

HOSPICE

OF THE GOOD SHEPHERD

STATEMENT OF PURPOSE

Hospice of the Good Shepherd
Gordon Lane
Backford Chester
CH2 4DG

Tel: 01244 851091

Email: info@hospicegs.com

Registered Charity no. 515516

Registered Company no. 01843427

The Hospice of the Good Shepherd has been registered by the Care Quality Commission under the Health and Social Care Act 2008.

Certificate of Registration number: 1-1509733570
Provider ID: 1-101728410
Name of Service Provider: Hospice of the Good Shepherd Ltd
Address of Service Provider: Gordon Lane, Backford, Chester, CH2 4DG
Name of Registered Manager: Elizabeth Taylor
Regulated Activities: Treatment of disease, disorder or injury.
Date of Registration: 30/06/2014
Service Users: Adults (aged 18+) with incurable life-limiting illnesses and their families across Cheshire West and Chester, and Deeside
No. of overnight beds: 12 – temporarily reduced to 10 and subsequently reduced to 9 during COVID-19 pandemic
Legal Status of Provider: Incorporated
Company number: 01843427
Charity number: 515516
Name of Chairman: Robert Mee
Name of Chief Executive: Rhian Wyn Edwards

This document has been written in accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 – Regulation 12. The document will be reviewed annually unless circumstances dictate that it should be reviewed earlier.

Mission Statement

Our mission for the Hospice of the Good Shepherd is to provide the highest quality specialist palliative care for the people of Western Cheshire, Deeside and surrounding areas, who have illnesses that no longer respond to curative treatment.

Our main activity continues to be the delivery of a specialist medical and nursing service to patients and their families by a skilled and dedicated multi-professional team.

Working with our Trustees, staff and stakeholders, the Hospice of the Good Shepherd has identified a range of strategic aims and objectives, which form part of our vision and philosophy.

Our Vision and Philosophy

“Striving for Excellence is at the Heart of Everything we do.”

Our Values Underpin Everything We Do:



Our Strategic Priorities

We are guided by four strategic priorities:



We will continue to provide high quality, safe, compassionate, person centred care across all the services we provide.



We will lead, grow and develop an open, engaging culture with our colleagues and service users and develop collaborative relationships with our commissioners and communities.



We aspire to be an organisation where our skills, behaviours and values necessary to deliver excellent services.



We will strive for financial sustainability, foster innovation and achieve efficiency through continuous quality improvement.

Facilities

The Hospice of the Good Shepherd is situated in the village of Backford, near Chester. The building is purpose built and provides inpatient, outpatient, day therapy and counselling services. There are 12 inpatient beds, currently temporarily reduced to 9, and a variety of day services currently mainly offered remotely through our Living Well Centre. The Hospice policy is to encourage visiting by friends and relatives but this has been significantly impacted by the pandemic. Up to date visiting arrangements are available on the hospice website. Usually children are welcome and pets can visit by prior arrangement with staff. During periods of in-patient care, patients may go out with visitors but are asked to inform staff when planning to do so. Relatives are able to stay overnight if desired. Patients can use their own mobile phones and there is a free Wi-Fi connection if required.

We also provide a multi-faith room for patients and their visitors and provide the opportunity for patients and carers to take part in any religious services if that is their wish. Access to this is limited at present depending on the level of isolation required for individual patients. Our Spiritual Care team provides non-denominational support for all patients and liaise with a wide network of religious faith leaders who can be called on to meet individual patient needs.

Visitors spending prolonged periods at the hospice can request meals from the hospice kitchen.

Covid 19 – Update

- Inpatient beds have now reduced to 9 beds to allow single rooms to be used.
- Our Living Well Centre Services are is r open in line with national guidelines.
- Hospice visiting is reviewed daily, in line with national guidance; patients are able to contact their friends and relatives by phone/video call.

Staffing

Patients and their carers are supported by a multi-professional team of doctors, nurses, complementary therapists, physiotherapist, occupational therapist, counsellors, social worker, a spiritual care team, catering and housekeeping staff, as well as administration, fundraising, estates, retail, and volunteers including flower arrangers and personal shoppers. There are also supervised medical and nursing students in the hospice from time to time. Our clinical and medical staff have a range of knowledge and skills including specialist palliative care qualifications, to help manage pain and other distressing symptoms as well as providing practical help.

The recruitment and selection policy and procedure ensures that all staff are carefully screened and references are always checked thoroughly including DBS checks where appropriate.

All staff undergo an induction programme organised by their line manager, which includes allocated time spent with experienced staff.

All staff undertake mandatory training, which includes Safeguarding, Data Protection, Health and Safety (including Fire Safety and Manual Handling), Equality and Diversity, and any other essential job specific training.

The Hospice employs a large number of professionally trained staff, a number of whom have a specific qualification in palliative care.

A number of external education and training sessions relevant to palliative care are delivered at the hospice and staff are actively encouraged to attend.

Regulated Activities:

Treatment of disease, disorder or injury

This activity allows for any treatment service that is provided by the multi-disciplinary team related to disease, disorder or injury. It includes a wide range of treatment, such as, but not limited to, emergency treatment, ongoing treatment for long-term conditions, and palliative care.

Services Provided:

The service type provided is Hospice. The Hospice of the Good Shepherd provides specialist palliative care for adults (18 years +) with incurable life-limiting illnesses and their families across Cheshire West and Chester, and Deeside.

The Hospice offers the following services to its patients: medical and nursing care, symptom control, acupuncture, outpatients' service, physiotherapy, occupational therapy, complementary therapies, pastoral/spiritual care, day therapy, short courses, support groups, social care, education services, end of life care, and bereavement support/counselling. The Hospice also provides a complementary therapy service for carers. The Hospice also provides an out of hours Telephone Advice Line service for professionals and during the pandemic outbreak, medical outpatients' appointments are provided by telephone; essential face-to-face visits may be arranged at the discretion of the Responsible Clinician.

Consultation with Patients:

Patients and their carers are encouraged to participate in the planning of care whilst in the hospice and in the planning of their discharge from the hospice.

All patients are sent or given a more detailed service user questionnaire specifically related to the area of the service they accessed. All results are collated every three months and a detailed report and action plan is produced, together with a "You Said, We are Doing" document, excerpts of which are displayed in reception and changed on a quarterly basis.

Comments, Suggestions and Dissatisfaction

We welcome all comments about our service from patients, carers, and the public we serve. A "Comments/Suggestions Card" is available to all patients and visitors and is left in the locker of each patient and other areas within the hospice, with an invitation to complete it anonymously and place it in the suggestion box found in reception or to return it by post after discharge.

Further details of how to make a compliment, complaint or raise a concern are contained in a leaflet, which can be found throughout the hospice; the full compliments and complaints procedure is available on request.

Sharing information

It is normal practice for us to exchange relevant clinical information between ourselves and other professionals such as GPs and hospital and community teams. We are also required to share some information with the Care Quality Commission, the regulatory body that regulates our services. We also have an information leaflet on "How Your Information is Used", of which a copy is given to patients prior to accessing services.

Data Protection Act (2018)

The hospice maintains clinical records on an electronic system called Crosscare. In certain circumstances, we are requested to pass this information to other Healthcare providers. Patients should let the staff know if they do not wish us to do this. We must by law strictly control and manage patients' personal information, and it is the duty of the Hospice of the Good Shepherd to maintain confidentiality of patients.

Accessing your own health records

Patients have the right to access their own hospice clinical health records under the Data Protection Act 2018. Requests to access records must be put in writing, and addressed to the Director of Clinical Services.

Care Quality Commission

The Hospice of the Good Shepherd is a registered provider of healthcare under the Care Quality Commission Health and Social Care Act 2008 Regulations 2014.

The latest inspection report by the Care Quality Commission can be accessed via the website www.hospiceofthegoodshepherd.com or the CQC's website www.cqc.org.uk. Alternatively, a request should be made to a member of staff. For further details of registration and inspection, please contact:

The Care Quality Commission

Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Email: enquiries@cqc.org.uk
Phone: 03000 616 161