



July 2018

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 managers: Liz Searle, Chief Executive Officer, RN, RNT, MSc, MBA, Cert.Ed
Elaine Tolliday, Clinical Director, RGN, BSc, PGCE



Purpose

Our purpose is to lead the way in providing excellent care, supporting children and adults with life-limiting conditions and those affected by death and dying, helping them to live well and make every day count.

We aim to give the most appropriate care and support to our patients; to assist in the relief of their physical and emotional suffering; and to help them lead a purposeful and fulfilling life.

We will offer a well-coordinated, 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, ensuring equal access for all. 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. We work with our communities to develop resilience at end of life and beyond.

We aim to use our expertise to benefit the community we serve, training others involved in palliative care. We will also take the lead or work in partnership to spearhead research and innovation within our specialist field.

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 at all times. We will always take account of the needs and wishes of patients at the different stages of their illness. We will provide a varied menu to ensure the cultural and dietary needs of our patients are met.

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 at all times act with integrity and demonstrate we are a trustworthy organisation by using these resources wisely, prudently and effectively.

How are we funded?

We raise funds through generous donations from our local community, supporters and the sale of donated goods in our charity shops. In addition, a funding contribution is made by the NHS and local authorities.



Services provided by the charity

Adult service

Our adult service provides specialist palliative care to individuals over the age of 18 who have a progressive, life-limiting condition and have a GP in the Luton and south Bedfordshire area.

Adult in-patient unit (eight beds)

The adult in-patient unit is a purpose-built and comprehensively 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, talking, complementary, physio, occupational), 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 staff-to-patient ratio. 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 an evidence-based 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. A family accommodation suite close to the in-patient unit is available for families wishing to stay close to their relative on the unit. Lounge areas and quiet spaces are available around the building for reflection, prayer and family time.

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 for more dependent patients. The KPCC is staffed by trained nurses, specialising in palliative care, and health care assistants, along with a multidisciplinary team of professionals including specialist doctors, therapists, social workers and trained volunteer helpers.

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 offering relaxation techniques and symptom control
- emotional support
- specialist advice and support from a social worker
- blood transfusions and bisphosphonate infusions.

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.



Macmillan Independence and Well-being Service

This service is led by a palliative care occupational therapist and a physiotherapist. Group and individual sessions are available within the KPCC and many community settings. The aim of the service is to support patients to maintain function and be as independent as they can be, focusing on self-management and wellbeing.



My Care Co-ordination Team

Based at the hospice, My Care Co-ordination 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, GPs, 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 (LCCC). The caseload contains information about patients' preferences and wishes, and this is used to ensure patients receive individualised care in the place they want it.

The team is available Monday to Friday from 8am to 5pm, and Saturdays, Sundays and public holidays from 9am to 5pm.

Hospice at Home volunteers (for the Luton area)

The Hospice at Home service coordinates 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 coordinator 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 in Bedfordshire, Hertfordshire and Milton Keynes.

Children's in-patient unit (five beds)

The children's in-patient unit is purpose built and opened in 2000. There are four single-occupancy bedrooms and one double-occupancy bedroom used for siblings if required, 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, multisensory room, computer area, safe play area and outdoor play areas. Relatives, friends and health care professionals can visit the child at all times. Children are admitted for symptom management, step-down stays or short breaks. If a child and family wish it, the hospice can be their preferred place of care at the end of life.

Day support services

Our day support services provide specialised play and educational activities for children. 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.

For children with a life-limiting condition under the age of five and their parents or carers, the hospice runs a social 'stay and play' session called Tots 'n' Toys. This group, which provides families with specialist palliative care support, also enables them to interact with other families who are experiencing similar circumstances. This service is facilitated by a play specialist, palliative care nurse and health care assistant.

The specialist palliative care provided by the children's in-patient unit and day support services includes helping to control a child's symptoms, giving them access to a range of complementary therapies, and providing emotional support for both the child and their family.



Children's community team

The children's community team began in 1998 and provides hospice care to children with a life-limiting condition 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 (such as NHS and social care).

Shared services for adults and children

Medical team

The charity employs a team of associate specialist doctors covering both adult and children's services.

In the children's service, the medical team consists of two part-time specialist palliative care paediatricians. The team work closely with the consultant paediatricians at Luton and Dunstable Hospital and Addenbrooke's Hospital in Cambridge, and have access to further advice from Great Ormond Street Hospital.

In adult services, we have two full-time and several part-time palliative care specialist doctors. The team works closely with the local palliative care consultant and general consultants at Luton and Dunstable Hospital.

Complementary therapy

Complementary therapies such as aromatherapy, reflexology, reiki, massage (including infant massage) and mindfulness techniques are available to all patients and members of their families. A team of voluntary registered therapists, managed by a complementary therapy coordinator, provides this care.

Art and music therapy

We offer patients and their families the opportunity to receive psychological support 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 group sessions. We hold the art and music therapy sessions at the hospice.

Aquatic therapy

Aquatic therapy is the use of water for therapeutic purposes. Its benefits include improved circulation, temperature regulation and sensory stimulation. It takes place in a hydrotherapy pool.

A hydrotherapy pool is very different to a general public swimming pool. It is carefully designed to cater for the needs of people of all disabilities and can be used by people of all ages.

The hospice pool is available to patients and their families as well as people in the local community who have medical conditions, disabilities or additional needs. Our 16.5m by 7m pool is heated up to 35°C (warmer than the usual 29°C) and equipped with hoists and ramps.

A full-time pool coordinator and lifeguard are supported by a team of volunteer lifeguards. A part-time administrator supports the running and booking of the pool.

Bereavement support

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

Our family support workers will help the family deal with the practical matters that follow a death, such as registering the death and arranging the funeral, 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.



Social work

At times of great stress, such as serious illness or impending death, family relationships can become 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 problem in confidence.

We have dedicated social workers for the adult and children's service who work alongside the doctors, care teams and other staff providing 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.



Education, training and research

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. The charity offers placements to a range of professional students. They are supervised and training is provided by a qualified member of the team.

The head of education, research and innovation works closely with health and social care professionals to offer training and education externally as required.

24-hour advice lines

Keech Hospice Care has two dedicated 24-hour advice lines: one for adult support and one to support families who have a child with a life-limiting condition. Both advice lines give access to experienced palliative care nurses who can advise on symptom control or provide emotional support. They also offer specialist guidance to health and social care professionals.

Adult advice line: 0808 180 7788

Children's advice line: 0800 035 6497

User involvement

We encourage feedback from people who use our services to help us ensure we deliver the best possible service. We regularly canvass and consult users for their opinions and suggestions via our patient information leaflets, regular audits of services, questionnaires, comment forms and external inspections.

There is a comprehensive complaints and suggestions procedure for any user/stakeholder to use to help us improve our service.

Our trustee board includes people who represent the views of service users.

Summary of complaints procedure

Complaints may be initiated with front-line staff and will be dealt with sensitively. They may be made verbally or in writing; they may be formal or informal.

All complaints will be acknowledged, investigated without prejudice and responded to. If you are not satisfied with the resolution we provide, you can raise your concerns with a relevant adjudicator, such as an ombudsman or regulator.

We will always follow our Complaints Policy and Procedure, available on request by contacting the head of quality and governance on **01582 492339**.

Who regulates our service

The Care Quality Commission (CQC) is responsible for regulating and inspecting voluntary and private health care organisations.

For a copy of our most recent inspection report, please contact the chief executive officer at the hospice or the Care Quality Commission itself at the address below:

Care Quality Commission,
Citygate, Gallowgate,
Newcastle upon Tyne, NE1 4PA
Tel: 0300 061 6161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk



Patient and Family Charter

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.

You have a right to see what records we hold about you. If you wish to request access to your records, please see the 'Right to access' section of our Privacy Policy, available on our website.

Your personal information will be kept confidential and safe. Our Confidentiality Policy and Procedure 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 may be asked to support the hospice with publicity through case studies; you can choose whether you wish to take part in this or not.

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

You can expect the hospice 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 (with title) and respect your preference.

You can ask to see an up-to-date chart of our organisation management structure by contacting the head of HR on the number below.

If you would like this information in another language, large print, audio tape/CD or other formats, please contact the hospice on the number below.



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Making the difference when it matters the most.



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