



# Statement of Purpose

## Marie Curie Nursing and Domiciliary Care Service, South West Region

Date: 12/08/16  
Date due for review: 12/08/17  
Version 2

### 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, South West region  
Address for service: Marie Curie House  
The Avenue

Tiverton  
Devon  
EX16 4HS

Email:	Karen.burfitt@mariecurie.org.uk
Website:	<a href="https://www.mariecurie.org.uk/help/nursing-services">https://www.mariecurie.org.uk/help/nursing-services</a>
Main telephone:	0845 073 8593
Location ID:	1-2265694842
Description of location:	Patients are cared for in their own homes
CQC Service type:	Community Healthcare Services (CHC) and Domiciliary Care Services (DCC)
Service users:	Adult patients over 18 years of age
Registered Manager:	Karen Burfitt (Registered manager for all regulated activities)
Registered Manager contact details:	Marie Curie House The Avenue Tiverton Devon EX16 4HS

### Regulated activities:

- Personal care
- Treatment of disease, disorder or injury

### Aims and objectives:

Marie Curie Nursing Service (South West) is a registered provider of palliative and end of life care services to adults with terminal illnesses across the South West.

Working closely with Community Nurses and General Practitioners, the emphasis of our care is to support people's choice to be cared for and die in their own home. We achieve this through the provision of nursing and domiciliary care including support for family and friends.

As well as supporting people's choice, respecting people's privacy and dignity are values integral to the South West team.

### Services:

The Marie Curie Nursing Service (South West) is commissioned to provide services in 13 CCGs. The services have been developed in conjunction with the NHS commissioners to meet specific needs. These include:

- Planned overnight care
- Planned day care (over 3 hours)
- Planned day care (short visits)
- Fast track CHC coordination service

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) is 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.

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### **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.

Karen Burfitt is the Registered Manager and Regional Manager for Marie Curie Nursing Service (South West) and is based at the registered office in Tiverton. Karen is a registered nurse; she is an accomplished and effective individual, with extensive experience in Palliative care gained over the past eleven years.

The Marie Curie Registered Nurses and Healthcare Assistants are managed by Clinical Nurse Managers who are managed by the Regional Manager. The Regional Manager reports to Andrew Wilson- Mouasher, the Divisional General Manager for all Marie Curie Services across the South West and Wales Division, who in turn reports directly to the Responsible Individual.

Our 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 or equivalent.

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. 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.

People can give feedback to us directly though completing one of our surveys (these are available in the patient information packs and on our website), the surveys measure different aspects of care and support.

People can also provide feedback by contacting the regional office or by calling a national information line.

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. Details of these processes are incorporated into our patient information pack sent to all patients on referral to the service.

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.