

Hospice of the Valleys - Hospice at Home

Statement of Purpose

In accordance with the Domiciliary Care Agencies (Wales) Regulations 2004, Part 1 – General, Regulation 4 (1), this “statement of purpose” is a statement of:

1. The aims and objectives of the agency:

- a) To augment statutory services and other voluntary sector providers in the provision of night care support and day respite for carers where patients are at or thought to be approaching end of life in order to:
 - i. provide carer support
 - ii. facilitate rapid discharge from hospital to preferred place of care
 - iii. prevent unnecessary hospital admissions
 - iv. where appropriate, facilitate death in place of patient choice
- b) To help families and carers of patients cope with the stress of life-limiting illness
- c) To employ personnel with the training and personal commitment necessary to carry out the functions of the service and to provide on-going training as necessary
- d) To co-operate with other health agencies in order to bring the benefits of palliative care to all in need
- e) To ensure that adequate funding is provided to finance the service

2. The personal care services which the agency provides:

- a) The provision of night care, day respite care, patient comfort and family support for patients:
 - i. with uncontrolled symptoms
 - ii. where there is carer crisis
 - iii. requiring support for rapid discharge from hospital
 - iv. to prevent hospital admission
 - v. are already known to the Hospice
 - vi. are eligible for Hospice care in line with organisational referral criteria
 - vii. with a proven nursing need and funded by Continuing Health Care (CHC)
 - viii. within the last 3 months of life
- b) The provision of limited personal care to maintain patient comfort and dignity. This care is needs led, separate to any regular services provided by home carers and may include:
 - catheter care
 - assistance with oral medication
 - assistance with administration of oxygen
 - assist with nebulisers
- c) Access to all other areas of specialist hospice support as appropriate and dependent upon assessment by the Clinical Nurse Specialist and patient consent, including:
 - Consultant in Palliative Medicine
 - Community Palliative Care Clinical Nurse Specialists (CNS): Specialist input and support 7 days week/24hours day; “on call” service outside normal office

hours, with nurse visits available until 10pm and telephone support available 10pm – 9am; dedicated “on call” number available for healthcare professionals, patients and carers

- Specialist Palliative Care Social Workers: Emotional and practical support and assisting and advising on issues of concern; advance care planning; bereavement support on individual and group basis
- Welfare Rights Advisors: Assist in accessing available grants and benefits
- Complementary Therapists: Available at home and in clinic settings to help promote relaxation, alleviate fatigue and anxiety, reduce stress, tension and depression, improve sleep pattern and provide emotional support
- Specialist Physiotherapy: Advice and guidance to maximise independence and achieve personal goals
- Hospice Day Centre facilities where patients and families can access information, meet with clinical staff, enjoy music therapy and receive complementary therapy in a context of social interaction, support and friendship
- Bereavement Service: provided via nursing and social work team, offering opportunity to share feelings and experiences with others through individual and group support; advice about sources of help for financial worries and paperwork

3. The number and scale of contracts

Hospice of the Valleys is a registered charity (number 517724) and all services are free at the point of delivery. Hospice of the Valleys cares for approximately 500 patients per year.

4. Schedule 1:

4.1 – 4.3)

- Hospice of the Valleys is a charitable organisation that provides specialist palliative care for adults (aged 18 years and above) with a life limiting illness in Blaenau Gwent. In exceptional circumstances, where there is a proven case for adult specialist palliative care input, provision of care can be extended to the care of young adults, aged 16 – 18 years, with the agreement of the Clinical Services Director and Consultant in Palliative Medicine.
- Hospice of the Valleys (HoV) offers specialist palliative care and advice at the point of need within the patient’s normal place of residence i.e. patient’s own home, nursing home, Ysbyty Aneurin Bevan/ Ysbyty Tri Chwm

4.4)

- The Hospice at Home Team Lead is a registered nurse RGN Level 1 with appropriate post graduate training to achieve “Clinical Nurse Specialist” level, equivalent to Agenda for Change Band 6 (Hospice of the Valleys, “Senior” grade)

- All registered nurses working with Hospice at Home are qualified at RGN Level 1 with appropriate experience and post-graduate training in palliative care requirements for permanent staff.
- Hospice at Home Health Care Assistants are required to be qualified to or working towards NVQ 3 with specific training in palliative care.
- All nursing staff, including “bank” staff, are direct employees of the Hospice and subject to all qualification and training requirements of the organisation.
- Volunteer Befrienders who provide support as part of the Hospice at Home service are required to have completed the Hospice Volunteer Befriender training programme and actively participate in ongoing support and supervision programmes.

4.5)

The organisation reserves the right to withdraw staff:

- if their safety cannot be guaranteed for any reason
- there is abusive or threatening behaviour towards a staff member or other people in the house
- where the patient has requested that the service be withdrawn
- in situations where the patient no longer meets the referral criteria for the Hospice at Home service.

4.6)

- The service is delivered on a “needs led” basis and patients/families will be informed by telephone at the earliest opportunity of any change to the arrangements.
- Patients/families can contact the service on the office number “in hours” or via the “on call” number, out of hours to cancel arrangements.

4.7)

- All services are free at the point of delivery

4.8)

- In the event of staff sickness or absence all attempts will be made to provide alternative staffing. The service is delivered on a “needs led” basis and patients/families will be informed by telephone at the earliest opportunity of any change to the arrangements.

4.9)

- The provision of Hospice at Home care is managed by the Hospice at Home Team Lead and there is no requirement for the completion of time sheets.

4.10)

Complaints can be made:

- in person
- by telephone
- letter
- e-mail

by contacting Helen Rees, Chief Executive Officer

(Tel: 01495 717277 Email: helen.rees@hospiceofthevalleys.com)

Hospice of the Valleys will thoroughly investigate any complaints about its staff or services but if complainants are not satisfied with any aspect of how the complaint is handled they can contact:

Care and Social Services Inspectorate Wales
CSSIW South East Wales
Government Buildings, Rhydyar Business Park
Merthyr Tydfil CF48 1UZ
Tel: 0300 790 0126
www.cssiw.org.uk
cssiw.southeast@wales.gsi.gov.uk

4.11)

- All Hospice at Home staff are required to attend mandatory training on the protection of vulnerable adults and follow organisational and national policy guidelines in this area.
- All Hospice at Home staff are subject to a rigorous recruitment and selection process including, disclosure and barring services scrutiny at an enhanced level, a minimum of 2 references and where appropriate, full maintenance of professional registration.
- Regular and ongoing mentorship, clinical supervision, continuous professional development support and mandatory training is provided for all staff.

4.12)

- Hospice of the valleys staff are not permitted to receive money or gifts of any kind
- Staff are not permitted to handle money, cheques, keys or other valuables, this includes donations for the charity.
- Staff may not act as a witness to a will. Patients/families may contact the office if they require further advice on this.

4.13)

- Registered nursing staff may administer medication in accordance with organisational policy and NMC (Nursing and Midwifery Council) Guidelines.
- Health Care Assistants may prompt and/or assist with medication dependent on level of training and evidenced competency achieved

4.14)

- Hospice of the Valleys has responsibilities relating to the safety of both patients and staff.
- Staff are required to ensure that they are working in a safe environment and therefore may ask patients/families to move furniture rugs etc, to make the area safe to work in
- Staff are not expected to work in smoky areas
- Patients/families may be asked to remove pets from the work area while staff are present

- Staff are not permitted to lift patients and are required to work within safe handling guidelines and attend manual handling training on a mandatory basis
- Staff are required to follow all Hospice of the Valleys Health and Safety guidelines and policies including Lone Worker procedures and attend all mandatory training sessions as required.
- Patients/families may ask to see Hospice of the Valleys Health and Safety policies by contacting the office.

4.15)

- The following events must be reported to the Registered Manager (RM) immediately on their occurrence and reported by the RM to CSSIW within 24hours:
 - Any serious injury sustained by a patient attending the Hospice premises or during Hospice at Home care delivery
 - Any incident occurring on Hospice premises or during Hospice at Home care delivery which is reported to, or investigated by, the police
 - Any allegation of misconduct by the Registered Person or any person who works for the Hospice
- Where the Registered Manager is absent from the service for a continuous period of 28 days or more, the Responsible Individual will inform CSSIW in writing, no later than 1 month before the absence commences, or in the case of an emergency, within one week of its occurrence.

4.16)

- All patients/families will receive service evaluation forms, iWantGreatCare (within the Patient Information Packs) as a means of being able to express their views about the service provided.
- Bereaved families will receive copies of iWantGreatCare, 6 weeks post bereavement in order to provide an opportunity for them to express their views about the service provided.

4.17)

- Overall management and governance of the organisation is the responsibility of the Board of Trustees, consisting of 12 volunteers, led by a Chair of Trustees (Miss Susan Kent) and Vice-Chair (Mr Allan Harris)
- Strategic and operational management of the organisation is the responsibility of paid staff who are accountable to the Board of Trustees:
 - Chief Executive Officer/Clinical Services Director and Registered Manager: Mrs Helen Rees
 - Director of Finance and Performance, Mr Andrew Richards
 - Deputy Clinical Services Director, Mrs Cheryl Durham
 - Family Support Services Lead, Mr Jonathan Pearce

4.18)

- The Hospice works in partnership and close liaison with other health care services but all Hospice services are provided by direct employees of the organisation

5. The name and address of the Registered Provider and of any Registered Manager:

Registered Provider: Andrew Richards
Hospice of the Valleys
Festival Drive
Ebbw Vale
NP23 8XF

Registered Manager: Helen Rees
Hospice of the Valleys
Festival Drive
Ebbw Vale
NP23 8XF

6. The relevant qualifications and experience of the Registered Provider and any Registered Manager

Andrew Richards: Registered Provider:

Certificate in Management (Health)
PGDip Inter-professional Studies in Health
PGDip Professional Development
Former State Registered Medical Laboratory Scientific Officer
Former Associate Institute Biomedical Sciences

2016 Director of Finance and Performance, Hospice of the Valleys, Blaenau Gwent
2001 Chief Executive, Hospice of the Valleys, Tredegar, Blaenau Gwent
2000 Development Manager, Patient Booking Systems, Gwent Healthcare NHS Trust
1999 Deputy Patient Services Manager, Gwent Healthcare NHS Trust
1997 Business Manager for Out Patients, Medical Records and Visiting Consultants
1996 Business Manager MusculoSkeletal Directorate Nevill Hall Hospital.
1991 Appointed Senior MLSO in Cellular Pathology at Nevill Hall Hospital

Helen Rees: Registered Manager:

1 Member of the Chartered Society of Physiotherapy – Kings College London 1977
2 State Registered Physiotherapist
3 BTEC Level 5 Diploma in Leadership for Health and Social care Services (Adults Management)
4 Registered with Care Council for Wales
5 BTEC Level 7 Advanced Professional Diploma in Management
6 Masters in Business Administration (Merit) Plymouth University 2009
7 MSc Clinical Leadership (Merit) in Cancer, Palliative and End of Life Care 2015

Having been a Physiotherapist for 32 years I gained a gained broad range of experience working at a senior level in a variety of clinical settings, including neurology, orthopaedics and respiratory care prior to pursuing an interest in Specialist Palliative Care over a period of 18 years:

- **1996:** Physiotherapist in Oncology and Palliative Care at St Margaret's Somerset Hospice (SMSh)
- **2003:** Physiotherapy Clinical Specialist Oncology & Palliative Care responsible for clinical delivery as well as service development (SMSh)/ Lead Physiotherapist Pain Clinic (Musgrove Park Hospital, Taunton)
- **2005:** Assistant Director Day Care and Therapies (SMSh) responsible for the operational and strategic management of a range of therapy services
- **2008:** Deputy Director Clinical Services (East), I was responsible for the effective delivery of Specialist Palliative Care services to the SMSh in-patient unit based in

Yeovil and community services in the east of the county; in addition I was Registered Manager for the in-patient unit.

- **2010:** Clinical Services Director and Registered Manager, Hospice of the Valleys. My present role requires that I direct all aspects of the clinical services provided by Hospice of the Valleys.
- **2016:** Chief Executive/ Clinical Services Director and Registered Manager, Hospice of the Valleys. Directly accountable to the Board of Trustees, my present role requires that I am responsible for the strategic and operational management of all aspects of the Hospice services.