



# Statement of Purpose

## Marie Curie Nursing and Domiciliary Care Service, Eastern Region

Date: July 17  
Date due for review: July 18  
Version: 1

### Service Provider details:

Name: Marie Curie  
Address: 89 Albert Embankment  
London  
SE1 7TP  
Email: [info@mariecurie.org.uk](mailto:info@mariecurie.org.uk)  
Website: [www.mariecurie.org.uk](http://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 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.

### Legal status of provider:

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

### Location details:

Name: Marie Curie Nursing and Domiciliary Care service Eastern Region.  
Address for service: Marie Curie Nursing. Unit 9. Mobbs Miller House, Ardington Road, Northampton. NN1 5LP  
Email:

|                                     |   |
|-------------------------------------|---|
| Website:                            | <a href="https://www.mariecurie.org.uk/help/nursing-services">https://www.mariecurie.org.uk/help/nursing-services</a> |
| Main telephone:                     | 0845 0738592  |
| Location ID:                        | 1-2679922162  |
| Description of location:            | Patients are cared for in their own homes   |
| CQC Service type:                   | Community Health Care Services (CHC), Domiciliary Care Services (DCC)   |
| Service users:                      | Adult patients over 18 years of age   |
| Registered Manager:                 | Michele Rooke<br>(Registered manager for all regulated activities)  |
| Registered Manager contact details: | As above (address for service)  |

### Regulated activities:

- Personal care
- Treatment of disease, disorder or injury

### Aims and objectives:

Marie Curie Caring Services Eastern England is a registered provider of specialist palliative care services. We offer free nursing care to adults with all terminal illnesses across the Eastern Region, as well as support for family and friends. The Marie Curie Nursing Service staff work very closely with District Nurses and General Practitioners to ensure optimal care.

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.

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. Patients will only be accepted provided appropriately trained staff (including relevant DBS disclosure) are available. When necessary staff will work under the clinical leadership of other specialist paediatric care providers or community teams to ensure appropriate care and support can be given.

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 Nursing Service, Eastern is commissioned to provide services across CCGs 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.
- Rapid Response Service: Registered Nurses and Health Care Assistants provide flexible and responsive palliative nursing care, at short notice to patients at home. This service covers all palliative care patients who live in an agreed geographical location:
  - South West Essex
- Multi visit service providing short periods of care during the day and evening time, in South West

Essex.

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

### Management and staffing:

Peter Gabbitas, Executive Director of Caring Services and Partnerships, is responsible for the Marie Curie Nursing Service and Marie Curie Hospices throughout the UK (known as the Nominated Individual). Peter is a member of the Marie Curie Executive Board and has a Master's of Business Administration and a Diploma in the Institute of Health Services Management.

Michele Rooke, Regional Manager for Marie Curie Nursing Service Eastern, is the Registered Manager and is based at the registered office in Northampton. Michele qualified in 1985 as a Registered Nurse. Initially working within the Acute setting before moving into the Community. She qualified as a District Nurse 25 years ago. Since then has worked in a community management role and has worked for Marie Curie for the past 17 years.

The Marie Curie Nurses and Healthcare Assistants are managed by the Clinical Nurse Managers who are managed by the Regional Manager. The Regional Manager reports to Joanne Stradling, the Divisional General Manager for all Marie Curie Services across the Central, Eastern and London Division, who in turn reports directly to the Responsible Individual.

Marie Curie nursing staff undergo 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.

Clinical Nurse Managers ensure that all staff 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.

### 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 in the patient information packs and on our website), or by making a complaint or comment. The surveys measure different aspects of care and support. Service users can also provide direct feedback through our helpline: Marie Curie direct.

Our policy for addressing complaints ensures that all complainants will receive an 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.

We have a national service user group, with over 70 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.

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 pack sent to all patients on referral to the service.