

# Statement of purpose

Health and Social Care Act 2008



## Part 1

### Statement of purpose, Part 1

Health and Social Care Act 2008, Regulation 12, schedule 3

The provider's business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008

### 1. Provider's name and legal status

Full name <sup>1</sup>	St. Margaret's Somerset Hospice					
CQC provider ID	1-101635714					
Legal status <sup>1</sup>	Individual	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Organisation	<input checked="" type="checkbox"/>

### 2. Provider's address, including for service of notices and other documents

Business address <sup>2</sup>	St Margaret's Somerset Hospice, Heron Drive, Bishops Hull
Town/city	Taunton
County	Somerset
Post code	TA1 5HA
Business telephone	01823 333822
Electronic mail (email) <sup>3</sup>	<a href="mailto:CQCManagers@st-margarets-hospice.org.uk">CQCManagers@st-margarets-hospice.org.uk</a>

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## Part 2 - Aims and objectives

### **Aims and objectives**

*What are your aims and objectives in providing the regulated activities and locations shown in part 3 of this statement of purpose*

Our mission is to extend the reach and availability of our expertise, to enable compassionate, joined up care for our whole community

Our vision is for a community that values life and provides the best care for dying people and those close to them

Our aim is to recognise and address the impacts on quality of life for patients and their families, carers and friends, for those with palliative or end of life care needs . Our focus is not purely on end-of-life care; we provide specialist holistic symptom control to maximise quality of life and strive to make each day count for those who need our support. To achieve our vision, we work alongside others who are providing care to people across Somerset, supporting them with training, education, and access to information that enables them to deliver compassionate patient centred care, where specialist hospice involvement may not be needed.

Our values are dedicated to making each day count for all of our patients and their families, always putting the needs of patients first and being compassionate and caring. We believe in being respectful, open and honest whilst demonstrating an empathetic approach to our patients, their families and carers as they face the challenge of their lifetime. Our values are strongly embedded throughout the organisation. We are:

- patient centred
- compassionate
- respectful
- self-aware
- brave
- informed and driven

Our strategic objectives are to ensure that St Margaret's Hospice will

- make our care more accessible to all
- drive engagement with our community to improve the way end of life care is delivered
- attract, develop and retain a compassionate, engaged and flexible workforce
- be an organisation where all staff and volunteers will flourish and thrive
- achieve financial stability
- learn and continually improve the quality and impact of all that we do

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## Part 3 - Location

The information below is for location no.:	1-117267092	of a total of:	1	locations
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<b>Name of location</b>	Taunton
<b>Address</b>	Heron Drive, Bishops Hull, Taunton, Somerset,
<b>Postcode</b>	TA1 5HA
<b>Telephone</b>	01823 333822
<b>Email</b>	<a href="mailto:CQCManagers@st-margarets-hospice.org.uk">CQCManagers@st-margarets-hospice.org.uk</a>

<b>Description of the location</b> (The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc.)
<p>St Margaret's Hospice Care has two buildings, one in Taunton and one in Yeovil. They operate together with Taunton being the head office and the main site from which services operate. Work undertaken from both sites are governed by the same leadership and policies &amp; therefore are not required to be registered as separate locations with the CQC.</p> <p><b>The inpatient unit</b></p> <p>The inpatient unit in Taunton provides symptom control and end of life care for patients with complex needs. The needs of the patients coming into the inpatient unit are increasingly specialised, as more end of life care is supported and provided within the community. The vast majority of patients are admitted from home directly to the hospice, ensuring specialist care is provided to patients in a timely manner, while reducing admissions to the hospitals in the county.</p> <p>Multidisciplinary teams of doctors, nurses, therapists, supportive care, hotel services 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 two bedded bays that can accommodate up to four patients, with curtains around each bed and adjoining bathroom in each bay. There are eight single rooms with full en-suite facilities. In addition there are 2 bathrooms which have assisted baths and are equipped with hoists, lifting aids and flexible washing/bathing systems. All beds are specialist profiling beds, with falls prevention beds and mats, high-low beds, pressure relieving mattresses and cushions and recliner chairs. When required additional specialist equipment is hired for individual patient need, eg bariatric beds. Equipment is assessed and allocated according to clinical need. Hoists and specialist pieces of equipment are available for moving patients, staff are fully trained in the use of all equipment and in assessing the most appropriate option for each patient. Wheelchairs are available for temporary use for inpatients.</p>

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A sophisticated nurse call bell system, falls mats, ceiling hoisting, CCTV and other safety equipment are in place to protect patient safety, provide patient comfort and promote patient independence. Equipment is also used to aid sensory impairment including a hearing loop system and various communication systems.

All rooms and bays have access onto an outside space, either the inner courtyard or perimeter gardens.

A wide range of complementary therapies, including aromatherapy, massage, reflexology and reiki is available for patients and carers in fully equipped complementary therapy rooms. Soft music and sensory lighting helps to create an atmosphere of calm and wellbeing.

A dedicated Sanctuary 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 without.

There are facilities for some family members to stay overnight as necessary. This includes pull down beds in some rooms and beds which can be put up wherever necessary.

A patient smoking room is located outside as a lean to structure at the back of the unit. The patient smoking room is within easy distance and accessible for patients. The smoking room is locked at all times, patients gain access to the smoking room on request from the nursing staff and it includes extraction fans, an assistance call system and cctv.

A fully equipped clinical skills room is located on the inpatient unit. This is used for training purposes by the Practice Development and Learning Facilitator and staff.

## **Sunflower Suite**

The sunflower suite is specifically used to prepare patients, carers and families for discharge. The suite is designed to mimic a home environment, accommodation includes a kitchen, living room, dining facilities, hall, bathroom with shower and bedroom. The rooms are fully equipped and designed to encourage patients to maintain their independence and practice daily living skills as they prepare for discharge. The suite is beautifully designed and creates a homely feel. The view overlooks an aspect of the garden with space to sit outside. Patients can call for help using the patient alarm system which is linked into the inpatient unit. This mimics a 'piper' alarm system which is often found in people's homes. This space is also available at times for families to stay in.

## **Sunflower Centre Day Hospice and outpatient services.**

Patients tell us that they come to St. Margaret's Day Hospices to 'forget their illnesses and be uplifted by the other patients, volunteers and staff' that they meet each week. Our day hospice services are a highly valued part of the care provided to patients and families. Led by the therapy team leads, a programme of goal focused activity and classes across the week is available to both inpatients and outpatients, with physiotherapists on hand to guide patients through the gym facilities located in the day hospice. Growing numbers of patients with a non-cancer diagnosis or who are early referrals to hospice services, are accessing the day hospice facilities. The courses and activities enable patients to remain as independent and in control as possible. Support groups take place regularly for patients, carers or others not known to other hospice services.

The centres in Taunton and Yeovil are open Monday to Wednesday from 9.30 am to 4.30 pm and provide emotional, spiritual and social support, symptom control and management, rehabilitative palliative care programmes, as well as a range of complementary therapies. Practical advice on nutrition, rehabilitation, finance and benefits is also available. The centres are well equipped providing room for diversional

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therapy, physiotherapy, dining room and space for social interaction as well as a room enabling private conversations. The services are provided in a lively and vibrant atmosphere where patients and carers can have memorable times, enjoy new interests and hobbies, socialise and meet up with others with advanced life-limiting illnesses. Patients attending the day hospice services are encouraged to consider what they hope to achieve from attending and staff help them work towards this. It can be physical, emotional, family or finance related, or involve beginning to plan for the future, through advance care planning. The staff, supported by a team of volunteers, provide social and physical activities where appropriate with a changing programme of events. Both centres have access to beautiful gardens which are there to be enjoyed during the Sunflower Centre opening hours. Light snacks are available and free to patients during the day with lunch served between 12.30 and 1.30 pm. The food offered is made to order, cooked freshly on the premises. Parking is available at both sites, including disability spaces near the entrances.

Our outpatient clinics are increasing not only within the hospices in Taunton and Yeovil but also in other community locations across the county, alongside consultant, district nursing and GP colleagues within the Primary Care Networks. Outpatient therapy clinics operate out of both units, staff are trained to provide bespoke programmes on breathlessness, pain management concerns, anxiety, fatigue, and have access to specialist equipment for specific treatments, exercise programmes and rehabilitation,

## **Lymphoedema Service**

The lymphoedema service based at St. Margaret's Hospice is nationally recognised for its specialism and ability to treat people with complex needs along with innovative monitoring to detect sub clinical presentation of lymphoedema in patients at high risk following some surgical procedures and also carry out dopplers to monitor suitability of compression therapy.

The lymphoedema service treats people with palliative and non palliative and primary lymphoedema, cancer, non -cance and Lipoedema (Lipalgia syndrome)

- The lymphoedema service provides outreach clinics where services are best delivered in this way.
- The team promote self management and support patients with weight loss/exercise to improve their condition/function/wellbeing, working with or referring onto other services as appropriate (e.g weight management clinic).
- The team works closely with the wider health care system including joint clinics and occasional inreach into other healthcare settings (Hospital).
- The service provides education for the wider health system to improve the awareness, identification and management of lymphoedema in the wider community.
- Children age 0 to 18 are on occasion treated by the Lymphoedema Team. The plan of care for the majority of children treated, is under the direction of St Georges University Hospital NHS Trust, London.

The lymphoedema team are trained to provide skincare, exercise, simple and manual lymphatic drainage and hosiery service. In addition, the team also use bandaging, LLLT, hivamat, lymphassist, kinesio-taping as treatments.

The team work in designated treatment rooms on both sites which are fully equipped and designed to promote the best possible care and outcomes for patients.

## **Central Referral Centre**

Referrals to all St. Margaret's services come into the Central Referral Centre (CRC). This is a fully equipped centre with a state of the art communication system. The aim of the sophisticated technology is to receive and process referrals, control the flow of calls, record the conversations for training and governance purposes and provide real time statistics on the performance of the CRC staff. E-referrals are also

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processed within CRC. Investment in this system to centralise referrals has improved the referral process both for patients and referrers. The environment is busy but controlled, headphones are provided and sound boards in place to aid effective working.

Utilising the technology in place for CRC, the 24 hour advice and response line provides access for patients, families, carers and other health or social care providers. The advice line has dedicated staffing in hours by a CNS and from 4pm to 12midnight Monday to Friday and from 7am to 12 midnight at weekends and bank holidays by a palliative care registered nurse. Overnight the advice line is supported by the IPU registered nurses with a palliative medicine consultant on call for further advice or support.

## **Community service**

We have five hospice community teams providing advice, care and support to patients and their families across the county. St. Margaret's community teams include support from a wide team of clinicians in many different roles, along with the developing Primary Care Networks and the GPs, district nursing and care agency colleagues within them. In addition to the 'in hours' advice and support, out of hours the team provide support to patients, families, care homes, hospitals and community services via the advice and response line. Our teams are constantly developing their knowledge and skills to further support patient care in the community. We have a number of staff working as nurse prescribers in the community, assessing, reviewing and prescribing medication for patients in their own homes. This enables timely symptom control for patients in the community and support for the wider community regarding end of life care medications.

## **Supporting Care Homes**

Relationships and support to care homes across Somerset continues to grow. A programme of education has been rolled out to care homes with more care homes requesting that the course is repeated. Delegates reported that their knowledge had improved as a result of the course with over 70% evaluating the whole course as 'excellent'. We continue to encourage care homes to access our services for their residents, as together we strive to ensure that their residents are supported in the right setting at the end of life.

We have launched Project ECHO as a means to develop communities of practice to promote collective learning and provide mentoring and education to care homes across Somerset and to wider community services. This approach to connecting a specific community of practice uses readily available technology and has enabled St. Margaret's Hospice to connect participants from different settings, enabling them to see, hear and learn from each other. Sessions run monthly and all care homes in Somerset have been invited to join, free of charge. The second network with community services is a multi-professional, multi setting network

## **Families and carers**

We recognise the important and often very difficult, role that families take on as carers when a loved one becomes less well. We have reviewed the way in which we can help carers in their own communities, in a more meaningful way. We recognise that the most disadvantaged and vulnerable are also those families and carers who struggle to access services when they are a distance away from the hospice hubs. Growing stronger, more compassionate communities within Somerset is important to St. Margaret's and there has been much joint working over the past year with other services including village, community and carer agents across the county to support people in their local areas. Isolation and not knowing what help is available is a challenge for people living in rural communities. Acknowledging the challenge that people have to travel to access services in Taunton or Yeovil, our wider carer support is becoming more mobile and working in partnership with local initiatives in all parts of Somerset. The support and community coordinator now attends Talking Cafes, PCN meetings, carer support and information events and community volunteer forums across the county alongside other services in addition to the direct

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support that they provide to carers. Staff are actively engaging with the neighbourhood developments in the county to ensure that advice, support and signposting is available not only to patients and carers, but also to other services in the county who may not be aware of the breadth of hospice services, helping patients and families prepare, plan and remain in control of their end of life wishes.

### **Bereavement and Family Support**

We have dedicated space in both hospice hubs for the bereavement and family support teams. The Bereavement team provide support and counselling through face to face, group and telephone services, with both paid and volunteer staff providing these services. We have seen a marked increase in referrals to the bereavement service and the family support service this year, highlighting not only the need that exists in the county, but also an increasing awareness that many families will benefit from support and help. Young family and teenage support has increased indirectly through growing links and training within schools and colleges and directly with facilities across the county being used to enable young people to come together, virtually and face to face in settings that are away from the hospice or their home environment. Group weekend Samara programmes continue where bereaved young people come together for peer support, focused activities and an opportunity to 'ask the Dr' anything that they felt was not addressed for them. The team support parents and carers to talk to children and young people about their parents' life limiting illness, so that they can understand what is happening. Often unseen as carers, these young people have opportunity to step back from family responsibilities, meet with others in similar situations and have help coming to terms with being a teenager or young adult and the impact that the loss of a loved one is having on them.

### **Staffing and qualifications**

Each clinical service is run by suitably qualified staff who are recruited using "safer recruitment" guidelines. Staff undertake a comprehensive induction programme. Training needs are identified at interview, appropriate training put in place and reviewed at the annual appraisal meeting. Two well-equipped academies provide facilities which are conducive to learning and continuous professional development. Support and supervision to promote health and wellbeing and prevent burn out are provided to cover different needs. New members of staff who have joined the inpatient team have brought additional skills and experience from other clinical settings; all are united in their desire to provide the best possible care, based what is most important to each patient and their family.

The clinical areas support placements for GP trainees, Palliative Medicine SpRs, nursing, medical and nursing associate training.

Staffing levels are rostered to be over and above the safe staffing levels outlined by the Royal College of Nursing (2014).

In March 2020, our clinical services were reviewed and adjusted where necessary to comply with the government guidance as a result of the COVID-19 pandemic. Our services remain under review to ensure they are COVID safe for patients, carers and staff in every setting including inpatient, community and outpatients. During the lock down periods many face to face contacts were replaced with telephone and video consultations. Necessary community and outpatient visits and inpatient contacts comply with social distancing and PPE requirements. This situation is under constant review with National guidelines, close links with PHE and local intelligence.

<b>No of approved places / overnight beds (not NHS)</b>	16
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CQC service user bands			
The people that will use this location ('The whole population' means everyone).			
Adults aged 18-65	<input checked="" type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/>
Dementia	<input checked="" type="checkbox"/>	Sensory impairment	<input checked="" type="checkbox"/>
Children aged 0 – 3 years		Children aged 4-12	
Children aged 13-18		Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>

The CQC service type(s) provided at this location	
Hospice services (HPS)	<input checked="" type="checkbox"/>

Regulated activity(ies) carried on at this location	
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Clara Marks	<input checked="" type="checkbox"/>

## Part 4 - Registered manager details

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in part 1
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<b>1. Manager's full name</b>	Clara Marks
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2. Manager's contact details	
<b>Business address</b>	St. Margaret's Somerset Hospice, Heron Drive, Bishops Hull
<b>Town/city</b>	Taunton
<b>County</b>	Somerset



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<b>Post code</b>	TA1 5HA
<b>Business telephone</b>	01823 346951
<b>Manager's email address<sup>1</sup></b>	
Clare.marks@st-margarets-hospice.org.uk	

<b>3. Locations managed by the registered manager at 1 above</b> (Please see part 3 of this statement of purpose for full details of the location(s))	
<b>Name(s) of location(s) (list)</b>	<b>Percentage of time spent at this location</b>
Taunton	80%

<b>4. Regulated activity(ies) managed by this manager</b>		
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>	

<b>5. Locations, regulated activities and job shares</b>
Where this manager does not manage all of the regulated activities ticked / checked at 4 above at all of the locations listed at 3 above, please describe which regulated activities they manage at which locations below. Please also describe below any job share arrangements that include or affect this manager.