



Statement of Purpose

Marie Curie Nursing Service, Wales

Date: July 2017

Date due for review: Aug 2018

Introduction

The Nurses Agencies (Wales) Regulations 2003 and the Domiciliary Care Agency (Wales) Regulations (2004) require the charity to produce a Statement of Purpose which sets out its aims and objectives in relation to the Marie Curie Nursing Service; provides information about its manager, staff and organisation structure; financial procedures and charges, complaints and feedback procedures, health and safety of staff, 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

Organisation details: Incorporated organisation

Charity number: 207994

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, Block C Mamhilad House, Mamhilad Park Estate, Pontypool, NP4 0HZ
Website:	https://www.mariecurie.org.uk/help/nursing-services
Main telephone:	01495 740818
Registered Manager:	Helen Davies
Registered Manager contact details:	As above (address for service)

Aims and objectives

Marie Curie Caring Service Wales is a registered provider of specialist palliative care services. We offer free nursing care to adults with all terminal illnesses across Wales, 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 provide one-to-one nursing care and support overnight and in most areas we offer care for a shorter period of time, over a 24 hour period 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, Wales is contracted to provide service in six Local Health Board areas in Wales. Services have been developed in conjunction with the NHS commissions to meet specific needs. These include:

- **Planned Service:** Care is delivered in the patient's home on a single patient per shift basis.
- **Managed Care / Multivisit:** Planned palliative nursing care coordinated by senior registered nurses and delivered by healthcare assistants for various periods of time, as per the assessed needs of the patient. This allows nurses to visit multiple patients over a 24 hour period.
- **Rapid Response Service:** Led by registered nurses and providing flexible and responsive palliative nursing care, at short notice to patients at home. This overnight service covers all palliative care patients who live in an agreed geographical location.

The services are provided by Marie Curie Nurses who are registered nurses or senior healthcare assistants. All our services are free at the point of care and patients are not required to sign time sheets. (reg 9)

Health and Safety

All Marie Curie Nursing Service staff are required to undergo a comprehensive selection and recruitment process prior to the delivery of care to patients, which includes:

- Disclosure and Barring Service checks
- the checking of previous employment references
- health check
- a comprehensive induction programme including Safeguarding of Vulnerable Adults (SOVA) training

The charity has a robust system of clinical governance that ensures the highest possible standards of care for our patients, which means we continually develop our policies and procedures. We have clear policies and procedures in place regarding the administration of, and assistance with medicines by registered nurses and senior healthcare assistants, and staff receive appropriate training for their roles and responsibilities. All community staff can access these policies and procedures via the Marie Curie intranet, Staff Handbook or Nursing Handbook. (reg 13)

Marie Curie Nurses have mobile phones and access to a lone worker monitoring system. Marie Curie Nursing Service staff have 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 they feel unsafe or vulnerable at work.

Managing referrals to the service

Patients are referred to the Marie Curie Nursing Service from the NHS for symptom control, end of life care and respite. This is delivered overnight or in many areas over a 24 hour period, by Marie Curie Senior Healthcare Assistants and Registered Nurses who have received training in palliative care.

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 nurse manager or senior 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 or local service coordinator is informed as soon as possible and at least four hours prior to the start of the visit. The Marie Curie Direct helpline 0800 634 4520 can be used by patients and carers to inform us that they wish to cancel a visit between 8am and 10pm, 365 days a year.

The NHS is responsible for ensuring that before referring a patient to 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 possible.

Management and staffing

Peter Gabbitas, Director of Caring Services and Partnerships, is responsible for the Marie Curie Nursing Service and Marie Curie Hospices throughout the UK (known as the Responsible Individual). Peter is a member of the Executive Committee.

Helen Davies, Regional Manager for Wales, is the Registered Manager. She is based at the registered office in Pontypool. Helen Davies is a registered nurse with over 20 years' experience in palliative care.

Should the Registered Manager be absent from work for more than 28 consecutive days, the Responsible Individual will ensure appropriate management cover arrangements are made and CSSIW informed in accordance with Regulation 27.

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 Andrew Wilson-Mouasher, the Divisional General Manager for all Marie Curie Services across Wales and the South of England who in turn reports directly to the responsible individual.

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.

All staff are Marie Curie employees and we do not use agency or bank staff.

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.

Management structure organogram

Management structure organogram

