

Statement of Purpose

Marie Curie Hospice Community Services, South East

Date: April 2024
Date due for review: April 2025
Version: 7

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 Nursing 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.

Legal status of provider:

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

Location details:

Name: Marie Curie, Hospice Community Services, Hospice Community Services,
South East Region

Address for service:	Marie Curie Nursing Office Great Nordic House 204 Godstone Road Caterham CR3 6RD
Email:	Rachel.Gori@mariecurie.org.uk
Website:	https://www.mariecurie.org.uk/help/nursing-services
Main telephone:	0845 6342555
Location ID:	1-4013968366
Description of location:	Patients are cared for in their own homes
CQC Service type:	Hospice Services (HPS)
Service users:	Adult patients over 18 years of age
Registered Manager:	Rachel Gori
Registered Manager contact details:	As above (address for service)

Regulated activities:

- Treatment of disease, disorder or injury

Aims and objectives:

Marie Curie Community Services South East is a registered provider of specialist palliative care services. We offer free nursing care to adults with all terminal illnesses across South East England Region, as well as support for family and friends. The Marie Curie community staff work very closely with District Nurses and General Practitioners to ensure optimal care.

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.

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. Patients will only be accepted provided appropriately trained staff (including relevant DBS disclosure) are 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.

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.

Services:

The Marie Curie Community Service South East is commissioned to provide services across the South East of England in the counties of Hampshire, Sussex, Surrey, Kent, East Berkshire, Oxfordshire and Buckinghamshire. 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.
- **Multi Visit Service:** Planned palliative nursing care by Healthcare Assistants for various periods of time, as per the assessed needs of the patient. This allows nurses to visit multiple patients over a 24 hour period.

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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.

Management and 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 Team in January 2024.

Rachel Gori, Head of Operations & Quality for Marie Curie Nursing Service, South East region will be the Registered Manager. Rachel Gori is a Registered Physiotherapist, with over 18 years' experience, both clinically and operationally in acute and community care based services.

Should the Registered Manager be absent from work for more than 28 consecutive days, the Nominated Individual will ensure appropriate management cover arrangements are made and the Care Quality Commission is informed in accordance with Regulations 2009: Regulation 14.

The Marie Curie nurses and senior healthcare assistants are managed by the Clinical Nurse Managers who report to the Head of Operations and Quality, who is the Registered Manager for the service..

Our nursing staff undergo 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.

Clinical Nurse 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, 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.

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.