

Statement of Purpose

Marie Curie Community Services South West Region

Date: August 2024
Date due for review: August 2025
Version: 7

Service Provider details:

Name: Marie Curie
Address: One Embassy Gardens
8 Viaduct Gardens
London
SW11 7BW
Email: info@mariecurie.org.uk
Website: 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 75 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 Community Service and nine hospices 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 Community Services, South West region

Address for service:	Marie Curie Petroc Block D Bolham Road Tiverton Devon EX16 6SH
Email:	ben.gadd1@mariecurie.org.uk
Website:	https://www.mariecurie.org.uk/help/nursing-services
Main telephone:	0845 073 8593
Location ID:	1-5111826514
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:	Ben Gadd (Registered manager for all regulated activities)
Registered Manager contact details:	Marie Curie Petroc Block D Bolham Road Tiverton Devon EX16 6SH

Regulated activities:

Treatment of disease, disorder or injury

Aims and objectives:

Marie Curie Community Services, 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 providing nursing and domiciliary care, including support for family and friends.

As well as supporting people's choices, 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 five Integrated Care Systems. The services have been developed with the NHS commissioners to meet specific needs. These include:

- Planned overnight care
- Planned day care
- Fast track CHC coordination service
- Rapid Home from Hospital & Hospital Discharge Inreach services
- Volunteer-delivered services including bereavement support, advanced care planning, and companionship.

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.

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.

Management and staffing:

Annette Weatherly, Chief Nursing Officer, is the Nominated Individual, responsible for the Marie Curie Hospices and Hospice Care at Home services throughout the UK. Annette is a member of the Marie Curie Executive Board and joined in January 2024.

Ben Gadd, Head of Operations and Quality, is the Registered Manager for Marie Curie Nursing Service (South West). Ben is a Registered Nurse with 25 years of experience. As well as clinical practice, he has worked in patient experience, clinical governance, quality improvement and co-designing services with users.

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 will inform the Care Quality Commission in accordance with Regulations 2009: Regulation 14.

The Marie Curie Registered Nurses and Healthcare Assistants are managed by Clinical Nurse Managers who report to the Registered Manager.

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

Clinical Nurse Managers, supported by Senior Nurses, 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.

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

We value and proactively seek feedback from people that use our services, and their families.

People that experience Marie Curie services can give feedback to us directly through completing one of our surveys (the link or a paper copy is made available in the information packs sent to community patients, on our website), or by speaking to a member of staff or a volunteer. 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 involve people with lived experience to support and advise us on many aspects of improving the quality of all Marie Curie's Caring Services. Staff sometimes undertake interviews and focus groups with patients and carers about their experiences.. We undertake quality visits where patients', and carers' views are also sought to make sure we continue to provide the services they want and need. 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

Details of these processes are incorporated into our patient information leaflets which are offered to all patients referred to the service .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.