality of life and offer high quality end-of-life care.

We provide care and support to patients requiring symptom management, emotional and psychological support, rehabilitation, and end-of-life care. In addition to a team of highly experienced Doctors and Nurses, the hospice has specialists in a wide range of roles including physiotherapy, occupational therapy, bereavement support, counselling for adults and children and spiritual care. Complementary therapies such as aromatherapy and reflexology are also offered.

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.

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

Hospice Wellbeing and Outpatient Services

The Wellbeing Service provides a therapeutic environment for assessment, monitoring and management of symptoms, as well as providing peer support, respite for carers and rehabilitation.

The Outpatient Service provides medical and non-medical clinics, including Complementary Therapies, and pain management. The service offers support and advice on symptom management, promoting independence and enabling care in the person's normal place of residence. Domiciliary appointments can be arranged as required and when clinically indicated.

IMPACT Service

Marie Curie Hospice Liverpool hosts the south hub of the Integrated Mersey Palliative Care Team (IMPACT). This is a consultant-led, integrated, multi-professional palliative care service for adults in central and south Liverpool with a life-limiting, progressive condition. The service provides a single point of access and referral to the integrated service, ensuring the patient is assessed by the most appropriate team depending on their needs. This transfers the responsibility for assessing complex needs to the specialist team and reduces the burden in terms of time and responsibility for the referrer. Co-location of staff in the hubs provides consistency in clinical knowledge and skills, rapid handover of patient information, opportunist discussion of patients receiving care from multiple services and rapid allocation of the patient to the most appropriate team or service.

We also offer a 24hr advice line to healthcare professionals across Liverpool providing specialist advice on symptom control and management of people living with terminal illness.

Community Services

Supportive and End of Life Care Service (STARS)

In Liverpool, the STARS service provides expert end of life care in patient's own home. It offers personal, practical and psychological support to people in the last three months of their life with any illness they're likely to die from. This support is provided any time – day or night.

By helping people to feel comfortable in their final weeks and die where they want, STARS provides dignity to people at the end of life, and information and support to the people close to them.

Hospice Care at Home Services

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 healthcare assistants generally provide one-to-one 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.

The Marie Curie Hospice Care at Home Service Northwest is commissioned to provide 12 services across 3 Integrated Care Boards (ICBs) and other provider organisations. Services have been developed in conjunction with the NHS commissioners to meet specific needs. These include:

- Planned Service: Care is delivered in the patient's home on a single patient per shift basis.
- End of life Multi Visit domiciliary care service providing a locally coordinated fast track service for patients in the last 12 weeks of life

When necessary, staff will work under the clinical leadership of other specialist palliative care providers or community teams to ensure appropriate care and support can be given.

Enhanced Hospice Care at Home

Our Enhanced Hospice Care at Home service provides specialist care to people at home from experts including nurses, doctors and other health professionals.

Companion volunteers in the North West provide practical and emotional support at home and over the phone. They offer free, flexible and personalised help to people at the end of life, and to their families and carers.

Staffing:

Annette Weatherly, Chief Nurse & Executive Director of Quality & Caring Services, is responsible for the Marie Curie Nursing Service and Marie Curie Hospices throughout the UK. Annette is a member of the Marie Curie Executive Board and joined the in January 2024

Victoria Wharton, Associate Director Strategic Partnerships and Services, has been a Registered Nurse with the NMC for 28 years and has significant experience managing local and national specialist nursing services and leading on patient experience. Her career spans the NHS, Pharmaceutical and Medical Device Industry and the Third Sector.

Rachel Woodington Head of Nursing and Quality has an extensive career in the NHS, filled with clinical, operational, and strategic expertise, qualifying as an Adult RN in 2007. Rachel has successfully managed Digital Health services, including virtual wards, COPD clinical services, and palliative care services, positively impacting thousands of patients. Rachel holds an MSc in Advanced Clinical Practice, including the V300 prescribing qualification, and has published articles in the Community Nursing Journal and the British Medical Journal. Rachel's outstanding contributions to the community have earned her the prestigious title of 'Queen's Nurse' from The Queen's Nursing Institute.

Dr Laura Chapman MB ChB, MSc, FRCP is the Hospice Medical Director. She has been a consultant in Palliative Medicine for 18 years and also works at Liverpool and University Hospitals Foundation Trust. The senior medical team also includes Dr Sarah Fradsham MBChB, MSc FRCP, Consultant in Palliative Medicine, Dr Helen Bonwick MBChB, MA, Associate Specialist and Dr Aileen Scott MBChB, MSc, FRCP, Consultant in Palliative Medicine. Dr Bonwick also works for Liverpool Heart and Chest NHS Foundation Trust. The hospice is a training unit, and other members of the medical team include Specialty Trainees in Palliative Medicine, GP trainees and a Core Medical Training doctor, all on rotation. In addition, there are two Specialty Doctors.

Clinical Nurse Managers ensure that all staff in the community services 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 My Plan and Review process. Individual training plans ensure that required skills and competency levels are maintained and developed. The Clinical Nurse Managers are also supported by Senior Registered Nurses who have delegated line management responsibilities and are utilised to monitor staff performance in the community.

Our nursing staff undergo Enhanced Disclosure and Barring Service (DBS) 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.

Volunteers also play a large part in supporting the services we provide.

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 community patients via QR codes visible on posters and information leaflets in our hospices, on our website, or from a member of staff delivering care) or by sharing a concern, raising a complaint, giving a compliment or comment. All feedback received is used to measure different 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 timeframe will be agreed with the complainant.

We actively involved people with lived experience to support and advise us on many aspects of improving the quality of all Marie Curie's Caring Services.

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