

QUEENSCOURT HOSPICE

Registered Charity No. 518801

STATEMENT OF PURPOSE

Queenscourt Hospice is an independent, charitable, voluntary body funded mainly by the generosity of local people. We aim:

- to give to adults with far advanced, progressive and incurable illness the best possible specialist palliative care free of charge,
- to foster family centred care at home,
- to promote best practice in palliative care by example and education,
- to collaborate with others in improving end of life care

In pursuance of these aims, our objectives are

- to provide free, individualised, holistic, evidence and experience based, specialist palliative care for adults who have far advanced progressive and incurable illness, usually cancer,
- to accept those referred appropriately by their doctor, according to clinical need, regardless of, but with respect for, race, colour, creed, gender, age or social circumstances,
- to help patients to live with their illness, at whatever stage, by addressing their needs at that time to improve their quality of life,
- to promote patient and family centred care, including that of carers and children, and encourage the living of life to the full for those whose life expectancy is shortened,
- to neither hasten death nor prolong life beyond its natural time,
- to offer a point of contact for the bereaved, whilst recognising that most support will usually come from friends, family and others,
- to provide a happy and supportive working environment for all staff and volunteers, regardless of role and without discrimination,
- to use our education resources to promote best practice, in palliative care, to further professional development of our own staff and to share our palliative care knowledge and experience with the wider community of patients, carers, health professionals and related organisations and
- to continually strive to develop services according to local need and Queenscourt's philosophy.

We are registered by the Healthcare Commission under the Care Standards Act 2000 as follows:

Registered Provider: Queenscourt Hospice, Town Lane, Southport, Merseyside PR8 6RE

Responsible Individual: Mrs A. Throp, Chartered MCIPD, LLM

Registered Manager: Mrs C. R. Baldry, RGN, MA. FHEA

Staff: Medical: Dr K E Groves, MB ChB, FRCP, MRCP, MSc, DRCOG, Dip Ven, Dip Pall Med, FHEA has been Medical Director since 1988. She is Consultant in Palliative Medicine for Sefton Primary Care Trust. In addition 4.1 WTE doctors provide 24 hour cover. The majority hold or are training for the Diploma in Palliative Medicine and have experience in primary care.

Nursing: Mrs C R Baldry is the Registered Manager and the Director of Nursing and Education, a post she has held since 1st April 2005. Our nurse staffing level is 22.4 wte on the in patient unit and 4.0 wte on the Day Services unit. Currently 17.32 wte of these are RGN's.

Allied Health Professionals: Our staffing level is 3.61 WTE qualified AHP's working in Occupational Therapy, Physiotherapy, Creative Therapy, Complementary Therapy, Social Work and Psychology.

Catering / Housekeeping: Our staffing level is 3.27 WTE cooks and 1.76 WTE housekeeping staff supported by volunteers.

Administration / Maintenance: Mrs A Throp is the Director of Non Clinical Services a post she has held since 1998. Our staffing level is 8.36 WTE staff on administration, finance, fundraising and maintenance.

All staff undertake appropriate training to ensure their continuing professional development as required.

Management Structure: The Council of Trustees governs the charity. A management structure is attached.

Services: We have 10 inpatient beds, up to 25 day patients on weekdays and outpatient services on 2 days per week at Queenscourt. More detailed service information leaflets are available on request.

Consultation: A Visiting Group including four trustees regularly consults patients, staff and others in unannounced visits on the quality of our services. It reports in writing to the Council and the Healthcare Commission. Comments and suggestions are welcome and suitable forms are provided.

Visiting: There are no restrictions on visiting times unless requested by the patient and telephone and internet access are available for patients.

Complaints: All incidents are recorded and any complaint not dealt with on the spot is responded to in writing by the Chairman or Vice Chairman of Trustees. Our complaints procedure is available on request.

Privacy and Dignity: The privacy and dignity of patients are respected at all times. Every patient is given an information leaflet giving further information.