



Statement of Purpose

(incorporating our Philosophy of Care)

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Statement of Purpose

(incorporating our Philosophy of Care)

Registered Provider: Keech Hospice Care, Great Bramingham Lane, Luton LU3 3NT

Registered Manager: Mr. Mike Keel RGN RSCN MCMI, Chief Executive.

PURPOSE

Our purpose is to care for our patients and to support their families and friends. We aim to give the most appropriate and efficient treatment and care to our patients; to assist in the relief of their physical and emotional suffering and to help them to lead an acceptable, purposeful and fulfilling life in their home or in the hospice. We will offer a well co-ordinated, multi-professional and 'seamless' service, which integrates hospice specialist palliative care services with primary, secondary and tertiary health care services; other voluntary/independent agencies; social services and, in the case of children and young people, education services. Our approach will be non-judgemental and non-discriminatory. We consider it equally important to give support to those who care for our patients, whether they are professional carers, members of the family or friends.

Responsibility towards Patients, Relatives and Friends

Patients, families and friends will be treated as individuals; with compassion, humility, honesty and love. We will listen to them and, whenever possible, involve them in decisions about patient treatment. Their preferences, beliefs and customs will be respected (please refer to our Equal Opportunities Policy for more information) and their complete privacy and dignity assured through the use of single rooms (where possible), screens, discrete interview rooms and heightened awareness by staff of these requirements. The needs of patients at different stages of their illness will always be taken into account. There is no charge to patients or their families for use of our services.

Other Responsibilities

The community generously contributes a great deal of money, time and effort to sustain our work. We must use these resources wisely, prudently and effectively.

SERVICES PROVIDED BY THE CHARITY

ADULT SERVICE

Our adult service provides specialist palliative care to individuals over the age of 18yrs, who have a life-limiting condition (cancer or non-cancer) and who live in the Luton and South Bedfordshire area. Relatives, friends and representatives can visit the sick person at all times, appropriate to the patient's wishes.

In-patient Unit (8 beds)

The adult In-patient Unit is a purpose-built and intensively staffed unit with an emphasis on homely surroundings. It opened in 2009 and is wheelchair accessible and disability-friendly. Care is provided by trained nurses (RGN or RN) and health care assistants who are supported by specialist doctors, therapists which includes music therapists, complementary therapists and bereavement care and volunteer helpers.

Accommodation is provided for eight patients in eight single rooms (all en suite). While the environment is designed to look as relaxing and homely as possible, all the latest medical and nursing equipment is discretely available and is used to provide a high standard of specialist care. We pride ourselves on the high calibre of all our care staff and on the high ratio of staff to patients. This ensures the highest quality in service and personalised care for the patient, their family and friends.

The unit's function is to provide care for those patients whose distressing symptoms and other complex needs are not readily relieved in the home or other care setting. Its focus is on symptom control, short-term health assessment and terminal care. Length of stay is determined by the patients needs. The Burford Model of care is used, which is a holistic and individually tailored approach to patient and family needs. All patients receive a medical assessment on admission, during which a number of problems may be highlighted. These are then regularly monitored by the medical and nursing teams.

Day Hospice (70 places, Monday to Friday)

The Day Hospice opened in its present location in 1996. It offers support to patients and their families, where admission to the In-patient Unit is not required or desired. The patient remains under the care of his or her GP and District Nurses. Day Hospice is wheelchair accessible and disability-friendly with facilities suitable for the more dependent patients. The unit is staffed by trained nurses (RN) and Health care assistants, who are supported by specialist doctors, therapists and volunteer helpers. Patients are able to attend one day a week to enhance their independence and quality of life. All patients receive an initial assessment and are offered a 3 months programme to achieve their goals. After 3 months a discussion with each patient occurs to identify if they have achieved their goals and then they are formally reviewed in a multidisciplinary team setting. If further goals are identified their stay in day hospice is extended, otherwise the team work with the patient towards discharge with an open door policy to return should symptoms arise.

Patient care follows a patient-led philosophy and includes activities that promote social interaction; mutual support and friendship; Creative and therapeutic activities; physical care; symptom management, complementary therapies and relaxation are available. Also psychological support, pre bereavement and social work support is offered.

Each day follows a patient-led/needs focused programme.

On Mondays the day is offered to carers of those with a life limiting illness. These carers can access all the services as well as develop friendships and receive peer support from other carers.

CHILDREN'S SERVICE

Our children's service provides specialist palliative care for children and young persons up to the age of 18yrs who have a life-limiting condition (cancer or non-cancer) and who live within Bedfordshire, Hertfordshire or Milton Keynes.

In-Patient Unit (5 beds)

The children's In-Patient Unit is a purpose-built unit that opened in 2000. There are five beds for sick children and accommodation is available for their families. It is wheelchair accessible and disability-friendly. The unit is staffed by specialist sick children's nurses (RSCN or RN(Child)), learning disability nurses (RLDN), experienced general nurses (RGN or RN), nursery nurses and health care assistants; supported by specialist doctors and therapists. Facilities at the hospice include a hydrotherapy pool and spa, multi-sensory room, computer area, soft play area and outdoor play areas with specially adapted equipment. Relatives, friends and representatives can visit their sick child at all times.

The children's hospice is a place where children and their families can receive care and support in a variety of ways. They may come to the hospice for a day to benefit from some treatment or therapy or come in for a short period of stay, for instance when the child needs more complex treatment; if the family are struggling to cope or have a special request such as a family celebration; or if they require an emergency short break, perhaps because the child's main carer is ill or there is a family crisis. For life-limited children under the age of 5 and their parents or carers, the hospice runs a social playgroup session called Tots and Toys. This group which provides families with specialist palliative care support and also enables them to interact with other families who are experiencing similar circumstances.

The specialist palliative care provided by the unit includes helping to control the sick child's symptoms, giving them access to a range of complementary therapies and providing emotional support for both the child and their family. If a child or their family wishes, they can also choose the hospice as the place where the child will die and receive expert end of life care over those final days.

Palliative and Closer to Home Community Service (Hertfordshire, Bedfordshire & Milton Keynes)

The children's Community Service began in 1998 and provides hospice care to life-limited children referred to the service in a variety of community settings - the family home, the child's school or in hospital. The team comprises experienced sick children's nurses (RSCN or RN(Child)) and palliative care support workers. A dedicated team called 'Closer to Home' provides planned short break care in the child's home.

The care offered by the community team varies according to each family's individual needs. This includes helping with symptom management techniques; administering medication or offering another form of treatment or therapy; providing practical and emotional support to the whole family; accompanying the family on hospital appointments; liaising with other agencies involved in the child's care; and giving advice and information relating to the child's condition, their care or social welfare. Should the family wish for their child to die at home, the community team will offer them as much support as they need.

SHARED SERVICES FOR ADULTS AND CHILDREN

Medical Services

The charity has a full-time Medical Director supported by associate specialists, clinical assistants and local GPs. The role of the medical team within the charity is to provide specialist expertise in palliative medicine across the adult and children's hospices, and, when requested for patients in the community and hospitals. As well as overseeing the medical needs of our patients, the team can carry out specialist treatments such as blood transfusions, infusions, basic ultrasound assessment and ascetic taps.

Complementary Therapy

Complementary therapies such as aromatherapy, reflexology, reiki, massage, Bach flower remedies, Indian head massage and 'M' Techniques are available to all patients and families. These are provided by a team of voluntary registered therapists managed by a Complementary Therapy Coordinator.

Music Therapy

We offer patients and their families the opportunity to explore and experience themselves through the use of music, without necessarily the need for words. Music therapy is unique in its use of music to encourage communication and expression. The Music Therapy department is staffed by two qualified, state registered (HPC) music therapists. All music therapy sessions are patient led and, depending on the patient's requirements, can be one-to-one or group sessions. Music Therapy sessions are held at the hospice or, currently for the children's service only, in the community.

Advice Service

A nurse experienced in the field of palliative care is on call 24-hours a day to deal with any problems that may arise, either with patients at the hospice or whilst at home. Help and support can be provided to families, District Nurses and GPs at any time. In the adult service this is provided through a dedicated advice line and in the children's service by calling the children's In-patient Unit.

Social Work

At times of great stress, such as serious illness or impending death, marital, family and relationship problems of all kinds can become even more difficult. Fears and worries that seemed to have been overcome in the past may come into painful focus again. These are the sorts of problems that the social worker is trained to discuss in confidence.

The social worker works alongside the doctors, care teams and other members of MDT to provide holistic care to individuals and their families/carers. This can include psychological, emotional, social and spiritual support. The social worker acts as a source of information and advice to patients and families. This advice may be about finances and statutory benefits; applications to charities; access to statutory services; equipment; housing; holidays and support with funeral arrangements. The social worker is in regular contact with a range of professionals within the statutory and voluntary services to ensure that families and carers are receiving appropriate practical and emotional support.

Bereavement Care

Across both hospices, bereavement support is offered to all members of the family that have been referred to us, as appropriate to their individual needs and for as long as they may require it.

Initially, our care team and social worker will help the family deal with the practical matters that follow a death, such as registering the death and making funeral arrangements, as well as offering emotional care and support during these final difficult days.

Over the months or years ahead, families can receive ongoing support through a range of bereavement services and events, including:

‘Silver Lining’

A monthly support group offered to all families and loved ones of patients who have been referred to the adult hospice. At the meetings members can share their feelings with others who have had a similar experience within a safe and confidential environment.

‘Shoulders of Support’ (S.O.S.)

A monthly support group for bereaved families from our children’s hospice. The meetings give members the chance to discuss their feelings with families in similar situations and overcome their grief together.

One-to-One Support

For those who prefer to talk to just one person, our trained bereavement visitors can see people individually, at home or at the hospice to talk about their loss and how they are feeling. Counselling can also be arranged for those with more complex needs.

Remembrance Events

We hold three remembrance events during the year. The first is a Family Thanksgiving and Remembrance Service, held at a local church every May. The second is Daffodil Sunday, a service where families who have lost a child can meet others in a similar situation, talk to members of the care team and also plant daffodil bulbs in the hospice garden in memory of their child. The third event is Light up a life, an opportunity for families to attend a service in December and dedicate a light in memory of their loved one.

Children’s Bereavement Service

For children aged 5–18, a bereavement service called CHUMS is available, offering both individual support and groups workshops, enabling the children and young people to meet others with similar experiences. The service is funded by the NHS.

Hospice at Home Volunteers (for the Luton Area)

The service offers trained and supervised volunteers to provide informal support to patients, their families and carers. Offering on average 2 hours a week, the volunteer offers a befriending service that is unique to each patient and family. Employed and trained coordinators assess the needs of the patient and then arrange for a specific volunteer to provide support to that patient. This service became part of Keech Hospice Care in 2010.

USER INVOLVEMENT

User views are represented on the charity's Trustee Board and users are regularly canvassed and consulted for their opinions and suggestions through audit of services, questionnaires, comment forms and provider visits. The charity is committed to quality improvement and takes part in a nationally recognised accreditation programme to demonstrate this.

There is a comprehensive Complaints and Suggestions procedure available from the hospice for any user/stakeholder to use to help us improve our service.

SUMMARY OF COMPLAINTS PROCEDURE

Receiving the complaint

- Complaints may be initiated with front line staff and will be dealt with sensitively.
- Complaints may be made verbally to any member of staff or in writing by the patient or their representative; they may be formal, or informal.

Acknowledgement of complaint

- All complaints will receive a written acknowledgement of their complaint within 2 working days unless declined by the complainant.
- If a full written reply can be made within 5 working days an initial acknowledgement is not required.

Investigation of complaint

- A nominated person will investigate the complaint.
- A full response will be sent to the complainant within 20 working days of receipt of the complaint.
- If it is not possible to send a full response within the 20-day time scale, a letter explaining the delay will be sent to the complainant every 5 working days thereafter during the delay period.

Resolution of complaint

- Once the investigation has been completed, a letter will be sent within 5 working days outlining the findings and the proposed action to be taken.
- If the response is not satisfactory to the complainant, s/he can write to the Chair of Trustees within 14 days of the unsatisfactory response being received.

Referral to the Care Quality Commission

- If the complainant is unhappy with the outcome of the complaint, s/he can complain to the Care Quality Commission at:

Care Quality Commission

Citygate Gallowgate Newcastle upon Tyne NE1 4PA

Tel: 03000 616161 Email: enquiries@cqc.org.uk Website: www.cqc.org.uk

Patient and Family Charter

You can ask to see your own records. The Access to Health Records Policy and Procedure describes how you can do this.

•

You can expect a clear explanation of your condition and any treatments proposed for you – including the right to be referred for a second opinion.

•

You have the right to be referred to a health professional who you consider to be acceptable

•

You have the right to refuse treatment, or aspects of treatment. Your decision will be respected and will not compromise the quality of care you receive.

•

Your personal information will be kept confidential and safe. Our Information Policy and Data Protection policy explain under what circumstances we will share this information with others.

•

You may choose whether to take part in clinical staff training.

•

You may choose whether to take part in research.

•

You can expect all the staff and volunteers you meet face to face to wear name badges and introduce themselves.

•

You can expect Keech to respect your privacy, dignity and religious and cultural beliefs at all times and in all places. For example, meals should suit your dietary and religious needs. Staff should ask you whether you want to be called by your first or last name and respect your preference.

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You can ask to see an up to date Organisation Chart by contacting the Quality and Compliance Manager on 01582 492339 or visiting our website www.keech.org.uk

If you would like this information in another language, large print, audio tape/CD or other formats please contact the hospice. Contact details are at the bottom of this leaflet.

اگر آپ ان معلومات کو کسی دوسری زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی ہماری رابطہ ٹیم (Communications Team) سے رابطہ کریں۔ رابطہ تفصیلات اس ورژن کے نچلے حصے میں

درج ہیں - Urdu

যদি অন্য কোনো ভাষায় এই তথ্য চান, তাহলে অনুগ্রহ করে আমাদের কমিনিউকেশনস্ টিম (Communications Team) এর সঙ্গে যোগাযোগ করুন। এই প্রচারপত্রের নিচে যোগাযোগের বিস্তারিত তথ্য দেওয়া হয়েছে।

Bengali

જો તમારે આ માહિતી અન્ય ભાષામાં જોઈતી હોય તો મહેરબાની કરીને અમારી કમ્યુનિકેશન ટીમ (Communications Team) નો સંપર્ક કરો. સંપર્ક વિગતો આ ચોપાનિયાની નીચે છે.

Gujarati

ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੀ ਸੰਚਾਰ ਟੀਮ (Communications Team) ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਸੰਪਰਕ ਵੇਰਵੇ ਇਸ ਲੀਫਲੈਟ ਦੇ ਹੇਠਲੇ ਹਿੱਸੇ ਵਿਚ ਦਿੱਤੇ ਗਏ ਹਨ।

Punjabi

अगर आप यह सूचना किसी अन्य भाषा में चाहते हैं, तो कृपया हमारे संचार दल (Communications Team) से सम्पर्क करें। सम्पर्क ब्यौरा इस पुस्तिका के निचले भाग में दिया गया है।

Hindi



 **Keech**
Hospice Care
for adults and children

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A limited company registered in England
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Registered charity number 1035089