



Statement of Purpose

Marie Curie Nursing and Domiciliary Care Service, London Region

Date: 15/06/2017
Date due for review: 15/06/2018
Version 1

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 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 at 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, London region
Address for service: Marie Curie Nursing Office
7th Floor
89, Albert Embankment
London
SE1 7TP

Email:	Debbie.ripley@mariecurie.org.uk
Website:	https://www.mariecurie.org.uk/help/nursing-services
Main telephone:	0845 830 0937
Location ID:	1-3930320656
Description of location:	Patients are cared for in their own homes
CQC Service type:	Community Health Care Services (CHC) and Domiciliary Care Services (DCC)
Service users:	Adult patients over 18 years of age
Registered Manager:	Debbie Ripley (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:

The Marie Curie Community Nursing Service, London, is a registered provider of palliative and end of life care services. We offer free nursing care to adults with all terminal illnesses across London as well as support for family and friends. The Marie Curie Community Nursing Service staff work very closely with District Nurses, Specialist Palliative Care Teams, Hospices 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 a Rapid Response Service who will visit patients overnight in their own home to administer medication and offer emotional support.

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 Community Nursing Service, London, is commissioned to provide services in 32 CCGs across London. Services have been developed in conjunction with the NHS commissioners to meet specific needs. These include:

Planned Service - Care is delivered in the patients' homes on a single patient per shift basis.

Rapid Response Service - Led by Registered Nurses and providing flexible and responsive palliative nursing care at short notice to the patients' homes. This service covers all palliative

care patients who live in an agreed location.

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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.

Debbie Ripley, Acting Regional Manager for Marie Curie Community Nursing Service London is the Registered Manager and the Regional office base is at the registered office in Vauxhall. Debbie Ripley is also a Registered nurse and has been working in Palliative Care for over 17 years.

The Marie Curie nurses and senior 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 London, Central and Eastern Division, who in turn reports directly to the Responsible Individual.

Our nursing staffs 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. 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 our 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.