

WOODLANDS HOSPICE CHARITABLE TRUST

Statement of Purpose

DOCUMENT NO. 01/001

Authorising Manager: Mrs Rose Milnes

Issue Date: Pre 2011

Approved by: Board of Trustees

Last Review Date: January 2017

Review Date: January 2020

Review Responsibility: Carole Slocombe

Job Title: Patient Services Manager

Revision Status: 4

(Amendment incorporated March 2017)

Woodlands Hospice Charitable Trust

STATEMENT OF PURPOSE Health and Social Care Act 2008

Woodlands Hospice Charitable Trust was established as a direct response to the needs of local people living with cancer. The experiences of General Practitioners, Macmillan Nurses and hospital staff identified the need for a facility for the care and support of those with life-limiting illnesses in North Merseyside. The Day Hospice was opened in 1996, the Outpatient Unit in 2005, and the 15 bed In-Patient unit in 2009, providing specialist palliative care for a population of 330,000 in North Liverpool, South Sefton and Kirkby in Knowsley. Since 2012 a Hospice at Home service has been provided in South Sefton. In 2013 a review and subsequent restructure of day services led to the development of the Well-being & Support Centre incorporating day therapy, outpatients and outreach.

MISSION STATEMENT

Woodlands Hospice Charitable Trust is an independent charity committed to delivering the best possible practice and development of Specialist Palliative Care for people with cancer and other life-limiting illnesses with complex needs. It honours people's right to dignity and respect at whatever stage of their illness by its aim to improve the quality of life for patients and their families.

AIMS AND OBJECTIVES

- To provide a centre for the relief of pain and distress, whether physical, emotional, psychological, spiritual or social.
- To create a welcoming and compassionate environment for people diagnosed with a life-limiting illness, their families and carers, whether in the Inpatient Unit, in the Well-being & Support Centre or at home.
- To provide holistic care to enhance quality of life, including effective symptom control and social and emotional support, enabling the person to live life as fully as possible.

- To provide information and advice to enable people to understand their illness and the options available to them, allowing them to regain or retain control over their lives as fully as possible.
- To treat each individual with dignity, respect, understanding and acceptance.
- To provide support and bereavement follow-up to families, carers and friends.
- To establish a resource centre for education and training, for professionals, families and carers and other support agencies involved in providing palliative care.
- To provide development, training and support for staff and volunteers to ensure a skilled and expert team, enthusiastic about their role.
- To work in partnership with service commissioners, General Practitioners and other providers in the development of comprehensive palliative care services.
- To ensure good governance by the Chairman and Trustees, clear leadership by the Chief Executive and effective management by the senior staff.
- To monitor and evaluate the services in seeking to achieve the highest possible standards and to implement changes where appropriate.
- To secure the financial resources necessary to run and develop the service provided and ensure cost-effective use of resources.
- To be alert and ready to react to national and local external factors outside the control of the Hospice, but which could impact on service provision.
- To consider any new opportunities for the development of services.

THE HOSPICE IS REGISTERED BY THE CARE QUALITY COMMISSION UNDER THE HEALTH AND SOCIAL CARE ACT 2008 AS FOLLOWS:

Service Provider

Woodlands Hospice Charitable Trust
 Woodlands Hospice,
 UHA Campus,
 Liverpool
 Merseyside
 L9 7LA

Email:

rose.milnes@aintree.nhs.uk

Main telephone:	0151 529 2299
Service Provider ID	1-101634780
Legal status	Incorporated
Type of Provider:	Individual
Company number:	3063721
Registered Charity number:	1048934
Regulated activities:	<ol style="list-style-type: none"> 1. Treatment of disease, disorder and injury. 2. Diagnostic and screening procedures.
Location for regulated activities:	<p>Woodlands Hospice, UHA Campus, Liverpool Merseyside L9 7LA</p>

Description of Location: The purpose built Hospice has ground floor level access to all services including patient and carer accommodation. The Hospice has a central modern café/social area with mature gardens that can be accessed by all patients and families. A spacious fully equipped gym is available for therapy led patient assessment and exercise. There are two pleasant counselling rooms that double up as overnight accommodation for family/carers. A dedicated multi-faith room is available for all patients and their families/carers providing an area for quiet reflection. The Inpatient Unit comprises 15 single, en-suite patient bedrooms each having direct access to private garden areas. The unit also has the benefit of two appropriately furnished patient and visitor lounge /dining rooms. The Well-being & Support Centre incorporates clinical areas that are light and spacious with individual treatment rooms available for private consultation and clinics.

No. of approved places/beds: 15 beds
145 places per week for Well-being & Support Centre (including outreach, outpatients and lymphoedema; excluding Hospice at Home)

Service user bands at this

location: Older people
Younger adults
Physical disability

Registered Manager: Carole Debra Slocombe

Registered Manager ID: CON1-484206191

Proportion of working time spent at location for regulated activity: 37½ hours (Monday to Friday)

Contact details:

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L9 7LA
Merseyside

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ORGANISATIONAL STRUCTURE

Woodlands Hospice Charitable Trust is governed by a Board of Trustees. The Chief Executive, is responsible to the Board of Trustees for the operational management of the Hospice and is supported by the Clinical Lead (Consultant in Palliative Medicine) and the Patient Services Manager, all three comprising the Senior Management Team. The Senior Management Team meets regularly and is in attendance at each Board of Trustees meeting reporting as appropriate.

The Clinical services can be divided into the following areas:-

- Inpatients
- Well-being and Support Centre (incorporating Day Therapy, Outpatients and Outreach services)
- Hospice at Home (NHS South Sefton only).

A Consultant led multi-professional team provides the clinical services, within the Inpatient Unit, Well-being and Support Centre, and outreaching into the community.

- The Inpatient Unit has 15 beds and is open 24 hours a day, 7 days per week taking admissions as required.
- A multi professional assessment day is provided in the Well-being & Support Centre for up to 15 people a day on two days a week.
- Outpatient services are available five days a week including, Medical Outpatients, Nurse led clinics, Physiotherapy, Occupational Therapy, Complementary Therapies, Family Support, Bereavement and Counselling
- A programme of therapeutic groups is available five days a week including, Chair Based Exercise, Creative Therapy, Supportive Living Education programme and a weekly Peer Support Group run with Registered Nurse input.
- Occupational Therapy, Physiotherapy and Complementary Therapies are provided by our Outreach team in the patient's home if required.
- Secondary Lymphoedema service provided in Outpatient setting
- Monthly Bereavement Support groups, a monthly Lymphoedema Support group and a monthly Carer Support group are held at the Hospice.
- The Hospice at Home service is available seven days a week offering Consultant led crisis intervention and prevention, 24 hour sitting service by specially trained Health Care Assistants and accompanied transfers home by Registered Nurse or Health Care Assistant as appropriate.

To fulfil its mission, Hospice staff work in close partnership with those affected by life-limiting illness, their families and carers, their General Practitioners, District Nurses, Clinical Nurse Specialists, other community staff and hospital staff.

Organisationally, the Hospice co-operates closely with South Sefton, Liverpool and Knowsley Clinical Commissioning Groups, Social Services and Aintree University Hospital NHS Foundation Trust.

Regular feedback is sought from patients and their families on the quality of services provided. This is obtained from informal discussion, written evaluations and patients' surveys. In addition, an annual satisfaction survey is conducted, the results of which are reported to the Board of Trustees and are widely disseminated; all comments are carefully considered and any necessary action taken.

Date: January 2017 (amended March 17)

Date of next review: January 2020