

# Statement of Purpose Marie Curie Caring Services (Northern Ireland)

Date: 04/01/2024

Date due for review: 04/01/2026

## Service Provider details

Name: Marie Curie Caring Services (NI)

Address: One Embassy Gardens  
8 Viaduct Gardens  
London  
SW11 7BW

Email: [info@mariecurie.org.uk](mailto:info@mariecurie.org.uk)

Website: [www.mariecurie.org.uk](http://www.mariecurie.org.uk)

Main telephone: 020 7599 7777

Service provider ID: 10623

Registered charity number: 207994

## Aims and Objectives

Marie Curie (MC) is a charitable organisation, registered with the Charity Commission, raising funds to offer care and support through terminal illness.

The charity was established in 1948 and has been caring for people living with terminal illness, and their families, for over 70 years.

There are nine Marie Curie hospice facilities across the UK plus a nationwide network of Marie Curie Community Nursing Services.

In Northern Ireland, the Marie Curie Hospice is located within the Greater Belfast area and provides specialist palliative care services primarily to the population of Belfast and South Eastern Health and Social Care Trusts.

The Marie Curie Community Nursing service is a generalist palliative and end of life care nursing service which is commissioned in all five Northern Ireland Health and Social Care Trusts. The service provides care and support to adults over the age of 18 years, facilitating choice in where they wish to be cared for at the end of life. The service operates over a 24-hour period with care being delivered by both Marie Curie Registered Nurses and Healthcare Assistants who have enhanced training and skills in palliative and end of life care.

Marie Curie aims to work collaboratively with primary and secondary care clinicians, enabling patients with generalist and specialist palliative care needs to maintain their identity and independence. Families and carers are supported during this difficult time helping to avoid hospital admission where appropriate by reducing length of stay. The adoption of a holistic multi-Disciplinary approach supports the management of complex symptoms and care, this along with appropriate advice and support allows individuals and their families to make informed decisions regarding the treatments and management of their care.

Referrals for this service are accepted from HSC professionals and other authorised Hospice providers.

## Legal status of provider

Organisation details: Incorporated organisation

Company number: 507597

Charity number: 207994

## Service details

Name: Marie Curie Caring Services (NI)

Address: 1a Kensington Road  
Belfast  
BT5 6NF

Email: Belfast.hospice@mariecurie.org.uk

Website: [www.mariecurie.org.uk](http://www.mariecurie.org.uk)

Main telephone: 028 9088 2000

RQIA Service type: Independent Hospital – Hospice Adult

Categories of care: IH-H(A) (Adult hospice services) & Private Doctor (PD) Other

Service users: Adults (aged 18+) with life-limiting illnesses and their families

Number of beds: 18 inpatient beds  
Hospice Care at Home and Urgent Hospice Care at Home services that support care provision within the patient's own home across all Health and Social Care Trusts (HSCT) in Northern Ireland.

Community and Outpatients department that facilities patients from the Belfast HSCT and South Eastern HSCT to be seen by our multi-disciplinary team as an outpatient or in their own home. Patients can also be referred to through our community and outpatients department for day procedures, e.g. blood transfusions and hypercalcaemia treatments.

Responsible Individual: Paula Heneghan  
C/o Marie Curie Hospice  
1a Kensington Road  
Belfast  
BT5 6NF

Qualifications and experience:	RN Level 1 An employee of Marie Curie since 1996. She holds a BSc in Health Studies, a Certificate in Health Visiting, and a Teaching Certificate for Adults in Further Education. Paula Heneghan has held a variety of roles across the NHS and the voluntary and independent sector, gaining extensive nursing, management, and leadership experience. In her current role she continues to promote high quality, standards of safe care across the range of services.
Registered Manager:	Karen Joanne (Jo) Browne C/o Marie Curie Hospice 1a Kensington Road Belfast BT5 6NF
Qualifications and experience:	RN Level 1 Over thirty years' experience as registered nurse working with the HSC and independent sector managing care homes and nursing agencies. Prior to this position worked as a Senior Inspector and Inspector for the health care regulator, RQIA for 14 years.

## Available Hospice and Community Services

The Marie Curie Hospice, Belfast provides specialist palliative care for adults living with any terminal illness.

The Hospice Inpatient Unit provides specialist palliative care 24 hours a day, 7 days a week for patients requiring complex symptom management, assessment of their changing condition and/or disease progression, psychological support, rehabilitation, and end of life care.

The Hospice multidisciplinary team provides holistic care, addressing the physical, psychological, and spiritual needs of patients. The holistic needs of carers are also assessed, and support and advice given as required. Our care extended to family, friends and carers during a patient's stay carries on into bereavement services.

The Marie Curie Community and Outpatients facility operates Monday to Friday 9am - 5pm providing patients and their families with a full range of Multidisciplinary services including visits to their own homes by members of team.

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, chaplain support and bereavement support. Complementary therapies are also available through our volunteer services and include aromatherapy, head massage, reflexology, hand care and relaxation techniques. Patients and families are actively supported to become involved in therapeutic activities through planned, group or individual activities both face to face and virtual and across inpatient, outpatient and community services.

The Marie Curie Community Nursing service is a generalist palliative and end of life care nursing service which is commissioned in all five Northern Ireland Health and Social Care Trusts. The service provides care and support to adults over the age of 18 years, facilitating choice in where they wish to be cared for at the end of life. The service operates over a 24-hour period with care being delivered by both Marie Curie Registered Nurses and Healthcare Assistants who have enhanced training and skills in palliative and end of life care.

We work closely with families and carers to ensure appropriate packages of support are in place ensuring they are fully accessible and responsive to the diverse needs of all groups and communities with services providing tailored support for black and minority ethnic elders, their carers, and families.

## Hospice Facility

The Hospice is situated in the Greater Belfast Area close to Belfast City Centre. Public transport is available to the Hospice and for those travelling by car, parking facilities are also available.

The building comprises 18 beds made up of 16 single rooms and 1 double room within an inpatient unit. The Hospice offers access to 2 family rooms and families have tea and coffee making facilities.

The Marie Curie Community and Outpatients facility operates Monday to Friday 9am -5pm providing patients and their families with a full range of Multidisciplinary services. A quiet room is situated away from the main patient area and is available for reflection, services, or family meetings.

Catering is provided through an in-house catering team, with menus planned and agreed daily with patients according to their individual preferences.

Hospice Information is available in hard copy at reception and in patients' rooms, digitally via a television screen at reception and on the Marie Curie website.

## Marie Curie Staffing Northern Ireland

Paula Heneghan, Associate Director of Strategic Partnerships and Service for Northern Ireland is Responsible Individual for Marie Curie Caring Services Northern Ireland. Paula Heneghan previously held the role of Registered Manager for Community services. Jo Browne, Head of Operations for Marie Curie Caring Services Northern Ireland, has been appointed as Registered Manager for Hospice, Community Nursing Service, and Community and Outpatient's services.

The workforce is made up of Doctors, Advanced Nurse Practitioner, Clinical Nurse Specialists, Nurses, Health Care Assistants, Physiotherapists, Occupational Therapists, Rehabilitation Assistant, Social Workers, administration staff, housekeeping, catering, facilities, maintenance staff and volunteers. Marie Curie Service recognises the value and role of clinical supervision for staff, each registered nurse attends a minimum of 2 clinical supervision sessions per annum. Medical staff, Social Workers, Chaplains, and Allied Health Professionals also adhere to their professional standards regarding supervision.

The Hospice employs a part time chaplain who is supported by volunteers and a network of local clergy and faith groups. Complementary therapy is offered by a range of suitably qualified complementary therapists who provide proof of their qualifications and competence. All staff are compliant with mandatory training. Bereavement services are provided by the patient and family support team and trained bereavement volunteers.

### Current staffing establishment 23/24

<b>Senior Leadership</b>	1 WTE	Associate Director of Strategic Partnerships and Service
	1 WTE	Head of Operations
	1 WTE	Head of Quality and Clinical Practice

<b>Nursing Establishment: Hospice, Community and outpatients Services</b>	1.5 WTE	Band 7 Hospice, Community and Outpatients
	2.0 WTE	Ward Sisters Band 6
	18.6 WTE	RNs Band
	13.2 WTE	HCA's Band 2
	1 WTE	Advanced Nurse Practitioner
	1 WTE	Clinical Nurse Specialist Band 7
	1 WTE	Clinical Nurse Specialist Band 6
<b>Hospice Care at Home</b>	3.0 WTE	Clinical Nurse Managers (Community)
	1.5 WTE	Senior Nurse (Community)
		120 Registered Nurses 83 HCA's
<b>Allied Health Professionals</b>	2.0 WTE	OT's Band 6
	2.5 WTE	Physios Band 6
	0.8 WTE	Rehab assistant
<b>Patient &amp; Family Support Team:</b>	1.0 WTE	Senior SW Band 7
	2.2 WTE	SW Band 6
	0.2 WTE	Chaplain Band 6
	0.5 WTE	Bereavement Co-ordinator
<b>Medical:</b>	0.15 WTE	Medical Director
	2.2 WTE	Medical Consultant
	4.4 WTE	Medical staff
<b>Invoiced other Professionals:</b>	1.2 WTE	Pharmacist
	0.33 WTE	Nurse Consultant Band 8a
<b>Facilities/Estates:</b>	1.0 WTE	Facilities Manager
	0.6 WTE	Facilities team leader
	1.6 WTE	Maintenance Assistant
<b>Administration:</b>	1.0 WTE	Admin Supervisor
	1.0 WTE	Local Systems Co-Ordinator
	1.0 WTE	Receptionist
	1.0 WTE	Medical Secretary
	0.8 WTE	Secretary
	1.0 WTE	PA to AD and Head of Ops
	0.8 WTE	Patient Services Clerk
	3.0 WTE	Regional Office Administrators
	0.6 WTE	Project Executive
	1.0 WTE	Hub Manager
	2.8 WTE	Senior Coordinators
10 WTE	Coordinators Hub N.I	
Housekeeping:	5.0 WTE	Housekeeping Assistants
Catering:	1.0 WTE	Head Chef
	2.0 WTE	Chef
	3.0 WTE	Catering Assts
Security:		Outsourced to Sword Security

## Hospice Inpatient Unit Admission and Discharge

The Hospice inpatient unit (IPU) has admission criteria consistent with specialist palliative care services and uses a scoring system.

- Referrals can be made for any adults over the age of 18 years, requiring specialist palliative care who have an active, progressive, advanced, and terminal illness with a complex level of need.
- Referrals for Hospice inpatient unit admissions are currently accepted from health care professionals involved in the care of the patient i.e., GPs, hospital doctors and Clinical Nurse Specialists.
- Referrals are managed and prioritised daily by a Multi-Disciplinary Team. Full details of referral criteria are available from the hospice.
- An emergency admission may occur when a patient or family are in crisis.

Requests for care are made by primary or secondary care health professionals and any other agreed professional. Marie Curie accepts referrals by telephone, via the Clinical Communications Gateway (CCG) or e-referral where available on the agreed referral form through our single point of referral based in our Local Co-ordination Hub.

All referrals for Hospice inpatients will be triaged as soon as possible that day by a Band 7 Nurse or deputy and a Medical Consultant. Admission is made on a priority basis.

For all patients referred to the inpatient unit of the hospice, the referrer will be contacted within 24 hours and the patient contacted only if appropriate. The referrer will be advised of the bed status at the Hospice at that time and contact maintained with the referrer until an inpatient bed becomes available.

The patients' length of stay in the Hospice is on average around 22 days. Prior to admission the multi-disciplinary team (MDT) will be aware of any potential challenges to care in the patient's usual place of residence. Discharge from the Hospice will be planned and coordinated in advance supported by the social work team who will liaise closely with other statutory and community services. When it is not possible for the patient to return to their usual place of residence, a nursing or residential home may be indicated, again the social worker in partnership with the patient and family will identify a suitable home within 5 working days of the patient being deemed medically fit for transfer. Patients and families will be offered the opportunity to visit the selected care homes and a discharge meeting will be held in advance of transfer.

## Community and Outpatients Services

Community and Outpatients Services are available where patients will benefit from a multidisciplinary specialist palliative care service offering, complex symptom control, specialist palliative rehabilitation, and end of life care. Patients with complex symptom control are referred by the primary health care team, hospital palliative care teams and community specialist teams.

A range of Community and Outpatient services are provided both face to face or virtually, in the patient's own home or through outpatient attendance. The aim is to support people living at home with enhanced specialist palliative care.

Requests for care are made by primary or secondary care health professionals and any other agreed professional. Marie Curie accepts referrals by telephone, via the Clinical Communications Gateway (CCG) or e-referral where available on the agreed referral form through our single point of referral based in our Local Co-ordination Hub.

All referrals are reviewed to ensure they meet the criteria for entry to the service. Following discussion at the MDT meeting, the patient is invited to attend for an initial assessment.

Referral may be initiated by telephone if the patient's discharge period is less than 4 weeks. Referral after this period will require a written referral detailing the patient's specialist palliative care needs with details of the discharge sent to the GP, Hospice Nurse Specialist and District Nursing service

Patients and carers are advised to contact their GP and District Nurse should they require advice or support following discharge. Communication regarding a patient's discharge will be sent to the patient's GP, Hospice Nurse Specialist and the District Nursing service, if deemed appropriate.

Outpatient clinics offered in addition to individual consultations include:

- The Well Being Clinic facilitated by Physiotherapists and Occupational Therapists
- Breathing Space Clinic, facilitated by Palliative Care Nurse Consultant
- FAB Clinic (Fatigue, Anxiety, and breathlessness)
- Parkinson's exercise programme – facilitated by Physiotherapists and representation from Parkinson's UK NI

### **Discharge arrangements for Community and Outpatients services.**

Patients will be discharged from Hospice, community, and outpatients' services when their specialist palliative care needs have been met. Discharges will be discussed in advance by the multi-disciplinary team, the primary healthcare team and with the patient and their carer. Advance care planning will allow the patient and their carer an opportunity to access other community services and statutory services as deemed appropriate with the option of being re-referred in the future should they require the service and meet the eligibility criteria.

Referral may be initiated by telephone if the patient's discharge period is less than 4 weeks. Referral after this period will require a written referral detailing the patient's specialist palliative care needs with details of the discharge sent to the GP, Hospice Nurse Specialist and District Nursing service.

Patients and carers are advised to contact their GP and District Nurse should they require advice or support following discharge. Communication regarding a patient's discharge will be sent to the patient's GP, Hospice Nurse Specialist and the District Nursing service, if deemed appropriate.

### **Bereavement Services**

The Patient and Family Support team offer individual and group pre and/or post bereavement support to support to patients and families/carers. Our team also provides bereavement support for patients with children. This service is a specialist resource that will also provide advice and support for health care professionals in the community and hospital settings.

### **Referral to the Hospice Care at Home**

For those patients who require enhanced nursing care in the community a referral can be made via the single point of referral for access to Hospice Care at Home service. The service is made up of Registered Nurses and Healthcare Assistants. Referrals are accepted from the patient's District Nurse; their needs will be discussed, and care provided based on a priority of need basis.

For those patients who require Urgent Hospice Care at Home including pain and symptom management, a Marie Curie nurse will rapidly respond and will visit the patients' home. This service is available across all Health and Social Care Trusts in Northern Ireland and can be accessed by contacting GP Out of Hours in the Northern, Southern and Western Health and Social Care Trusts during evenings, weekends, and bank holidays. In Belfast Health and Social Care Trust (BHSC) and South Eastern Health and Social Care Trusts (SEHSCT) referrals for this service come via the District Nursing service, the service is available from 8am-8pm in BHSC and 5pm to 12mn in SEHSCT.

Discharge from this service is always agreed with the Key Worker, the Marie Curie Senior Nurse and the patient or their carer.

## Arrangements for Promoting Privacy and Dignity

Respecting patients' privacy, dignity and choice is of paramount importance with all members of staff being bound by a duty of confidentiality. The multi professional team is experienced in delivering both specialist and generalist palliative care and a policy is in place to manage the protection and use of patient information. Marie Curie has a local and national Caldicott Guardian appointed.

## Arrangements for dealing with Complaints/Concerns

Marie Curie policy for addressing complaints ensures that all complainants 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, the complainant will be informed in writing of the reason for the delay and a full response will be made within five days of the conclusion of the investigation. If a complainant is not happy with the response to their complaint, this can be escalated to:

Northern Ireland Public Services Ombudsman  
Freepost BEL 1478  
Belfast, BT1 6HN  
Telephone: 0800 343424  
Website: [www.nipso.org.uk](http://www.nipso.org.uk)

Marie Curie NI is regulated and inspected by:

The Regulation and Quality Improvement Authority (RQIA)  
James House, 2-4 Cromac Street, Belfast, BT7 2JA  
Telephone: 028 9536 1111  
Website: [www.rqia.org.uk](http://www.rqia.org.uk)

Details of these processes are incorporated in our patient information leaflets which are offered to all patients referred to the service.

Arrangements can be made for those service users who have a learning disability, sensory impairment or those from an ethnic minority who require complaints information in an alternative format.

## Arrangements in place for consultation with patients and their carers

We value and proactively seek feedback from those who use our services, and their families. Feedback is gathered directly by the completion of surveys, via comments cards, tablet devices, QR codes our website, or by speaking to a member of staff. The surveys measure various elements of hospice care, including the environment, levels of involvement and different aspects of care and support.

Announced and unannounced internal inspections are carried out by our quality teams; during which patients and carers' views sought to make sure we continue to provide the services they want and need.

Marie Curie services value the input patients and their families make in helping to deliver services that meet their needs.

### User Satisfaction

Satisfaction surveys are used to check the delivery of service in all areas. Surveys and quality improvement initiatives are designed with the patient at the centre of all our activities. We continually seek real-time feedback to capture the voice of our patients, families, and carers. Comment cards are available for feedback and are reviewed on a weekly basis. Compliments are also recorded in the form of letters and cards.



## Focus Groups

Marie Curie staff undertake interviews and focus groups with patients and carers about their experiences. We have a national service user group, with over 60 members, which advises us on many aspects of improving the quality of hospice care. Changes made because of feedback from patients and their families are added to the “*You Said, We Listened, We Did*” part of the Marie Curie website and displayed in the hospice.

## Consultations

Carers are part of a steering group for our carer’s services. We also include regulatory and statutory bodies in external consultations.

## Informal discussions

Managers take the opportunity to speak with families during their days work acknowledging and feeding back findings to the team and the SMG and Governance Group.

All our quality improvement initiatives are driven by the Governance Framework.

## Organisational structure

Marie Curie is a company limited by guarantee and licensed to omit the word "limited". It is registered under the Companies Act with No. 507597. It is also an independent voluntary organisation registered with the Charity Commission, Charity No. 207994, and the Office of the Scottish Charity Regulator, Charity No. SCO38731.

The strategic management of the charity is the responsibility of a Council of Trustees appointed by its members, which meets at least six times a year. Council is advised by expert committees in audit, investment, caring services, research, and its shops.

Day to day management of the charity has been delegated by Council to the Chief Executive, Matthew Reed, who has appointed an Executive Board of the charity's most senior managers to work with him.

Information is shared through the organisational governance structure (see diagrams).

## Arrangements made for contact between inpatients and their relatives, friends and representatives

Visiting arrangements are discussed with the patient before they are admitted to the hospice and an information leaflet is provided to patients and their families. Additional visiting arrangements will be provided for patients when exceptional circumstances are identified.

## Additional information on Marie Curie services

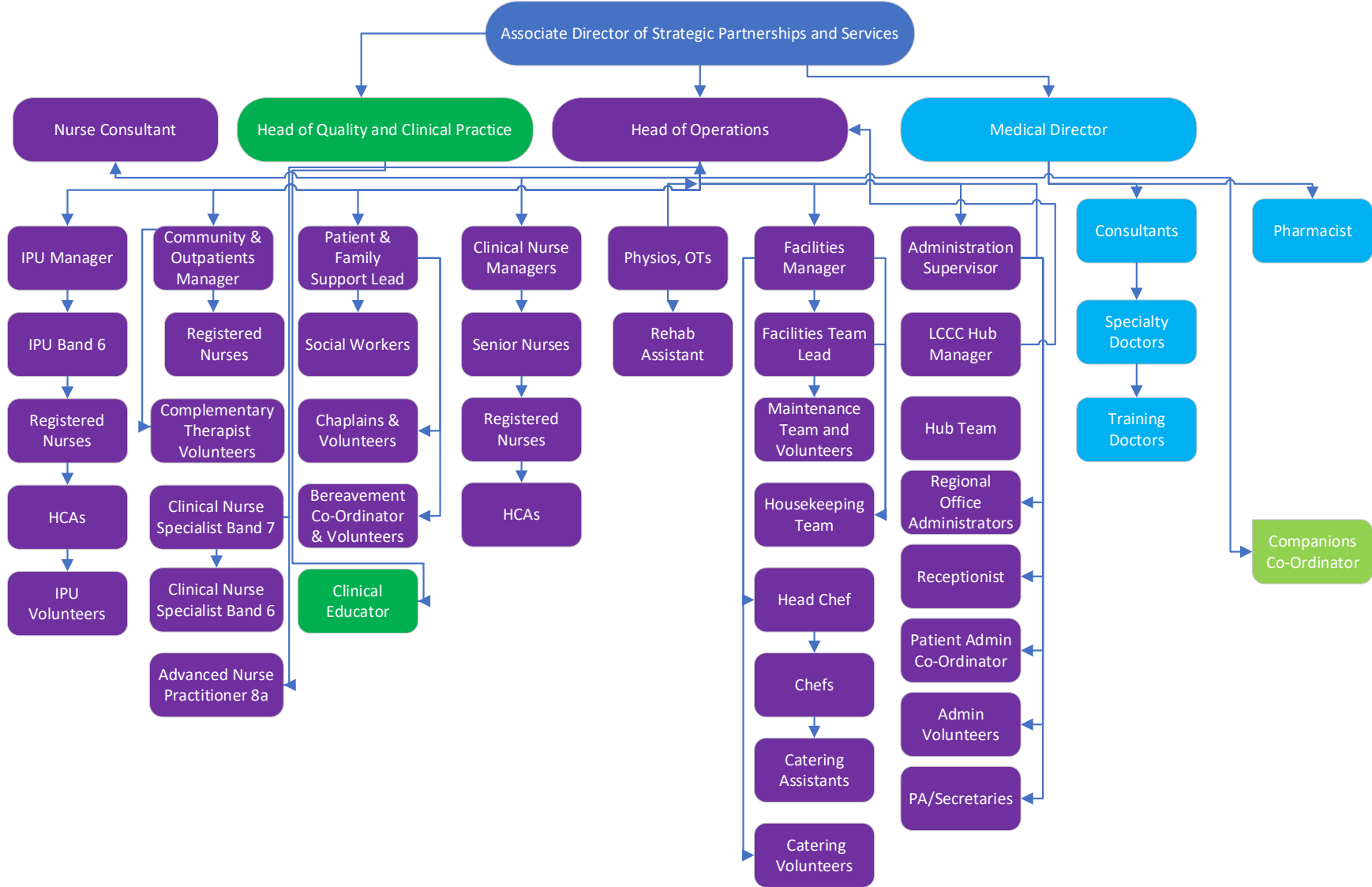
Dependant on which service the patient has been referred to they will receive an information booklet containing useful information on our services and how to access them, directions to the hospice, what to bring on admission, information on what to expect when you arrive, accommodation, smoking, telephone access, visiting times, meals, the hospice team, going home, how to make comments on our services and how to make a donation, if that is their wish.

We are committed to making patients and families feel comfortable and safe whilst receiving excellent care when using our services, we are happy to discuss any aspect of our service. For additional information on other organisational policies please contact a member of staff who will be happy to help on 028 9088 2000.

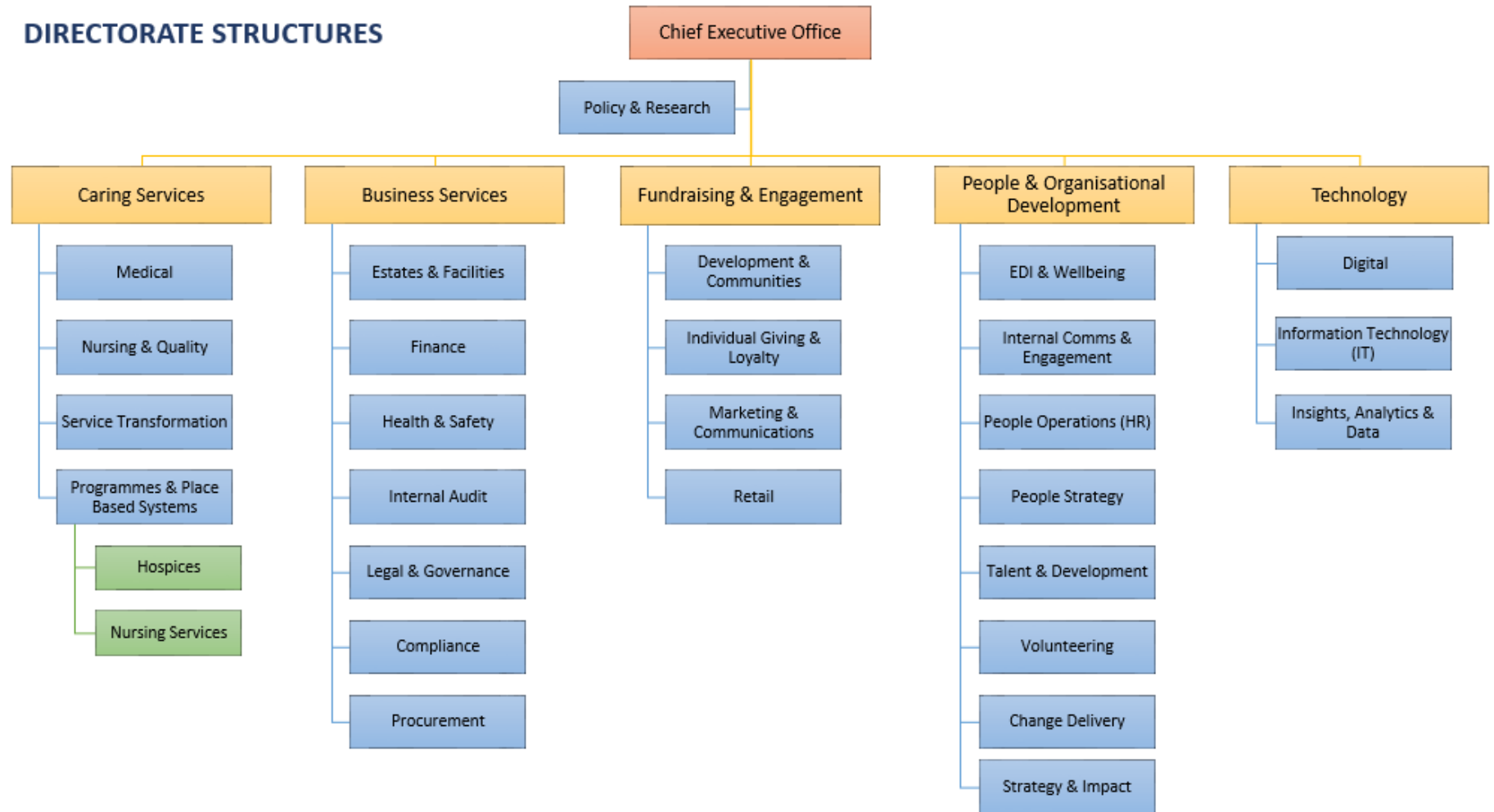
Whilst continuing to provide high quality services and information to the public, we would welcome and invite you to make comments on this Statement of Purpose or any other information that is published by Marie Curie.

From time to time we like to consult with patients and family members/carers when new or revised information materials are being prepared, this will be done in a sensitive and professional manner by key individual members of staff.

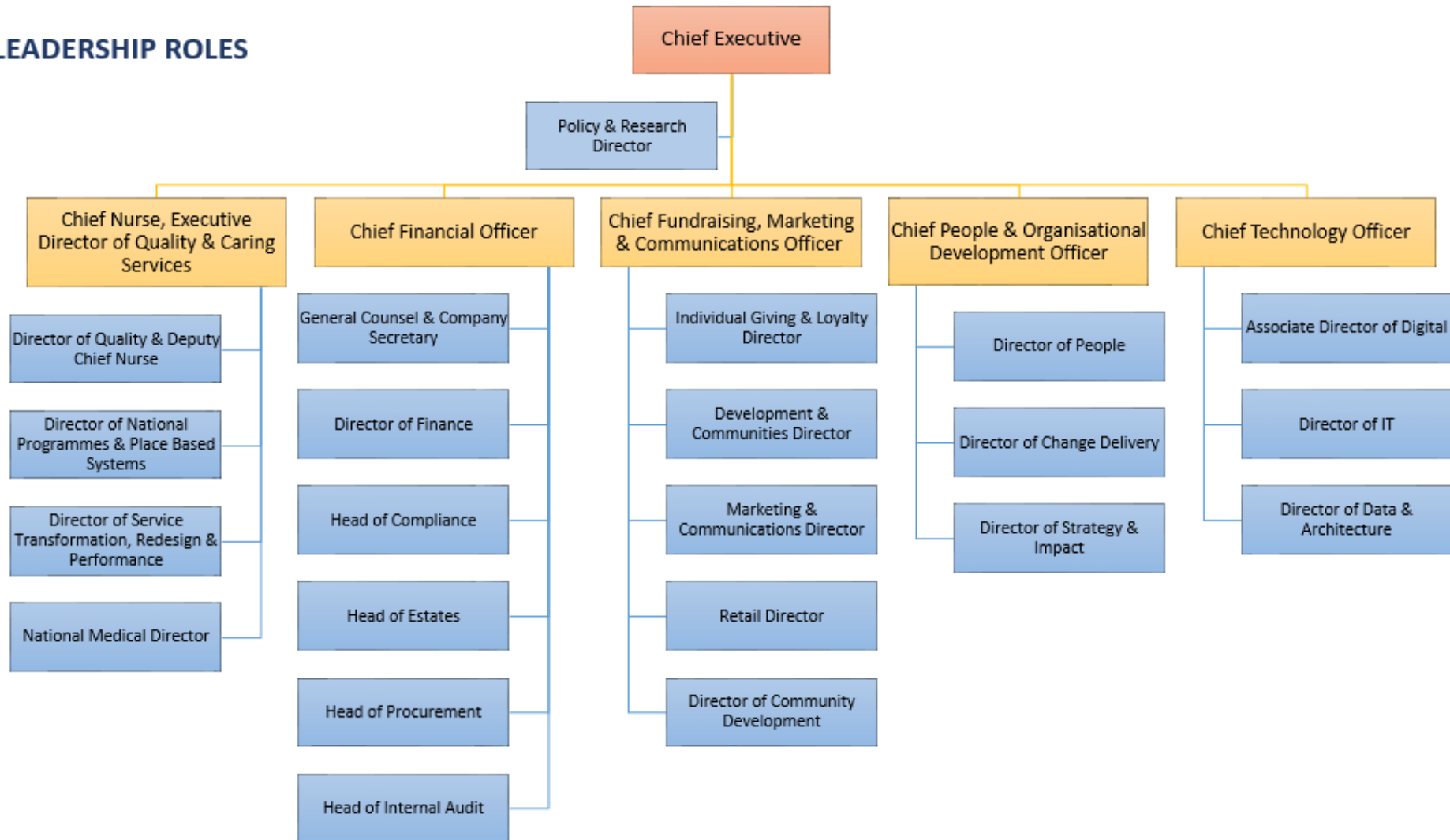
# Marie Curie Northern Ireland Caring Services Organisational Chart



# DIRECTORATE STRUCTURES



# LEADERSHIP ROLES





Marie Curie Hospices are here for people with serious illnesses and their families. Whether someone comes in to stay or visits regularly, we give them the excellent care they expect – and the best quality of life they could wish for.

[mariecurie.org.uk](https://mariecurie.org.uk)

Charity reg no. 207994 (England & Wales), SC038731 (Scotland)