Statement of Purpose
Marie Curie Hospice, Cardiff and the Vale

Date: Oct 2019
Date due for review: Oct 2020

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: 029 2042 6000

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 Hospice, Cardiff and the Vale
Address for service: Bridgman Road
Penarth
Vale of Glamorgan
CF64 3YR

Email: cardiff.hospice@mariecurie.org.uk

Website: http://www.mariecurie.org.uk/help/hospice-care/hospices/cardiff

Main telephone: 029 2042 6000

Service users: Adults (aged 18+) with a terminal illness and their families

Number of overnight beds: 28

Registered Manager: Sarah Lloyd-Davies
(based on site)

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

**Aims and objectives:**

The Marie Curie Hospice, Cardiff and the Vale provides specialist palliative care for adults living with any terminal illness. Our purpose is to promote and maintain the best quality of life and offer high quality end-of-life care.

We specialise in providing individual holistic care for people with terminal illness and offer care and support to patients requiring symptom control, psychological support, rehabilitation and end-of-life care. In addition to a team of highly experienced doctors and nurses, the hospice has specialists in a wide range of roles including physiotherapy, occupational therapy, social work, bereavement support; complementary therapies are also offered to patients and relatives.

The Day Therapy Unit provides a therapeutic environment for assessment, monitoring and control of symptoms, as well as providing peer support, information and advice, respite for carers and rehabilitation.

Our care is extended to family, friends and carers during a patient's stay. We also offer pre and post bereavement support.

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.
Hospice facilities:

The hospice is situated on Bridgeman Road, near the promenade in Penarth. There are several parking spaces within the grounds of the hospice for patients and relatives use. Additional street parking is readily available. The nearest train station is Penarth (0.5 miles from the hospice) Buses 92, 93, 94 and 95 pass through Penarth. The nearest bus stop is on Marine Parade which is situated just outside the hospice.

The hospice was refurbished in 2013 and yet again in 2018. The inpatient facilities are located over two floors: ground and first floor, which are identical. Each comprises of two three bed wards, one four bed ward and four single rooms. To maintain patients' privacy and dignity, curtains are always drawn when they are receiving care or treatment in a multi-bed bay and all wards are single-sex.

Visitor facilities include separate overnight accommodation with en-suite facilities for families, two family and visitor areas with tea and coffee making facilities along with patient rooms with additional sleeping space for a family member, visiting time is also flexible to meet the needs of the patients and families.

The wards are managed by a ward manager and supported by four ward sisters and the unit is staffed 24 hours a day. Care is provided by 28 registered nurses and 16 healthcare assistants. The medical team are on site during working hours and a full consultant and junior doctor on call rota operates out of hours. Diagnostic and screening services are provided by Cardiff and Vale LHB who provide biochemistry, haematology, microbiology and blood transfusion services. Routine referrals to the hospice are reviewed on a daily bases (Monday to Friday) and patients are prioritised according to need. Referrers are contacted following the daily meeting to inform them of the situation. Urgent referrals are taken at any time following discussion with on call doctors.

We provide faith rooms / quiet rooms for patients and families. These can also be used for quiet reflection and / or prayer. We provide the opportunity for patients and carers to take part in any religious services according to their individual wishes.

The Day Therapy Unit provides an outpatient clinic supported by a multidisciplinary team, rehabilitation programmes and breathlessness management, as well as therapeutic sessions offering self-management and support in coping with illness and a carers cafe. Complementary therapies are offered by staff and volunteers. These include aromatherapy, reflexology, reiki and Indian head massage. Complementary therapies are available for patient and relatives.

Patients at the hospice are given the opportunity to join in research currently sponsored by the Marie Curie Palliative Care Research Centre, based within the Wales Cancer Trials Unit in the School of Medicine at Cardiff University. All research projects will be overseen and adhere to the research governance of the Wales Cancer Trials Unit. Patients and families/carers receiving inpatient or community based support are given the opportunity to access research studies of relevance to their illness or care needs. The hospice works to guidelines for host organisations as set out in the Research Governance Framework for Health and Social Care (Wales). The hospice’s research policy is additionally supported by the NISCHR supported Research Governance Toolkit and, as appropriate, study specific agreements with the NHS Research and Development departments of Velindre NHS Trust and Cardiff and Vale University Health Board.

Staffing:

Andrew Wilson-Mouasher, Divisional General Manager, is responsible for the Marie Curie Services throughout Wales (known as the Responsible Individual). Andrew is a member of the Caring Services Leadership Team a registered nurse with almost 30 years of experience delivering and managing specialist services in the palliative care environment. Along with a qualification in Leadership and Management Andrew has many years as a senior manager with operational, strategic and service improvement experience.

Dr Joanne Hayes, Medical Director and Consultant in Palliative Medicine, leads the medical team. Dr Hayes has been a consultant at the hospice since 2007 and became Medical Director in 2010. She is
also a course tutor for the internationally renowned Cardiff University Postgraduate Diploma in Palliative Medicine / Care. She is supported in her clinical role by two other part-time consultants in palliative medicine, who between them cover the in-patient unit, the specialist community team and day care services. Other medical input is provided by specialist registrars in palliative medicine and other junior doctors who rotate from the NHS acute hospitals and local cancer centre.

Sarah Lloyd-Davies, Hospice Manager has over 30 years' experience in a variety of settings within health care, both in the NHS and private sector, along with a qualification in Leadership and Management. Her most recent experience in the commercial field supports the Marie Curie values and mission due to both her clinical and business background.

Sarah Lloyd-Davies is supported by a Lead Nurse, Carolyn Gent along with an inpatient manager and a team of Clinical Nurse Specialists who work in the community and Day Therapy Unit.

All our staff and volunteers undergo Disclosure and Barring Service (DBS) checks along with references and a comprehensive induction programme. Managers ensure that all staff are clear about their own roles and responsibilities and have ongoing appropriate support. They are responsible for regularly reviewing performance and identifying on-going training and development needs via Marie Curie’s staff appraisal process. Individual training plans ensure that the skills and competency levels required to deliver the services are maintained and developed. Marie Curie Nurses employ Registered Nurses, many with additional palliative care qualifications. The majority of Healthcare Assistants hold an NVQ 2 or NVQ 3 in Health and Social Care.

Volunteers also play a large part in supporting the work of the hospice. All volunteers go through a selection process and training prior to starting a role.

Hospice 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 though completing one of our surveys (these are available as comments cards, on tablet devices in the hospices and on our website), or by speaking to a member of staff. The surveys measure various elements of hospice care, including the environment, levels of involvement and different aspects of care and support.

Our policy for addressing complaints makes sure 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.

Hospice staff sometimes undertake interviews and focus groups with patients and carers about their experiences. We have a national service user group, with over 60 members, which advises 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 and displayed in the hospice.

We undertake announced and unannounced internal inspections and patients’ and carers’ views are also sought to make sure we continue to provide the services they want and need.

Details of these processes are incorporated into our patient information leaflets which are offered to all patients referred to the service. Details are also included in bedside patient folders provided to every patient.