

Philosophy of Care

Marie Curie Hospice, Edinburgh

Date: March 2024

Date due for review: March 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

Marie Curie is a charitable organisation, registered with the Charity Commission, which raises funds to support the delivery of specialist palliative care to its patients. It provides frontline nursing and hospice care, a free support line and a wealth of information and support on all aspects of dying, death and bereavement.

First established in 1948, the organisation has been caring for patients with cancer and other life limiting illnesses and their families for over 70 years.

The Caring Services Operation includes nine hospice facilities located across the UK. All services are free of charge to patients. Patients are referred to us from the NHS for symptom control, end of life care and respite. This is delivered both day and night by Marie Curie Nurses and Healthcare Assistants trained in palliative care.

Legal status of provider

Organisation details: Incorporated organisation

Company number: 507597

Charity number: SC038731

Location details

Name: Marie Curie Hospice, Edinburgh

Address for service: Frogston Road West, Edinburgh, EH10 7DR

Email: edinburgh.hospice@mariecurie.org.uk

Website: <https://www.mariecurie.org.uk/help/hospice-care/hospices/edinburgh>

Main telephone: 0131 470 2201

Service users:	Adults (aged 18+) with a terminal illness and their families
Number of overnight beds:	12
Registered Manager:	Charlotte Lindley(Registered manager for all regulated activities, based on-site)
Registered Manager contact details:	As above (address for service)

Philosophy of care

The Marie Curie Hospice in Edinburgh provides specialist palliative care for adults with cancer and other life limiting illnesses in the hospice and at home. 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. We also provide a specialist palliative care service in West Lothian

We specialise in providing holistic care for people with cancer and other life-limiting 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, psychology bereavement support and pastoral care. Complementary therapies such as aromatherapy and reflexology are also offered.

The Wellbeing service provides a therapeutic environment for assessment, monitoring and control of symptoms, as well as providing peer support, respite for carers and rehabilitation and facilities for outpatient appointments

Our team of Clinical Nurse Specialists provide care to patients, their families and carers in their homes and at outpatient clinics at the hospice

Our care is extended to family, friends and carers during a patient's stay and carries on into bereavement via group and one to one support

Hospice facilities

The hospice is situated to the south of the city of Edinburgh, about 20 minutes from the city centre with views across the Pentland hills.

Local buses (No 11 and 18) stop on the main road directly outside the hospice and there are car parking facilities available for those travelling by car. A taxi from Waverley station will cost approximately £15.

Marie Curie took over the building in 1968 which had been previously run as a nursing home. A major refurbishment was carried out in 2012 to improve in-patient and general facilities and a further refurbishment in 2015 to improve outpatient and day service facilities and family space on the inpatient unit. Facilities include:

- 12 beds arranged over two floors. All rooms have en-suite facilities and accommodation can be provided for families wishing to stay over. Ground floor rooms have access directly onto the garden. First floor rooms have access to balconies. Accommodation is provided in single-sex bays. A multi-faith space is available.

The in-patient 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.

- Community services are provided in both Edinburgh and West Lothian
- Wellbeing groups run throughout the week.
- Outpatient appointments with clinical nurse specialists and the wider hospice team
- Support and advice at home provided by clinical nurse specialists
- The West Lothian service based in Macmillan unit at St John's Hospital (01506 523 531)
- Support for family and carers both 1:1 and bereavement group support
- Complementary therapies

Referral is via GP, District Nurse or the Hospital team – in some cases patients may self refer.

Staffing

Charlotte Lindley Head of Operations for Scotland South and East has worked in the field of Palliative care for over twenty years. She has a degree in Palliative nursing.

Joanne Cook, Head of Quality and Clinical Practice for Scotland South and East, has worked throughout various specialities as an Occupational Therapist in the NHS for 23 years and laterly as an audit co-ordinator for Major Trauma.

Dr Rachel Kemp Consultant in Palliative Medicine and Medical Director leads the medical team. The hospice is a training unit, and other members of the medical team include two other consultants, a Foundation year doctor and a training fellowship speciality doctor post. In addition there are four permanent Speciality Doctors.

All our staff undergo the relevant PVG checks prior to employment, references are taken up and we provide a comprehensive induction and training programme and handbook. Marie Curie Nurses are Registered Nurses and the majority of Healthcare Assistants hold an NVQ2 or NVQ3 in Health and Social Care.

Volunteers also play a huge and valuable role in supporting the work of the hospice.

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 (via QR codes visible on posters and information leaflets in our hospices, 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 involve 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.