



# Philosophy of Care

## Marie Curie Nursing Service, Scotland North

Date: 6 June 2017

Date due for review: 6 June 2018

### 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: 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

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  
Regus Building  
6 International Avenue  
Dyce  
ABZ Buisness Park

Aberdeenshire  
AB21

Website: <https://www.mariecurie.org.uk/help/nursing-services>

Main telephone: 07879 440108 / 01224 920901

Registered Manager: Caroline Paterson

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

## Aims and objectives:

Marie Curie Caring Services Scotland 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.

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 Nursing 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 Nursing 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.

## Managing referrals to the service:

Patients are referred to the Marie Curie Nursing 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 Marie Curie Clinical Lead Nurse 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 Nursing Referral Centre is informed as soon as practicable and at least four hours prior to the start of the visit. The helpline Marie Curie direct 0800 634 4520 can be used by patients and carers to inform us that they wish to cancel a visit between 8am and 10pm, 363 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:

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.

Caroline Paterson is the Regional Manager for Scotland North and is the registered manager for the service based at the Aberdeen 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 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 Marie Curie's Personal Performance Review and Development (PPRD) process. 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.

## 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 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.

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.