

# STATEMENT OF PURPOSE



Willen Hospice  
always there to care

Willen Hospice  
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Registered Charity Number 270194

January 2020

This service has been registered by the Care Quality Commission under the Health and Social Care Act 2008.

Certificate of registration  
number: 1-192389229 Provider  
ID: 1-101635351

Name of Service Provider: Willen Hospice

Address of Service Provider: Milton Road, Milton  
Keynes. MK15 9AB Telephone: 01908 663636

Registered Manager: Jackie Meissner-jackie.meissner@willen-hospice.org.uk

Registered for activities: Treatment of disease, disorder & injury

Date of registration: 06/02/2019

This document has been written in accordance with the Health and Social Care Act 2008. The document will be reviewed every six months unless circumstances dictate that it should be reviewed earlier.

## OUR VISION

Our vision at Willen Hospice is to be the lasting and thriving provider of free care to all people affected by life limiting illness in our community of Milton Keynes and surrounding areas. This is made possible by a community working together continually to share in the delivery of the most assuring, equally accessible and advanced care available.

## PHILOSOPHY OF CARE- Always there to care

Willen Hospice is a registered charity offering specialist holistic assessment to adults with life limiting conditions, at differing stages of their illness. The personal circumstances, beliefs, dignity, choices, needs and privacy of patients will always be respected. The service is offered to people in the community and in the hospice by a multi- disciplinary team of staff and volunteers. Support is also offered to families, friends and carers both during illness and after the death of the patient.

The hospice is committed to continuously reviewing and improving its services. The Hospice has a Strategic Plan and Key performance indicators, this supports progressive service delivery and ensuring we meet the changing needs of our local population.

The Hospice is built 4 core Values, Compassion, Ambition, Respect and Excellence



We believe that patients, their families and carers are partners with us in the planning and implementation of their care. Wherever possible, information is provided to enable patients to make their own choices about the care they receive and the setting in which it is provided. All staff support the use of Advance Care Planning, documenting and sharing both across our clinical services and our external stakeholders to ensure the patient's wishes are supported where possible.

## **AIMS AND OBJECTIVES**

The hospice staff work as a multidisciplinary team. Our aim is to alleviate suffering which may be physical, emotional, social and spiritual, in order to enhance the quality of life of each patient. To promote wellbeing and living well for as long as possible. We support all patients with life-limiting illness and have non-cancer champions e.g. Dementia, Respiratory, Neurology to support a variety of conditions and to share knowledge and expertise.

To achieve this aim a variety of services are provided including a 15 bedded In-Patient Unit, a Wellbeing Centre, community care from the Willen at Home Team, Lymphoedema Service, Physiotherapy, Patient and Family Service, Chaplaincy and Psychological support services are provided for patients, families and carers.

All these services provide holistic care utilising the skills of a multidisciplinary team of staff, including medical, nursing, psychotherapy, social work, chaplaincy and complementary therapy-volunteers, all of whom are supported with specialist training in palliative and end-of-life care.

There is also an onsite education service through our Practice Development Team providing a wide range of mandatory and specialist palliative care specific education for in-house and external participants. Their aim to support the development of palliative care knowledge and skills of specialist and generalist health and social care workforces. The hospice is an education and resource centre which aims to teach others about the needs of patients who are seriously ill and dying, so that all who are involved in their care may feel well equipped for their responsibility, whether they are in hospices, hospitals or in the community.

## **HOSPICE MANAGEMENT**

The Hospice is run by a board of Trustees, called the Council of Management. The Council meet quarterly on the hospice premises.

**Chair of the Council of Management:** - Paul Davis

Paul has had previous roles as Treasurer of the Council of Management and became Chair in 2016. The day to day management of the Hospice is carried out by a Chief executive and Three Directors, a Consultant and three Associate Directors.

**Chief Executive Officer:** - Peta Wilkinson

**Clinical Director:** - Dr Penny McNamara

Consultant in Palliative Care, Lead for Clinical Governance & Caldecott Guardian

**Director of Peoples Services:** - Clare Reeve

**Director of Finance and Resources:** -

Julie Cooper

**Palliative Care Consultant:** - Dr Ben Dietsch

**Associate Director for Inpatient & Community Services:** - Jackie Meissner

Registered Manager and Senior Nurse

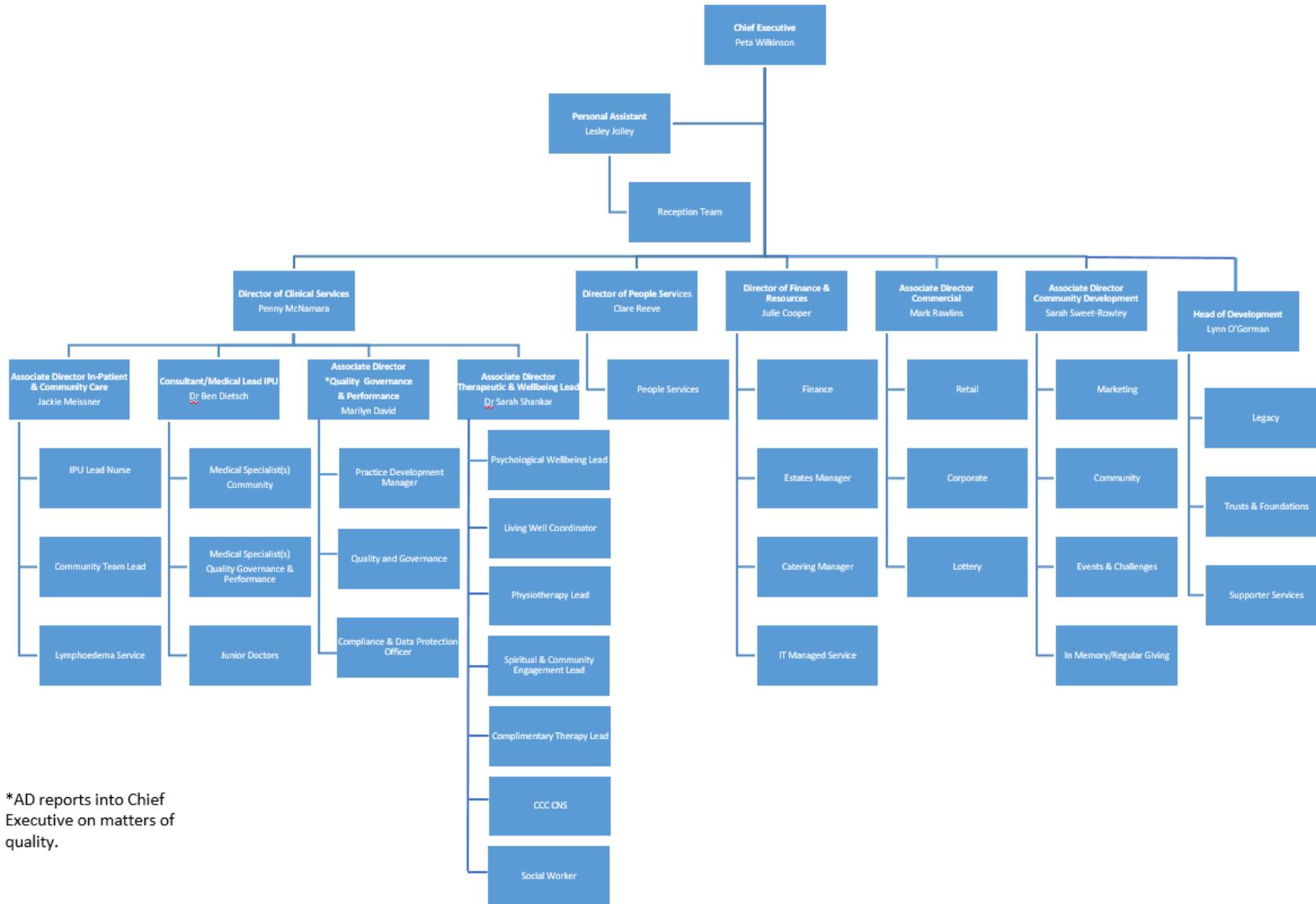
**Associate Director for Quality, Governance and Performance:** -

Marilyn David

Accountable Officer

**Associate Director for Wellbeing and Therapeutic Services:** - Dr Sarah Shankar

(DClinPsy) - Safeguarding Lead



\*AD reports into Chief Executive on matters of quality.

## **HOSPICE SERVICES**

We provide services via the Willen at Home Team, Wellbeing and Therapeutic Services, In-Patient Unit and Lymphoedema Service to people resident in Milton Keynes and surrounding areas, including Buckingham and Bedford. We also offer support to the families and carers of our patients. Community services do not provide home care to patients in Buckingham or Leighton Buzzard.

Patients are referred into Willen Services by GP and other Healthcare Professionals.

### **Hospice Medical Team**

*Clinical Director (Consultant), Lead Clinician (Consultant), Specialty Doctors, Palliative Medicine Doctors, GP Trainee, Foundation Year 2 Trainee.*

Willen Hospice medical team are responsible for supporting the work of the hospice across all clinical areas (Inpatient Unit, Willen at Home, Wellbeing and Lymphoedema), in addition to providing education and contributing to the quality and governance processes.

The medical team consists of a mix of medical staff; including Consultants and Specialty Doctors (permanent positions), Palliative Medicine Doctors (12-month posts) and doctors in training (GP trainee and Foundation Year 2 (FY2) trainees; both on rotation). The Specialty Doctors have designated responsibilities for Willen at Home and Quality teams.

The medical team also provides supervision of postgraduate trainees (GP and FY2) and undergraduate medical students from the University of Buckingham Medical School.

### **Willen at Home Team**

*Community Lead Nurse, Clinical Nurse Specialists, Senior Nurse, Registered Nurses and Health Care Assistants*

The community palliative care team supports people in the community by providing specialist advice, working in close liaison with a patient's GP, District Nursing team and other health and social care providers. They provide support for the whole family enabling more patients to remain at home if that is their wish.

Patients are triaged into the service and onto a corporate case load where they are assessed, and their phase of illness is identified to ensure they are seen in a responsive way to facilitate timely interventions. End of Life care is supported by the team, with them completing Fast Track Continuing Health Care applications to support discharge out of hospital and also to support patients to remain at home. We have Non-Medical Prescribers within the team, which also supports prompt interventions.

### **Inpatient Service (15 beds)**

*Lead Nurse, Deputy Sisters, Social Worker, Registered Nurses, Healthcare Assistants and Ward Hostess.*

The Inpatient Unit offers specialist palliative care for those patients with the most complex needs associated with any life limiting illness. Admissions can be for assessment, complex symptom control, and re-enablement with the support of our Physiotherapist, emotional and spiritual support and end of life care. The key aim is to support patients to enjoy living – almost half of all admissions lead to patients returning home. We are unable to provide long term inpatient care; however, we would support anyone for whom long term care is required by exploring future care options with them.

## **Lymphoedema Service**

*Lymphoedema Nurse Specialists, Registered Nurse, and Administrator*

The Lymphoedema Service supports patients experiencing Primary and Secondary Lymphoedema and is supported by specially trained nurses who are registered members of the British Lymphology Society. Treatment for Lymphoedema can comprise of skin care, exercise, bespoke compression therapy garments, bandaging, lymphatic drainage and lymphatic taping. The service is delivered from our Community Hub as an outpatient service; however, patients are seen on the In-Patient Unit, Milton Keynes University Hospital (MKUH) and in patient's homes.

Priority is given to palliative patients, to support symptom control. The team also deliver education and support to patients in the form of the British Lymphoedema Education Session (BLES), partnering with the Breast Care Team at MKUH to support the early detection of Lymphoedema and what to do to patients under their care; and also the Macmillan HOPE Programme, both specialist nurses are trained facilitators in delivering this programme to patients living with and beyond cancer.

## **Therapeutic & Wellbeing Services**

### **Wellbeing Centre**

*Wellbeing Centre Lead, Registered Nurses, Healthcare Assistant and Volunteers*

The Wellbeing Centre Service offers an individualised week programme of care based on patient need, where patients set their own aims and objectives. The Centre can support up to 15 patients on a Tuesday and Wednesday. It is an integral part of our specialist palliative care service, enabling patients to access the hospice and specialist palliative care teams during regular weekly visits whilst continuing to live at home. With the support of a complex multi-professional team it aims to enhance the independence and quality of life of patients by responding to their physical, psychological, social and spiritual needs. On Thursday the team offer an assessment day for patients and families and once a month a 'Moving On drop-in' to help those who are transitioning to being discharged from the service. The theme of enablement continues with a person-centred approach to care with the support of psychology and counselling services, complementary therapies provided by volunteer therapists and the support of volunteers to help run each session.

### **Patient and Family Services**

Patient and Family Services offer support to patients, carers, family members including children. Support is provided in the hospice, as well as at home and in community settings. Carers and families can be offered 1:1 support or adults can be access support through our weekly group drop-in. The team also offer a visiting service to enable carers to attend appointments or find time for self-care while knowing their family member is being supported at home. Bereavement services are provided for those who have been looked after by any of the hospice services across and can provided individually, within a group or over the telephone. The team work collaboratively with other hospice teams to support those requiring emotional and practical support and signing posting to external agencies as required.

### **Spirituality Service**

This service provides spiritual and pastoral care across the hospice, for patients, visitors, carers, volunteers and staff. The service supports people of all faiths and none, offering support for those searching for meaning, hope, and direction, providing an informed ethical, theological, spiritual and pastoral resource for all. Service users can be supported in the hospice or visited in their home or other community settings.

### **Psychology and Counselling Service**

Ill health affects the whole person, not just the body; and it also impacts on relatives and carers. The psychology and counselling service provide a psychology support and interventions for patients and/or family or carers who are experiencing complex psychological problems relating to any aspect of the palliative phase of their life limiting condition.

### **Physiotherapy**

The Physiotherapy Service at Willen Hospice is for adult patients who have a palliative diagnosis and who have complex physical, functional and or psychological needs as a result of their disease and require specialist physiotherapy intervention to treat or manage their symptoms. Patients are seen whilst they are on the In-Patient Unit, as an Out-Patient, when they attend Wellbeing or in the community. Physiotherapy develops personalized care with goal setting key to determining best outcome for patients. There is a weekly exercise programme and the service also supports the weekly "Walking for Health Walk" hosted by the Hospice.

As well as the wide range of Clinical Services provided here at Willen Hospice we also have a **Practice Development Team.**

The education service is an essential part of our specialist palliative care service. The NICE Guidance for Supportive and Palliative Care (2004) & Ambitions for Palliative and End of Life Care (2015) sets out clear guidelines for the development of specialist palliative care education to support the delivery of palliative care at all levels and in all locations. As a provider of specialist palliative care, Willen Hospice is required to provide educational opportunities to develop the palliative care knowledge and skills of all professionals and carers providing that care.