



# Statement of Purpose

**Eden Valley Hospice**  
**Durdar Road**  
**Carlisle**  
**Cumbria**  
**CA2 4SD**  
**Telephone: 01228 810801**  
**Email:**  
**Websites: [www.edenvalleyhospice.org](http://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](mailto:care@edenvalleyhospice.org)  
Website: [www.edenvalleyhospice.org](http://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](mailto: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:** January 2025

## 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
- Outreach and Wellbeing Services
- 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
- Bluebell and Butterfly cold rooms for care after death

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](http://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 World Health Organisation (2020) defines palliative care as:**

*An approach that improves the quality of life of patients (adults and children) and their families who are facing problems associated with life-threatening illness. It prevents and relieves suffering through the early identification, correct assessment and treatment of pain and other problems, whether physical, psychosocial or spiritual.*

*Addressing suffering involves taking care of issues beyond physical symptoms. Palliative care uses a team approach to support patients and their caregivers. This includes addressing practical needs and providing bereavement counselling. It offers a support system to help patients live as actively as possible until death.*

**The National Institute for Clinical Excellence Guidance** 'Improving Supportive and Palliative Care for Adults with Cancer' (2004), 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.

**Ambitions for Palliative and End of Life Care (2021) states:**

The needs of people of all ages who are living with dying, death and bereavement, their families, carers and communities must be addressed, taking into account their priorities, preference and wishes.

## 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 for all who need it, and respite stays for children and young people, to maximise quality of life and strive to make each day count to those who need our support

**Our mission** is to deliver the best quality care with our partners for now, and for the future.

**Our vision** is improving care for people in our communities who are dying or have conditions which will shorten their lives.

### **Our Strategic Objectives**

We will work to be:

- 1) **EFFECTIVE** – Continue being good at what we do
- 2) **COLLABORATIVE** – Reach, connect and work with more people
- 3) **SUSTAINABLE** – Build resilience for the future

This means we will focus our future development in each of these areas whether we are in a clinical team, keeping our buildings safe, raising money or connecting with our communities.

To achieve these objectives, we will set specific **goals** (the what); set out what **initiatives** we will undertake (the how); the **metric**, evidence which will show we have achieved them with a timeline (the when). This will help us navigate:

- 1) *Where are we now?* – We are an improving organisation focused on providing the best possible care.
- 2) *Where do we want to go?* – We want to reach and support more people, and we will get there by working with our system partners and being brave and innovative in trying new ways of supporting people.
- 3) *What is a credible path for getting there?* – We will use our strategic objectives to focus on continuous improvement in each team.
- 4) *Do we have the culture to achieve that?* – We are always working on an open culture underpinned by learning, developing and supporting across teams.

### **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, Asset and Risk
- People Services
- Clinical Services
- Marketing and Income Generation and Trading Arm.

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 20% of the hospice costs are met by the North Cumbria and North East Integrated Care Board which means we have to work hard to raise the remaining 80%.

## **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 (adults and children) and their families who are facing problems associated with life-threatening illness. It prevents and relieves suffering through the early identification, correct assessment and treatment of pain and other problems, whether physical, psychosocial or spiritual (World Health Organisation 2020)*

### **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 a standalone disabled access bathroom which has an adjustable height bath.

Each bedroom has an electrically operated bed, comfortable furniture, air conditioning 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 – this may include pets with the co-ordination of the in-patient team.

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 Director of Clinical Services (Registered Manager) and delivered by a multi-professional team which includes:

- Medical Director
- Remote Specialist Palliative Care Consultant input
- Registered Nurses
- Health Care Assistants
- Social Workers
- Spiritual Care Team
- Counsellor
- Volunteers

## **Outreach and Wellbeing Services**

Eden Valley Hospice strives to reach more people who may benefit from connecting with our services and expertise earlier in their palliative journey. We work collaboratively with other organisations including hospice partners, community groups

and other third sector organisations to develop community-based outreach opportunities.

Our current adult outreach and wellbeing services include:

**An Engagement Officer** – A new role to actively seek out feedback from the community we serve to help shape services.

**Wellbeing Café** – a regular social session for people living a palliative illness and their carers – held at a variety of venues and volunteer led.

**Age UK Café** – a social café run by Age UK at the hospice.

**Comfort Café** – A bereavement café in the community and supported by bereavement counsellors.

**Walk and Talk** – A group held in a local park in Carlisle supported by bereavement counsellors.

**Respite day for individuals with complex neurological conditions** – This is a collaborative venture with other organisations and held at the hospice and supported by trained health professionals.

Our current children and young people, outreach and wellbeing services include:

**Baby and Toddler Group** – a free play and stay session for babies and pre-school children with a life-limiting illness and or complex medical needs.

**Saturday Club** – open to young people with a cancer diagnosis or a life limiting condition aged between 16 and 35. The young person doesn't have to be already known to Jigsaw.

### **Family Support Team**

The team includes palliative care social workers, counsellors and spiritual care volunteers. 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:

- Education, Play and Activities co-ordinator to enhance the experience for C & YP staying at Jigsaw.
- 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 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, roundabout 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 be cared for 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. Where appropriate 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** (option 1 for the AIPU).

### **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 students on placement with us and to 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 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 Director of Clinical Services by the patient, relative or authorised representative as appropriate. All requests to access records will be dealt with promptly according to Eden Valley Hospice policy. 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
- Telephone to discuss any thoughts or concerns on 01228 810801
- Email us at [care@edenvalleyhospice.org](mailto: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 to Board through the Clinical Services Sub-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 Director of Clinical Services who personally respond to all formal complaints. These will be discussed by the Senior Management Team and clinical complaints are formally reported to the Clinical Services Committee and Board 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](mailto: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](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://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.