

Philosophy of Care

Marie Curie Hospice Care at Home Services, Scotland North and West

Date: August 2025

Date due for review: August 2026

Introduction:

The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 require the charity to produce a Philosophy of Care which sets out its aims and objectives in relation to the Marie Curie Hospice Care at Home service; provides information about its manager, staff and organisation structure; complaints and feedback procedures, health and safety of staff and service users property, referrals and medicines management.

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

Service number: CS2016345887/ CS2016345891

Organisation details: Incorporated organisation

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 Care at Home Service and seven hospice inpatient units 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.

Location details:

Address for service: Marie Curie Hospice Care at Home Services
Scotland North and West
133 Balornock Road
Glasgow G21 3US

Website: <https://www.mariecurie.org.uk/help/nursing-services>

Main telephone: 0141 557 7400

Registered Manager: Irene Johnstone

Registered Manager contact details: As above

Aims and objectives:

Marie Curie Caring Services Scotland North and West is a registered provider of palliative care services. We offer free nursing care to adults with all terminal illnesses across Scotland, as well as support for family and friends. Occasionally younger people (16-18yrs) 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 people and approval by Care Inspectorate.

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 Registered Nurses and Health Care Assistants 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.

The Marie Curie Community Service staff work very closely with District Nurses and General Practitioners to ensure optimal care.

Care is extended to families and carers regardless of gender, age, sexual orientation, marital or civil partnership status, gender re-assignment, disability, nationality, race, ethnic origin, religion or belief. 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.

Respecting patients' privacy, dignity and choice is of paramount importance. All members of staff are bound by a duty of confidentiality, and we have specific policies in place to manage the protection and use of patient information.

Services:

Marie Curie Hospice Care at Home Services North & West are contracted to provide service throughout Scotland, including Argyll & Bute, Glasgow City, Grampian, Highland & Islands, Orkney.

Services have been developed in conjunction with the NHS commissioners to meet specific needs.

These include:

- **Planned Services:** Care is delivered by Registered Nurses and Health Care Assistants in the patient's home, predominantly overnight 9hour shift from 22:00 to 07:00. Day care is also available, minimum of three hours per shift. Staff allocation will be dependent on care needs.
- **Multi Visit Services (Fast Track)-** Health Care Assistants provide planned multiple short episodes of care throughout the day to facilitate discharge and prevent hospital admission.

In addition, Marie Curie offers expert support and help through its Information and Support helpline.

Marie Curie also provide Companion Volunteer Services which match trained volunteers to people with any terminal illness. The volunteers visit people in their homes, hospital, hospice and Care Homes, and offer companionship and support for a few hours each week, all completely free of charge.

Managing referrals to the service:

Patients are referred to the Marie Curie Hospice Care at Home Services from the community and the acute hospitals for palliative and end of life care within the patient's home setting.

Referrals are triaged and prioritised, appropriate grade of staff identified, and a person-centred care plan developed. If referral criteria are not met, the clinical team will provide feedback to the referrer.

If insufficient information has been provided by the referrer, or if risk assessments identify unacceptable risks to staff, the Charity reserves the right to refuse care where risk is considered unacceptable.

If a visit is no longer required by the patient or carer, it is the responsibility of the referrer to ensure the Marie Curie Scotland Co-ordination Centre is informed as soon as practicable and at least four hours prior to the start of the visit.

The Scotland Co-ordination Centre can be contacted on 0141 473 1785 and can be used by patients and carers to inform us if they wish to cancel a visit, or if a visit is no longer required. The Scotland Co-ordination Centre can be contacted 24/7 365 days per year.

Where demand for care exceeds available commissioned hours the clinical and operational teams will liaise with the commissioner to discuss care needs and resource. Patient Caseloads are continually reviewed and for any patient receiving the service for longer than six months, this will be reviewed by the Clinical Nurse Manager together with the District Nurse.

In the event of staff sickness or absence the Marie Curie Hospice Care at Home Service will attempt to make alternative arrangements, where this is not possible, we will communicate with the District Nurse and the patient and family as soon as practicable.

Management and staffing:

Irene Johnstone, Head of Operations for Scotland, in conjunction with Eileen McGinley, Head of Nursing and Quality Scotland, are responsible for delivering safe and effective clinical and operational services.

Our staff undergo a robust recruitment process; Protection of Vulnerable Groups checks, right to work, provide two references, complete an occupational health review, provide evidence of qualifications and registration with relevant professional body, Nursing & Midwifery Council (NMC) or Scottish Social Services Council (SSSC), review before being offered a post.

Each staff member undertakes a comprehensive blended induction programme which includes completion of mandatory training. Each staff member undertakes shadowing and is provided with electronic resources detailing policies and procedures. prior to the delivery of care to patients.

Health Care Assistants are required to update existing SSSC registration with details to include Marie Curie as an employer or alternatively register with SSSC if not previously registered.

Marie Curie Registered Nurses and Healthcare Assistants are required to undertake additional training in palliative care at induction and annually.

Marie Curie has comprehensive policies and procedures covering all our operations. The charity has a robust system of Clinical Governance that ensures the highest possible standards of care for our patients.

Our teams have a dedicated Clinical Nurse Manager and Senior Nurse who facilitate team meetings, undertake bimonthly 1:1s with staff, and undertake observations in practice to provide assurance regarding the quality of care and compliance with competency and clinical practice standards and scope of practice. Clinical Managers are responsible for ensuring on-going training and development of staff, implementing the Career Professional & Development Framework, completing Annual Appraisals, identifying themes from Incidents, Complaints, Concerns & feedback which inform clinical education and training programmes.

All staff have access to Employee Assistance Programme and Resilience Based Supervision.

Marie Curie Hospice Care at Home Service staff have a right to work in a safe environment. The charity does not tolerate any form of verbal or physical abuse of staff whilst working. The charity has robust policies and procedures for staff to follow should staff feel unsafe.

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 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.