



STATEMENT OF PURPOSE

Effective date **October 2010**
Review date **October 2011**

INDEX

	Page
1. Our Mission and Philosophy	2
2. Accountable Individuals	3
3. Our Hospice	4
4. Our Team	5
5. Our Services	6
Appendix 1 Organisational Chart	

STATEMENT OF PURPOSE

OUR MISSION AND PHILOSOPHY

Our Purpose

We aim to improve the quality of life for those who have a life limiting illness and their families, and to offer positive support for every challenge they may encounter during the illness and to see death as part of life's journey

Our Aim Is to

- Provide supportive and palliative care for adults with life limiting conditions regardless of age, gender, ethnic origin, sexual orientation and religious beliefs
- Ensure each person receives care in a homely environment whilst maintaining privacy, dignity and choice, ensuring that patients and their families/carers are kept informed of developments in their treatment and care as appropriate
- Provide holistic centred care by responding to and respecting the patient and family's individual physical, social, cultural, educational, spiritual and emotional needs throughout the illness and bereavement
- Priority is given to ensuring the patients physical comfort and well being e.g. absence of pain and nausea
- Acknowledge and respect the way the family care for their relative and endeavour to continue their chosen pattern of care ensuring patients are able to contact a member of staff and have their needs addressed quickly
- Work together in developing an environment based on support and mutual respect
- Maintain the high quality of the service through on-going reflection, evaluation and education
- Communicate effectively and efficiently both within the hospice and with external agencies, to ensure continuity of care and promote service development

Registered provider

Willow Burn
Maiden Law Hospital
Lanchester
DH7 0QS

The Directors have appointed Helen Mills in her position as Chief Executive responsible for supervising the management of the organisation

Accountable Individuals

Registered Provider	Registered Manager	Responsible Individual
<p>Derwentside Hospice Care Foundation (Commonly known as Willow Burn)</p> <p>Willow Burn Maiden Law Hospital Lanchester Co Durham DH7 0QS</p> <p>Tel: 01207 529224 Fax:01207 529303</p>	<p>Clinical Services Manager Mrs Janet Ridley RGN, BSc Hons. Practice Development (Palliative Care)</p> <p>e-mail: jridley@willowburnhospice.org.uk</p>	<p>Chief Executive Mrs Helen Mills BSc Hons Health and Social Care Diploma in Social Work NVQ5 Management Diploma in Management SVQ Assessors Award (D32&33)</p>

Our Hospice

The Hospice currently offers a range of services that respond to local need. Our four bedded Inpatient unit is open all day, every day and offers pain and symptom management, respite care or end of life care to those with a life limiting illness. We strive to provide a homely, welcoming environment, placing significant emphasis on an individual's dignity, privacy and comfort.

Each patient has an individual bedroom, with hand wash basin. There is an assisted bathroom and assisted wet room available for patient use. Patients and their families/carers also have a number of communal areas which they can use, including a large lounge, dining room, conservatory and the main Hospice garden.

Patients and carers can find out more about the services the Hospice offers and how the charity operates by reading the Patient and Relative Information leaflets provided on admission. Our staff are also keen to discuss these topics during the patient's admission/attendance and on a daily basis as the need arises.

We believe interaction with families/carers is very important to those in our care, and we actively encourage the Hospice's open visiting policy. Family and carers are also more than welcome to use the reclining chairs, beverage and snack facilities on offer, should they wish to stay. We ensure that patients can stay in touch with loved ones through the use of telephones in the patient area. E-mail use is limited but can be made available to patients and carers.

The views and opinions of those using our service are very important to the Hospice. Staff seek their comments and suggestions through View Point leaflets and anonymous patient discharge questionnaires, the results of which are collated and action plans developed as appropriate and any recommendations communicated to the senior clinical team. Any major issues are subject to the formal written complaints policy which, along with inspection documents, is always available for the public to see. In the first instance, those wishing to raise a concern are requested to contact Janet Ridley, Clinical Services Manager on 01207 529224. Alternatively if you need support to complain you can contact your local patient advice & liaison service (PALS) on Freephone 0800 195 7998. Willow Burn is regulated by the Care Quality Commission; they can be contacted at the address below.

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Our Team

Continuity of medical care is maintained by the patients respective visiting GP. More complex needs are addressed by a GP with Special Interest in Palliative Care with the support of a Community Palliative Care Consultant.

In addition, the Multi-Disciplinary Team (MDT) consists of nurses, a physiotherapist, an occupational therapist, caterers, housekeeping staff and volunteers who work together as a team to deliver a range of services to the population of Derwentside, Co Durham

In addition to the MDT, we have a team of fundraisers responsible for helping to raise funds to ensure that the services delivered are sufficiently funded.

We have an experienced nursing team comprising of 8 registered general nurses (working a variety of contracted hours), many of whom have worked in the Hospice since its foundation in 1990. In addition, 25% of these have a degree in Palliative Care, 50% a Care of the Dying qualification, 25% have undertaken Advanced Communication Skills training and 75% hold various other related qualifications.

They are backed by a team of eight experienced Health Care Assistants, all of whom hold a NVQ Level 3 in care. We work closely with the community Macmillan team, District Nurses, colleagues from local hospitals, social services, nursing homes and voluntary providers to ensure the seamless delivery of palliative care across the district.

The Organisational Structure of the Establishment (see Appendix 1 as a separate document)

Our Services

Alongside the Hospice's Inpatient unit, there are a number of additional services available. Individuals with palliative care needs, regardless of whether they are inpatients or not, can use the variety of services on offer.

These services include:

Complementary Therapies

If appropriate, individuals including carers/family can currently access aromatherapy, massage, acupuncture and relaxation sessions from the therapists employed within the Hospice. In addition, we have visiting therapists from Coping with Cancer and Life Span who offer additional treatments including Therapeutic Touch.

Day Hospice

Adults in Derwentside have the opportunity to spend one or two days per week at the Day Hospice where, as well as companionship, support and diversion, they can benefit from the special attention of our multi-disciplinary team. The Day Hospice team has designed a service focused on preventing social exclusion, offering respite for carers and enabling patients to review their symptoms and treatments.

Medical Outpatient Appointments

Patients with life limiting illnesses that may not need admission to the Inpatient unit and may not want to be involved in Day Hospice can book a Hospice medical outpatient appointment with Dr Lindsay Crack, Palliative Care Consultant, or Dr Diane Petterson GP with Special Interest in Palliative Care. Family/carers are welcome to accompany patients if he/she is in agreement.

Lymphoedema Clinic

Lymphoedema is an accumulation of lymph in the tissues producing swelling in limbs, head or trunk. The service offers patients advice and help with the management of their swelling. The Lymphoedema Clinic operates weekly on a Monday and is provided by Macmillan Specialist Physiotherapist Rosie Wood, RGN Shirley Routledge and RGN Margaret Webb, all of whom have qualifications in this specialty.

Physiotherapy and Occupational Therapy

The Hospice now employs a full time Macmillan Specialist Physiotherapist and an Occupational Therapist. All Hospice patients have access to these professionals and assessments can be undertaken at the Hospice or out in the community, according to need. The Therapists aim to help patients manage their symptoms, prevent complications, increase independence in activities of daily living and offer opportunities for rehabilitation.

Family Support Service

Willow Burn Family Support Service provides a holistic service to the people of Derwentside who have been affected by the diagnosis or death of someone with a life limiting illness. We provide a Support, Counseling and Bereavement Service which works holistically with individuals, families, professionals and the community. We also provide a children's service to support children of patients or carers who have been diagnosed or died of a life limiting illness.

Bereavement Service

The Hospice holds a short thanks giving service on the evening of the last Wednesday of every month. The service is non denominational and is conducted by visiting clergy from the local community, with the support of members of the nursing team. The invitation is open to the loved ones of deceased patients who have been under the care of the Hospice.

Helpline

Patients, carers, families and professional health care workers with palliative care concerns, whether they are involved with the Hospice or not, can use this confidential service to access advice, support and information. Nurses from the Inpatient unit staff the helpline 24 hours a day, 7 days a week.

Hospice at Home Service

The service is provided by trained support staff with the aim of bringing the philosophy of Hospice care to the patient in their own home, thus relieving the physical and emotional burden that caring for a loved one at home can entail. The service complements and is supported by the District Nursing Service and offers a bookable sitting service of either day or night cover, facilitating a rest for the carers and emotional support for all the family.

Breathlessness Management Programme

The programme consists of 5 sessions and is tailored to individual need. The sessions will include, initial assessment and breathing, functional and mobility assessment, fatigue management, anxiety management & relaxation and nutritional advice. It is facilitated by a Specialist Occupational Therapist, Physiotherapist, Lung Nurse Specialist and an experienced RGN. The aim of the service is to reduce the impact breathlessness has on everyday life, achieving realistic activity.

Help and support for Carers

If you look after a friend or family member who is unable to look after themselves, you are a carer. You are still a wife, husband, partner, friend, parent, son or daughter. You are not changing role, just adding something extra. Caring can be very rewarding, but it can also be hard work and stressful. It can be a confusing time with lots of information to take in and unexpected changes to deal with. You are part of the care team and it is important that you receive the information, help and support you need. The staff at Willow Burn are available to offer advice and information to support you in your caring role.