

## Statement of Purpose

### Marie Curie Hospice, Cardiff and The Vale

1. Service Provider Details	
<b>Name:</b>	<b>Marie Curie</b>
<b>Registered Address:</b>	Floor 8 1 Embassy Gardens 8 Viaduct Gardens London SW11 7EW
<b>Email:</b>	<a href="mailto:info@mariecurie.org.uk">info@mariecurie.org.uk</a>
<b>Website:</b>	<a href="http://www.mariecurie.org.uk">www.mariecurie.org.uk</a>
<b>Main telephone:</b>	029 2042 6000
<p>Marie Curie is a charitable organisation, registered with the Charity Commission, which raises funds to offer care and support through terminal illness.</p> <p>First established in 1948, we have been caring for people living with any terminal illness, and their families, for over 75 years. We offer expert care, guidance, and support to help them get the most from the time they have left.</p> <p>Our Caring Services operation includes the Marie Curie Nursing Service and nine hospices located across the UK. All services are free of charge.</p> <p>The people we support are referred to us from the NHS for symptom control, end of life care and respite. This is delivered both day and night by Marie Curie Nurses and Healthcare Assistants trained in palliative care.</p>	

2. Legal status of provider:	
<b>Organisation details:</b>	Incorporated organisation
<b>Company number:</b>	507597
<b>Charity number:</b>	207994

3. Service Location details:	
<b>Service Name:</b>	<b>Marie Curie Hospice, Cardiff and the Vale</b>
<b>Address for service:</b>	Bridgeman Road Penarth Vale of Glamorgan CF64 3YR
<b>Email:</b>	<a href="mailto:cardiff.hospice@mariecurie.org.uk">cardiff.hospice@mariecurie.org.uk</a>
<b>Website:</b>	<a href="http://www.mariecurie.org.uk">http://www.mariecurie.org.uk</a>
<b>Main telephone:</b>	029 2042 6000
<b>Service users:</b>	Adults (aged 18+) with a terminal illness and their families and carers
<b>Number of beds:</b>	20
<b>Registered Manager:</b>	Samuel Clements (Interim)

<b>Registered Manager contact details:</b>	As above (address for service)
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#### 4. Service Aims and Objectives

The Marie Curie Hospice, Cardiff and The Vale 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.

We specialise in providing individual holistic care for people with terminal illness 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.

We also offer day services from both our Hospice and in other health and community venues for our patients, their families and carers, and the wider community. These include complementary therapies, well-being clinics, carers cafes, peer support cafes, bereavement cafes and advanced care planning sessions.

Through our Wales Bereavement Information and Support Service we offer pre and post bereavement support to anyone across Wales who has been affected by a terminal illness. This includes bereavement counselling with a qualified counsellor over the phone, virtually or face to face (in the Hospice or other appropriate venue). We also provide support from trained volunteers in the form of ongoing telephone support as a safe place to talk and share feelings; and a Volunteer Companion service in people's homes which allows carers to take a break for up to 3 hours per week.

Our service users are largely aged 18+ however we do also support children and young people who have been impacted by the diagnosis or death of a family member from a terminal illness, as well as young adults aged 16-18 years as part of a transitional young adult palliative care service.

#### 5. Hospice Facilities and Services

Marie Curie provides care for individuals living with a wide range of terminal diagnoses, including cancer, neurological conditions, heart disease, chronic respiratory diseases, kidney disease, liver disease, and dementia. The charity's services are tailored to manage symptoms such as pain, breathlessness, fatigue, and nausea, while also offering emotional and psychological support for both patients and their families and carers.

The hospice is situated on Bridgeman Road, near the promenade in Penarth. There are several parking spaces within the grounds of the hospice for patients and relatives use. Additional street parking is readily available. The nearest train station is Penarth (0.5 miles from the hospice) Buses 92, 93, 94 and 95 passes through Penarth.

The nearest bus stop is on Marine Parade which is situated just outside the hospice. The hospice was refurbished in 2013 and again in 2018. The inpatient facilities are located over two floors: ground and first floor, which are identical. Each comprises of two three bed wards, one four bed ward and four single rooms. To maintain patients' privacy and dignity, curtains are always drawn when they are receiving care or treatment in a multi-bed bay and all wards are single sex.

Additionally, each single room is equipped with ensuite bathroom facilities to ensure personal privacy during bathing and toileting. For patients in multi-bed wards, designated private bathroom and shower facilities are available close to the wards, ensuring they have access to private spaces for their hygiene needs.

The hospice has implemented a strict policy on maintaining confidentiality. Staff members are trained to handle patient information with the utmost discretion, and all conversations about patient care are conducted in private areas to prevent unauthorised access to sensitive information.

Moreover, the hospice has established a quiet room and designated private spaces for consultations, allowing patients and their families to have confidential discussions with healthcare providers without interruptions. These arrangements help create a supportive and respectful environment, fostering a sense of dignity and comfort for all patients during their stay.

Visitors are required to check in at the reception and are guided to ensure minimal disruption to other patients. Visiting hours are designed to be flexible yet considerate, allowing family and friends to spend quality time with their loved ones without infringing on the privacy of other patients.

Visitor facilities include separate overnight accommodation with ensuite facilities for families, two family and visitor areas with tea and coffee making facilities along with patient rooms with additional sleeping space for a family member. A Café facility is also available within the Hospice and is open to patients, visitors, staff and the public Monday-Friday 9.30am-3.30pm.

The wards are managed by a ward manager and supported by three deputy ward managers and the unit is staffed 24 hours a day. The medical team are on site during working hours and a full consultant and junior doctor on call rota operates out of hours. Diagnostic and screening services are provided by Cardiff and Vale University Health Board who provide biochemistry, haematology, microbiology, radiology, and blood transfusion services.

Routine referrals to the Hospice are reviewed daily (Monday to Friday) and patients are prioritised according to need. Specialist Palliative Care referrers dial into a daily virtual meeting to participate in the triage and prioritisation of referrals. Urgent referrals are taken at any time following discussion with the on-call doctors and bed manager.

We provide quiet rooms for patients and families, and these can also be used for private reflection and/or prayer. Within these rooms there are multi-faith resources available for use by patients and or visitors. The Spiritual Care Coordinator is also

part of the multidisciplinary team should people wish to access support and we provide the opportunity for patients and carers to take part in any religious services according to their individual wishes.

The Hospice has a Well-being and Support Hub which delivers a range of sessions to support patients, families, carers as well as the wider community. These include seated exercise, complementary therapies, dementia support sessions, carer's cafes and art and craft activities.

## 6. Language and Communication Need for People using the Service

Marie Curie is committed to delivering an 'Active Offer' of Welsh language services in support of the Welsh Government's 'More than just words' strategic framework for promoting the Welsh language in health and social care. All patient literature is available in both English and Welsh.

Consideration is also given to whether an interpreter or other professional is required for the patient and their carers to ensure any communication or support needs are met. Marie Curie has access to the Wales Interpretation and Translation Service and Language Line Telephone Interpretation Service. We have Easy Read booklets available to help people understand information on our services, as well as British Sign Language videos.

## 7. Staffing

### 7a) Senior Leadership Team

**Andrew Wilson-Mouasher, Chief Place and Service Delivery Officer**, is responsible for the Marie Curie Services throughout the UK (known as the Responsible Individual). Andrew is a member of Marie Curie's Executive Leadership Team, a registered nurse with over 30 years of experience delivering and managing specialist services in the palliative care environment. Along with a qualification in Leadership and Management Andrew has many years as a senior manager with operational, strategic, and service improvement experience.

**Rachel Jones, Associate Director for Strategic Partnerships and Services for Wales** is responsible for all Marie Curie Services in Wales and is a member of the Caring Services Senior Leadership Team. Rachel joined Marie Curie in 2021 and was previously seconded to Welsh Government for 2.5 years as Head of Evaluation and New Models of Care in the Health and Social Services Department. Prior to Welsh Government, Rachel was the Assistant Director for Health and Social Care – a joint appointment between Cardiff & Vale UHB, Cardiff Council and Vale of Glamorgan Council and previously held a number of roles in local government at a national, regional and local level over a period of 20 years. Rachel is a geography graduate and has a Masters in Business Administration.

**Dr Siwan Seaman**, has been a **Consultant in Palliative Medicine** at the Cardiff and Vale hospice since 2014 has been in the role of Medical Director for Marie Curie Cymru since January 2024. She also carries the role of clinical IT lead at the Hospice and co-runs the Motor Neurone MDT service for Cardiff and the Vale UHB. Clinical services (in-patient unit and community specialist palliative care) at the Cardiff and Vale Hospice are consultant led by Dr Seaman and two other consultant colleagues

in palliative medicine, one of these consultant posts is currently vacant. Other medical input is provided by specialist doctors, specialist registrars in palliative medicine and other junior doctors in training (internal medicine trainees and foundation year doctors).

**Melanie Andrews, Head of Operations for Wales**, has responsibility for the operational management of the Hospice and community services across Wales. Melanie joined Marie Curie in September 2023 and has extensive experience of working as a Senior Leader within the health and social care sector in Wales and as a Third Sector Consultant and Auditor.

**Samuel Clements, Head of Quality and Clinical Practice for Wales**, is the Interim Registered Manager and has worked at Marie Curie for over ten years in numerous clinical and managerial roles. In September 2009, Samuel obtained a Bachelor of Science Degree (Hons.) and registered with the Nursing and Midwifery Council as an Adult Nurse. In August 2019, Samuel updated his registration, as a Non-Medical Prescriber, after obtained a postgraduate qualification in Clinical Patient Assessment and Non-Medical Prescribing and now holds a Master of Science Degree in Advanced Practice (Distinction). Throughout his career Samuel has sustained an interest in Oncology and Specialist Palliative Care, with a distinct focus upon Primary Care, and is keen to ensure the provision of safe, effective, and high-quality patient care.

**Helen Cosh, Clinical Lead, Hospice Services**, is the 'to be' Registered Manager following completion of the application process. Helen has been a Registered Nurse for 20 years and throughout her career has worked in both clinical and managerial roles in the Haematology/Oncology speciality. In 2004 she obtained a Bachelor of Nursing (Hons.) from the University of Liverpool. In 2024 she received a Postgraduate Diploma in Advanced Practice, with merit, from Cardiff University and is working towards completion of a Master of Science in Advanced Practice. Helen's main interests include service improvement and innovation in health to produce high quality patient care.

The Organisational Structure can be seen in **Appendix A**

## **7b) Staffing Levels**

The Clinical Lead, Hospice Services is supported by a highly qualified clinical team of Registered Nurses, Healthcare Assistants and specialised Allied Health Professionals (AHPs). The AHP's also work alongside the Palliative Clinical Nurse Specialists in the community; both in people's homes and appropriate settings that enable care provision and support on a one-to-one basis or in the form of groups.

The **Registered Nurse** establishment is **27.91 WTE**. This is made up of:

- 1 WTE x Band 7
- 3 WTE x Band 6
- 23.91 x Band 5

The **Healthcare Assistant** establishment is **15.73 WTE**. This is made up of:

- 15.73 x Band 2

The **Allied Health Professional** establishment is **9.1 WTE** and consists of:

- 1 WTE x Band 7 AHP Manager
- 1.6 WTE x Band 6 Physiotherapists
- 1.6 WTE x Band 6 Occupational Therapists
- 0.8 WTE x Band 4 Rehabilitation Technician
- 1.5 WTE x Band 6 Social Workers
- 1 WTE x Band 6 Bereavement Counsellor
- 1 WTE x Band 5 Counsellor
- 0.6 WTE x Band 6 Spiritual Care Coordinator

All our staff and volunteers undergo Disclosure and Barring Service (DBS) checks along with references and a comprehensive induction programme.

Managers ensure that all staff are clear about their own roles and responsibilities and have ongoing appropriate support. They are responsible for regularly reviewing performance and identifying on-going training and development needs via Marie Curie's staff appraisal process. Individual training plans ensure that the skills and competency levels required to deliver the services are maintained and developed.

Marie Curie Nurses employ Registered Nurses and AHP's at degree or master's level and many have additional palliative care qualifications. The majority of Healthcare Assistants hold an NVQ 2 or NVQ 3 in Health and Social Care. The Bereavement Counsellors hold either a degree or level 4 diploma in counselling.

Volunteers also play a large part in supporting the work of the hospice. All volunteers go through a selection process and training prior to starting a role and receive regular supervision.

## 8. Hospice Feedback on Service Quality

We value and proactively seek feedback from people that use our services, and their families and carers. This feedback is crucial as it helps us understand the needs, preferences, and experiences of those we support, enabling us to continuously improve the quality of our care.

Patients and families have multiple opportunities to provide their feedback. They can complete one of our surveys, which are readily available in several formats to ensure accessibility for everyone. These surveys are available as comment cards placed in various locations within the hospice, on tablet devices that are easily accessible throughout our facilities, and on our website for those who prefer to give feedback online.

In addition to written surveys, we encourage direct communication. Patients and their families can speak to any member of our staff to share their experiences, concerns, or suggestions. Our staff members are trained to handle feedback sensitively and constructively, ensuring that every comment is heard and valued. The Hospice team are also supported by a dedicated feedback volunteer who attends the hospice weekly, the primary focus of this volunteer is to collate valuable feedback, enabling quality improvement.

The surveys themselves are designed to measure various elements of Hospice care comprehensively. They include questions about the environment, such as the cleanliness and comfort of our facilities. They also assess levels of involvement, asking patients and families how included they feel in the care process and decision-making. Furthermore, the surveys cover different aspects of care and support, evaluating the effectiveness and compassion of the medical and emotional support provided.

By gathering detailed feedback through these methods, we can identify strengths to build upon and any areas needing improvement. This proactive approach allows us to tailor our services to better meet the needs of our patients and their families, ensuring that we provide the highest standard of care possible.

## 9. Dealing with Complaints

Our policy for addressing complaints makes sure that all complainants will receive an acknowledgement within **two working 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, 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.

Hospice staff intermittently undertake interviews, and focus groups, with patients and carers about their experiences of the care that they have received.

We undertake announced and unannounced internal inspections and patients' and carers' views are also sought to make sure we continue to provide the services they want and need.

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 patient.

Full details regarding the Marie Curie complaints process can also be found at this dedicated webpage: <https://www.mariecurie.org.uk/who/feedback/comments-complaints/full-procedures>

If the complainant does not wish to discuss their concern with the team in Wales, complaints can be highlighted via any of the following options:

**Telephone:** Marie Curie Support Line - **0800 090 2309**  
(Open 8am – 6pm Monday to Friday, and 11am – 5pm on Saturdays)

**Post:** Marie Curie Patient and Carer Experience Team  
One Embassy Gardens, 8 Viaduct Gardens  
London  
SW11 7BW

**Online Form:** [www.mariecurie.org.uk/who/feedback/comments-complaints](http://www.mariecurie.org.uk/who/feedback/comments-complaints)

It is always our aim to resolve all concerns and complaints. However, contact details for our regulator, **Health Inspectorate Wales (HIW)**, is shown below should the complainant feel we have not addressed their concern:

**HIW website:** <https://www.hiw.org.uk/>

**HIW 'contact us' page:** <https://www.hiw.org.uk/contact-us>

**HIW 'whistleblowing' page and associated documents:**

<https://www.hiw.org.uk/whistleblowing-raising-concerns-about-healthcare-wales>

**HIW Head office address:**

Healthcare Inspectorate Wales,  
Welsh Government,  
Rhydycar Business Park,  
Merthyr Tydfil,  
CF48 1UZ

**HIW contact number:** 0300 062 8163.

phone lines are open between 9am – 5pm, Monday to Thursday and 9am – 4.30pm on Friday (excluding public holidays)

**HIW e-mail address:** [hiw@gov.wales](mailto:hiw@gov.wales)

<b>Statement of Purpose Updated</b>	May 2024
<b>Statement of Purpose Review Date</b>	May 2025



# Appendix A – Organisational Structure

