

Statement of Purpose

Marie Curie Hospice and Community Services Midlands

Date: September 2024

Date due for review: September 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 support the delivery of specialist palliative care to its patients.

First established in 1948, the organisation has 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.

The Caring Services Operation includes Marie Curie Hospice and Community Services 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. Patients and their families are supported within their own home, community settings and the hospice by a specialist multidisciplinary team training in palliative care and bereavement.

Legal status of provider:

Organisation details: Incorporated organisation
Company number: 507597
Charity number: 207994

Location details:

Name: Marie Curie Hospice and Community Services Midlands Region

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| Address for service: | Marsh Lane Solihull West Midlands B91 2PQ |
| Email: | Westmidlands.hospice@mariecurie.org.uk |
| Website: | www.mariecurie.org.uk |
| Main telephone: | 0121 703 3600 |
| Location ID: | 1-570827374 |
| CQC Service type: | Hospice services |
| Service users: | Adults (aged 18+) with life-limiting illnesses and their families |
| Number of overnight beds: | 12 beds |
| Registered Manager: | Coreen Astle (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 Midlands provides specialist palliative care for adults living with any terminal illness, and support for their families. Our purpose is to promote and maintain the best quality of life and offer high quality end of life care and bereavement support.

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.

Our Day Services and outpatients provides an environment for assessment, monitoring and control of symptoms, as well as providing peer support, respite for carers and rehabilitation.

The Three Hospices across Birmingham and Solihull: John Taylor Hospice, Birmingham St Mary's Hospice and Marie Curie Hospice have joined in partnership and developed a single point of point of access for professionals and patients requesting advice, support and access to hospice services.

The service aims to:

- Reduce inappropriate 999 calls and subsequent hospital admissions for people with a palliative care diagnosis.
- Provide a centralised hospice bed system to promote efficient use of hospice beds across the BSOL CCG.
- Provide specialist advice and support to all providers, families and patients.
- Ensure timely end of life support is available to all

A centralised point of referral directs calls and referrals to the appropriate hospice and is supported 24/7 by admin and clinical staff. An out of hours palliative care on call rota supports this service too.

Calls are received from patients, health care professionals, care homes and acute and community providers.

The 3 pathways then followed are:

1. Advice / signposting only
2. Admission to an Inpatient unit at one of the 4 hospices
3. Care provided at home by members of the community and hospices multidisciplinary teams-

The Hospices involved are registered currently with the following Provider codes:

John Taylor Hospice: 1-4748955780

Birmingham Saint Marys Hospice: 1-101728655

Marie Curie Hospice: 1-102643321

Community Services

The emphasis of care is community focused, aimed at maximising the quality of life for individuals diagnosed with a terminal illness enabling patients to be cared for and to die at home if this is their preferred choice. Our Hospice at Home service provides one to one nursing care and support over night and also calls throughout the day to assist with personal care and symptom control.

Our multidisciplinary team carry out patient assessments, treatment and support within the home environment and also run support groups within the community setting.

Our Helper Service is a volunteer based befriending service, allowing patients to have weekly visits for companionship and allows carers respite.

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.

Our Helper Service is a volunteer based befriending service, allowing patients to have weekly visits for companionship and allows carers respite.

Hospice facilities:

The hospice is located by Solihull town centre, close to Brueton Park. Regular bus services connect Solihull with most parts of the West Midlands; for car drivers, ample parking within the hospice grounds is available.

The building was purpose built in 2013 and is set in landscaped gardens. There are 12 ensuite bedrooms that are used, all with access to the gardens (patient's relatives can be accommodated within the bedrooms, separate lounge and shower facilities are available for visitors). A Quiet Room is also available for both patients and visitors.

Within our Day Services we have 4 treatment rooms, and a communal lounge area.

Services offered within our day services include both virtual and face to face groups and are delivered both within the hospice and external community settings. They include support groups, out-patient clinics, rehabilitation and complimentary therapies and therapeutic activities.

3 counselling rooms are located off our reception area for both child and adult pre and post bereavement.

The in-patient unit is staffed 24 hours a day. The medical team is on site during working hours and a full Consultant and Doctor on call rota is in operation out of hours.

Community Services

The Marie Curie community service (Hospice Care at Home Service) is commissioned to provide services in 9 integrated care boards across Central England. Services have been developed in conjunction with the NHS commissioners to meet specific needs. These include:

Planned Service- Care is delivered in the patients' homes on a single patient per shift basis.

Urgent Hospice Care at Home Service- Led by Registered Nurses and providing flexible and responsive specialist palliative nursing care and support at short notice to the patients' homes. This service covers all palliative care patients who live in an agreed location.

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) is 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.

"Hospice Care at Home" is specialist palliative multidisciplinary (MDT) care and support provided in the patients home. Aimed at promoting end of life care in the environment of patient's choice and prevention of unnecessary hospital and hospice admission.

Our **Companion Volunteer Services** is a volunteer based befriending service, allowing patients to have weekly visits for companionship and allows carers respite.

Staffing:

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

Coreen Astle, Head of Operations, Quality and Clinical Practice is the Registered Manager of the Hospice and Community Services Midlands. Coreen has been a registered nurse for 29 years and has worked for the organisation for 10 years.

The Medical Director of the Hospice is Dr Sarah Wells. Sarah studied in Liverpool, qualifying in 1994 and following training worked as a GP partner in Birmingham; within the practice Sarah led on cancer, coronary heart disease and palliative care. Sarah joined the hospice in August 2004 as a Staff Grade before qualifying as a consultant in 2011 and became the Medical Director in 2016. Dr Wells is supported by 2 consultants and a team of doctors who have specialised in palliative care.

To ensure the patients and their families receive holistic care, the hospice also employs allied health professionals comprising of physiotherapists, occupational therapists, social workers, counsellors and chaplaincy.

The Marie Curie nurses and senior healthcare assistants in the Hospice Care at Home Service are managed by the Clinical Nurse Managers who are managed by the Head of Operations, Quality and Clinical Practice.

Our clinical and allied health professional staff undergo Disclosure and Barring Service (DBS) checks, references are taken up and a comprehensive induction programme and handbook is 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.

Managers ensure that all staff are clear about their own roles and responsibilities and have appropriate support. They are responsible for regularly reviewing performance and identifying ongoing training and development needs via the Marie Curie appraisal process. Individual training plans ensure that skills and competency levels required to deliver the services are maintained and developed.

Volunteers also play a large part 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. (the link or a paper copy is made available via comments cards, in patient information packs in the hospice and community, on tablet devices in the hospices and 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 is 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 involved 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. 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 and displayed in hospices.

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.

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