

Eden Valley Hospice



Cumbria's Children's Hospice

Statement of Purpose

Eden Valley Hospice

Durdar Road

Carlisle

Cumbria

CA2 4SD

Telephone: 01228 810801

Email:

Websites: www.edenvalleyhospice.org

Registered Charity No. 1008796

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

Name, Address and Location of the Service provider:

Eden Valley Hospice
Durdar Road
Carlisle
Cumbria
CA2 4SD

Telephone: 01228 810801
Email: care@edenvalleyhospice.org
Website: www.edenvalleyhospice.org

Location ID number: 1-120761682

Service Provider number: 1-101728101

Nominated Individual:

Julie Clayton, Chief Executive
Eden Valley Hospice, Durdar Road, Carlisle, Cumbria CA2 4SD
Telephone: 01228 817610
Email: julie.clayton@edenvalleyhospice.org

Registered Manager:

Jenny Wilson, Head of Clinical Services
Eden Valley Hospice, Durdar Road, Carlisle, Cumbria CA2 4SD
Telephone: 01228 817611
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Regulated Activities:

Activity 1: Treatment of disease, disorder or injury

Legal Status**Eden Valley Hospice is a:**

- Registered Charity Number 2677824
- Company Limited by Guarantee Number 1008796

Service User Bands:

- Whole population

This document has been written in accordance with the Health and Social Care Act 2008. The document will be reviewed 3 yearly unless circumstances dictate that an urgent revision is necessary.
Revised: July 2022 **Review date:** July 2023

Introduction

Eden Valley Hospice and Jigsaw, Cumbria's Children's Hospice, provide specialist palliative, respite and end of life care for people with a progressive and life-threatening illness. The service is extended to the patient's family and carers.

The care and treatment that the hospice delivers to patients is based upon the principles of respect, dignity, compassion, choice, informed consent and open and honest communication in line with the wishes of the patient.

Our priority is to look after people with complex or multiple needs. In addition, we provide advice and support to other professionals on specialist palliative and end of life care, offer related education and training and undertake research in aspects of this care.

We are committed to providing this in partnership with other like-minded organisations.

The Hospice strives to ensure that the services it offers are:

- Safe and that people are protected from abuse and avoidable harm
- Effective
- Caring
- Responsive
- Well-led

Our facilities include:

- 10-bed Inpatient Unit
- Day Hospice
- 5 bed Jigsaw, Cumbria's Children's Hospice
- Patient and visitor lounge
- Overnight accommodation for families
- Chapel/Quiet space
- Complementary therapy and counselling rooms
- Quiet rooms for private discussions with staff
- Outpatient clinics
- Car parking (free of charge)
- Meeting/training rooms for hire

We are regulated by the Care Quality Commission, who inspects the service on a regular basis. Please ask a member of staff if you would like to see a copy of our last report or refer to our website: www.edenvalleyhospice.org or our section on the CQC website: <http://www.cqc.org.uk/location/1-120761682/reports>

What is Specialist Palliative Care?

The National Institute for Clinical Excellence Guidance 'Improving Supportive and Palliative Care for Adults with Cancer' (2004), drawing on previous descriptions by the National Council for Hospice and Specialist Palliative Care Services, and the World Health Organisation (2002) defines Palliative Care as:

'The active holistic care of patients with advanced, progressive illness. Management of pain and other symptoms and provision of psychological, social and spiritual support is paramount. The goal of palliative care is achievement of the best quality of life for patients and their families. Many aspects of palliative care are also applicable earlier in the course of the illness in conjunction with other treatments.'

It distinguishes between specialist and generalist provision of palliative care.

General palliative care is provided by all the usual health and social care professional involved in the care of the patient / family as an integral part of routine clinical practice. It is provided for patients and families with low to moderate complexity of palliative care need across all care settings.

Specialist palliative care is provided by accredited specialists in palliative care, who are working in multi-professional Specialist Palliative Care teams. It is provided in specialist palliative care units, hospices, hospitals and in people's homes for patients and families with high complexity of palliative care need.

The NICE Guidance also highlights that palliative care should 'offer a support system to help patients to live as actively as possible until death and to help the family to cope during the patient's illness and in their own bereavement'.

Aims and Objectives of Eden Valley Hospice

Mission Statement

Eden Valley Hospice and Jigsaw, Cumbria's Children's Hospice, provide palliative care services for adults and children with incurable or life limiting illnesses, enabling them and their carers to live life as fully and independently as possible.

Our aim is to bring quality of life to patients and their families, carers and friends. Our focus is not purely on end-of-life care. We provide advanced symptom control to maximise quality of life and strive to make each day count to those who need our support

Our objectives are:

- To ensure that adults living in North Cumbria who need specialist palliative care services can access them in an equitable and timely manner and that those

services are of high quality and are focussed on the needs of both the patient and their carers.

- To enhance the quality of life of individuals living with a life-threatening illness of any disease type. This involves:
 - Assessment, treatment and planning
 - Advanced and enhanced communication skills
 - Symptom control management
 - Advance care planning
- To deliver care that keeps the patient at the centre of all clinical decisions and treats them with respect and dignity, irrespective of their race, gender, sexual orientation or religion.
- To facilitate informed choice about treatment decisions, place of care and end of life wishes. This is achieved by allowing the patient to have time and information at a pace that suits their individual needs and in a format that they can understand.
- To provide needs assessed advice and support to the families, carers and those who are most significant to the patient both during the illness of the patient and into bereavement.
- To offer needs assessed advice and support to professionals who are delivering palliative care in other settings e.g. primary care, nursing homes, hospitals either remotely by telephone or face to face.
- To be beacon of excellent practice that reaches patients who are nearing the end of their life by providing palliative care education and training to other health and social care professionals across North Cumbria
- Working alongside other statutory and voluntary agencies to provide specialist and dedicated palliative care in a timely and co-ordinated manner
- Investing in our people to develop highly skilled teams promoting a culture of compassion, efficiency and leadership

In addition, Jigsaw, Cumbria's Children's Hospice, aims to:

- Provide a flexible, high quality and child/young person focused service of respite, palliative and end of life care across Cumbria
- Work in partnership with the children and young people, their families and all agencies involved with their care.

Organisational Structure

The hospice is a registered charity, limited by guarantee, governed by a Board of Trustees and managed by the Chief Executive and Senior Management Team. There are a number of sub-committees which Trustees and members of the Senior Management Team are involved in:

- Finance, Audit and Risk
- People Services

- Clinical Governance
- Marketing and Income Generation

The board of trustees undertake a regular review of board effectiveness and have established a comprehensive reporting structure to monitor and support organisational performance.

Funding

The hospice is run as a charity and our services are free to the people who need them. Approximately 25% of the hospice costs are met by the local Clinical Commissioning Group which means we have to work hard to raise the remaining 75%.

Hospice Facilities

Adult Services:

Our Adult Services provide specialist palliative care to individuals over the age of 18 years who have a life-limiting condition and who live in the north Cumbria area.

By palliative care for adults we mean: *“An approach that improves the quality of life of patients and their families facing problems associated with life-threatening illness, through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psycho-social and spiritual.”* (World Health Organisation)

The Adult In-Patient Unit

This is a 10 bedded unit where a team of staff and volunteers strive to provide the best possible holistic care in homely and comfortable surroundings. Whilst the unit is designed to comply with health and safety and infection control regulations, every effort has been made to maintain a warm, welcoming and friendly atmosphere to meet the needs of patients and families.

The accommodation is spacious, light and airy and consists of ten single en-suite rooms. In addition, there is an additional bathroom within the in-patient unit which has an adjustable height Arjo bath.

Each bedroom has an electrically operated bed, comfortable furniture and an interactive TV. Specialist equipment required to provide the highest standard of care is available. Each room has a patio door, with ramped access into the hospice gardens.

All our staff follow their own 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 in-patient 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. The focus is on symptom control, psychological support, and end of life care. The patient's needs determine the length of stay.

All patients receive a medical and nursing assessment on admission, during which we will identify and agree with the patient what their treatment aims will be. The medical and nursing teams regularly monitor these aims until the patient achieves the identified aims.

Families and friends may visit at any time, appropriate to the patient's wishes.

We offer a range of Complementary Therapies to inpatients including Reiki, massage, and acupuncture.

There is a designated quiet room that provides a dedicated space which is available at all times for quiet contemplation, reflection and short ecumenical services. It is designed to meet the spiritual needs of all patients including those with a faith or those who do not have any religious conviction.

There are a number of rooms such as the lounge and conservatory which can be used by patients and families and offer privacy for one-to-one conversation, with doctors or other professionals.

There are facilities for family members to stay overnight as necessary. This includes a two-bedroom flat as well as day beds in many of the single rooms.

Services are managed by the Head of Clinical Services and delivered by a multi-professional team which includes:

- Consultant led medical team
- Nurses
- Health Care Assistants
- Social Workers
- Spiritual Care Team
- Counsellor
- Volunteers

Day Hospice

Day Hospice provides compassionate expert care and support for people with active, progressive and life-limiting illnesses and those caring for them. We aim to promote a sense of well-being in a relaxed and caring environment.

What is available?

- Specialist nursing and medical staff support
- Advice on symptom control and treatment options
- Treatments such as blood transfusions
- Mutual peer group support
- Advanced Care Planning
- Lunch and refreshments
- Access to art and crafts
- Social work support and advice
- Complementary therapies
- Social Worker, Counselling and Spiritual Care Support
- Trained and dedicated volunteers who support staff

Other benefits of Day Hospice are derived from the interaction with other patients with similar problems, diagnoses and prognoses; respite for the patient and carer; access to expert advice and support, and the sense of calm from the environment. Day Hospice also serves as a useful introduction to the hospice and its other services.

Outpatients Clinic

The outpatient clinic offers assessment or review for patients with complex or rapidly changing symptoms who need specialist medical assessment. Patients may also be seen for follow-up after discharge from the Inpatient Unit. Working closely with local GPs and other professionals we endeavour to improve the quality of life for those accessing our services.

Family Support Team

The team includes two palliative care social workers, and a counsellor. Counselling, spiritual and emotional support and advice for patients and families, and assessment of psychological, social and spiritual needs are undertaken and provided by experienced and skilled professionals, and trained volunteers. Our social workers offer practical advice including issues relating to benefits, discharge care packages, nursing home placements and funding, wills and funeral arrangements. Pre- bereavement work and preparation for loss is also undertaken with individuals and families. This includes supporting children under the age of 18. Bereavement support continues after death on an individual basis and through remembrance events.

Children's Service

Jigsaw provides day to day care, support and activities to children and young people living with a life limiting illness who live within Cumbria. Our care offers each child/young person a personalised service to meet their individual needs.

Our ethos is to work in partnership with the children and young adults, their family, carers and other professionals. We aim to maintain the children and young adult's normal routine and make each stay special and whilst at Jigsaw the children and young adults can engage with a wide range of creative and sensory games and activities:

- The multi-sensory room provides a place for children and young adults to listen to music, whilst special lighting creates rotating patterns on the walls and ceiling.
- The activity room, "The Smoothie Bar", is packed with arts and crafts products for all ages and abilities. The room also includes a computer, games consoles and a toy cupboard.
- A "snug" area allows younger adults to have a dedicated space to relax, watch films and enjoy music.
- A newly developed cinema room to allow children and families to experience an authentic cinema outing.
- The children and young adults are also able to enjoy the secure sensory garden, which includes a water fountain, wheelchair accessible swing and raised flower beds.

We extend the care and support to the family of our children and young people as we understand caring for children and young adults with life limiting illnesses can be a difficult time.

Jigsaw is purpose built and is fully accessible for wheelchair users and those with disabilities. The unit is staffed by experienced children's nurses and health care assistants who are supported by hospice doctors, Family Support Team, therapists and trained volunteers.

Relatives, friends and health care professionals can always visit the child.

Jigsaw 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 if they need an emergency short break. There is provision for parents can stay within the hospice.

The Butterfly Room (special cold bedroom) allows children to remain at Jigsaw after death enabling the opportunity for family members to leave their child in a safe and

familiar environment with access to spend time saying goodbye in an informal and supportive environment. This facility is also available to children who die at home or in other care settings.

Catering

Freshly prepared meals are available for patients each day. The catering team will visit patients to discuss special requests or dietary requirements. There is always access to tea and coffee facilities and light snacks as and when required. Visitors are also able to access a selection of meals, snacks, sandwiches and drinks. In addition, there is a vending machine available in the coffee lounge for hot beverages as well as tea and coffee making facilities.

Visiting arrangements

We operate an open visiting policy at the hospice and relatives can stay with their loved one if they wish. A coffee lounge and other quiet rooms are available in the hospice to allow family's quiet space from the in-patient unit if they need this. A selection of children's toys and books are placed in areas throughout the hospice to occupy our younger visitors.

Staff are available to discuss issues of concern for patients, families and carers. Meetings between the clinical team, the patient and their families are a regular feature of our work as a means of understanding patient and carer preferences regarding care in the future and discussing the options available to them.

The professionals at the hospice have well established relationships with external agencies who can help to ensure patients are able to communicate their wishes with professionals, families and others and that these are met wherever possible.

Pets

Pets are welcome on the in-patient unit, provided this has been discussed with the nursing staff prior to visiting. Visitors must ensure that the pet does not pose a danger to other patients or visitors.

24 Hour Advice Line

The Advice Line is available 24 hours a day, seven days a week for healthcare professionals who are seeking advice about palliative care issues, such as pain and symptom control, hospice services or signposting to other agencies. The telephone number for the 24 -Hour Advice Line is **01228 810801**.

Training and Professional Development

The hospice is committed to supporting the continued professional development of all staff. We recognise that good, consistent and relevant training and education is essential for quality patient care, staff development and morale. Members of the

hospice team regularly provide training on palliative care and bereavement issues for various external agencies and local professionals.

Additional Information

Infection control

The hospice takes infection control issues extremely seriously and has an excellent record of managing patient infections. This is achieved through scrupulous attention to the cleanliness of the facilities and high standards of staff training and vigilance. All visitors to the hospice also have a vital part to play in keeping hospice patients free from infections and are asked to clean their hands using the gel provided at reception on entering the hospice and pay attention to any advice they are given by the hospice staff. Particular attention must be paid to children visiting the hospice who should always be supervised. Any visitor with concerns about infections is advised to bring these to the attention of a member of the hospice staff.

Patient Confidentiality and Sharing of Information

The patient's rights are central to the care delivered by the hospice. All information about patients is treated confidentially and will only be shared with other healthcare professionals involved in the care and treatment of our patients in order to optimise their care.

The hospice uses an electronic patient record system. Consent to share patient records is always sought from the patient when they have the mental capacity to decide. Patients have the right to change their decision at any time regarding consent or refusal to share their clinical information.

Where the patient does not have the mental capacity to provide consent, the decision to share their clinical records is made by their hospice clinical team in the patient's best interests.

Patient Privacy and Dignity

Issues of privacy and dignity for patients are of paramount importance to us. On the in-patient unit, wherever possible we are keen to provide a bed in a room that reflects the needs and preferences of the patient being admitted 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.

Access to Medical Records

Under the Data Protection Act 1998, patients have the right to access their health records held by the hospice. Requests to view hospice health records must be made in writing to the Chief Executive or Head of Clinical Services by the patient, relative or authorised representative as appropriate. All requests to access records will be dealt with promptly. Patients will be encouraged to examine the records in the presence of the health professional most directly involved in their care.

Consultation and User Feedback

Eden Valley Hospice and Jigsaw values the opinions of people using our services and welcomes comments and suggestions about the care and service that patients, their families and friends receive from the hospice. Staff regularly engage with patients, families and carers to explore their experience of hospice care and to gather feedback and suggestions.

We offer a variety of opportunities for members of the general public to guide our plans for care in the future and are always interested to hear the views of people who have used our services.

Patients or family members can give feedback in the following ways:

- Speak to a member of the team
- Complete a questionnaire leaflet available from any member of staff or sent to patients following discharge or their relative 6 weeks after death.
- Telephone to discuss any thoughts or concerns on 01228 810801
- Email us at care@edenvalleyhospice.org
- Write to the Chief Executive at Eden Valley Hospice, Durdar Road, Carlisle, CA2 4SD

Comments received about the hospice are regularly discussed by the Senior Management Team and reported through the Clinical Governance Committee.

Complaints

Any complaints about the hospice, both verbal and written, will be dealt with in a prompt and effective manner, which aims to ensure fairness for both complainant and hospice staff. We acknowledge that complaints provide valuable information to inform service development in the future. A policy is available to all who use our service, and provides details of how complaints are managed, and external agencies available to support the complainant such as the Care Quality Commission.

All complaints and their management are overseen by the Chief Executive or Head of Clinical Services who personally respond to all written complaints. These will be discussed by the Senior Management Team and clinical complaints are formally reported to the Clinical Governance Committee on a regular basis.

Complaints can be made verbally to any member of staff or in writing by the patient or their representative. These may be formal or informal. Written complaints should be sent to:

Julie Clayton
Chief Executive
Eden Valley Hospice & Jigsaw
Durdar Road
Carlisle
CA2 4SD
Telephone: 01228 817610
Email: julie.clayton@edenvalleyhospice.org

If your complaint is not resolved to your satisfaction, you may refer the matter to:
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP
Helpline: 0345 015 4033

The care we provide is regulated by the:
Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Telephone: 03000 616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk

Further information

We are keen to provide any information that will assist patients, their families, friends and carers to use our services to their benefit and invite anyone using the hospice to ask the staff for any further information required.