

Statement of Purpose

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

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

Please also refer to our Philosophy of Care.

We are registered by the Care Quality Commission under the Health and Social Care Act 2008 as follows:

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

Responsible Individual: Ms D J Lawson Dip SW, Dip HE, PG Cert. HRD

Registered Manager: Mrs L A Charnock RGN, Dip HE; BSc (Hons) Nursing and Health Studies; BSc (Hons) Specialist Community Practitioner (District Nursing); MSc Advanced Clinical Practice; PG Cert Teaching and Learning in Clinical Practice

Organisation:

The Council of Trustees is our governing body. The Trustees are all volunteers. Mr. Anthony Crewe is the Chair Ms Carol Bernard is Vice Chair.

Management of the hospice is delegated to our three Executive Directors who are:

Dr Karen Groves, Medical and Education Director
Mrs Louise Charnock, Director of Nursing Services
Ms Debra Lawson, Corporate Services Director

There is a fortnightly communication forum (Link) between the Chair, Vice Chairs of the Council and our three executive directors.

Our Senior Team is comprised of the 3 Executive Directors, Head of Income Generation and Communications, Head of Finance, Specialist Clinical Lead Nurses and Assistant Medical Director

Medical and Education

Dr Karen E Groves, MBE, MA, MSc, MBChB, FRCGP, FRCP, DRCOG, Dip Ven, Dip Pall Med, FHEA, has been Medical Director since 1995. She is Consultant in Palliative Medicine for Lancashire Care NHS Foundation Trust and Southport and Ormskirk Hospitals NHS Trust and Honorary Clinical Professor, Edge Hill University.

Nursing Services

Mrs. Louise Charnock RGN, Dip HE; BSc (Hons) Nursing and Health Studies; BSc (Hons) Specialist Community Practitioner (District Nursing); MSc Advanced Clinical Practice; PG Cert Teaching and Learning in Clinical Practice is the Registered Manager and Director of Nursing Services appointed 2021.

Corporate Services

Debra Lawson Dip SW, Dip HE, PG Cert. HRD is the Responsible Individual, Company Secretary and the Corporate Services Director; appointed in January 2018

The Corporate Services Director is also responsible in their capacity as Company Secretary for two subsidiary companies as follows:

- Queenscourt Hospice Retail Ltd
- Queenscourt Hospice Enterprises Ltd

Training: All staff undertake appropriate continuing professional development.

Management and Teams structures : Information about organisational roles and WTE is attached at Appendix 1. A management structure is attached at Appendix 2.

Services: We provide inpatient services in our ten available beds, outpatient and day services from Queenscourt Connect, the Queenscourt at Home service and supportive and specialist palliative care services. All these services work towards keeping people at home towards the end of their lives where possible.

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 Care Quality Commission. Comments and suggestions are welcome and suitable forms are provided. Patients, carers, staff and volunteers take part in annual surveys.

Visiting: Visiting is arranged with regard to any infection control requirements in force at the time and the needs of patients. At times it may be necessary to advise visitors of specific restrictions to keep patients safe and to protect their choice, dignity and privacy. There is a telephone for patient use and internet access.

Complaints: Any complaint not dealt with on the spot is registered and responded to in writing by an Executive Director. Our complaints procedure is available on request. Patients and their families are informed about their right to complain to the Care Quality Commission.

Privacy and Dignity: The privacy, dignity and confidentiality of patients are respected at all times and our information leaflet, which is given to every patient, gives further information.

Risk Management and Health & Safety is the responsibility of everyone and appropriate training is provided.

Copies of our Philosophy of Care and our Annual Patient Survey results are available from us. The Care Quality Commission Inspection Report is available from the Commission and can be seen on our website www.queenscourt.org.uk