

Statement of Purpose

Marie Curie Hospice and Community Services Northwest and South Cumbria

Date: May 2024

Date due for review: May 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 the Marie Curie 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 in patients own homes and in our hospice 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 Hospice and Community Services Northwest and South Cumbria

Address for service:	Speke Road Woolton Liverpool L25 8QA
Email:	liverpool.hospice@mariecurie.org.uk
Website:	http://www.mariecurie.org.uk/help/hospice-care/hospices/liverpool https://www.mariecurie.org.uk/help/nursing-services
Main telephone:	0151 801 1400
Location ID:	1-119399800
CQC Service type:	Hospice services
Service users:	Adults (aged 18+) with a terminal illness and their families
Number of overnight beds:	15 beds
Registered Manager:	Angela Harrison (Registered manager for all regulated activities pending CQC confirmation, 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 Community and Hospice Services Liverpool and Northwest 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

At Liverpool Hospice we specialise in providing person centred care for people with terminal illnesses. We provide care and support to patients requiring symptom control, emotional and 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, counselling for adults and children and spiritual care. Complementary therapies such as aromatherapy and reflexology are also offered.

Our care is extended to family, friends, and carers during a patient's stay at the in-patient unit and support continues following bereavement. We also offer a 24hr advice line to healthcare professionals across Liverpool providing specialist advice on symptom control and management of people living with terminal illness.

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.

The Outpatient service provides medical and non-medical clinics, including Complementary Therapies, and pain management. The service offers support and advice on symptom control, promoting independence and enabling care in the person's normal place of residence. Domiciliary appointments can be arranged as required and when clinically indicated.

IMPACT Service

Marie Curie Hospice Liverpool hosts the south hub of the Integrated Mersey Palliative Care Team (IMPACT). This is a consultant-led, integrated, multi-professional palliative care service for adults in central and south Liverpool with a life-limiting, progressive condition.

The service provides a single point of access and referral to the integrated service, ensuring the patient is assessed by the most appropriate team depending on their needs. This transfers the responsibility for assessing complex needs to the specialist team and reduces the burden in terms of time and responsibility for the referrer. Co-location of staff in the hubs provides consistency in clinical knowledge and skills, rapid handover of patient information, opportunist discussion of patients receiving care from multiple services and rapid allocation of the patient to the most appropriate team or service.

The key elements of the current service include the following:

- single point of access and referral into a full range of palliative care services with a single City-wide phone number with systems for sharing key clinical information
- 24/7 advice and support available across all settings
- Consultant led service supporting all teams
- A principle of No Discharge from the IMPACT service unless the patient re-locates out of the area or no longer has a palliative condition
- daily 'huddle' meetings (including weekends and BH) to ensure continuity of care
- a full weekly interface MDT to discuss all complex patients under the service

Community Services

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 healthcare assistants generally provide one-to-one 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 in the south of Liverpool in an area called Woolton. It is easily accessible by public transport and parking facilities are available.

The building was purpose built 26 years ago and includes one inpatient ward. The inpatient facilities offer 5 single rooms and two three-bed rooms and one two-bed room. We utilise the beds flexibly with a maximum of 18 beds utilised at any one time. All bedrooms have en-suite shower and toilet facilities, and each bed has a TV. Both wards contain a bathroom with spa bath. Accommodation is available for visitors if needed, with an overnight stay room with en-suite facilities available for use during the night. A multi-faith room is available 24 hours a day. The family room on the in-patient unit has a supply of toys and books to entertain children. Hot and cold drinks and snacks are available via a vending machine located in reception and the restaurant is open to patients and visitors at mealtimes

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 operates out-of-hours.

The wellbeing service provides facilities for 10 to 12 patients per day, four days a week, providing holistic care covering all illnesses. As part of this service, the occupational therapist and the physiotherapist provide a dyspnoea management programme, yoga, relaxation, and exercise classes either as group therapy or individually dependent upon the needs of the patient and demand for the service. A craft / art activity is available each day to facilitate the learning of a new skill or the rekindling of a long forgotten one.

The Outpatient service includes:

- Medical outpatient clinics run five days a week, where new and existing patients are assessed and reviewed by palliative care consultants, associate specialist, or specialist registrars. Patients attend for review of their progress and symptom control and may be referred to other services as required. Domiciliary visits by medical consultants are also available.
- Pain management services are available via advice or face to face review by Specialist Pain Anaesthesia at the Walton Centre for Neurology and Neurosurgery. Referrals made via Marie Curie Team.
- Complementary therapy is available 2 days per week from paid therapists and volunteers. Therapies include massage, aromatherapy massage, reflexology, and Indian head massage. Services are also available for carers on request.
- A range of ambulatory services including blood transfusion, iron infusion and ultrasound guided paracentesis are available. Referrals are accepted from oncology, acute medicine, community and other departments of Marie Curie Hospice. These services have been established to enable delivery within the hospice outpatient's department, thus avoiding acute hospital admission and allowing treatment to be given in a safe environment that is acceptable to patients.

Diagnostic and screening services are provided by the Liverpool and University Hospitals Foundation Trust who provide biochemistry, hematology, microbiology, radiology, and blood transfusion services.

Community Services:

The Marie Curie Community Service Northwest is commissioned to provide 12 services across 3 Integrated Care Boards (ICBs) CCGs and other provider organisations. Services have been developed in conjunction with the NHS commissioners to meet specific needs. These include:

- Planned Service: Care is delivered in the patient's home on a single patient per shift basis.
- End of life Multi Visit domiciliary care service providing a locally coordinated 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.

The Marie Curie Companion service was established in 2012. For up to three hours each week, trained Helper volunteers provide companionship and support to people with a terminal illness and their families, all completely free of charge. The main aims of the Helper service are to:

- fill the gap in meeting the emotional support needs of terminally ill people, and those of their carers.
- provide carers with support to enable them to continue caring.
- reduce social isolation faced by some terminally ill people and their carers.
- Support people throughout the terminal phase of their illness, usually within the last 12 months of life.

Staffing:

Annette Weatherly, Chief Nurse & Executive Director of Quality & Caring Services, is responsible for the Marie Curie Nursing Service and Marie Curie Hospices throughout the UK. Annette is a member of the Marie Curie Executive Board and joined the in January 2024

Angela Harrison, Head of Nursing and Quality is the Registered Manager for Marie Curie Hospice and Community Services Liverpool and Northwest. Angela has worked in leadership roles within the health and social care charity sector for the last 10 years.

Dr Laura Chapman MB ChB, MSc, FRCP is the Hospice Medical Director. She has been a consultant in Palliative Medicine for 18 years and also works at Liverpool and University Hospitals Foundation Trust. The senior medical team also includes Dr Sarah Fradsham MBChB, MSc FRCP, Consultant in Palliative Medicine, Dr Helen Bonwick MBChB, MA, Associate Specialist and Dr Aileen Scott MBChB, MSc, FRCP, Consultant in Palliative Medicine. Dr Bonwick also works for Liverpool Heart and Chest NHS Foundation Trust. The hospice is a training unit, and other members of the medical team include Specialty Trainees in Palliative Medicine, GP trainees and a Core Medical Training doctor, all on rotation. In addition, there are two Specialty Doctors.

Clinical nurse managers ensure that all staff in the community 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 nursing staff undergo Enhanced 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.

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 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 involved 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 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