

Statement of Purpose

Marie Curie Hospice and Community Services London

Date: November 2024

Date due for review: November 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 70 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 @ Home 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 in patients' own homes and in our hospices by a specialist multi-disciplinary team of staff.

Legal status of provider

Organisation details: Incorporated organisation

Company number: 507597

Charity number: 207994

Location details

Name:	Marie Curie Services - London
Address for service:	One Embassy Gardens 8 Viaduct Gardens London SW11 7BW
Website:	https://www.mariecurie.org.uk/help/nursing-services
Main telephone:	0203 370 2208 (London Hub)
Location ID:	1-119399755
CQC Service type:	Hospice Services
Service users:	Adults (aged 18+) with a terminal illness and their families
Number of overnight beds:	None
Registered Manager:	Deborah Marsh (Registered manager for all regulated activities)
Registered Manager contact details:	As above

Regulated activities

- Treatment of disease, disorder or injury

Aims and objectives

Marie Curie Services – London, provide 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

The hospice is currently closed for assessment and building works.

Community Services

The Support and Wellbeing Services provide medical, nursing and therapy support virtually (at present) to patients and families in their own homes across NCL.

The emphasis of all care in London is community focused, enabling patients to be cared for and to die at home if this is their preferred choice. Our nursing staff generally provide one-to-one nursing care and support overnight. In some areas, we also offer a Rapid Response Service who will visit patients overnight in their own home to administer medication and offer emotional support. Within Camden and Islington, the Enhanced Hospice Care at Home service offers specialist palliative care to patients in the community, in their own homes.

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.

Volunteering

There are multiple roles for volunteers within the Community.

The main way in which volunteers currently support in the Community are through companions Services where trained helper volunteers provide companionship and support to people with a terminal illness and their families. This is usually face to face and may be in the person's own home or an alternative setting, for example as an inpatient if they are referred whilst in hospital.

Staffing

Annette Weatherley, Chief Nursing Officer is the nominated individual for CQC. Annette is a member of the Marie Curie Executive Leadership Team and joined the team in January 2024.

Services are led by an Associate Director for Strategic Partnerships and Services responsible for strategic development and oversight of operational and quality delivery in London. Debbie Marsh, Head of Operations and Quality is the Registered Manager for services in London.

Clinical Leadership is provided by a Consultant in Palliative Medicine at The Royal Free Hospital and a Senior GP. A consultant team supports our services, all of whom are also specialists in Palliative Medicine.

Our clinical and volunteering staff undergo Disclosure and Barring Service (DBS) checks, references are taken up and a comprehensive induction programme and handbook are provided in addition to on-going support with career development and knowledge acquisition.

Managers 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. 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) or by sharing a concern, raising a complaint, giving a compliment or comment. All feedback received is used to measure various 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 period 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 because 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.