

# Statement of Purpose

## Marie Curie Hospice and Community Services North East

Date: January 2024

Date due for review: January 2025

### Service Provider details:

Name: Marie Curie

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

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 operations 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 North East
Address for service:	Marie Curie Drive Newcastle upon Tyne NE4 6SS
Email:	<a href="mailto:newcastle.hospice@mariecurie.org.uk">newcastle.hospice@mariecurie.org.uk</a>
Website:	<a href="http://www.mariecurie.org.uk/help/hospice-care/hospices/newcastle">www.mariecurie.org.uk/help/hospice-care/hospices/newcastle</a> <a href="https://www.mariecurie.org.uk/help/nursing-services">https://www.mariecurie.org.uk/help/nursing-services</a>
Main telephone:	0191 2191000
Location ID:	1-11939970
CQC Service type:	Hospice services
Service users:	Adults (aged 18+) with a terminal illness and their families.
Number of overnight beds:	18 beds
Registered Manager:	Gillian Raine
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 in the North East provide specialist palliative care for adults living with terminal illnesses. 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

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, and bereavement support.

Our Wellbeing Centre offers a variety of services which can be delivered face to face in the hospice or other locations, virtually or via telephone. We also offer a number of group support sessions. Our care is extended to family, friends and carers during a patient's stay and carries on into bereavement.

## 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 Health Care Assistants (HCA) generally provide one-to-one nursing care and support overnight. In some areas, we also offer care for a shorter period, or during the evening or daytime, as well as care at very short notice in a crisis. Some of this care is provided by both Registered Nurses and HCA's working under the guidance of a Registered Nurse.

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 Marie Curie Hospice, Newcastle currently provides inpatient and outpatient care. There are 18 inpatient beds. Patients can use their own mobile phones if desired. All accommodation is either in single sex bays or side rooms with dedicated bathroom facilities.

We also provide a multi-faith reflection room for patients. Our hospice chaplain provides non-denominational support for all patients and liaises with a wide network of religious faith leaders who can be called on to meet individual patient needs via virtual methods.

The Garden Café is accessible to visitors and patients and provides a range of hot meals and snacks.

Outpatient services are provided from our Wellbeing Centre which includes a gymnasium, consulting rooms and complementary therapy area.

Bereavement support is provided in our Bereavement Hub. This included a dedicated Children and Young Persons Counsellor service.

## Community Services

The Marie Curie Nursing Service, North East is commissioned to provide services in the North and South of Tyne and County Durham localities. Services have been developed in conjunction with NHS commissioners to meet specific needs. These include:

- Hospice Care at Home: Care is delivered in the patient's home on a single patient per shift basis.
- Urgent Hospice Care at Home: Provided by a team of Registered Nurses and Health Care assistants providing flexible and responsive palliative nursing care, at short notice to patients at home. This service covers all palliative care patients who live in an agreed geographical location and managed through a single point of access.

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) 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.

## 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 Jan 2024. Jane Eades, Interim Director of Nursing and Quality is the Nominated Individual. Jane attends the Marie Curie Executive Board meetings and has a MSc and BA(Hons) in Nursing.

Gillian Raine, Head of Nursing and Quality is the CQC Registered Manager and provides leadership and support for all clinical staff working across the North East and ensures that governance, training, and clinical standards are of high quality. Gillian has management responsibility for Nursing and Allied Healthcare Professional teams within the hospice and has over 20 years experience as a Registered Nurse with a strong background in cancer and palliative care nursing.

Dr Simon Challand leads the Hospice medical team. He has MBBS, MRCP Dip Pall Med, a CESR in Palliative Medicine, and many years of specialist palliative care experience including developing advanced lung disease and Parkinsons Plus clinics. Dr Challand is supported by an associate Nurse Consultant, Michelle Butters, Specialty Doctors, postgraduate trainees and Advanced Nurse Practitioners.

Victoria Wharton is the Interim Associate Director Strategic Partnerships & Services North East and Yorkshire and is the Accountable Person for Health and Safety. She provides leadership and support for all staff. Helen Forrow Director of Place Based Operations and Improvement is the Controlled Drugs Accountable Officer. As a Registered Nurse with over 20 years' experience, predominantly in Cancer and Palliative Care, Helen has extensive experience in this role as well as previous experience working within the NHS.

The Allied Health Professional team at the Hospice is key to the success of the MDT and consists of Social Workers, Chaplain, Occupational Therapists, Physiotherapist and Therapy Assistants.

Our nursing staff undergo Disclosure and Barring Service (DBS) checks, references are taken up and a comprehensive induction programme and training is provided. The registered nurses are all highly trained and complete various in-house and external qualification on an annual basis. The majority of health care assistants hold a qualification in either palliative care or 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 Marie Curie's My Plan and Review process. Hospice led training plans ensure that skills and competency levels required to deliver the services are maintained and developed.

### **Comments, suggestions, and complaints policy:**

We value and proactively seek feedback from people that use our services, and their families.

Patients and families can give feedback to us directly through completing one of our surveys (these are available as comments cards, on tablet devices in the hospices, in patient information packs in the community and on 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.

Our policy for addressing complaints makes sure that all complainants will receive an acknowledgement within two days unless a full reply can be sent within five 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.

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 hospice patient.

We undertake quality visits and patients', and carers' views are also sought to make sure we continue to provide the services they want and need.

We are also 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.