



Statement of Purpose

Marie Curie Hospice and Community Services Yorkshire

Date: August 2024

Date due for review: August 2025

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 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 Hospice and Community Services 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 and Community Services Yorkshire

Address for service: Maudsley Street
Bradford
BD3 9LE

Email: Bradford.hospice@mariecurie.org.uk

Website: <http://www.mariecurie.org.uk/help/hospice-care/hospices/bradford>

Main telephone:	01274 33 7000
Location ID:	1-119399738
CQC Service type:	Hospice services
Service users:	Adults (aged 18+) with a terminal illness and their families
Number of overnight beds:	12 beds and 4 Virtual beds (REACT)
Registered Manager:	Susan Hogston (Registered manager for all regulated activities, based on-site)
Registered Manager contact details:	As above (address for service)

Regulated activities

- Treatment of disease, disorder, or injury

Aims and objectives

The Marie Curie Hospice and Community Services Yorkshire 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. 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.

Hospice Services

We specialise in providing individual holistic care for people with terminal illnesses 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 and pastoral care. Complementary therapies such as aromatherapy and reflexology are also offered.

The Outpatient and Well-being services provide a therapeutic environment for assessment, monitoring and control of symptoms, as well as providing peer support, respite for carers and rehabilitation.

We also provide a hospital admission avoidance service (REACT) working closely with the acute hospital trust emergency department colleagues, identifying individuals in the last months of life who are medically fit for care at home and then providing care at home for up to 72 hours to enhance patient experience and deliver care in patients usual place of residence, including care homes. As part of this service 4 virtual beds are offered, under the care of a medical practitioner. This is in addition to admission to the REACT community caseload.

Our care is extended to family, including children, friends and carers during a patient's stay and carries on into bereavement.

Hospice Care at Home

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 and healthcare assistants generally provide one-to-one nursing care and support overnight. In some areas, we also offer care for a shorter period of time, or during the evening or daytime, as well as care at very short notice in a crisis.

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 near the city centre of Bradford, located on a hill with views over the city. Public transport is available part way to the hospice. For those travelling by car, free parking facilities are available.

The building was purpose-built 18 years ago and the inpatient unit was refurbished in 2014. This unit includes 12 beds, and all rooms are single person occupancy. Overnight stays can be accommodated for relatives and carers if needed. For those wishing to remain with their loved ones, most of our patient rooms have a day bed and there are also 2 separate family bedrooms with en-suite facilities away from the in-patient area. A multi-faith sanctuary is available, with a separate prayer room, including foot washing facilities. The conservatory on the in-patient unit has a supply of toys and books to entertain children. Hot drinks are available 24 hours a day via a drinks vending machine in the dining room. The dining room is open from 7.30am until 6pm, providing a variety of hot and cold meals to staff and visitors at set times.

The inpatient unit is staffed 24 hours a day. The medical team is on site during working hours and a full consultant and junior doctor on-call rota is in operation out of hours.

The Outpatient and Day Therapy Unit provision is rapidly growing in response to local needs and offers, specialist clinics for MND and Parkinson's patients, as well as short courses for bereavement groups, well-being groups and carers groups. There is a range of therapeutic activities on offer including a "Men's Shed", a baking group and a gardening group. Infusion therapy is being provided in the unit if assessed as appropriate.

The REACT service works from the Hospice and provides in-reach to Bradford Teaching Hospital emergency department, working closely with emergency department colleagues, identifying individuals in the last months of life who are medically fit for care at home and then providing care at home (including a virtual bed) for up to 72 hours.

Diagnostic and screening services are provided by Bradford Teaching Hospitals which offer biochemistry, haematology, microbiology, radiology, and blood transfusion services.

Community Services

The Marie Curie Hospice care at Home Yorkshire is commissioned to provide services across ICBs and other provider organisations. Services have been developed in conjunction with the NHS commissioners to meet specific needs. These include:

- Hospice Care at Home services are delivered in the patient's home overnight on a single patient per shift basis.
- REACT: Led by Clinical Nurse Specialist, with allocated medical support, working closely with emergency department colleagues to provide short term (up to 72 hours) at home to avoid hospital admissions for patients suitable to be cared for at home.
- Co-ordination of an End of life Multi Visit domiciliary care service providing a fast track service for patients in the last 12 weeks of life

When 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.

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.

Victoria Wharton, Associate Director Strategic Partnerships and Services, has been a Registered Nurse with the NMC for 28 years and has significant experience managing local and national specialist nursing services and leading on patient experience. Her career spans the NHS, Pharmaceutical and Medical Device Industry and the Third Sector.

Annette Clark Acting Head of Operations. Has been a Registered nurse since 1993 with more than 20 years' experience of working in acute and community Specialist palliative care, in Clinical Nurse Specialist, operational and strategic management roles within the NHS and Independent Hospices. Annette has also worked as a primary care network lead nurse and Head of Adult care in a Social Care charity strategically managing Adult Learning disabilities residential and supported living, Mental Health supported housing and Older Peoples extra care services.

Sue Hogston, Head of Nursing and Quality, has over 35 years' experience as a Registered Nurse, most recently working as Care Transformation lead for Joseph Rowntree Housing Trust in York and Director of Operations for a mental health hospital, CQC registered manager. Prior to this, Sue held various roles at Sue Ryder, including Head of Clinical Quality, Acting Director of Operations, and Chief Nurse for the organisation, and nominated individual.

Dr Rebecky Owen, MBChB, MRCP UK, MRCP Palliative Medicine, Medical Director and Consultant in Palliative Medicine, leads the medical team. Dr Owen has been a consultant at the hospice since 2019. The hospice is a training unit, and other members of the medical team include a consultant, specialist trainee in palliative medicine, GP trainees and a foundation year doctor, all on rotation. In addition, there are three permanent speciality doctors.

Clinical Nurse Managers ensure that all staff in the Hospice Care at Home Services 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. The Clinical Nurse Managers are also supported by Senior Registered nurses who have delegated line management responsibilities and are utilised to monitor staff performance in the community

Our clinical 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.

Volunteers also play a large part in supporting the work of the hospice.

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 through completing one of our surveys (these are available as comments cards, in patient information packs in the community, 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, a revised timeframe will be agreed with the complainant.

Hospice staff sometimes undertake interviews and focus groups with patients and carers about their experiences. We have a national Marie Curie Voices group of service users from England, Wales, Scotland, and Northern Ireland, which advises us on many aspects of improving the quality of hospice care, nursing services and support. 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 quality visits 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. The latest inspection report is available on the CQC website, on the Marie Curie website or on request.