

# Statement of Purpose

## Marie Curie Hospice Community Services East of England

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|----------------------|---------------|
| Date:                | December 2023 |
| Date due for review: | December 2024 |
| Version              | 5             |

### Service Provider details:

|                  |  |
|------------------|--|
| Name:            | Marie Curie  |
| Address:         | One Embassy Gardens<br>8 Viaduct Gardens<br>London<br>SW11 7BW     |
| Email:           | <a href="mailto:info@mariecurie.org.uk">info@mariecurie.org.uk</a> |
| Website:         | <a href="http://www.mariecurie.org.uk">www.mariecurie.org.uk</a>   |
| 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 Hospice Care at Home Service 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 Community Services East of England Region. |
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|                                     |   |
|-------------------------------------|---|
| Address for service:                | One Embassy Gardens<br>8 Viaduct Gardens<br>London<br>SW11 7BW  |
| Email:                              | <a href="mailto:camille.edmonds@mariecurie.org.uk">camille.edmonds@mariecurie.org.uk</a>                              |
| Website:                            | <a href="https://www.mariecurie.org.uk/help/nursing-services">https://www.mariecurie.org.uk/help/nursing-services</a> |
| Main telephone:                     | 0845 0738592  |
| Location ID:                        | 1-2679922162  |
| Description of location:            | Patients are cared for in their own homes   |
| CQC Service type:                   | Home hospice care   |
| Service users:                      | Adult patients over 18 years of age   |
| Registered Manager:                 | Camille Edmonds (Registered manager for all regulated activities)   |
| Registered Manager contact details: | One Embassy Gardens<br>8 Viaduct Gardens<br>London<br>SW11 7BW  |

### Regulated activities:

- Treatment of disease, disorder or injury

### Aims and objectives:

Marie Curie Marie Curie Hospice Community Services East of England Region, is a registered provider of palliative and end of life care services to adults with terminal illnesses across the East of England.

Working closely with Community and District Nurses and General Practitioners, the emphasis of care is community focused, enabling patients to be cared for and to die at home if this is their preferred choice. We achieve this through providing nursing and domiciliary care, including support for family and friends.

Respecting patients' privacy, dignity and choice is fundamental to the care we provide. 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 Hospice Care at Home service (East of England) is commissioned to provide services in Integrated Care Systems. The services have been developed with the NHS commissioners to meet specific needs. These include:

- Planned overnight care
- Planned day care
- Unscheduled Rapid Response

Occasionally younger patients (under 18 years of age) may be referred and acceptance of the referral is considered on a case by case basis. Patients will only be accepted provided appropriately trained staff (including relevant DBS disclosure) are available.

Where necessary staff will work under the clinical leadership of other specialist palliative care providers or community teams to ensure appropriate care and support can be given.

## Management and staffing:

Annette Weatherly, Chief Nurse & Executive Director of Quality & Caring Services, is responsible for the Marie Curie Nursing Service and Marie Curie Hospices throughout the UK. Annette is a member of the Marie Curie Executive Board and joined the Team in January 2024.

Camille Edmonds, Head of Operations and Quality for the Marie Curie Nursing Service (East of England), is the Registered Manager. Camille has over 27 years experience as a Registered Nurse. Initially working in the Trauma Operating Theatres setting before moving on to a varied career in Nursing Management, working in Mental Health, Community, Private and Acute settings. Camille left the NHS to work for Marie Curie In May 2021.

Should the Registered Manager be absent from work for more than 28 consecutive days, the Nominated Individual will ensure appropriate management cover arrangements are made and the Care Quality Commission is informed in accordance with Regulations 2009: Regulation 14

The Marie Curie Nurses and Healthcare Assistants are managed by the Clinical Nurse Managers who are managed by the Head of Operations and Quality. The Head of Operations and Quality reports to Jon Clemo, Associate Director of Strategic Partnerships in East of England, who in turn reports to Andrew Wilson-Mouasher, Director of Service Delivery for Marie Curie.

Marie Curie 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 Healthcare Assistants with qualifications in either palliative care or health and social care or have extensive experience.

Clinical Nurse Managers work with Senior Nurses to 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 Career Development Framework programme. Individual training plans ensure that required skills and competency levels are maintained and developed.

## Feedback - Comments, Compliments, Concerns, Complaints and Surveys:

We value and proactively seek feedback from people that experience Marie Curie services. This includes, visitors, family, friends, patients, carers and staff.

People that experience Marie Curie services can give feedback to us directly through completing one of our surveys (available in the information packs sent to community patients, on our website, or from a member of staff delivering care) or by sharing a concern, raising a complaint, giving a compliment or comment. All feedback received is used to measure different aspects of care and support and are used to drive service improvement.

Our policy for addressing complaints ensures that all complainants will receive an acknowledgement within two working days. Every endeavour will be made to provide a full response to the complainant within 20 working days. If this is not possible, a revised timeframe will be agreed with the complainant.

We actively involved people with lived experience to support and advise us on many aspects of improving the quality of all Marie Curie's Caring Services. Examples of changes made as a result of feedback from patients and their families are shared on the "You Said, We Did" area of the Marie Curie website. We provide 'lived experience listening events' to bring together people with lived experience and staff to give feedback, evaluate and ensure service improvement has considered all aspects of service delivery from those receiving it to those delivering it.

We are inspected by the Care Quality Commission, the Health and Social Care Regulator for England. The latest inspection report is available on the CQC website, on the Marie Curie website or on request.