



Philosophy of Care

Marie Curie Nursing Service, Scotland South

Date: April 2017

Date due for review: April 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

Website: www.mariecurie.org.uk

Main telephone: 020 7599 7777

Service number: CS2005109316 / CS2005089852

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 Hospice Glasgow
113 Balornock Road
Glasgow

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

Main telephone: 0141 557 7548
Registered Manager: Yvonne Owens
Registered Manager contact details: (As above)

Aims and objectives:

Marie Curie is dedicated to the care of people affected by cancer and non-cancer related illnesses and the enhancement of their quality of life through its Caring Services, Research and Education. The charity provides care today and hope for tomorrow.

Marie Curie is a charitable organisation, registered with the Charity Commission, which raises funds to support the delivery of palliative and end of life care to its patients. First established in 1948, the organisation has been caring for patients with cancer and their families for over 65 years.

The Caring Services Operation includes the Marie Curie Nursing Service with services located across the UK, with the exception of Shetland in Scotland. All services are free of charge to patients.

Care is extended to families and carers regardless of gender, age, sexual orientation, marital or civil partnership status, gender re-assignment, disability, nationality, race, ethnic origin, religion or belief. We have comprehensive policies and procedures covering all our operations and have a robust system of clinical governance that ensures the highest possible standards of care for our patients.

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:

- Multi visit services/Fast Track: Multiple short episodes of care are provided throughout the day by Health Care Assistants and Registered Nurses. Packages of care can be developed;
- Rapid Response Service: Registered Nurses provide overnight unscheduled visits assessing patients at the point of contact. Health Care Assistants are also part of these services and work alongside the Registered Nurses. These services working alongside Out of Hours teams;
- Planned Services: Overnight 9 hour shift from 22:00 to 07:00, day care with the minimum of three hours – Registered Nurses or Health Care Assistants;
- Helper Service: The Marie Curie Helper Service matches trained volunteers to people with any terminal illness and their carers. The volunteers visit people in their homes to offer companionship and support for a few hours each week, all completely free of charge.

Managing referrals to the service:

Patients are referred to the Nursing Service from the community and the acute hospitals for palliative and end of life care within the patient's home setting from the Registered Nursing and Health Care Assistant workforce. The clinical care is led by the General Practitioner and the patients District Nurse, who retains the overall responsibility for care assessment and care planning.

Within, the Marie Curie Nursing Service, Scotland South, provides a variety of services for patients requiring terminal care. Each Social and Health Care Partnership will have locality specific needs and will commission services accordingly.

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. Peter is a member of the Marie

Curie Executive Committee and has a Master's of Business Administration and a Diploma in the Institute of Health Services Management.

Yvonne Owens is the Regional Manager for Scotland South and is the registered manager for the service based at the Glasgow office above.

All clinical staff undergo Protection of Vulnerable Groups checks, references are taken up and a comprehensive induction programme and handbook are provided. Marie Curie Nurses are Registered Nurses and the many of the Healthcare Assistants hold an NVQ 2 or NVQ 3 in Health and Social Care or have undergone training in palliative 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 on-going training and development needs via Marie Curie Personal Performance Review – My Plan and Review process. Individual training plans ensure that skills and competency levels required to deliver the services are maintained and developed.

Comments, suggestions and complaints policy:

Feedback from service users and those important to them is encouraged. This is managed through feedback questionnaires, complaints, compliments surveys and audit. Some of our feedback from carers and patients is from more informal methods and in the Nursing Service we have a team of Senior Nurses and our Clinical Nurse Managers will help with obtaining feedback. We conduct evaluation survey's to gain the views and opinions of patients, carers and referrers about the service they receive from the Nursing Service. Changes and improvements to the services we offer are made when possible as a result of the feedback we receive.

We undertake unannounced internal inspections and patients' and carers' views are also sought to ensure we continue to provide the services they want and need. We are able to work with the Expert Voices to obtain a user involvement perspective to service design and also to feed into the national feedback structure and ensuring feedback is disseminated to clinical governance groups to be addressed.

Details of these processes are incorporated into our patient information packs which are sent to all patients referred to the service. Details are also included in service specific information that is supplied locally by staff on patient visits. The care provided by the Nursing Service is regulated by the Care Commission.