

Hospice of the Valleys: Nurse Agency

Statement of Purpose

In accordance with the Nurses Agencies (Wales) Regulations 2003, Part 1 – General, Regulation 4, this “statement of purpose” is a statement as to the matters listed in Schedule 1 regulation 4:

1. The aims and objectives of the agency:

- To maintain and develop our free, 24 hour service of specialist palliative care for patients with a life-limiting illness.
- To help families and carers of patients cope with the stress of life-limiting illness
- To recognise and address the physical, emotional, social and spiritual needs of all patients, families and carers referred to the service
- 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
- To co-operate with other health agencies in order to bring the benefits of palliative care to all in need
- To ensure that adequate funding is provided to finance the service

2. The nature of the services which the agency provides:

2.1

The provision of Specialist Palliative Care services to people in the area of Blaenau Gwent, delivering free, high quality care for patients suffering from life-limiting illness and comprehensive support for their families from diagnosis, through treatment and if appropriate into end of life care and bereavement, including:

- a. Consultant in Palliative Care: 3 sessions weekly for clinical leadership, domiciliary visits and education
- b. 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
- c. 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
- d. Welfare Rights Advisors: Assist in accessing available grants and benefits
- e. 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
- f. Specialist Physiotherapy: Advice and guidance to maximise independence and achieve personal goals
- g. Hospice Day Centre facilities for group and/or individual appointments, 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

- h. Ysbyty Aneurin Bevan and Ysbyty Tri Chwm: Provision of specialist palliative care support to Ysbyty Aneurin Bevan and Ysbyty Tri Chwm; all members of the multi-disciplinary team have honorary contracts with Aneurin Bevan University Health Board (ABUHB)
- i. Education in Palliative Care: Provision of accredited course in Principles and Practice of Palliative care (accredited with University of South Wales); provision of training days to Health Care Support Workers; provision of student placements for:
 - medical students, (mentored by Consultant);
 - nursing students from University of South Wales and Cardiff University; nursing staff have appropriate mentorship qualifications and regular updates;
 - social work students; specialist social workers have appropriate practice assessors qualifications;
 - complementary therapy students from Cardiff Metropolitan; mentored by complementary therapists in accordance with university requirements
- j. 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
- k. Volunteer befrienders: Managed and supervised by specialist social work team; to provide an opportunity for people living with a life-limiting illness and their carers to receive support, a break for carers, support to enable the individual to access community venues, hospital appointments, events or hospital stays.
- l. Breathlessness/Fatigue Management Programme: 4-week programme aimed at introducing lifestyle changes, self-help strategies and practical techniques to help patients cope with the distressing symptoms of breathlessness and fatigue. Staffed by physiotherapist, CNS with additional training in management of breathlessness, complementary therapist, specialist social worker and exercise instructor from National Exercise Referral scheme
- m. Hospice at Home service (regulated as a Domiciliary Care Agency with separate Statement of Purpose) offering overnight and day respite care

2.2.

As a community service all specialist support is provided:

- in the patients home or regular place of residence e.g. nursing home
- in Ysbyty Aneurin Bevan/Ysbyty Tri Chwm
- via Day Centre facilities based in the Hospice Centre, Ebbw Vale

2.3.

All Hospice of the Valleys services work collaboratively with statutory and other voluntary sector organisations to ensure seamless care for patients their relatives and carers

2.4.

Hospice of the Valleys provides care for adults aged 18years and above, however, 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 – 18years, with the agreement of the Clinical Services Director and Palliative Care Consultant.

3. 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

4. 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 & Performance, Hospice of the Valleys, Ebbw Vale, 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 BTEC Level 7 Advanced Professional Diploma in Management
- 5 Registered with Care Council of Wales
- 6 Masters in Business Administration Plymouth University 2009
- 7 MSc Clinical Leadership in Cancer, Palliative and End of Life Care

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 (CSD) Hospice of the Valleys with responsibility for all aspects of the clinical services provided by Hospice of the Valleys.
- **2016:** CEO/CSD Hospice of the Valleys. Accountable to the Board of Trustees and responsible for strategic and operational management of all service elements.

5. The range of qualifications of nurses supplied by the agency, and the types settings in which they are supplied to work

All registered nurses working with Hospice of the Valleys are RGN Level 1, and have or are working towards, appropriate post graduate training to achieve “Clinical Nurse Specialist” level, equivalent to Agenda for Change Band 7 or Band 6.

All other Health Care Professionals working with Hospice of the Valleys are required to have or be working towards appropriate specialist qualifications in palliative care.

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

6. The complaints procedure established in accordance with Regulation 18

In accordance with Regulation 18, Hospice of the Valleys has established the following Complaints Policy and Procedure, a copy of which is included with all patient information literature:

Complaints

Hospice of the Valleys
Festival Drive
Ebbw Vale
NP23 8XF

Tell: 01495 717277

Email: enquiries@hospiceofthevalleys.com
Web Address: www.Hospiceofthevalleys.org.uk

We welcome comments about our service and would be pleased to hear from you if you are not satisfied with your care.

How do I make a complaint? Please contact: Helen Rees, Chief Executive Office
You can complain:

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

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



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