



# St Elizabeth Hospice

## Statement of Purpose

St Elizabeth Hospice, 565 Foxhall Road, Ipswich, IP3 8LX Telephone  
Number 01473 727776

Website: <https://www.stelizabethhospice.org.uk>

Registered address as above Registered Charity Number 289154

Registered in England Number 1794927

Company Limited by Guarantee.



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## **I. Registered Provider - St Elizabeth Hospice**

St Elizabeth Hospice,

565 Foxhall Road, Ipswich, IP3 8LX

Telephone number: 01473 727776

Email enquiries: <https://www.stelizabethhospice.org.uk/contact-us/quick-enquiry/>

**CQC provider identification number:** I-101635495

**CQC location identification number:** I-109733338

### **Chief Executive (Responsible Individual) responsible for managing the hospice is:**

Judi Newman

#### **Responsible Individual:**

Judi Newman

#### **Address:**

St Elizabeth Hospice,

565 Foxhall Road, Ipswich, IP3 8LX

Telephone: 01473 727776

E-mail: [Judi.newman@stelizabethhospice.org.uk](mailto:Judi.newman@stelizabethhospice.org.uk)

#### **Contacts for hospice include:**

Registered manager: [Verity.Jolly@stelizabethhospice.org.uk](mailto:Verity.Jolly@stelizabethhospice.org.uk)

Head of Operations: [Sue.Tunaley@stelizabethhospice.org.uk](mailto:Sue.Tunaley@stelizabethhospice.org.uk)

We are regulated by the Care Quality Commission, who inspect 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/I-109733338>



## 2. 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 and End of Life 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.

### Legal

St Elizabeth Hospice is committed to fulfilling its legal obligation under the National Care Standards legislation, Charity and Company law, Medico-legal, Health and Safety, Employment, Equality and other related legal requirements in the provision of its services and activities. St Elizabeth Hospice is governed by a Board of Trustees and managed by the Chief Executive and Senior Leadership Team. It is a limited company by guarantee, registered in England (**Company number** 1794927) and a registered charity (**Charity No.** 289154)

### Funding

St Elizabeth Hospice is a registered charity a major part of our funding is sourced through income generation and fundraising. St Elizabeth is committed to encouraging voluntary financial support from the community we serve through publicity, awareness campaigns and fundraising activities. Our aim is to ensure financial stability so that quality patient services and support can be provided and developed to meet the demands of a challenging environment. The hospice receives some assistance from the NHS, which has to be negotiated annually.

### Strategy

St Elizabeth Hospice regularly reviews and plans strategically for all aspects of clinical care, income generation, fundraising and associated management. In addition, the senior clinical staff contribute to the strategic plan for provision of Specialist Palliative Care for adults in Ipswich, East Suffolk and Great Yarmouth and Waveney, in conjunction with Statutory and Voluntary partners. St Elizabeth is committed to continuous quality improvement and development in order to meet the requirements of patients, family and carers.



### **3. Location, People Who Use the Service, Service Type and Regulated Activity**

#### **Regulated activities:**

- Diagnostic and screening procedures
- Personal care
- Transport services, triage and medical advice provided remotely
- Treatment of disease, disorder or injury
- Caring for children (14 – 18 years)
- Older People
- Younger Adults

#### **The Multi-Disciplinary Clinical Team:**

St Elizabeth Hospice provides Specialist Palliative Care Services through a Multi-Disciplinary Team (MDT) including: Medical, Clinical Nurse Specialist, Emotional Wellbeing, Spiritual Care and Therapies across Ipswich and East Suffolk.

We are also commissioned by East Coast Community Healthcare to provide MDT Specialist Palliative Care services to people living in Waveney and Great Yarmouth.

#### **Inpatient Unit, Ipswich**

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

Patient and family dining facilities are available on site.

**Note:** Due to infection control i.e. infection outbreaks i.e. Covid some public areas and overnight visitor facilities may be suspended.

#### **Zest Short Break Unit**

At weekends, the hospice provides 3 additional beds in our Community Care Unit at Ipswich for short breaks for young adults 18 years and over. This is part of our Zest service provision for young adults aged 14 years and upwards and their families.

#### **Community Nurse Specialist Team**

The hospice has a team of Community Nurse Specialists (CNS) and Registered Nurses providing Specialist Palliative Care support to patients in the community in Ipswich and East Suffolk.

#### **Community Healthcare Assistant Service**

St Elizabeth Hospice has a team of Health Care Assistants who provide care for people in their own home in the last 3 months of life.



## **Palliative and End of Life Care Co-ordination Hub for Ipswich and East Suffolk**

The palliative and end of life Hub provides a 24/7 response to patients, families, professionals and the public. It provides symptom control advice as well as arranging urgent visits if necessary. It also manages the CHCA service, coordinates our own community teams, volunteer drivers and logistics for equipment and medicine drop-offs.

## **Specialist Palliative Care Services Waveney and Great Yarmouth**

St Elizabeth Hospice is commissioned by East Coast Community Healthcare (ECCH) to provide specialist palliative care support for 6 in-patient beds at Beccles Hospital, St Mary's Rd, Beccles NR34 9NQ.

St Elizabeth Hospice is also commissioned to provide Specialist Palliative Care through the Multidisciplinary Team to people living in the community in the Waveney and Gt Yarmouth area as well as in-reach into the James Paget University Hospital.

## **Community Care Unit**

St Elizabeth Hospice provides specialist palliative care to community patients through short term interventions in the community care unit at the hospice in Ipswich, Beccles Hospital and through additional satellite/branch locations. This is for patients requiring multidisciplinary palliative care support and would benefit from receiving their care all in one day.

There are a number of rooms for counselling and therapeutic use, spiritual and medical consultations, we also offer consultations via telephone and virtual appointments i.e. video or telephonic.

## **24 hour OneCall Advice Line**

St Elizabeth Hospice provides a 24 hour OneCall advice line to patients in Ipswich and East Suffolk and are commissioned by ECCH to provide OneCall to Waveney and Gt Yarmouth.

**Note:** Due to infection control i.e. infection outbreaks i.e. Covid some services may be suspended.



### **Service provision includes:**

St Elizabeth 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.

St Elizabeth Hospice provides services generally, for people of East Suffolk and Great Yarmouth and Waveney.

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

**Note:** Due to infection control i.e. infection outbreaks i.e. Covid some services may be suspended.

### **Ipswich Inpatient beds**

St Elizabeth Hospice inpatient beds provide 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 end of life care.

### **Privacy & Dignity of Patients**

Issues of privacy and dignity on the part of the patient are of paramount importance to us. On the wards (Ipswich) all patients are cared for in single rooms, or 4 bedded 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 also have to take into consideration the allocation of beds based on clinical needs i.e. Infection Prevention and Control.

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, or none.

There is also a quiet room called Reflections, which anyone is welcome to use.

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.

## Visiting arrangements

**Note:** Due to infection control i.e. Covid outbreaks etc the hospice may at times have to adjust its visiting guidance for the safety of patients, visitors and staff and to follow government guidance. The hospice will update its website and information leaflets accordingly. Please refer to website for up to date information. The usual visiting mentioned below will be different during this period.

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 visitor's lounge and other quiet rooms are available in the hospice to allow family's quiet space away from the ward, if they need this.

Children are welcome to visit the hospice. We ask that they are supervised by their parent/guardian /responsible adult for the duration of the visit and ask that any requests for guidance relating to their safety offered by hospice staff is responded to. There are play facilities including plenty of children's toys and books in the visitors lounge to occupy younger visitors with a requirement that children remain under supervision in these settings. 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 pre and post bereavement emotional wellbeing support.

## Community Care Unit

St Elizabeth Hospice Community Care Unit in Ipswich delivers a range of specialist palliative care services provided by a multi-professional team. Services include symptom control through a multidisciplinary team, well-being, and drop in days, rehabilitation, falls prevention, support for quality of life issues, medical clinics and emotional and spiritual well-being support for patients living in the community and young people transitioning to adult services.

St Elizabeth Hospice Community Care Unit services are also provided in Great Yarmouth and Waveney from Beccles Hospital and through additional satellite/branch locations.

## Community Services

St Elizabeth Hospice provides the One Call telephone advice line for patients, carers, general public and professionals seeking advice around general and specialist palliative care issues. This service is available 24/7 for Ipswich, East Suffolk, Waveney and Great Yarmouth.

The hospice provides community care, both planned and rapid responsive services for people in their place of residence, supporting patients to remain or return home.

**Note:** During pandemic lockdowns planned visits may be reduced, telephone support is provided, for reactive visits all patients are screened before visiting.

On our virtual ward in East Suffolk enables people to go home from hospital or remain at home for end of life care when in the last 3 months of life.





Specialist nurses, doctors, and therapists support patients and families with symptom control (both physical and psychological) alongside statutory services.

### **Community and Wellbeing Volunteers**

St Elizabeth Hospice offers a breadth of volunteer community roles offering support both in person in the community and telephone support, to give patients and families a break from routine. They can help with practical tasks like making drinks and snacks, or simply stay and chat etc. They are not allowed to provide nursing or personal care.

### **Zest Young Adult Services**

St Elizabeth Hospice provides a hub and spoke model and supports young adults across the region and in a variety of venues. The hospice works closely with children's hospice services and other providers to ensure young adults have a smooth transition into adult care in Suffolk and North East Essex. Zest supports young adults aged 14 and upwards with progressive and incurable illnesses to ensure that they get specialist care, tailored treatment and services. Provision includes proactive clinical reviews with the medical and nursing team, a weekly Zest day service at Ipswich for Suffolk residents, & support groups for young adults and their families.

### **Emotional and Spiritual Wellbeing Support**

St Elizabeth Hospice emotional and spiritual wellbeing team supports patients and families facing illness, bereavement and to support the staff who care for them.

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.

### **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.

St Elizabeth Hospice has a Procedure for emotional support for children connected to palliative care patients and a safeguarding framework which all staff working within the hospice adhere to. Staff and volunteers receive mandatory training relevant to their roles around Child and Adult Safeguarding as part of the staff induction programme.



## **Bereavement Care**

St Elizabeth Hospice bereavement care is provided by the emotional and spiritual wellbeing team including:

565 Service which provides emotional support for children, young people and families living with a family member with a progressive illness. The service also provides bereavement support following the loss of a loved one, via family meetings, one to one counselling and group work.

LivingGrief is available to anyone affected by grief from a progressive, life-limiting illness or from COVID-19. People do not need to have had previous contact with the hospice to access our bereavement services. The service supports families who have had loved ones cared for in hospital, care homes or in the community. As well as this, the service supports staff and residents at care homes with bereavement.

## **Website about us, how we can help, how to support us and other information:**

<https://www.stelizabethhospice.org.uk/>

## **Education and Professional Development**

St Elizabeth Hospice is committed to supporting the continued professional development of all staff. The education team provide an education service for both internal and external participants. The Head of Education is a joint role also covering St Helena Hospice in Colchester. The teams work closely across the hospice to ensure staff meet statutory training obligations and are supported in their career pathway.

## **Staffing and Volunteers**

St Elizabeth Hospice staff and volunteers are recruited in line with Job descriptions and Person Specifications which include relevant professional registrations, qualifications, competencies, experience, checks i.e. DBS etc and training relevant to their roles. St Elizabeth has a programme of mandatory training in order to ensure staff are adequately skilled to provide quality services.

## **Risk Management**

St Elizabeth 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. St Elizabeth has a robust Quality Assurance Framework, with a formal audit programme agreed by the Quality Assurance and Improvement Group and the Board of Trustees. The hospice produces an annual quality account which is made available to the local Clinical Commissioning Groups and provides regular updates regarding quality, safety and governance issues to the board of trustees.



## **Information Governance**

St Elizabeth Hospice has policies to ensure that all staff follow and abide by the Data Protection Act and Confidentiality Agreement in order to protect information about patients and their families. The hospice will use information about patients and families in order to provide them with the most appropriate treatment and good quality care that meet their personal needs. The hospice will routinely share information, on a 'need to know' basis only, with other health and social care professionals, for the delivery of care, unless specifically requested not to and that request does not have an adverse effect on patient care. The hospice also shares some details about patients and the contact details they give for family and carers with our bereavement service and fundraising team so they can keep them informed and offer support.

## **Co-production 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 forms are available throughout the hospice inviting comments, compliments and complaints. In addition, we have a Hospice Engagement Group that meets on a bi-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 Leadership Team, governance groups and a group of staff involved in improving engagement with users.

## **Complaints Procedure**

Any complaints about St Elizabeth Hospice, both verbal and written, will be dealt with in a timely and effective manner, which aims to ensure fairness for both complainant and hospice staff.

The hospice acknowledges that complaints provide valuable information to inform service development in the future. A policy is available to all who use our services, 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. These will be discussed by the Senior Leadership Team and formally reported to the Quality Assurance and Improvement Group, Care and Clinical Governance Sub-Committee, Governance and Oversight Committee and Board of Trustees on a regular basis.



**4. The Registered Manager (person in charge) with overall responsibility for clinical operational management and Accountable Officer for Controlled Drugs is:**

Verity Jolly, Director of Patient Services St Elizabeth Hospice,  
565 Foxhall Road, Ipswich,  
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Telephone: 01473 707021  
Email: [verity.iolly@stelizabethhospice.org.uk](mailto:verity.iolly@stelizabethhospice.org.uk)