

STATEMENT OF PURPOSE



Willen Hospice
always there to care

Willen Hospice
Manor Road
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Registered Charity Number 270194

June 2021

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 a life limiting illness in the community of Milton Keynes and surrounding areas. This is made possible by a community continually working together 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 which 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, community care provided by the Willen at Home Team and Community Cancer Care Nurses, a Lymphoedema Service and Therapeutic and Wellbeing Services which includes Chaplaincy, Therapies (physiotherapy, occupational and complementary therapy) Social Care and Psychology and Counselling services all provided for patients, families and carers.

All these services provide holistic care utilising the skills of a multidisciplinary team of staff including medical, nursing, psychological, social care, chaplaincy and allied health professionals, 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

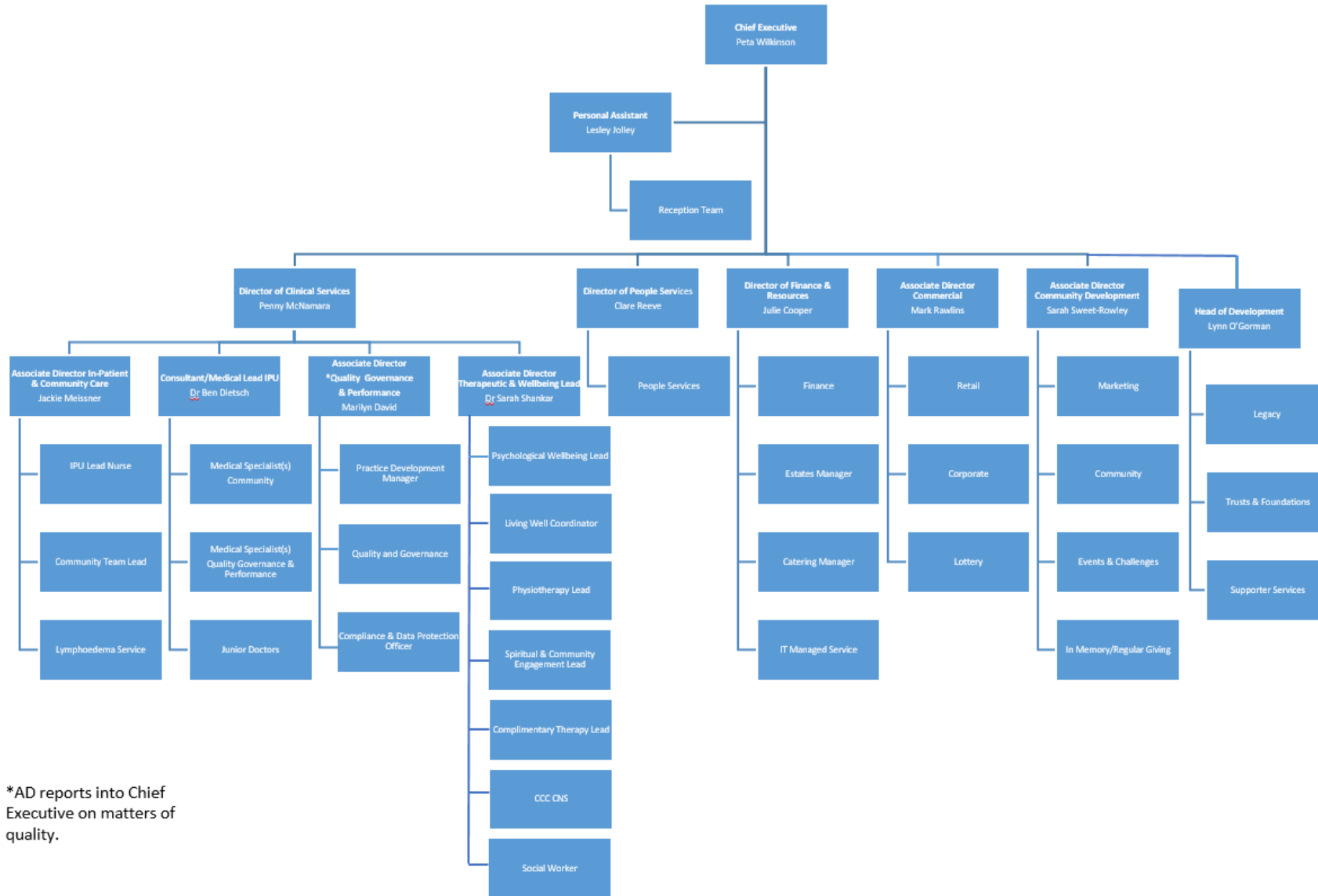
Registered Manager and Senior Nurse

Associate Director for Quality, Governance and Performance: - Marilyn David

Accountable Officer

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

(DClinPsy) - Safeguarding Strategic Lead



*AD reports into Chief Executive on matters of quality.

HOSPICE SERVICES

We provide services via the Willen at Home Team, Cancer Care in the Community, Therapeutic and Wellbeing 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, Milton Keynes Hospital 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 and after death 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. All Registered Nurses have completed verification of death training, which can provide a more seamless package of care. We have Non-Medical Prescribers within the team, which also supports prompt interventions. During the COVID pandemic there was investment in technology to support remote working so that patients could still receive support and care, we continue to work in this way as appropriate.

Inpatient Service (15 beds)

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

Due to a new build we will be required to reduce our In-Patient bed occupancy from the 28/06/2021 to 8 beds and down to 6 beds on approximately the 30/08/2021. Service users and stake holders will be kept up to date via Willen Web site and leaflet distribution.

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. We have supported patients throughout the COVID pandemic, working closely with our stakeholders. All infection control measures have been updated, and are reviewed by our Infection Control Lead Nurse. All patients admitted to the In-Patient Unit receive a COVID swab on admission, this is repeated as required. We are able to support COVID positive and negative patients. PPE is worn as per PHE guidance. All visitors are requested to wear a clinical mask during their visit and to provide a negative lateral flow test.

All the latest guidance can be found on the Willen website [Willen Hospice - End of life palliative care \(willen-hospice.org.uk\)](https://www.willen-hospice.org.uk)

Lymphoedema Service

Lymphoedema Nurse Specialists, 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.

Community Cancer Care (CCC)

CCC is a newly launched and commissioned service for cancer patients in Milton Keynes. The service aims to improve the health and well-being of all adult patients living with and beyond a cancer diagnosis (LWBC). By providing a community-based cancer care and support service, which is easily accessible to all patients and their families that meet the referral criteria. The team work collaboratively across care settings in order to complement, enhance and adapt the existing services already in place. The service officially launched in September 2020. In the coming year we plan to open the service in a phased approach by oncology site in collaboration with Milton Keynes Hospital Cancer Service.

Therapeutic & Wellbeing Services

Chaplaincy

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.

Therapies Team

Our Therapies team is led by a Senior Occupational Therapist and services include physiotherapy, occupational therapy and complementary therapy.

The Therapies Team 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 interventions to treat or manage their symptoms. Patients are seen whilst they are on the In-Patient Unit and specialist support can be provided in the community. Our team work with our local therapy networks to provide specialist palliative knowledge, supervision and teaching. The team work both individual and in group settings and hope to provide group-based interventions not just virtually but face to face once Covid-19 restrictions are lifted.

Our complementary therapy (CT) service is also able to support families and carers with the support of our volunteers.

Psychology and Counselling Service

NICE guidance (2004, 2011) recognises cancer and palliative care as a series of traumatic stresses and events, throughout which patients and their families face multiple challenges. Some of these challenges can be adequately addressed by listening to and acknowledging concerns or by the provision of information, signposting to support services, basic problem solving or other simple interventions that lie within the remit and expertise of most health care professionals. Other challenges however, are of such a complexity or generate such psychological distress and disorganisation that they require specialist expertise in psychological assessment and intervention.

The psychology and counselling service provides direct assessment, formulation and interventions to support individuals and families with their psychological needs, whilst also providing indirect support for clinical staff through teaching and supervision to provide support to patients and families. The service also supports volunteers to provide a supportive listening service for lower levels of distress and bereavement.

Social Care Services

This service aims to address the social care needs of patients, their families including children and young people and carers at different points in their palliative journey and provides a diverse range of provisions for all service users. This service is essential to meet the requirements of the Care Act 2014, which created a single, consistent route to establishing an entitlement to public care and support for all adults with needs for care and support and their carers. Social Care also drives the Safeguarding agenda in the Hospice and is instrumental in the operational management and monitoring of safeguarding concerns, Deprivation of Liberty Safeguards (DoLs) and training. The team consists of a lead and two qualified social workers, one with a focus on adult and the other on provision for children and families. The team is supported by a Social Care assistant whose remit is to assist service delivery. Support and interventions are diverse and include holistic needs assessments, facilitating complex IPU discharges, provision of support and education programmes for families, young people and carers. Specially trained and supervised volunteers are supporting the Social care in the delivery of service offers.

The service demonstrates good governance through the Social Care strategy, contributions in Quality reports, CHKS survey and participation in Clinical Effectiveness, Clinical Governance, Safeguarding Strategy Group as well as carrying out audits to ensure quality and safety of the service.

Living Well Programme

The Therapeutic and Wellbeing Team aims to provide a programme of support and intervention that meets the holistic needs of our patients and families based on the care plan established from their holistic needs assessment. These programmes can be tailored to the individual. During Covid-19 some of these sessions have been provided virtually, but we hope to grow and develop this provision as Covid-19 restrictions are lifted later in 2021.

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 within in our locality and carers providing that care. During the height of the pandemic like many services we have had to adapt how we deliver our education programmes and training.