

St Elizabeth  
Hospice  
Statement of  
Purpose  
2015



Contents:

- 1. The aims and objectives of St Elizabeth Hospice.....3
- 2. St Elizabeth Hospice – registered provider and registered manager.....3
- 3. Organisational structure.....4
- 4. Overview of care.....5
  - Inpatient unit.....5
  - Day care.....5
  - In the patient’s own home.....5
  - 24/7 advice line.....5
  - Other locations.....5
- 5. Consultation and user feedback.....6
- 6. Visiting arrangements.....6
  - Children as visitors to the hospice.....7
  - Children receiving bereavement support .....7
- 7. Complaints procedure.....7
- 8. Privacy and dignity in patients.....7
- 9. Patient records.....8
- 10. Further information.....8

## 1. Aims and objectives of St Elizabeth Hospice

St Elizabeth Hospice aims to improve life for people living with a progressive illness by:

- Providing multi-disciplinary holistic specialist and dedicated palliative care services to patients, their families and carers.
- Working alongside other statutory and voluntary agencies to provide specialist and dedicated palliative care, in a timely manner, where the patient wishes to be.
- Acting as a resource to the local community regarding general and specialist palliative care to increase confidence and competence in improving life for people living with a progressive illness.
- Providing care that respects the choices made by patients and their families so that patients are treated in their preferred place and die in their place of choice where possible.
- Working towards equitable provision of all services, leading to increased use of services by people with non-malignant progressive disease, and those from seldom-heard communities.

All of the above goals will be monitored through quantitative and qualitative data collection and audit processes.

## 2. St Elizabeth Hospice – registered provider and registered manager

The Registered Provider is St Elizabeth Hospice,  
565 Foxhall Road, Ipswich, IP3 8LX  
Company no. 1794927  
Charity no. 289154

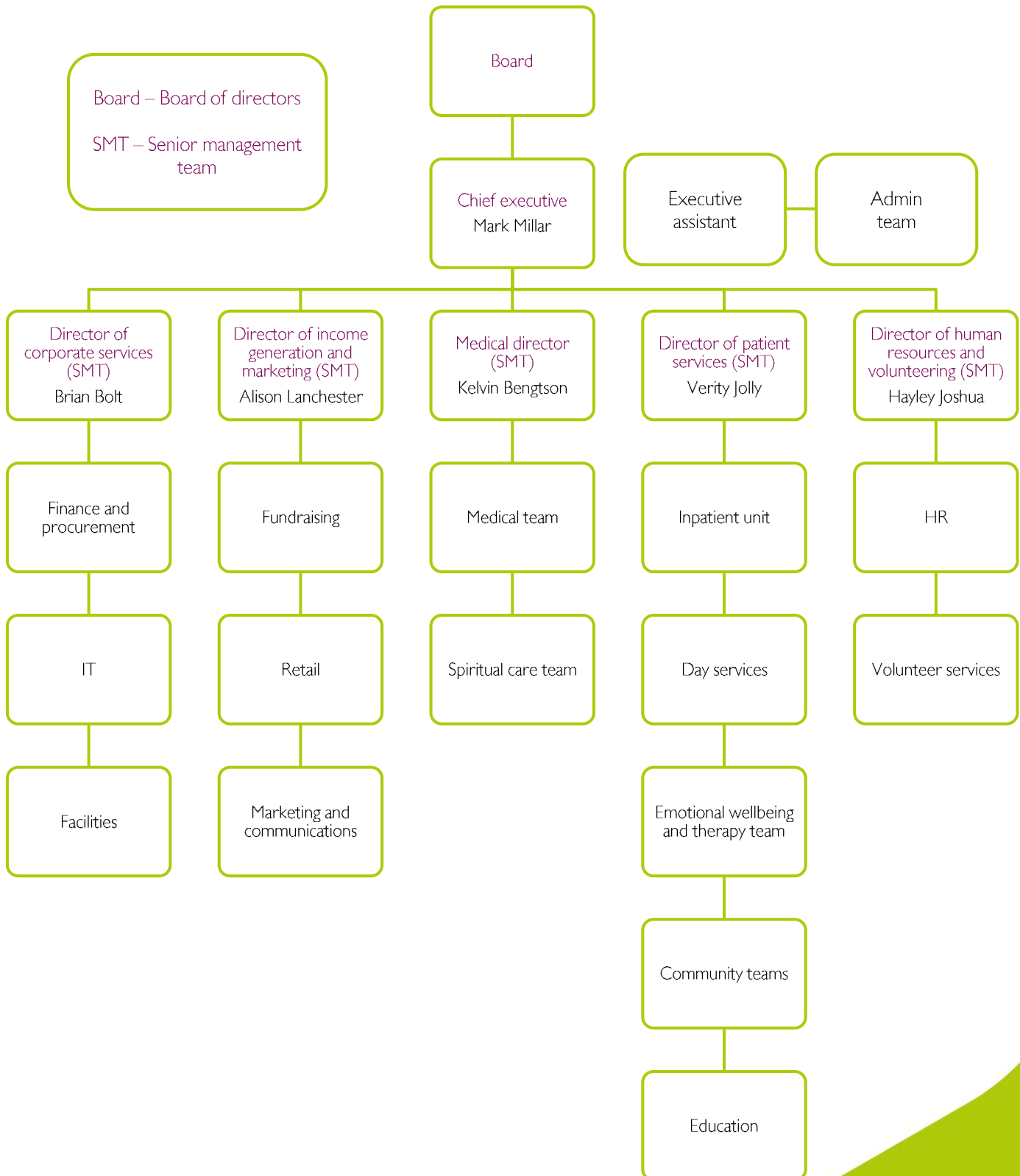
The Chief Executive (Responsible Individual) who is responsible for managing the Hospice is:  
Mark Millar, CEO  
St Elizabeth Hospice,  
565 Foxhall Road, Ipswich, IP3 8LX  
Telephone: 01473 727776 e-mail: [mark.millar@stelizabethhospice.org.uk](mailto:mark.millar@stelizabethhospice.org.uk)

The Registered Manager (person in charge) with overall responsibility for clinical operational management and Accountable Office for Controlled Drugs is:  
Verity Jolly, director of patient services  
St Elizabeth Hospice,  
565 Foxhall Road, Ipswich, IP3 8LX  
Telephone: 01473 707021 | email: [verity.jolly@stelizabethhospice.org.uk](mailto:verity.jolly@stelizabethhospice.org.uk)

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 their last report or refer to our website: [www.stelizabethhospice.org.uk](http://www.stelizabethhospice.org.uk) or our section on the CQC website: <http://www.cqc.org.uk/location/1-109733338>

### 3. 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.



## 4. Overview of care

St Elizabeth Hospice has eighteen inpatient beds (four single rooms, two family rooms and twelve beds in three x four-bed bays).

We have a conservatory, smoking room for patients only, a lounge for patient and visitors use with a children's area and a hospitality room with en suite facilities where families can stay overnight.

There is an art and music therapy room, counselling rooms and a large dining area shared by patients, visitors, staff and volunteers.

Our day unit has therapy rooms, a hairdressing salon, a rehabilitation area, sensory room, complementary therapy room, a large therapy gym, bathroom, large atrium, and clinic and group meeting rooms. All these areas are surrounded by accessible gardens with shelters for use throughout the year.

Services are provided in the St Elizabeth Hospice building as well as at a patient's place of residence.

Care is offered to patients and their families and carers regardless of race, creed, colour or social standing. Care is holistic and person centred and offered to patients and their families/carers and encompasses both specialist palliative care and hospice care.

The Hospice is registered for patients aged 14 years and over, not exceeding two patients under the age of 18 on the inpatient unit at any one time. The hospice provides services generally, for people of East Suffolk.

### Service provision includes

#### Inpatient Unit

Inpatient care in our short stay unit providing symptom control, therapeutic, practical and supportive care to both patients and their families when the skills of the specialist multidisciplinary team are required as well as providing hospice care and one bed for respite care.

#### Day Care

Day services are a range of specialist palliative care services provided by a multi-professional team. It includes full day attendance, outpatient clinics, a nurse led interventional clinic, group and 1:1 work, rehabilitation with therapists, falls prevention, quality of life issues, medical clinics and groups to support patients living in the community and young people transitioning to adult services.

#### In the patient's own home

Community care, both planned and rapid responsive services, are offered for people in their place of residence, supporting patients to remain or return home.

Community services are available 24 hours a day from specialist nurses, doctors and therapists, who support choice, treat symptom control and offer practical advice.

Bereavement care is also provided by the emotional wellbeing team and volunteers who support bereaved relatives either at home or at the hospice. Specialist nurses, doctors and therapists, and supporting choice, treating symptom control, practical advice

Community healthcare assistants are also available to support people to go home or remain at home while waiting for other providers.



#### 24/7 advice line

OneCall a telephone advice line for patients, carers, general public and professionals seeking advice around general and specialist palliative care issues.

#### Other locations

We also currently provide day services at All Hallows and offer doctor and nurse consultant domiciliary visits.

## 5. Consultation and User Feedback

St Elizabeth Hospice values the opinions of those using the hospice and welcomes comments and suggestions about the care and service that patients, their families and friends receive from the hospice. Feedback cards are available throughout the hospice inviting comments, compliments and complaints. In addition, we have a Partnership Group that meets at the hospice on a monthly basis who work to ensure we are providing the highest quality of care possible.

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. We work with local organisations to facilitate access to views of minority or hard to reach groups around aspects of our care.

Comments received about the hospice are regularly discussed by the senior management team, the governance group and a group of staff concerned with engagement with users.

## 6. Visiting arrangements

We operate an open visiting policy at the hospice and relatives are able to stay in the Hospice with their loved one if they wish. Facilities exist to enable someone to be at the bedside or to use a separate hospitality room if they prefer. A visitors lounge and other quiet rooms are available in the hospice to allow family's quiet space away from the ward, if they need this. There are plenty of children's toys and books in the visitors lounge to occupy younger visitors.

Staff are available to discuss issues of concern for patients, families and their 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.

We are committed to ensuring the safety of children who may visit the hospice. They do this for two different reasons, as a visitor to patients on the inpatient wards and as family members receiving bereavement support.

The hospice has a Child Protection Policy which all staff working within the hospice adhere to. All staff receive mandatory training around Child

and Adult Safeguarding as part of the staff induction programme, which is updated annually.

**St Elizabeth**  
Hospice

Reg Charity No 289154

### **Children as visitors to the hospice**

Children are welcome to visit the hospice. We ask that they are supervised by their parent /guardian or responsible adult for the duration of the visit and respond to any requests/guidance relating to their safety offered by hospice staff.

There are play facilities but it is a requirement that they remain under supervision in these settings.

### **Children attending bereavement support**

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.

## **7. Complaints Procedure**

Any complaints about the hospice, both verbal and written, will be dealt with in a swift 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 and the Director of Patient Services, who personally responds to all written complaints. These will be discussed by the senior management team and formally reported to the Governance Committee and Board of trustees on a regular basis.

## **8. Privacy & Dignity of Patients**

Issues of privacy and dignity on the part of the patient are of paramount importance to us. On the wards all patients are cared for in single rooms, double rooms or small bays – all of which have access to toilet and showering facilities. Patients in any shared accommodation will always be of the same gender.

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 where the move will assist the comfort and care of the patient and their family/visitors. We encourage patients to inform us of any specific preferences that they may have around the gender of their professional carers and will attempt to meet this, wherever we can.

We acknowledge the diverse religious and cultural preferences of our patients in the provision we make for religious observances and our spiritual care team are here for people of any faith. There is also a quiet room called Reflections, where anyone is welcome.

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 promoted.



## 9. Patient Records

Information about patients and their families is treated in a sensitive manner and confidentiality maintained within the care team.

Our patient records are now held electronically to ensure confidentiality and all staff have to complete Information Governance training before gaining access to this system. Paper copies of old patient records are kept in areas of restricted access to ensure this confidentiality. 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.

St Elizabeth Hospice is committed to transparency and openness in its dealings with patients and those close to them. The Data Protection Act (1998) also gives people the right to see records of information held about them, within certain guidelines. If patients or their representatives would like to see the information we hold about them, they are advised to discuss this with the team who are looking after them in the first instance, who will help patients to take the necessary steps. The clinical information manager and governance secretary are the data controllers at the Hospice.

## 10. 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.