



# **Statement of Purpose**

(updated May 2019)

**This service has been registered by the Care Quality Commission under the Health and Social Care Act 2008.**

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## Service Provider Details

Name: Woking & Sam Beare Hospice

Address: Goldsworth Park Centre  
Woking  
Surrey  
GU21 3LG

Email: info@wsbhospices.co.uk

Website: www.wsbhospices.co.uk

Telephone Number: 01483 881750

CQC Provider ID: 1-101728401

Provider Type: Organisation

Service user band: Adults aged 18 and over

## Regulated Activity

The Hospice is regulated by the Care Quality Commission ([www.cqc.org.uk](http://www.cqc.org.uk)) and is registered to provide the following activity:

- Personal care
- Treatment of disease, disorder or injury
- Diagnostic and screening procedures

## Registered Provider on behalf of the Board of Trustees

Tim Stokes  
Chairman of the Hospice Board of Trustees

## Nominated Individual

Marian Imrie  
Chief Executive Officer  
(application pending)

## Registered Manager

Susan Cross  
Director of Clinical Services  
(application pending)

## Legal

Registered charities Woking Hospice [1082798] and Sam Beare Hospice [1115439] and company limited by guarantee in England and Wales No: 3955487 [Woking] and 5822985 [Sam Beare].

## Hospice Values

### **Caring and Compassion**

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure respect and dignity

### **Accountability**

We will dedicate ourselves to safeguard and support our patients and their families, our volunteers and our staff by working to the highest professional and ethical standards.

### **Respect**

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

### **Excellence**

We will remain committed to continual learning and development to ensure that we deliver excellence in all that we do.

## Mission Statement

To provide specialist palliative care for people with advanced progressive illnesses which addresses their physical, emotional, social and spiritual needs whilst preserving dignity and respect and thereby enhances their quality of life and supports their families and carers.

## **Aims and Objectives**

The Hospice works in partnership with North West Surrey Clinical Commissioning Group, local Hospitals and Health and Social Care Community providers in order to deliver care on behalf of, and complementary to, that provided by the NHS.

The demographics in North West Surrey are diverse and the Hospice aims to ensure that, wherever possible, its staff and the services it provides reflect this diversity and is sensitive to the cultural needs of staff, patients and their families in accordance with its Equality & Diversity Policy.

Our Improvement Priorities are:

- To extend Access and Scope
- To introduce New Ways of Working
- To focus on Service Delivery

These Improvement Priorities are underpinned by the following key objectives:

- To extend our services and ensure we meet the needs of the population
- To reach more people in North West Surrey
- To reach people earlier in their illness
- To work collaboratively with a range of healthcare professionals and stakeholders and explore new ways to work in partnership with external organisations
- To continually improve quality in the delivery of specialist palliative care
- To support and empower healthcare professionals through education and training
- To provide expertise, education and support to the professional health and social care community
- To influence End of Life policies to improve quality of care
- To develop, support and shape the workforce for the future
- To increase income from a balanced portfolio of events, trusts, donations, legacies and lottery income

Progress towards delivering the above objectives will be monitored through quantitative and qualitative data collection and audit processes.

## **Funding**

The Hospice is a registered charity and its services are free to the people who need them. Approximately 25% of the Hospice costs are met by the local Clinical Commissioning Group and the remaining 75% is generated by fundraising and retail activities. A Fundraising Team is employed by the Hospice.

## **Location and Facilities**

The Hospice is situated in the centre of a large residential area approximately three miles from Woking town centre, the railway station and amenities. The immediate area comprises a GP Practice, St Andrews Church and a number of retail outlets.

There is ample parking on site for staff and visitors and there are well marked disabled bays. In addition, there is a large car park opposite the Hospice entrance which is free of charge for visitors and staff. Permits (for parking stays of more than 3 hours) can be issued at Reception).

The main entrance leads to the Hospice café and reception area. The Hospice reception is manned each day from 8am until 8pm by employed staff and trained volunteers who are supported by a Front of House Manager. A security system is in operation at night time.

There is CCTV on site and access to areas within the Hospice is security controlled. All visitors are required to register upon arriving and leaving the building.

The Wellbeing Centre is located on the ground floor and includes a large, open plan room with bi-fold doors to a garden, a physiotherapy gym, an outpatient consultation room, two complementary therapy rooms, two counselling rooms and a large spa bathroom with specialised lifting equipment. The in-patient accommodation is located on the first floor and is accessible by stairs and a lift. All patient rooms are single occupancy with individual bathroom facilities and access to a balcony.

Rooms are equipped with a specialist bed and mattress, an integrated ceiling hoist, a recliner chair, nurse call system, telephone line, smart television (including Skype facilities), Wi-Fi internet access and a mini fridge. Two rooms are adapted for use by bariatric patients. There is also a large assisted bathroom with a spa bath and specialist equipment to provide a safe environment for patients.

Overnight accommodation for relatives can be arranged in the patient's room. There are also two family rooms with kitchen facilities, comfortable seating and televisions. Two quiet rooms are available for private communication with families.

The building also provides an Education Centre and other support services. Office accommodation is provided in an adjacent modular building.

There is a multi-faith room in the grounds of the Hospice.

## The Multi-Disciplinary Team (MDT)

Services are delivered by a MDT comprising the following groups:

- Consultant led medical team
- Nurses
- Assistant Practitioners
- Health Care Assistants
- Physiotherapists
- Occupational Therapists
- Social Workers
- Counsellors
- Spiritual Advisors
- Complementary Therapists
- Volunteers

## Training and Qualifications

The specialist nature of our care requires that our staff are highly skilled and have additional training in the provision of palliative and end of life care which we provide in-house and through attendances at external courses and events.

All our staff have qualifications, professional membership and the relevant experience to carry out their professional roles. They are expected to participate in our in-house training and development programme and to attend relevant external training courses.

## Services

**In-patient care:** The Hospice has a 20 bedded unit and the Multi-Disciplinary Team consists of Palliative Care doctors and Consultants, Registered Nurses, Therapists, Assistant Practitioners and Health Care Assistants which is supported by Social Workers, Counsellors and Spiritual Advisors. The Hospice operates 24 hours a day, 365 days a year. Our Consultants provide an on call system out of hours.

**Day-patient care:** The Bradbury Wellbeing Centre operates Monday to Friday and provides a range of services including traditional day care services, out-patient clinics and bespoke packages of care.

**Community care:** The Community Palliative Care team consisting of Clinical Nurse Specialists, Consultants, Therapists and Social Workers visit patients in their own homes. The Team delivers specialist care through expert assessment and maintenance of individualised treatment plans and through specialist advice to the primary care team and other services involved in patient care. The service operates 7 days a week, 365 days a year from 9am – 5pm providing home visits in addition to telephone support.

**Hospice at Home:** The CoSI (Co-ordinated, Safe and Integrated Hospice Care at Home) Team provide hands on care in the patients' home following an assessment of care needs. The Registered Nurses work with the Primary Care team and Continuing Care Services to assess the care package required to support a patient at home. The care package is delivered by our team of trained Healthcare Assistants and carers from selected and approved care agencies supported by the Registered Nurses.

**Patient and Family Support Services:** The Patient and Family Support Team provide support and care to patients, carers and families ranging from advice about benefits and welfare issues, emotional support, to the management of more complex psychological issues. The bereavement service is managed through the Team and supports carers and families after the death of a loved one. Our Community Support Volunteer Service provides practical support and companionship to people at home.

**24 Hour Advice and Support Line:** The Hospice Team provides a 24/7 advice and support line for patients, family members and health care professionals.

**External Services:** Services such as Pathology, Radiology and Microbiology are provided by a nearby NHS Hospital with whom we have a contract for these services. We also have Service Level Agreements (SLAs) for the provision of Infection Control and Specialist Pharmacy Services.

**Education and Professional Development:** The Hospice is committed to supporting the continued professional development of all staff. The Team provide an education service for both internal and external participants. They work closely with the Clinical and Human Resource teams to ensure staff meet statutory training obligations and are supported in their career pathways.

**Human Resource (H.R):** The H.R Team manages the recruitment process and supports staff during their employment. It maintains a full suite of policies and works closely with the clinical and education teams to ensure that staff are appropriately supported, trained and remunerated.

**Finance:** The Finance Team maintains financial records for the Charity. The Team works with Managers to prepare and present budgets to the Management Team, prepares statutory accounts and manages the Audit process. The Team reports on financial performance to various forums and it undertakes payroll processing and pension administration.

**Fundraising and Marketing:** The Fundraising and Marketing Teams are responsible for generating income and increasing awareness of the Hospice. Income generation is from donations, organised events, hospice lottery, trusts and foundations and legacies.

**Housekeeping, Hotel Services and Facilities:** The day to day operation and maintenance of the Hospice is supported by the Housekeeping, Hotel Services and Facilities Teams.

**Volunteers:** The Hospice is supported by a large and valued volunteer workforce that is engaged in a wide range of activities including reception, bereavement care, gardening and fundraising. Many hold professional qualifications and all receive training to work for the Hospice.

**Visiting Arrangements:** The Hospice operates flexible visiting hours and encourages family and friends to stay with their loved ones. Relatives can stay overnight either at the bedside or to use the family rooms. Quiet areas are also available if families require privacy.

**Child Visitors:** Children are welcome to visit the hospice and we are committed to ensuring their safety. All staff receive mandatory training on Child and Adult Safeguarding. We ask that all children are appropriately supervised for the duration of the visit and respond to any requests/guidance relating to their safety offered by Hospice staff. Play facilities are available but it is a requirement that they remain under supervision in these settings.

**Bereavement Support for Children:** Children must be accompanied to all appointments and collected by a responsible adult. Children will always be collected by their therapist from main reception and returned to the accompanying adult who will be required to meet them at main reception. All counsellors working in child bereavement have specialist training in working with children and their families.

## Governance

**Risk Management:** The Hospice is committed to ensuring that all risks connected with its activities for patients, staff and volunteers are identified, assessed and managed appropriately and effectively in accordance with its Risk Management policy.

**Quality Management System:** The Hospice has a robust Quality Management System incorporating a formal audit programme agreed by the Clinical Quality Group and a programme of mandatory training in order to ensure staff are adequately skilled to provide quality services. The Hospice produces an annual Quality Account which is made available to the local Clinical Commissioning Group and provides regular updates regarding quality, safety and governance issues to the Board of Trustees.

## Patient and Family Feedback

The Hospice encourages comments and feedback on the service it provides through surveys, focus group sessions and audits. This feedback is used to inform our action plans so that we can develop services that take into account the views of a range of people.

## Complaints Procedure

Patients, relatives or other stakeholders are encouraged to complain if they are dissatisfied about any aspect of service provision. Our Complaints Policy is readily available and describes the stages and time scales for the process so that the complainant is kept informed throughout the process of any investigation. The Policy also provides details about the external agencies available to support the complainant including the Care Quality Commission.

The Hospice acknowledges that complaints provide valuable information to inform service development in the future and a register of complaints is maintained. This includes information on whether or not the complaint was upheld, the results of investigation, the action taken and the resolution of complaints.

All complaints and their management are overseen by the Chief Executive Officer who personally responds to all written complaints. These will be discussed at Management Team level. All complaints of a clinical nature are formally reported through to the Clinical Group and Governance Committee.

## **Privacy and Dignity**

Privacy and dignity for patients are of paramount importance to us. The Hospice has single occupancy rooms and we seek to ensure that patients are only moved from one room to another when the move will assist the comfort and safety of the patient, family and visitors. Any discussions with patients about their care and treatment will be held in private and handled with the utmost sensitivity. The patient can ask for any family member or friend to be present during any discussions with Hospice staff.

Patients and their relatives are encouraged to be involved in the care planning process if they so wish. Care is tailored to the individual and personal choice is respected.

We acknowledge the diverse religious and cultural preferences of our patients in the provision we make for religious observances. There is a multi-faith room in the grounds the Hospice.

## **Information Governance**

The Hospice has policies to ensure that all staff comply with the terms of the Data Protection Act and there is a Confidentiality Agreement in place in order to protect information about patients and their families. All information is treated in a sensitive manner and held securely to ensure that confidentiality is maintained. The records will be kept for the appropriate period as laid down in the legal and national requirements and safeguarded against loss, damage or improper use.

The Hospice is committed to being transparent and open in its dealing with all data obtained from patients, relatives, carers and those people who kindly donate to the Hospice. We recognise that we are accountable and we take into consideration individuals' rights in relation to data processing. The General Data Protection Regulation (GDPR) forms part of the data protection requirements in the UK together with the new Data Protection Act 2018 (DPA 2018) and, within certain guidelines, it gives people the right to see records of information held about them.

If patients or their representatives would like to see the information we hold about them, there is a procedure in place to help with the steps to be taken. All requests for information are managed through our Data Protection Officer. This information is available in our information leaflets and on our website.

All staff undertake Information Governance training as part of the overall mandatory training programme.

## **Further Information**

The Hospice is keen to provide any information that will assist patients, their families, friends and carers to use its services.