

Philosophy of Care

Marie Curie Community Service, Scotland South and East

Date: March 2024

Date due for review: March 2025

Introduction:

The Regulation of Care (Requirements as to Care Services) (Scotland) Regulations 2002 require the charity to produce a Philosophy of Care which sets out its aims and objectives in relation to the Marie Curie Community Service; provides information about its manager, staff and organisation structure; complaints and feedback procedures, health and safety of staff and service users property, referrals and medicines management,

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

Service number: CS2005109316 / CS2005089852

Organisation details: Incorporated organisation

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 since. 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 Community 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.

Location details:

Address for service: Edinburgh Hospice
Frogston Road West, Edinburgh, EH10 7DR

Website: <https://www.mariecurie.org.uk/help/nursing-services>

Registered Manager: Charlotte Lindley

Registered Manager contact details: 07872 422132

Aims and objectives:

Marie Curie Caring Services Scotland South and East is a registered provider of specialist palliative care services. We offer free nursing care to adults with all terminal illnesses across Scotland, as well as support for family and friends. 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.

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 nurses generally provide one-to-one nursing 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.

The Caring Services Operation includes the Marie Curie Community Service with services located across the UK, with the exception of Shetland in Scotland. All services are free of charge to patients.

Care is extended to families and carers regardless of gender, age, sexual orientation, marital or civil partnership status, gender re-assignment, disability, nationality, race, ethnic origin, religion or belief. We have comprehensive policies and procedures covering all our operations and have a robust system of clinical governance that ensures the highest possible standards of care for our patients.

Services:

The Marie Curie Community Service, Scotland is contracted to provide service throughout Scotland. At present there is not a service in Shetland.

Services have been developed in conjunction with the NHS commissioners to meet specific needs. These include:

- Multi visit services/Fast Track (Hospice Care at Home): Multiple short episodes of care are provided throughout the day by Health Care Assistants and Registered Nurses. Packages of care can be developed;
- Rapid Response Service (Urgent Hospice Care at Home): Registered Nurses provide overnight unscheduled visits assessing patients at the point of contact. Health Care Assistants are also part of these services and work alongside the Registered Nurses. These services working alongside Out of Hours teams;
- Planned Services: Overnight 9 hour shift from 22:00 to 07:00, day care with the minimum of three hours – Registered Nurses or Health Care Assistants;
- Companion Volunteer Services: The Marie Curie Helper Service matches trained volunteers to people with any terminal illness and their carers. The volunteers visit people in their homes to offer companionship and support for a few hours each week, all completely free of charge.

Managing referrals to the service:

Patients are referred to the Marie Curie Community Service from the community and the acute hospitals for palliative and end of life care within the patient's home setting from the Registered Nursing and Health Care Assistant workforce. The clinical care is led by the General Practitioner and the patients District Nurse, who retains the overall responsibility for care assessment and care planning.

Within, the Marie Curie Community Service, Scotland South and East, provides a variety of services for patients requiring terminal care. Each Social and Health Care Partnership will have locality specific needs and will commission services accordingly.

Management and staffing

Charlotte Lindley is Head of Operations for Scotland South and East and is the registered manager for the service. She is based at the Edinburgh Hospice, and has worked in the field of Palliative care for over twenty years. She has a degree in Palliative nursing.

Joanne Cook is the Head of Quality and Clinical Practice for Scotland South and East and is based at the Edinburgh Hospice. She has worked throughout various specialities as an Occupational Therapist in the NHS for 23 years and latterly as an audit co-ordinator for Major Trauma.

All clinical staff undergo Protection of Vulnerable Groups checks, references are taken up and a comprehensive induction programme and an online handbook are provided. Marie Curie Nurses are Registered Nurses and the many of the Healthcare Assistants hold an NVQ 2 or NVQ 3 in Health and Social Care or have undergone training in palliative care. Healthcare Assistants in Scotland are all registered with the Scottish Social Services Council (SSSC).

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 on-going training and development needs via Marie Curie Personal Performance Review – My Plan and Review process. Individual training plans ensure that skills and competency levels required to deliver the services 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 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 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.