

Philosophy of Care

Marie Curie Community Service, Scotland North and West

Date: November 2023

Date due for review: November 2024

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 Nursing 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 Nursing Service and nine hospices 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 Community 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 / 07851 385 107
Registered Manager:	Irene Johnstone
Registered Manager contact details:	As above (address for service)

Aims and objectives:

Marie Curie Caring Services Scotland North and West is a registered provider of specialist 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 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.

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 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.

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:

The Marie Curie Community Service, Scotland is contracted to provide service throughout Scotland. At present there is not a service in Shetland.

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

- Planned Service, Care is delivered in the patients' home on a single patient per shift basis predominantly overnight.
- Rapid Response services. Overnight nursing service with an HCA and RN on duty to support urgent unplanned requests for overnight care for unscheduled care via NHS 24
- Multi-visit the provision of planned palliative nursing care through Registered Nurses and or health care assistants covering multiple patients per shift either during the day or overnight.
- In some areas a fast-track discharge service is provided to facilitate discharge from hospital and prevent hospital admission.
- We also offer a volunteer led Companion Service and an information and support helpline.

Managing referrals to the service:

Patients are referred to the Marie Curie Community Service from the NHS for respite and end of life care. This is delivered predominantly overnight by Marie Curie Registered Nurses and Senior Healthcare Assistants who have received training in palliative care. Care is also delivered for short periods of time through the day,

Where demand for care exceeds the supply of nursing staff, the charity may review the patient caseload and, if appropriate, withdraw from planned packages of care, but as a general rule will not give less than two weeks' notice of withdrawal. Any patient receiving the service for longer than six months will be reviewed by the Clinical Nurse Manager together with the District Nurse.

If arrangements change or a visit is no longer required by the patient or carer, it is the responsibility of the referrer to ensure that 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 that they wish to cancel a visit between 8am and 10pm, 365 days a year.

The NHS is responsible for ensuring that before referring a patient the District Nurse or their nominated representative undertakes the necessary risk assessment. The charity reserves the right to refuse care where risk is considered unacceptable.

In the event of staff sickness or absence the Marie Curie Nursing 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 is the Head of Operations for Scotland North and West and is the Registered Manager for the service based at the named office above.

Our nursing staff undergoes Protection of Vulnerable Groups checks, two references are taken up and a comprehensive induction programme to include Protection of Vulnerable Adults (POVA) training and handbook covering the services policies and procedures are provided prior to the delivery of care to patients. Marie Curie Nurses are Registered Nurses and the Senior Healthcare Assistants have undertaken additional training in palliative care.

A dedicated Clinical Nurse Manager in each area of the Region ensures that all staff is clear about their own roles and responsibilities and have appropriate support. They are responsible for regularly reviewing performance and identifying on-going training and development needs via Professional Competency Development Framework. Individual training plans ensure that skills and competency levels required to deliver the services are maintained and developed.

Marie Curie has comprehensive policies and procedures covering all our operations. A Staff Handbook and a Nursing Handbook has been developed for Registered Nurses and Senior Health Care Assistants working in the Marie Curie Nursing service. Included in the Nursing Handbook are policies and procedures in respect of the administration of medicines by Registered Nurses and the assisting with medicines for Senior Healthcare Assistants. The charity has a robust system of Clinical Governance that ensures the highest possible standards of care for our patients.

Marie Curie Nursing Service staff has 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 involved people with lived experience to support and advise us on many aspects of improving the quality of all Marie Curie's Caring Services. Examples of changes made as a result of feedback from patients and their families are shared on the "You Said, We Did" area of the Marie Curie website.

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.