

We are a charity and rely on the amazing generosity of the communities of Blackburn, Darwen, Hyndburn and the Ribble Valley who give their time and money to ensure that we can continue to care for our patients each year.

If you feel you'd like to get involved with community fundraising, take part in our weekly hospice lottery or leave a gift in your will please contact the fundraising department on **01254 965874** or visit our website **eastlancshospice.org.uk** for more information.

Statement of Purpose

Essential information

Issued May 2022



Statement of Purpose

East Lancashire Hospice serves the population of Blackburn, Darwen, Hyndburn and the Ribble Valley. It is important to us that we provide care that is safe, effective, caring, responsive and well led in order to meet the needs of our diverse communities.

This leaflet is intended to provide information to anyone who comes into contact with hospice services. Leaflets regarding individual services are available in the hospice or can be downloaded direct from our website:

www.eastlancshospice.org.uk

If you require any other information that isn't detailed here, please ask one of the team who will be happy to help.

Our Vision and Values

We commit to help everyone who comes into contact with the hospice to make the most of life. We do this by committing to care, listen, respect and work together to support people to live well until they die and support those affected by death. This will mean different things to different people; managing symptoms, being able to talk openly and honestly about their illness or simply having someone to take the time to listen.

Our Values

We commit to • **Care** • **Listen** • **Respect** • **Work together**

East Lancashire Hospice is committed to safeguarding the rights of patients and their families, promoting their wellbeing and protecting those at risk from harm.

OUR SERVICES

The hospice accepts patients who have an advanced and progressive life threatening disease with complex palliative care needs. This can include:

- Symptom Management
- Psychological, spiritual and complex social needs
- End of life care

All referrals are made via completion of a referral form, which is accepted from all professionals. Patients, relatives and carers may also refer to our Support and Wellbeing Services or access a range of these services in their own right by contacting the hospice directly.

Inpatients The Inpatient Unit has 10 en-suite bedrooms and accepts admissions Monday-Friday with urgent admissions being considered at other times. The hospice does not offer medium or long term care, nor does it offer respite care.

Community Services The community team provide input to enable people to live well in their own homes. This can include specialist nursing, overnight support and observation, daytime support and also signposting to other relevant services.

Outpatient Services We provide a range of outpatient services. These include support and wellbeing assessments designed to identify a person's preferences for support and intervention before providing the most appropriate therapy programmes to meet their individual needs.

Specialist Palliative Care Consultant Clinics provide expert assessment and advice on symptom management.

Clinical Nurse Specialists can provide advice, intervention and emotional support in a clinic setting where appropriate for people with complex, changing needs and advanced disease.

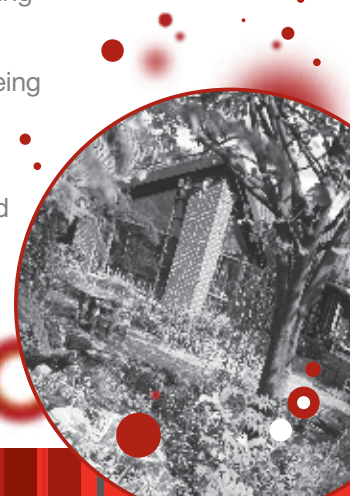
Support and Wellbeing

Creative and Support Therapies provide a range of therapeutic activities that can help people experience a sense of wellbeing and achievement alongside others in a supportive setting.

Physiotherapy promotes physical and psychological wellbeing and resilience to help a person maintain function and independence as their disease progresses.

Family Support Service Support includes Counselling and Bereavement Support. Both provide a safe, confidential and non-judgmental space in which to explore thoughts feelings and emotions or work through grief in either a group environment or on a one-to-one basis. Creative

For more information about the services the hospice can offer, please call **01254 965830**



Connections complements our Family Support provision, offering individualised programme of personally meaningful, creative activities. Building on the therapeutic interventions of counsellors/others, it is designed to be empowering, fun and free flowing, enabling families to spend quality time together.

Complementary Therapy offers tailor-made courses of treatment which may include massage, M Technique, aromatherapy, reflexology and reiki in order to promote relaxation, relieve stress and generate a sense of wellbeing.

Fundraising and Retail Department The hospice relies heavily on the amazing generosity of the communities of Blackburn, Darwen, Hyndburn and the Ribble Valley who give their time and money to ensure that we can continue to care for our patients each year. The fundraising department work with many volunteers to achieve this goal by:

- **Organising events**
- **Promoting the hospice lottery**
- **Selling hospice merchandise**
- **Running hospice retail shops**

IN THE HOSPICE

Staff The clinical team consists of multi-professional staff with extensive experience in palliative care supported by a consultant in palliative medicine.

All staff recruited within the clinical field have the relevant knowledge, skills and experience to deliver the care that is required by patients and their families.

The hospice is committed to developing all its staff and actively supports personal and professional development.

Emergency Care The hospice provides specialist, supportive and end of life care and is not an emergency unit. Where appropriate, in the event of a medical emergency, basic life support and resuscitation will commence. This can be discussed with the care team and the patient's wishes will be recorded within their hospice notes.

Use of Mobile Phones Mobile phone use is not restricted in the building; however we do ask that the use of mobile phones is limited to maintain a peaceful environment. The Inpatient Unit has a dedicated cordless telephone which allows friends and family to speak directly to the patient.

Internet Access - WiFi East Lancashire Hospice provides free Wi-Fi access, available in patient areas. We aim to provide a high quality, reliable service to our patients, their families, friends and visitors. To respect privacy and to protect the security and integrity of our network and related systems, users will be required to 'accept' our Acceptable Use Policy prior to accessing our network.

Catering The hospice has its own catering team and operates seven days a week. Café Retreat is available to all staff, patients, their relatives and the public. We offer a diverse range of menus to meet cultural, religious and medical needs, however should patients require something not on our menus then we will do our best to meet their needs.

Religion and Spirituality The hospice recognises the importance of faith and spirituality. Patients are welcome to invite their own community faith leaders into the hospice for continuing support. All hospice staff have an awareness of spirituality and incorporate this into their delivery of care for patients. There are numerous areas within the hospice and in our gardens and outside space that are designed to enable peaceful reflection or provide the opportunity to spend time together with others.

Undergraduate and Post Graduate Students The hospice provides a learning environment for a range of students, many who are taking post graduate training in both health and social care professions. We are also registered to provide undergraduate placements for student nurses and medical students. It is vital that we support the education of students in specialist palliative care; however if patients do not wish to be attended by a student, then this is accommodated.

Volunteers Our many volunteers strengthen and complement the work of the hospice. Volunteers work in all departments including clinical and support services and also help in areas such as flower arranging, and gardening, fundraising, finance, admin and retail.

Nurse Call There is a nurse call system throughout the hospice which can also be used in the garden area.

Smoking Policy To protect both smokers and non-smokers from the danger to their health of exposure to second hand smoke, the hospice operates a no smoking environment which applies to all staff, patients and visitors. Individuals accessing our Inpatient Unit who have difficulties with nicotine addiction have an individual assessment and support can be offered.

Gardens The hospice has beautiful landscaped gardens to the rear of the inpatient unit. There are quiet areas for patients, families and visitors to sit and talk and the area is wheelchair accessible. There is a water feature within the garden; therefore children must not be left unsupervised.

Infection Control The hospice has an excellent track record of managing patient infection. Visitors play an important role in this and we ask that all visitors clean their

hands on entering and leaving the building, paying attention to any particular advice they are given by staff.

Transport Service Patients and those attending outpatient and clinic appointments are encouraged to utilise public or private transport where at all possible. A limited provision of volunteer transport may be available based on an assessment of need for patients accessing hospice services.

Privacy and Confidentiality All patients are treated with respect and dignity and any discussion regarding their care and treatment is handled with the utmost sensitivity and is in private. Patients may be accompanied by a family member or a friend should they wish.

How We Use Patient Information Any personal information held by the hospice is stored safely and securely in accordance with the law and is used to support the care we provide. Access to patient information is restricted to those who need to know in order to provide care.

Patients will be asked if they would like copies of any letters that are written about their care by hospice staff. Confidential information will not be shared with anyone else, including those close to the patient without their permission unless we are legally required to do so. We may at times, use patient information for other purposes such as:

- Checking the quality of care that we provide
- Managing and developing our services
- Sharing comments and stories that promote our services
- Protecting public health and wellbeing

In these circumstances we will anonymise details so that patients are not identified when we share information or we will obtain their specific consent.

Patients who do not want their information to be used in any way can tell a member of staff or write to our Clinical Services Director. Any objection will be considered and where possible the patients wishes will be followed. When we cannot follow a patients wishes, we will contact them to explain why.

Access to Medical Notes Patients have a right to access their health records. Requests to view records should be made to the Clinical Services Director by the patient, relative or authorised representative as appropriate. Patients will be encouraged to examine these in the presence of the health care professional most directly concerned with their care.

Under the Data Protection Act 2018/GDPR, relatives or the representatives of a person who has died may have a legal right to access the deceased records. More information is available in the Privacy Notice on our website or by contacting the Head of Quality and Governance or Clinical Services Director directly.

Contact and Complaints Governance East Lancashire Hospice operates within a governance framework. The structure ensures the organisation has systems and processes to ensure the overall direction, effectiveness, supervision and accountability of the organisation.

Service User Feedback In order to gain a good understanding of the patient experience and effectiveness of our services, the hospice invites feedback from every person accessing our services. We may also conduct surveys with organisations who make referrals to the hospice. Analysis of the feedback we get helps us to ensure we focus service developments and resources in the most effective way.

Complaints East Lancashire Hospice recognises that constructive criticism and complaints can be valuable to the organisation in maintaining and improving standards of delivery. You can raise concerns or a complaint by speaking with any member of staff or by putting your concerns in writing or in an email. We aim to deal with concerns promptly, discussing issues as they arise, exploring what has led to the concern in order to resolve this with you.

If this is not possible, people can also make a formal complaint to highlight concerns by contacting our Chief Executive Hilary Barrett -

Telephone : 01254 965830

Email : Hilary.Barrett@eastlancshospice.org.uk

All complaints will be acknowledged within five working days and allocated to a senior manager to investigate. The senior manager will contact you to explore your concerns and identify any support you may require. Anyone raising a complaint can be assured they will be treated with respect and not discriminated against. We aim to provide a response within 28 working days and if for any reason this is not possible, we will talk to you about this and provide an explanation.

Should complainants remain dissatisfied, they can refer to external bodies such as the Care Quality Commission (CQC), the Fundraising Regulator (FR) or the Independent Betting Adjudication Service (IBAS)

Registered Manager

Mrs Carol A Evans

Telephone: 01254 965830

Email: Carol.Evans@eastlancshospice.org.uk

