



Cornwall Hospice Care

• Mount Edgumbe Hospice • St Julia's Hospice •

Caring for our community

St Julia's Hospice **Statement of Purpose** **2022/23**



Welcome to St Julia's Hospice

The Corona Virus Pandemic has changed the way we work. We are responding to the latest Governance guidelines whilst keeping our patients and staff safe.

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A statement of purpose is a legally required document that includes a standard set of information about the services provided at Cornwall Hospice Care (St. Julias Hospice).

1. Cornwall Hospice Care, St Julia's Hospice registration details.

Provider's name and legal status

CQC provider ID 1-101634908

Cornwall Hospice Care LTD is a registered Charity. Company No. 5660401

Registered Charity No. 1113140

St. Julias Hospice CQC Location ID 1-109995072

Address for Service

St Julia's Hospice

Foundry Hill

Hayle

Cornwall

TR27 4HW

Email: communications@cornwallhospice.co.uk

The Chief Executive (nominated individual) with overall responsible for management of the Charity and the supervision of the regulated activity is Paul Brinsley.

Email: pbrinsley@cornwallhospice.co.uk

The Clinical Services Director (registered manager) with overall responsibility operational management in the clinical areas, management of the regulated activity and Controlled Drug Accountable Officer, safeguarding lead and Caldicot Guardian is Gina Starnes.

E-mail: gstarnes@cornwallhospice.co.uk

The Finance Director (SIRO) has overall responsibility for finance, ICT, Retail, Information Governance.

Senior Information Risk Owner (SIRO) is Graham Clarke.

Email: gclarke@cornwallhospice.co.uk

Our Freedom to Speak Up Guardians have an important role identified in the Freedom to Speak Up review to act as an independent and impartial source of advice to staff at any stage of raising a concern, with access to anyone in the organisation, including the chief executive, or if necessary, outside the organisation.

We have three Freedom to Speak Up Guardians:

Jane Stubberfield – jstubberfield@cornwallhospice.co.uk

Colin Philip – cphilip@cornwallhospice.co.uk

There is also a nominated member of the Executive Team, this is:

Graham Clarke, Finance Director – gclarke@cornwallhospice.co.uk

We are regulated by the Care Quality Commission. St. Julias is registered to provide the following regulated activity; treatment of disease, disorder and injury for adults over 18 years. Our overall rating from our most recent inspection is displayed in the hospice, if you would like to see a copy of the full report please ask a member of staff, visit our website www.cornwallhospicecare.co.uk, or our section on the CQC website www.cqc.org.uk.

2. The vision, mission and values of Cornwall Hospice Care, St Julia's Hospice

Vision:

Our vision is for all people living with terminal illness in Cornwall to be able to access the care and support they may need at the time and in the place that is right for them and their families.

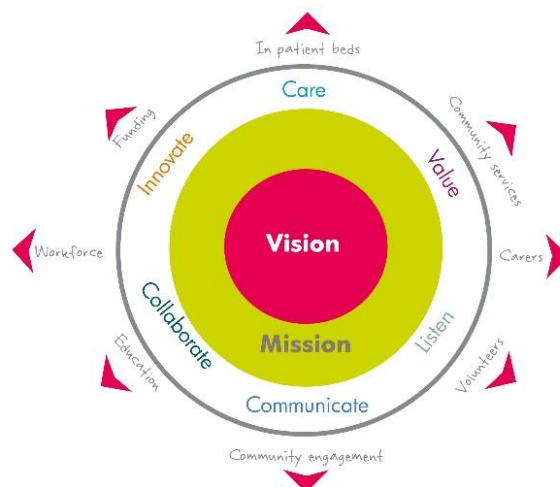
Mission:

We aspire to deliver the highest possible quality care and support to our patients and their families. We will strive to develop and secure the resources necessary to achieve this, now and in the future.

Values

We aim to:

- **Care** by delivering the highest quality, holistic, compassionate and individualised care to people in Cornwall.
- **Value** everyone, behaving with honesty and integrity and unlocking the potential of staff and volunteers so they can deliver a high standard of care, ethically generate funds and support the patients, families, friends and carers who rely on us.
- **Listen** carefully to what patients, families and professionals are telling us about the services we provide.
- **Communicate** in a timely and transparent manner with both internal and external audiences, ensuring we engage, consult and inform everyone in Cornwall and beyond of what we are doing and why.
- **Collaborate** working in partnership with others to broaden our scope and deliver services to those who are hard to reach.
- **Innovate** by encouraging creativity and development of ideas to ensure we are as efficient and effective as we can be in everything we do.



3. Strategic Priorities

We review our priorities each year and publish our progress and the next year's priorities in our Quality Account which is available on our website.

4. Overview of Care

St Julia's Hospice is a purpose-built hospice standing in its own grounds adjacent to St Michaels Hospital in Hayle, in Cornwall. St Julia's has an inpatient unit with 10 beds. We have a small sitting room for use by patients and their visitors.

We are responsive to individual needs and strive to deliver the highest possible quality of care.

We respect the privacy, dignity and rights of individuals, and place the needs, wishes, preferences and decisions of people who use our services at the centre of the care, treatment and support. We believe in a system of open communication and advocacy in which the patient has the right to participate in all decisions and to make a knowledge-based choice of care and treatment.

We will provide confidential care, regardless of age, race, culture, sexual orientation; type of illness or disability; always respecting the patients' religious and spiritual beliefs.

We are committed to working in partnership with other health and social care providers to ensure that our services are responsive to need and develop in line with the needs of the local population and national standards.



Service Provision

Inpatient Unit

Our short stay inpatient unit is open to admissions 24 hours a day, seven days per week. We are able to provide assessment, complex symptom control, therapeutic, practical and supportive care to patients and their families from a multidisciplinary team. This includes support from a specialist medical team

providing advice with Palliative Care Consultants providing sessions to both hospices. Medical and nursing cover is provided 24 hrs a day.

We do not provide long term care or respite care.

Community Services

Our multidisciplinary team provides a range of specialist palliative care services in a day care setting, both at St Julia's Hospice and in satellite clinics (Neighbourhood Hubs) across Cornwall when able. This enables palliative care, rehabilitation, advice and support to be delivered to patients and carers in the community closer to their own home, often provided in partnership with other providers.

We are working to improve the clinical end of life pathways and engagement with "seldom heard groups" (e.g., homeless, drugs and alcohol services, learning disabilities, gypsy /traveller groups) to understand how services need to be shaped to encourage all to access.

Lymphoedema Outpatient Clinic

This clinic offers symptom management, treatment and advice to people with Lymphoedema which is a long-term (chronic) condition that causes swelling in the body's tissues primarily affecting the arms or legs. It develops when the lymphatic system does not work properly – often, but not exclusively, as a result of cancer treatment. The clinic is provided as an outpatient in the hospice and the satellite clinics (Neighbourhood Hubs).

Bereavement Services

The hospice Bereavement Service offers mostly pre bereavement counselling in-house and can also be accessed via the satellite clinics (Neighbourhood Hubs).

Therapy

We also provide therapy service for our patients. This includes physiotherapy and occupational therapy. If patients are unable to travel to the hospice and are in need of our support, domiciliary visits can be arranged with a therapist or member of the clinical team.

5. Volunteers

We rely on volunteers to support staff in all of our services in the hospices and in our retail shops, donation centres and fundraising teams. All volunteers are DBS checked and undertake an induction. Our 800 volunteers are supported by a dedicated volunteer services team.

6. Consultation and User Feedback

Cornwall Hospice Care values the opinions of those using the hospice and welcomes comments and suggestions about the care and service that patients, their families, carers and friends receive from the hospice.

We currently gather feedback via "Friends and Family Feedback" for patients and families who have used our inpatient services and have either been discharged or died. We also have feedback mechanisms for our community services, counselling, lymphoedema clinics and for our Advanced Nurse Practitioner. We are constantly looking for ways to improve how we receive feedback and encourage patients, families, health professionals to give feedback and make suggestions at any time, verbally or in writing.

7. Safe, Quality Services

We are committed to ensuring that all services we provide are safe and of the highest quality. We monitor the safety and quality of our services through incident reporting and audits. We also have risk management arrangements in place that covers both clinical risk and health and safety. We have numerous clinical policies which are kept up to date. We abide by all information governance laws to ensure that patient's data is only shared on a 'need to know' basis with other health and social care professionals, for the delivery of care, unless we are specifically requested not to and that request does not have an adverse effect on patient care.

8. Visiting Arrangements

The Hospice encourages family and friends to be with their loved ones in the hospice. Relatives can stay, either at the bedside or to use the hospitality room, and the lay out of the hospice means that there are quiet areas where families can have some privacy. There are no specific visiting hours. All we ask is that time is allowed for the staff to conduct the personal patient care without hindrance.

9. Privacy and Dignity

The Hospice Team respect the need for privacy and dignity and every effort is made to maintain this always. We are keen wherever possible 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 where the move will assist the comfort and care of the patient and their loved ones. All rooms open onto the gardens or balcony overlooking the gardens. The gardens have screening to enhance the privacy for patients and their families. Everyone is treated with the greatest respect and dignity as stated in the charity's philosophy.



10. Funding

Cornwall Hospice Care is a registered charity a major part of our funding is sourced through income generation and fundraising. We seek voluntary financial support from the community we serve through publicity, awareness campaigns and fundraising activities along with our retail shops. We receive 12% of our total income from the NHS which is reviewed on an annual basis.

11. Education

Cornwall Hospice Care 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 team also ensure staff meet statutory training obligations.

12. Complaints Procedure

Any complaint about the hospice, either formal or informal, will be dealt with in a swift and effective manner, which aims to ensure transparency and fairness. A policy is available to all who use our services and provides details of how complaints are managed. Please ask staff for a copy.

In addition, complaints about care or other aspects of the service can be made to:

Care Quality Commission South West
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Tel. No. 03000 616161

13. Further information

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



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www.cornwallhospicecare.co.uk