Statement of Purpose
Marie Curie Hospice West Midlands

Date: May 2018
Date due for review: May 2019

Service Provider details:

Name: Marie Curie
Address: 89 Albert Embankment
         London
         SE1 7TP
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 support the delivery of specialist palliative care to its patients.

First established in 1948, the organisation has 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.

The Caring Services Operation includes nine hospice facilities located across the UK and the Marie Curie Nursing Services. All services are free of charge to patients.

Patients are referred to us from the NHS for symptom control, end of life care and respite. This is delivered both day and night by Marie Curie Nurses and Healthcare Assistants trained in palliative care.

Legal status of provider:

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

Location details:

Name: Marie Curie Hospice, West Midlands
Address for service: Marsh Lane
Solihull
West Midlands
B91 2PQ

Email: Westmidlands.hospice@mariecurie.org.uk

Website: http://www.mariecurie.org.uk/en-GB/nurses-hospices/our-hospices/westmidlands/

Main telephone: 0121 703 3600

Location ID: 1-570827374

CQC Service type: Hospice services

Service users: Adults (aged 18+) with life-limiting illnesses and their families

Number of overnight beds: 24 beds

Registered Manager: Charlotte Lindley (Registered manager for all regulated activities, based on-site)

Registered Manager contact details: As above (address for service)

Regulated activities:

- Accommodation of persons who require nursing or personal care
- Treatment of disease, disorder or injury
- Diagnostic and screening procedures

Aims and objectives:

The Marie Curie Hospice in Solihull provides specialist palliative 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 specialise in providing individual holistic care for people with terminal illnesses, and offer care and support to patients requiring symptom control, 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, social work, bereavement support and pastoral care. Complementary therapies such as aromatherapy and reflexology are also offered.

Our Day Services provides a therapeutic environment for assessment, monitoring and control of symptoms, as well as providing peer support, respite for carers and rehabilitation.

Our care is extended to family, friends and carers during a patient’s stay or in the community and carries on into bereavement.

Hospice facilities:
The hospice is located by Solihull town centre, close to Brueton Park. Regular bus services connect Solihull with most parts of the West Midlands; for car drivers, ample parking within the hospice grounds is available.

The building was purpose built in 2013 and is set in landscaped gardens. There are 24 ensuite bedrooms, all with access to the gardens (patient’s relatives can be accommodated within the bedrooms, separate lounge and shower facilities are available for visitors). A Quiet Room is also available for both patients and visitors.

Within our Day Services we have 6 treatment rooms, a gym and a communal lounge area. Services offered with Day Services cover outpatient appointments, clinics, rehabilitation, support groups, complimentary therapies and therapeutic activities.

A café is open from 0800 to 1800 daily and is available to patients, families and visitors; a vending machine and tea/coffee facilities are available throughout the day and night.

3 counselling rooms are located off our reception area for both child and adult pre and post bereavement.

The in-patient unit is staffed 24 hours a day. The medical team is on site during working hours and a full Consultant and Doctor on call rota is in operation out of hours.

**Staffing:**

Peter Gabbitas, Director of Caring Services, is responsible for the Marie Curie Nursing Service and Marie Curie Hospices throughout the UK (known as the Responsible Individual). Peter is a member of the Executive Committee.

The registered manager of the hospice is Charlotte Lindley. Charlotte has been the Hospice Manager since Sept 2017. Prior to this she was the Marie Curie Helper Service Manager for the West Midlands. She has a nursing background and a degree in palliative care.

The Medical Director of the Hospice is Dr Sarah Wells. Sarah studied in Liverpool, qualifying in 1994 and following training worked as a GP partner in Birmingham; within the practice Sarah led on cancer, coronary heart disease and palliative care. Sarah joined the hospice in August 2004 as a Staff Grade before qualifying as a consultant in 2011 and became the Medical Director in 2016. Dr Wells is supported by 2 consultants and a team of doctors who have specialised in palliative care.

To ensure the patients and their families receive holistic care, the hospice also employs allied health professionals comprising of physiotherapists, occupational therapists, social workers and chaplaincy.

Our clinical and allied health professional staff undergo Disclosure and Barring Service (DBS) checks, references are taken up and a comprehensive induction programme and handbook is 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.

Managers ensure that all staff are clear about their own roles and responsibilities and have appropriate support. They are responsible for regularly reviewing performance and identifying ongoing training and development needs via the Marie Curie appraisal process. Individual training plans ensure that skills and competency levels required to deliver the services are maintained and developed.

Volunteers also play a large part in supporting the work of the hospice.
Hospice comments, suggestions and complaints policy:

We value and proactively seek feedback from people that use our services, and their families.

Patients and families can give feedback to us directly through completing one of our surveys (these are available as comments cards, on tablet devices in the hospices, and on our website), or by making a complaint. The surveys measure different aspects of hospice care, including the environment, levels of involvement, and different aspects of care and support.

Our policy for addressing complaints ensures that all complainants will receive a written acknowledgement within two days, unless a full reply can be sent within five working days. Every endeavour will be made to provide a full response to the complainant 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 made within five days of the conclusion of the investigation.

Hospice staff sometimes undertake interviews with patients and carers about their experiences and hold focus groups. We have a national service user group, with over 60 members, which advise us on many aspects of improving the quality of hospice care. Changes made as a result of feedback from patients and their families are put on the “You Said, We Did” part of the Marie Curie website and displayed in the hospice.

We undertake announced and unannounced internal inspections and patients’ and carers’ views are also sought to ensure we continue to provide the services they want and need.

Details of these processes are incorporated into our patient information leaflets which are offered to all patients referred to the service. Details are also included in bedside patient folders provided to every patient.