Statement of Purpose

Incorporating our Philosophy of Care

January 2015
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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: Liz Searle, Clinical Director, RNH, RNT, MSc, MBA, Cert.Ed.

Purpose
Our purpose is to care for our patients and to support their families and friends. We aim to give the most appropriate
and effective treatment and care to our patients; to assist in the relief of their physical and emotional suffering and
to help them to lead a 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, friends or trained volunteers.

Responsibility towards patients, relatives and friends
We will treat patients, families and friends as individuals; with compassion, humility, honesty and respect. We will
listen to them and, whenever possible, involve them in decisions about treatment. We will respect their preferences,
beliefs and customs and assure their complete privacy and dignity by using single rooms (where possible), screens,
discrete interview rooms and heightened awareness by staff of these requirements. We will always take account of
the needs of patients at different stages of their illness.

There is no charge to patients or their families for the 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.

How are we funded?
About 33% of our money comes from the NHS, which means we have to work hard to raise the remaining 70%.
Services provided by the charity

Adult Service
Our Adult Service provides specialist palliative care to individuals over the age of 18 years who have a life-limiting condition and who live in the Luton and South Bedfordshire area.

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 fully accessible for wheelchair users and those with disabilities. Trained nurses specialising in palliative care and health care assistants (HCAs) provide the care. Specialist doctors, social workers, therapists (music, art and complementary), bereavement care staff and trained volunteer helpers support the nurses and HCAs.

Accommodation is provided for eight patients in eight single rooms (all en suite). The charity designed the environment to look as relaxing and homely as possible, while all the latest medical and nursing equipment is discreetly available and used to provide a high standard of specialist care. All our care staff follow a professional code of conduct and we offer a high ratio of staff to patients. This ensures the best quality treatment 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, psychological support and end of life care. The patient’s needs determine the length of stay. Staff use the PEPSI COLA assessment model to plan care that is holistic and individually tailored to the needs of the patient and their family. All patients receive a medical and nursing assessment on admission, during which we will identify and agree with the patient what their treatment aims are. The medical and nursing teams regularly monitor these aims until the patient achieves them.

Families and friends may visit at any time, appropriate to the patient’s wishes.
Keech Palliative Care Centre
Keech Palliative Care Centre (KPCC) offers emotional support, symptom control and holistic assessment to patients and their families. The patient remains under the care of his or her GP and Community Nursing team. KPCC is wheelchair accessible and suitable for people with disabilities and impairments, with facilities suitable for the more dependent patients. Trained nurses specialising in palliative care and health care assistants, along with a multi-disciplinary team of professionals including specialist doctors, therapists, social workers and trained volunteer helpers, work in KPCC.

All patients receive an initial assessment, after which we offer a six-week programme of care to support them in achieving their goals. The staff review this with the patient regularly. We can offer further programmes of care immediately after the initial six weeks or at any time afterwards. We encourage patients to contact KPCC after their initial programme of care should they need more support; all patients can be re-referred for another programme of care when needed.

Patients are offered individualised programmes of care. These may include:
- Nurse and doctor led assessment clinics
- Complementary therapies
- Music and art therapy
- Support for future planning
- Groups including relaxation techniques and symptom control
- Emotional support
- Specialist social worker advice and support
- Blood transfusions, bisphosphonate infusions and ascitic drainage.

Sessions can be in a group or one-to-one and the patient can attend for full days, part days or appointments. The unit is open Monday to Friday.

Mondays are set aside for carers of those with a life-limiting illness. Carers can access all the services as well as develop friendships and receive peer support from other carers. Carers’ support groups are available every Monday afternoon. One-to-one sessions with professionals are also available.
My Care Coordination Team
Based at the hospice, My Care Coordination Team (MCCT) provides a single point of access for coordinating care packages for Luton adults who have palliative care needs. MCCT works with the Luton and Dunstable Hospital; community nursing teams; and social care providers to ensure patients receive the support they need and that care packages respond to any changes in patients’ needs.

A key feature of this service is the Luton Care Co-ordination Caseload. The caseload contains information about patients’ preferences and wishes, and this is used to ensure patients receive individualised care in the place where they want it. The team is available Monday to Friday from 08:00 to 17:00, and Saturdays, Sundays and public holidays from 09:00 to 14:00.

Hospice at Home Volunteers (for the Luton area)
The Hospice at Home service co-ordinates trained and supervised volunteers to provide informal support to patients, their families and carers in their own home. Offering on average two hours a week, the volunteer delivers a befriending service that is unique to each patient and family. An employed and trained co-ordinator assesses the needs of the patient and then arranges for a specific volunteer to provide support to that patient.

Children's Service
Our children’s service provides specialist palliative care for children and young people up to their 19th birthday, who have a life-limiting condition and who live within Bedfordshire, Hertfordshire or Milton Keynes.

In-patient Unit (5 beds)
The Children’s In-patient Unit is purpose-built and opened in 2000. There are five beds plus accommodation for families. It is fully accessible for wheelchair users and those with disabilities. The unit is staffed by experienced children’s nurses and health care assistants, supported by specialist doctors, social workers, therapists and trained volunteers. 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 health care professionals can visit the child at all times.
The Children’s Unit is a place where children and their families can receive care and support in various ways. They may come to the hospice for a day to benefit from some specialist play activities, treatment and therapy; or come in for a short stay, for instance, when the child needs more complex treatment or end of life care; if the family need extra support or have a special request such as a family celebration; or if they need an emergency short break, perhaps because the child’s main carer is ill or there is a family crisis.

**Day Support Services**

Our Day Support Services provide specialised play and educational activities for children who are unable to attend school. The service is offered on a short term, outcome related basis, and is available as sessions or a course. During Day Support visits, the children can access music, art and play therapies and can also use the hydrotherapy pool.

For life-limited children under the age of five 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, also enables them to interact with other families who are experiencing similar circumstances.

The specialist palliative care provided by the Children’s In-patient Unit and Day Support Services includes helping to control the 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 for those final days.

**Children’s Community Team**

The Children’s Community Team began in 1998 and provides hospice care to life-limited children in various community settings: the family home, the child’s school or in hospital. The team comprises experienced children’s nurses and palliative care support workers.

The care offered by the Community Team varies according to each family’s individual needs. Typically it will include 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 about 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 in partnership with other agencies (i.e. NHS, Social Care).

**Shared services for adults and children**

**Medical Team**

The charity has a team of associate specialists, clinical assistants and local GPs who provide specialist expertise in palliative medicine, with advice and support from a consultant paediatrician. The team covers the Adult and Children’s Services.
As well as overseeing the medical needs of the patients, the team can carry out specialist treatments such as blood transfusions, infusions, basic ultrasound assessment and ascitic taps too.

There is access to specialist consultant medical support and we have an agreement with Great Ormond Street Hospital for paediatric specialist advice.

**Complementary therapy**

Complementary therapies such as aromatherapy, reflexology, reiki, massage (including infant massage), Indian head massage and ‘M’ Techniques are available to all patients and families. A team of voluntary registered therapists managed by a complementary therapy co-ordinator provides this care.

**Art and music therapy**

We offer patients and their families the opportunity to explore and experience themselves by using art and music, without necessarily the need for words. Art and music therapy are unique in their use of art and music respectively to encourage communication and expression. Qualified, state registered (HPC) therapists staff the department. All art and music therapy sessions are patient led and, depending on the patient’s requirements, can be one-to-one or in group sessions. We hold the art and music therapy sessions at the hospice.
Hydrotherapy
The hospice provides hydrotherapy for patients, their families and local groups and individuals with special needs, medical conditions and disabilities. Our facilities include a 16.5m pool and a six-seater spa, complete with hoists and ramps in a controlled atmosphere. The benefits of hydrotherapy include improved circulation, temperature regulation and sensory stimulation.

A full-time hydrotherapy pool co-ordinator and a team of volunteer lifeguards staff the facilities.

24-hour advice
A nurse experienced in palliative care is available 24 hours a day to deal with any problems that may arise, either with patients at the hospice or while at home. The nurse can provide this help and support 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, family relationships can become even more challenging. Fears and worries that seemed to have been overcome in the past may come into painful focus again. The social worker is trained to discuss these sorts of problems in confidence.

We have dedicated social workers for the Adult and Children’s Service, who work alongside the doctors, care teams and other staff, to provide holistic care to individuals and their families/carers. This can include psychological, emotional, social and spiritual support. The social workers act as a source of information and advice to patients and families. This advice may be about finances and statutory services; equipment; housing; holidays and support with funeral arrangements. The social workers are in regular contact with professionals within the statutory and voluntary services to ensure that families and carers are receiving appropriate practical and emotional support.

Bereavement care
The charity offers bereavement support to all members of the family referred to us in both services. It is appropriate to their individual needs and for as long as they may need it.

Our bereavement support workers will help the family deal with the practical matters that follow a death, such as registering the death and arranging funerals, as well as offering emotional care and support during these final difficult days.

Over the months or years ahead, families can receive continuing support through a range of bereavement services and events, including one-to-one support; support groups; and remembrance events.

Education
Our team of health care professionals is keen to teach and educate other professionals in palliative care techniques and treatments so patients have the benefit of good palliative care wherever they receive care and support.
User involvement

Our Trustee Board includes people who represent the views of service users. We regularly canvass and consult users for their opinions and suggestions through audit of services, questionnaires, comment forms and provider visits.

There is a comprehensive complaints and suggestions procedure 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
- We will acknowledge all complaints within two working days unless you decline.
- If a full written reply can be made within five working days an initial acknowledgement will not be sent.
Investigation of complaint

- A nominated person will investigate the complaint.
- A full response will be sent to you within 20 working days of receipt of your complaint.
- If it is not possible to send a full response within 20 working days, a letter explaining the delay will be sent to you and then every five working days thereafter during the delay period.

Resolution of complaint

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

To take it further

- If you are not satisfied with the outcome of your complaint you can raise your concerns with the Parliamentary and Health Service Ombudsman.

You can contact the ombudsman on 0345 015 4033 or write to:
Parliamentary and Health Service Ombudsman,
Milbank Tower, Milbank, London, E1 6EP

You can also visit their website: www.ombudsman.org.uk
Who Regulates Our Service

The Care Quality Commission is responsible for regulating and inspecting voluntary and private healthcare organisations.

For a copy of our most recent inspection report, please contact the Chief Executive at the hospice or contact the Care Quality Commission at the address below:

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. Our 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 Governance Framework and Policy explains 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 will suit your dietary and religious needs. Staff will ask you whether you want to be called by your first or last name and respect your preference.

- You can ask to see an up-to-date Organisation Chart by contacting the Quality and Compliance Manager on 01582 492339
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.