

Philosophy of Care

Marie Curie Hospice Glasgow

Date: November 2023

Date due for review: November 2024

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 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: SC038731

Location details:

Name: Marie Curie Hospice, Glasgow

Address for service: 133 Balornock Road, Glasgow G21 3US

Email: glasgow.hospice@mariecurie.org.uk

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

Main telephone: 0141 557 7400

Service users:	Adults (aged 18+) with terminal illnesses and their families
Number of overnight beds:	18 operational
Registered Manager:	Irene Johnstone, Head of Operations (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 Glasgow provides specialist palliative care for adults living with life limiting illness. Our purpose is to promote choice and quality of life, and deliver high quality end of life care within a Person-Centered approach. Occasionally younger patients (under 18 years of age) may be referred and acceptance if 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.

In addition to a team of specialist doctors and nurses, the hospice has specialists in a wide range of other disciplines including physiotherapy, occupational therapy, social work, bereavement and pastoral care. Our care is extended to family, friends and carers.

In our **Inpatient Unit** we specialise in providing holistic care for people with life limiting illness, and offer care and support to patients requiring symptom control, psychological support, rehabilitation and end of life care.

Our **Day Therapy** and **Out Patient Services** (medical nursing and allied healthcare professional) provide a supportive and welcoming atmosphere to service users. A combination of clinical, therapeutic and social support allows us to offer truly holistic care and support. Complementary therapies are also offered.

Our team of **Clinical Nurse Specialists** provide support to patients, their families and carers in their homes in partnership with GPs, District Nurses and other Health and Social Care Professionals.

Our **Allied Health Professional Team** provide expert advice and support on rehabilitation, social issues, bereavement, and spiritual care.

The Marie Curie Hospice in Glasgow plays a vital role in palliative care education supporting both under graduate and post graduate education and clinical placements.

The Marie Curie Hospice provides 24hr specialist palliative care telephone advice and support to health and social care professionals.

We also offer a volunteer led Companion Service and an information and support helpline.

Hospice facilities:

We are situated in Springburn in the North of Glasgow City, adjacent to Stobhill Hospital. We reside in a 14-year-old building fully equipped to deliver the care we offer to the public. Our new hospice was opened in 2010, and was the result of a Capital Appeal that raised £16m.

There are a number of bus services which either come into the grounds of the Hospital or stop on the nearby main road. Springburn train station is within walking distance.

We have the facility for 30 Inpatient beds; 21 single rooms and x3 3 bedded rooms. Our rooms have en-suite facilities and all have patio doors opening on to a terrace or garden area.

We have several rooms which are for carers, relatives and loved ones including a visitors lounge with a fridge and tea/ coffee facilities. We also have showering facilities for visitors. We have 'Frankie's Den', a dedicated room for children and young people.

Day Therapy offers a service from 8.30 a.m. to 4 p.m. Mondays to Fridays. The department has a range of rooms which allow for group and one to one activities. Transport to and from Day Therapy is supported by a team of Volunteer Drivers.

We accept referrals from GPs, District Nurse; Nursing, Medical and Allied Health Care Professionals within Acute Services and the Community. All referrals are discussed on a daily basis at a morning MDT meeting. We aim to triage all referrals within 1 working day.

Staffing:

Irene Johnstone began her career as a Nurse and Midwife and spent 20 years in the Health Service, ultimately in management positions commissioning services at Board level. She returned to study and graduated from Glasgow University with an MBA. Since then she has held several senior management positions in Economic Development and the Third Sector, including founding Executive Director of the Saltire Foundation, Board and Operational Director of the Friends of the Beatson and latterly Head of the British Lung Foundation for Scotland and Northern Ireland.

Dr Libby Ferguson MBChB. FRCP is the Medical Director and a Consultant in Palliative Medicine. Dr Ferguson had her first Consultant appointment in Palliative Medicine in Australia in 2008. In 2010 she returned to a Consultant position at Marie Curie Hospice Glasgow, where she had worked during her specialist training. She leads a Medical team of Specialty Doctors and doctors in training. The hospice is a recognised training unit for General Medicine and Palliative Medicine. Our rotating doctors include those in Foundation Year 2, General Practice training and those completing Specialty Training in palliative medicine. We have close links with the University of Glasgow and provide medical student teaching throughout the year.

Eileen McGinley joined the Senior Management Team in 2015 as Lead Nurse, responsible for nursing and allied health professions within the hospice. She is a graduate of the University of Glasgow and has studied nursing and palliative care to Masters level. Eileen joined Marie Curie in 1999 as a Clinical Nurse Specialist and has since held a variety of roles in nursing and education with the Charity.

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 healthcare assistants.

Volunteers play a huge and valuable role in supporting the work of the hospice. They are an integral part of the team.

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.

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.