Statement of Purpose
Marie Curie Caring Services (Northern Ireland)

Date:	23/12/2025
Date due for review:	23/12/2027

Service Provider details

Name:	Marie Curie Caring Services (NI)
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 provider ID:	10623
Registered charity number:	207994

Aims and Objectives

Marie Curie (MC) is a charitable organisation, registered with the Charity Commission, raising funds to offer care and support through terminal illness.

The charity was established in 1948 and has been caring for people living with terminal illness, and their families, for over 70 years.

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 to service users.

In Northern Ireland, the Marie Curie Hospice is located within the Greater Belfast area and provides specialist palliative care services primarily to the population of Belfast and South Eastern Health and Social Care Trusts.

The Marie Curie Hospice Care at Home service is a generalist palliative and end of life care nursing service which is commissioned in all five Northern Ireland Health and Social Care Trusts. The service provides care and support to adults over the age of 18 years, facilitating choice in where they wish to be cared for at the end of life. The service operates over a 24-hour period with care being delivered by both Marie Curie Registered Nurses and Healthcare Assistants who have enhanced training and skills in palliative and end of life care.

Marie Curie aims to work collaboratively with primary and secondary care clinicians, enabling patients with generalist and specialist palliative care needs to maintain their identity and independence. Families and carers are supported during this difficult time helping to avoid hospital admission where appropriate by reducing length of stay. The adoption of a holistic multi-Disciplinary approach supports the management of complex symptoms and care, this along with appropriate advice and support allows individuals and their families to make informed decisions regarding the treatments and management of their care.
Referrals for this service are accepted from HSC professionals and other authorised Hospice providers.

Legal status of provider

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

Service details

Name:	Marie Curie Caring Services (NI)
Address:	1a Kensington Road Belfast BT5 6NF
Email:	Belfast.hospice@mariecurie.org.uk
Website:	www.mariecurie.org.uk
Main telephone:	028 9088 2000
RQIA Service type:	Independent Hospital – Hospice Adult
Categories of care:	IH-H(A) (Adult hospice services) & Private Doctor (PD) Other
Service users:	Adults (aged 18+) with life-limiting illnesses and their families
Number of beds:	18 inpatient beds Hospice Care at Home and Urgent Hospice Care at Home services that support care provision within the patient's own home across all Health and Social Care Trusts (HSCT) in Northern Ireland. Community and Outpatients department that facilities patients from the Belfast HSCT and South Eastern HSCT to be seen by our multi-disciplinary team as an outpatient or in their own home. Patients can also be referred to through our community and outpatient's department for day procedures, e.g. blood transfusions and hypercalcaemia treatments.
Responsible Individual:	Paula Heneghan C/o Marie Curie Hospice 1a Kensington Road Belfast BT5 6NF
Qualifications and experience:	RN Level 1 An employee of Marie Curie since 1996. She holds a BSc in Health Studies, a Certificate in Health Visiting, and a Teaching Certificate for Adults in Further Education. Paula Heneghan has held a variety of roles across the NHS and the voluntary and independent sector, gaining extensive nursing, management, and leadership experience. In her current role she continues to promote high quality, standards of safe care across the range of services.

Registered Manager:	Thomas Hughes C/o Marie Curie Hospice 1a Kensington Road Belfast BT5 6NF
Qualifications and experience:	RN Level 1 Thomas Hughes brings over 30 years of experience as a Registered Nurse, working across both the Health and Social Care (HSC) sector and the independent sector. Throughout his HSC career, Thomas gained expertise in a wide range of specialties and served as an Infection Prevention and Control Nurse within the Belfast Health and Social Care Trust (BHSCT) for five years. He holds postgraduate certificates in Infection Prevention and Control and in Cardiology Specialist Practice. Prior to his current role, Thomas spent nine years with the Regulation and Quality Improvement Authority (RQIA), where he worked as a Senior Inspector and Inspector for the healthcare regulator. During this time, he led inspections across HSC and independent healthcare facilities, gaining extensive experience in assessing compliance and standards. This role provided Thomas with a deep understanding of quality assurance and strengthened his commitment to delivering safe, high-quality services within Marie Curie.

Available Hospice and Hospice Care at Home service

Marie Curie Hospice, Belfast provides specialist palliative care for adults living with any terminal illness.

Our Inpatient Unit delivers expert palliative care 24 hours a day, seven days a week. We support patients with complex symptom management, assessment of changing conditions or disease progression, psychological support, rehabilitation, and end-of-life care.

The Hospice's multidisciplinary team offers holistic care that addresses the physical, psychological, and spiritual needs of patients. We also recognise the vital role of carers and provide tailored support and advice to meet their needs. This commitment extends beyond a patient's stay, with bereavement services available to family, friends, and carers.

Marie Curie Community and Outpatient Services operate Monday to Friday, 9:00 am to 5:00 pm, offering patients and their families a comprehensive range of multidisciplinary support. This includes home visits by members of the team to ensure care is delivered in the most appropriate setting. Alongside a highly experienced team of doctors and nurses, the hospice provides access to specialists in physiotherapy, occupational therapy, social work, chaplaincy, and bereavement support. Complementary therapies, delivered by trained volunteers, include aromatherapy, head massage, reflexology, hand care, and relaxation techniques. Patients and families are encouraged to participate in therapeutic activities through planned group or individual sessions, delivered face-to-face or virtually, across inpatient, outpatient, and hospice-at-home services.

The Marie Curie Community Nursing Service is a generalist palliative and end-of-life care service commissioned across all five Northern Ireland Health and Social Care Trusts. It supports adults aged 18 and over, enabling them to choose where they wish to receive care at the end of life. In exceptional circumstances, the service has extended care to individuals under 18 to meet specific needs. Operating 24 hours a day, care is provided by Marie Curie Registered Nurses and Healthcare Assistants, all of whom have enhanced training and expertise in palliative and end-of-life care.

We work closely with families and carers to ensure tailored support packages are in place, designed to be fully accessible and responsive to the diverse needs of all communities.

Hospice Facility

The Hospice is located in the Greater Belfast area, close to Belfast City Centre. It is easily accessible by public transport, and on-site parking facilities are available for those travelling by car.
The building comprises 18 beds within the Inpatient Unit, including 16 single rooms and one double room. Families have access to two dedicated family rooms, equipped with tea and coffee-making facilities. A quiet room, situated away from the main patient areas, is available for reflection, religious services, or private family meetings.

Our Community and Outpatient facility operates Monday to Friday, 9:00 am to 5:00 pm, providing patients and their families with a full range of multidisciplinary services.
Meals are prepared by our in-house catering team, with menus planned and agreed daily in consultation with patients to reflect individual preferences.

Hospice information is available in multiple formats: hard copies at reception and in patient rooms, digital displays on the reception television screen, and online via the Marie Curie website.

Marie Curie Staffing Northern Ireland - Hospice, Community and Outpatients and Hospice Care at Home

Community and Outpatients Services

Paula Heneghan, Associate Director of Strategic Partnerships and Services for Northern Ireland, is the Responsible Individual for Marie Curie Caring Services in Northern Ireland. Paula previously served as Registered Manager for Hospice Care at Home services. Thomas Hughes, Head of Nursing and Quality for Marie Curie Caring Services Northern Ireland, has been appointed as Registered Manager for the Hospice, Community Nursing Service, and Community and Outpatient Services.

Our multidisciplinary workforce includes doctors, advanced nurse practitioners, clinical nurse specialists, registered nurses, healthcare assistants, physiotherapists, occupational therapists, rehabilitation assistants, social workers, administrative staff, housekeeping, catering, facilities and maintenance teams, and volunteers. Marie Curie recognises the importance of clinical supervision for staff; each registered nurse participates in a minimum of two clinical supervision sessions per year. Medical staff, social workers, chaplains, and allied health professionals also adhere to their respective professional standards for supervision.

The Hospice employs a part-time chaplain, supported by volunteers and a network of local clergy and faith groups. Complementary therapies are provided by qualified practitioners who demonstrate appropriate credentials and competence. All staff comply with mandatory training requirements.

Bereavement support is delivered by the Patient and Family Support Team, alongside trained bereavement volunteers, ensuring compassionate care for families during and after a patient's journey.

Current staffing establishment 25/26

Senior Leadership	1 WTE	Associate Director of Strategic Partnerships and Caring Services
	1 WTE	Head of Operations
	1 WTE	Head of Nursing and Quality

Nursing Establishment: Hospice, Community and outpatients Services	1.57 WTE	Band 7 Hospice, Community and Outpatients
	2.0 WTE	Ward Sisters Band 6
	18.6 WTE	RNs Band
	13.2 WTE	HCAs Band 2
	1 WTE	Advanced Clinical Practitioner (Trainee)
	1 WTE	Clinical Nurse Specialist Band 7
	1 WTE	Clinical Nurse Specialist Band 6
Hospice Care at Home	3.0 WTE	Clinical Nurse Managers (Community)
	2.2 WTE	Senior Nurse (Community)
	120 Registered Nurses 83 HCA's	
Allied Health Professionals	0.8 WTE	Band 7 AHP Lead
	1.0 WTE	OT's Band 6
	1.2 WTE	Physios Band 6
	0.8 WTE	Rehab assistant
Patient & Family Support Team:	1.2 WTE	SW Band 6
	0.5 WTE	Chaplain Band 6
	0.5 WTE	Bereavement Co-ordinator
Medical:	0.15 WTE	Medical Director
	2.2 WTE	Medical Consultant
	4.4 WTE	Medical staff
Invoiced other Professionals:	1.2 WTE	Pharmacist
	0.33 WTE	Nurse Consultant Band 8a
Facilities/Estates:	1.0 WTE	Facilities Manager
	0.6 WTE	Facilities team leader
	0.8 WTE	Maintenance Supervisor
	1.6 WTE	Maintenance Assistant
Administration / Co-Ordination Hub:	1.0 WTE	Admin Manager
	1.0WTE	Senior Admin Supervisor
	1.0 WTE	Receptionist
	1.0 WTE	Senior Administrator
	3.0 WTE	Administrator
	0.8 WTE	Patient Services Clerk
	1.0 WTE	Hub Manager
	2.0 WTE	Senior Coordinators
	10 WTE	Coordinators Hub N.I
Housekeeping:	5.0 WTE	Housekeeping Assistants
Catering:	1.0 WTE	Head Chef
	2.0 WTE	Chef
	3.0 WTE	Catering Assts
Security:	Outsourced to Sword Security	

Hospice Inpatient Unit Admission and Discharge

The Hospice Inpatient Unit (IPU) follows admission criteria aligned with specialist palliative care services and utilises a scoring system to ensure appropriate prioritisation.

- Referrals are accepted for adults aged 18 and over who require specialist palliative care and have an active, progressive, advanced, and terminal illness with complex needs.
- Referrals for IPU admission must be made by healthcare professionals involved in the patient's care, such as GPs, hospital doctors, or Clinical Nurse Specialists.
- All referrals are reviewed and prioritised daily by the multidisciplinary team. Full details of the referral criteria are available from the hospice.
- Emergency admissions may be arranged when a patient or family is in crisis.

Requests for care are accepted from primary or secondary care health professionals, as well as other agreed professionals. Marie Curie receives referrals via telephone, through the Clinical Communications Gateway (CCG), or EPIC Care Link, all managed through a single point of referral within our Local Co-ordination Hub.

All referrals for hospice inpatient care are triaged promptly on the same day by a Band 7 Nurse or deputy in collaboration with a Medical Consultant. Admissions are prioritised based on clinical need. For patients referred to the inpatient unit, the referrer will be contacted within 24 hours. The patient will only be contacted if appropriate. The referrer will be advised of current bed availability and will remain updated until a bed becomes available.

During 2025/26, patients typically spend around 25 days in the hospice on average. Prior to admission, the multidisciplinary team (MDT) will review any potential challenges to care in the patient's usual place of residence. Discharge planning begins early and is coordinated by the social work team, who liaise closely with statutory and community services. Where a return to the usual place of residence is not possible, a nursing or residential home may be required. In such cases, the social worker, in partnership with the patient and family, will identify a suitable home within five working days of the patient being deemed medically fit for transfer. Patients and families will be offered the opportunity to visit the selected care home, and a discharge meeting will be held prior to transfer.

Community and Outpatients Services

Community and Outpatient Services provide multidisciplinary specialist palliative care, including complex symptom management, specialist palliative rehabilitation, and end-of-life care. Patients requiring complex symptom control are referred by primary healthcare teams, hospital palliative care teams, and community specialist teams.
A range of services is delivered both face-to-face and virtually, either in the patient's own home or through outpatient attendance. The aim is to support people living at home with enhanced specialist palliative care.

Requests for care can be made by primary or secondary care health professionals and other agreed professionals. Referrals are accepted by telephone, via the Clinical Communications Gateway (CCG), or through e-referral using the agreed referral form, all managed through our single point of referral within the Local Co-ordination Hub.
All referrals are reviewed to ensure they meet the criteria for entry to the service. Following discussion at the multidisciplinary team (MDT) meeting, patients are invited to attend an initial assessment.

Referral may be initiated by telephone if the patient's discharge period is less than four weeks. For referrals beyond this period, a written referral is required, detailing the patient's specialist palliative care needs and discharge information, which will be shared with the GP, Hospice Nurse Specialist, and District Nursing service.
Patients and carers are advised to contact their GP and District Nurse for advice or support following discharge. Communication regarding discharge will be sent to the patient's GP, Hospice Nurse Specialist, and District Nursing service, where appropriate.

In addition to individual consultations, the following outpatient clinics are offered:

- Wellbeing Clinic – facilitated by Physiotherapists and Occupational Therapists
- Breathing Space Clinic – facilitated by a Palliative Care Nurse Consultant
- FAB Clinic – focusing on Fatigue, Anxiety, and Breathlessness
- Parkinson's Exercise Programme – facilitated by Physiotherapists with representation from Parkinson's UK NI

Patients will be discharged from hospice, community, and outpatient services once their specialist palliative care needs have been met. Discharge planning will be discussed in advance by the multidisciplinary team, the primary healthcare team, and with the patient and their carer.

Advance care planning ensures patients and carers have the opportunity to access other community and statutory services as appropriate, with the option of being re-referred in the future should they require support and meet the eligibility criteria.

Referral may be initiated by telephone if the patient's discharge period is less than four weeks. For referrals beyond this period, a written referral is required, detailing the patient's specialist palliative care needs and discharge information. This will be communicated to the GP, Hospice Nurse Specialist, and District Nursing service.

Patients and carers should contact their GP or District Nurse if they require advice or support following discharge. Communication regarding a patient's discharge will be shared with the GP, Hospice Nurse Specialist, and District Nursing service, where appropriate.

Bereavement Services

The Patient and Family Support Team provide individual and group pre- and post-bereavement support for patients, families, and carers. The team also offers specialist bereavement support for patients with children. In addition, this service acts as a valuable resource for healthcare professionals in both community and hospital settings, offering advice and guidance as required.

Referral to the Hospice Care at Home

For patients requiring enhanced nursing care in the community, referrals can be made via the single point of referral for access to the Hospice Care at Home service. This service is delivered by a team of Registered Nurses and Healthcare Assistants. Referrals are accepted from the patient's District Nurse, and care is provided based on a prioritisation of need following discussion of the patient's requirements.

For patients who require urgent Hospice Care at Home, including pain and symptom management, a Marie Curie nurse will respond rapidly and visit the patient's home. This service is available across all Health and Social Care Trusts in Northern Ireland and can be accessed by contacting GP Out of Hours in the Northern, Southern, and Western Health and Social Care Trusts during evenings, weekends, and bank holidays. In the Belfast Health and Social Care Trust (BHSCT) and South Eastern Health and Social Care Trust (SEHSCT), referrals for this service are made via the District Nursing service. The service operates from 8:00 am to 8:00 pm in BHSCT and from 5:00 pm to midnight in SEHSCT.

Discharge from this service is agreed collaboratively with the Key Worker, the Marie Curie Senior Nurse, and the patient or their carer.

Arrangements for Promoting Privacy and Dignity

Respecting patients' privacy, dignity, and choice is of paramount importance, and all staff members are bound by a strict duty of confidentiality. The multidisciplinary team is highly experienced in delivering both specialist and generalist palliative care, supported by a robust policy governing the protection and appropriate use of patient information. Marie Curie also has both local and national Caldicott Guardians appointed to oversee information governance and ensure compliance with best practice standards.

Arrangements for dealing with Complaints/Concerns

Marie Curie's complaints policy ensures that all complainants receive an acknowledgement within two working days. Every effort will be made to provide a full response 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 issued within five days of the conclusion of the investigation.
If a complainant is dissatisfied with the response, the matter can be escalated to:

Northern Ireland Public Services Ombudsman
Freepost BEL 1478
Belfast, BT1 6HN
Telephone: 0800 343424
Website: http://www.nipso.org.uk

Regulation and Inspection
Marie Curie Northern Ireland is regulated and inspected by:

The Regulation and Quality Improvement Authority (RQIA)
James House, 2–4 Cromac Street, Belfast, BT7 2JA
Telephone: 028 9536 1111
Website: http://www.rqia.org.uk

Details of these regulatory processes are included in our patient information leaflets, which are provided to all patients referred to the service.

Arrangements can be made to provide complaints information in alternative formats for service users with a learning disability, sensory impairment, or for those from ethnic minority communities.

Arrangements in place for consultation with patients and their carers

We value and actively seek feedback from patients and their families. Feedback is collected through surveys, comment cards, tablet devices, QR codes, our website, or by speaking directly to a member of staff. All feedback is carefully reviewed and used to measure different aspects of care and support, driving continuous service improvement.

Quality visits are undertaken regularly, and the views of patients and carers are sought to ensure we continue to provide services that meet their needs and expectations.

Marie Curie services recognise and appreciate the vital role patients and their families play in shaping care that truly reflects their needs.

User Satisfaction

Satisfaction surveys are used to monitor service delivery across all areas. These surveys and quality improvement initiatives are designed with patients at the centre of everything we do. We actively seek real-time feedback to capture the voices of patients, families, and carers, ensuring their experiences inform our approach. Compliments are also recorded and acknowledged, whether received in the form of letters, cards, or other communications.

Focus Groups

Marie Curie staff conduct interviews and focus groups with patients and carers to gather insights about their experiences. We actively involve people with lived experience to support and advise us on improving the quality of all Marie Curie Caring Services. Changes implemented as a result of patient and family feedback are clearly displayed within the hospice.

Consultations

Carers are part of a steering group for our carer's services. We also include regulatory and statutory bodies in external consultations.

Informal discussions

Managers take the opportunity to speak with families during their days work acknowledging and feeding back findings to the team and the SMG and Governance Group.

All our quality improvement initiatives are driven by the Governance Framework.

Organisational structure

Marie Curie is a company limited by guarantee and licensed to omit the word "Limited". It is registered under the Companies Act (No. 507597) and is an independent voluntary organisation, registered with the Charity Commission (Charity No. 207994) and the Office of the Scottish Charity Regulator (Charity No. SCO38731).

Strategic management of the charity rests with a Council of Trustees, appointed by its members, which meets at least six times a year. The Council is supported by expert committees covering audit, investment, caring services, research, and retail operations.

Day-to-day management of the charity is delegated by the Council to the Chief Executive, Matthew Reed, who is supported by an Executive Board comprising the organisation's most senior managers.

Information flows through the organisation via a structured governance framework (see diagrams)

Arrangements made for contact between inpatients and their relatives, friends and representatives

Visiting arrangements are discussed with each patient prior to admission, and an information leaflet is provided to patients and their families. Additional visiting arrangements can be accommodated in exceptional circumstances to ensure compassionate and flexible support.

Additional information on Marie Curie services

Depending on the service a patient has been referred to, they will receive an information booklet containing essential details about our services and how to access them. This includes directions to the hospice, what to bring on admission, what to expect on arrival, accommodation, smoking policy, telephone access, visiting times, meals, the hospice team, discharge arrangements, how to provide feedback on our services, and how to make a donation if they wish.

We are committed to ensuring patients and families feel comfortable and safe while receiving excellent care. We are happy to discuss any aspect of our service. For additional information on organisational policies, please contact a member of staff on **028 9088 2000**, who will be happy to assist.

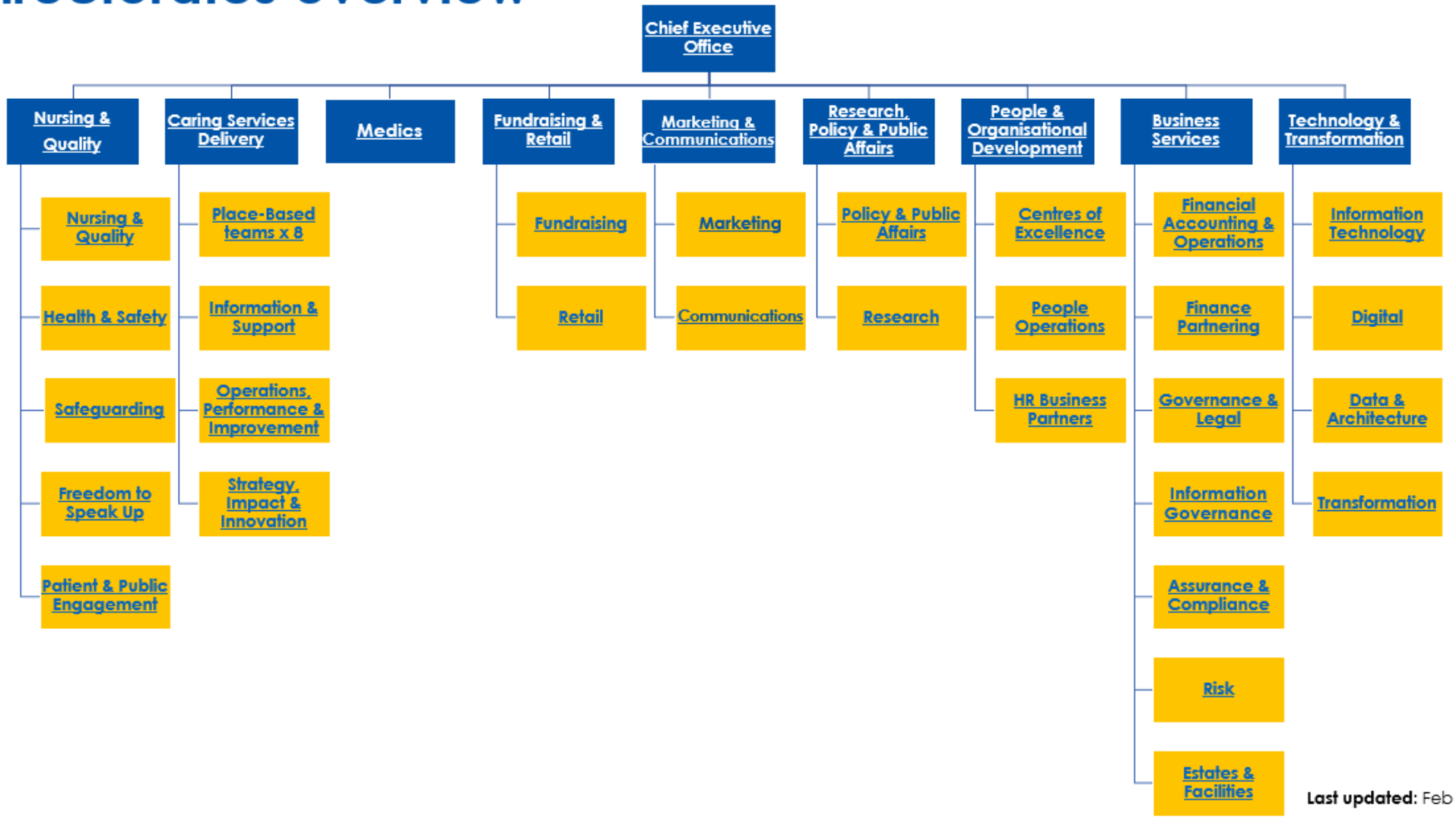
While continuing to provide high-quality services and information to the public, we welcome and encourage comments on this Statement of Purpose or any other information published by Marie Curie.

From time to time, we consult with patients and family members or carers when new or revised information materials are being prepared. This process is carried out sensitively and professionally by designated members of staff.

Marie Curie Northern Ireland – Caring Services Organisational Structure



Directorates overview



Last updated: Feb 2026



Marie Curie Hospices are here for people with serious illnesses and their families. Whether someone comes in to stay or visits regularly, we give them the excellent care they expect – and the best quality of life they could wish for.

mariecurie.org.uk

Charity reg no. 207994 (England & Wales), SC038731 (Scotland)