

# **Statement of purpose**

Health and Social Care Act 2008

## **Part 1**

### **The provider's name, legal status, address and other contact details**

Including address for service of notices and other documents

## Statement of purpose, Part 1

Health and Social Care Act 2008, Regulation 12, schedule 3

The provider's business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008

### 1. Provider's name and legal status

Full name <sup>1</sup>	St Michael's Hospice					
CQC provider ID	1-101728886					
Legal status <sup>1</sup>	Individual	<input type="checkbox"/>	Partnership	<input type="checkbox"/>	Organisation	<input checked="" type="checkbox"/>

### 2. Provider's address, including for service of notices and other documents

Business address <sup>2</sup>	Bartestree
Town/city	Hereford
County	Herefordshire
Post code	HR1 4HA
Business telephone	01432 851000
E-mail	<a href="mailto:Quality@smhospicehereford.org">Quality@smhospicehereford.org</a>

By submitting this statement of purpose you are confirming your willingness for CQC to use the **email address** supplied at Section 2 above for service of documents and for sending all other correspondence to you. Email ensures fast and efficient delivery of important information. If you do not want to receive documents by email please check or tick the box below. We will not share this email address with anyone else.

I/we do <b>NOT</b> wish to receive notices and other documents from CQC by email	<input type="checkbox"/>
--	--------------------------

<sup>1</sup> Where the provider is a partnership please fill in the partnership's name at 'Full name' in Section 1 above. Where the partnership does not have a name, please fill in the names of all the partners at Section 3 below

<sup>2</sup> Where you do not agree to service of notices and other documents by email they will be sent by post to the business address shown in Section 2. This includes draft and final inspection reports. This postal business address will be included on the CQC website.

<sup>3</sup> Where you agree to service of notices and other documents by email your copies will be sent to the email address shown in Section 2. This includes draft and final inspection reports.

*Please note:* CQC can deem notices sent to the email or postal address for service you supply in your statement of purpose as having been served as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents.

<b>3. The full names of all the partners in a partnership</b>	
<b>Names:</b>	N/A

## Part 2

### Aims and objectives

## **Aims and objectives**

### **Vision**

Our vision is that everyone in Herefordshire and the surrounding areas who needs and wants palliative care has timely access to it and in a way that suits them.

### **Mission**

The charity's mission is to make sure palliative and end of life care is available to all who can benefit from it, regardless of age, gender, diagnosis, social group or location. This includes supporting those people close to the dying person throughout the pre- and post-bereavement stages too.

We will do this by bringing together the excellent work already being done in the community; at the hospital; and in the hospice to ensure there is a spectrum of services suitable for the wide variety of needs the patients and families have.

We will also work with others to help people, their families and carers feel comfortable and able to have conversations with skilled professionals about how, when and where they would like their care and support towards the end of life. We will guide them, if they wish, to produce a plan that describes their needs and preferences. This will ensure people receive the right care, in the right place delivered by the right people.

We can't do all of this on our own and so we will work with communities, groups and organisations to help them to understand the importance of good palliative care and how they can play their part in it. We believe the Compassionate Communities Model is the best approach for Herefordshire. Herefordshire already has strong compassionate communities and we can build on this through education, research and guidance so people feel supported to live and die well; on their own terms; and with whatever health conditions they have.

### **Key Goals**

St Michael's summarises its strategy into three key organisational goals as follows:

- **Communicate with and care for more people**  
Working with others, we will increase accessibility, availability and quality of palliative care for more people.
- **Influence and educate others to improve care**  
We will work with key decision-makers, other providers and the community to heighten awareness of death and dying issues and improve care wherever it is provided through education and research.
- **Be a sustainable and well-led organisation**  
We will ensure we generate enough income and deliver our vision and innovate as an organisation to make us more effective and efficient.

## Part 3

Location(s), and

- the people who use the service there
- their service type(s)
- their regulated activity(ies)

Fill in a separate part 3 for each location

The information below is for location no.:	1	of a total of:	1	locations
--	---	----------------	---	-----------

<b>Name of location</b>	St Michael's Hospice
<b>Address</b>	Bartestree Hereford Herefordshire
<b>Postcode</b>	HR1 4HA
<b>Telephone</b>	01432 851000
<b>Email</b>	Quality@smhospicehereford.org

<b>Description of the location</b>	
(The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)	
<p>The Hospice is a purpose-built unit comprising of 5 four bedded (en suite) clusters, fully hoisted throughout with some bariatric equipment. The building is compliant with building regulations for disabled access. It also houses a gym, counselling rooms and two beverages bays which are accessible to patients, families and staff.</p> <p>This new building is linked to the previous Hospice, which has been fully refurbished to the same standards of access, and accommodates the Outpatient, Day Services and Education Department. Services are delivered within these areas including In-patient Unit for patients, carers and families. In addition to this a community service is co-ordinated within the building delivering Hospice at Home to patients in their own homes and care homes.</p> <p>The clinical staff are comprised of Registered Nurses and Healthcare Assistants with expert knowledge in Palliative and End of Life care, who work alongside a team of Medical Officers and Allied Health Professionals. All professional registrations are checked and monitored and revalidation processes are in place.</p> <p>DBS checks are completed for relevant staff.</p>	
<b>No of approved places / overnight beds (not NHS)</b>	20



### CQC service user bands

The people that will use this location ('The whole population' means everyone).

Adults aged 18-65	<input checked="" type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/>	
Mental health	<input type="checkbox"/>	Sensory impairment	<input type="checkbox"/>	
Physical disability	<input checked="" type="checkbox"/>	People detained under the Mental Health Act	<input type="checkbox"/>	
Dementia	<input checked="" type="checkbox"/>	People who misuse drugs or alcohol	<input type="checkbox"/>	
People with an eating disorder	<input type="checkbox"/>	Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>	
Children aged 0 – 3 years	<input type="checkbox"/>	Children aged 4-12	<input type="checkbox"/>	Children aged 13-18
The whole population	<input type="checkbox"/>	Other (please specify below)	<input checked="" type="checkbox"/>	
People with terminal illnesses				

<b>The CQC service type(s) provided at this location</b>	
Acute services (ACS)	<input type="checkbox"/>
Prison healthcare services (PHS)	<input type="checkbox"/>
Hospital services for people with mental health needs, learning disabilities, and problems with substance misuse (MLS)	<input type="checkbox"/>
Hospice services (HPS)	<input checked="" type="checkbox"/>
Rehabilitation services (RHS)	<input type="checkbox"/>
Long-term conditions services (LTC)	<input type="checkbox"/>
Residential substance misuse treatment and/or rehabilitation service (RSM)	<input type="checkbox"/>
Hyperbaric chamber (HBC)	<input type="checkbox"/>
Community healthcare service (CHC)	<input type="checkbox"/>
Community-based services for people with mental health needs (MHC)	<input type="checkbox"/>
Community-based services for people with a learning disability (LDC)	<input type="checkbox"/>
Community-based services for people who misuse substances (SMC)	<input type="checkbox"/>
Urgent care services (UCS)	<input type="checkbox"/>
Doctors consultation service (DCS)	<input type="checkbox"/>
Doctors treatment service (DTS)	<input type="checkbox"/>
Mobile doctor service (MBS)	<input type="checkbox"/>
Dental service (DEN)	<input type="checkbox"/>
Diagnostic and or screening service (DSS)	<input type="checkbox"/>
Care home service without nursing (CHS)	<input type="checkbox"/>
Care home service with nursing (CHN)	<input type="checkbox"/>
Specialist college service (SPC)	<input type="checkbox"/>
Domiciliary care service (DCC)	<input type="checkbox"/>
Supported living service (SLS)	<input type="checkbox"/>
Shared Lives (SHL)	<input type="checkbox"/>
Extra Care housing services (EXC)	<input type="checkbox"/>
Ambulance service (AMB)	<input type="checkbox"/>
Remote clinical advice service (RCA)	<input type="checkbox"/>
Blood and Transplant service (BTS)	<input type="checkbox"/>

<b>Regulated activity(ies) carried on at this location</b>		
Personal care	<input checked="" type="checkbox"/>	
Registered Manager(s) for this regulated activity: Mrs N Proctor and Mrs J Dyke Whitfield		
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>	
Registered Manager(s) for this regulated activity: Mrs N Proctor and Mrs J Dyke Whitfield		
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Surgical procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Diagnostic and screening procedures	<input checked="" type="checkbox"/>	
Registered Manager(s) for this regulated activity: Mrs N Proctor and Mrs J Dyke Whitfield		
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Transport services, triage and medical advice provided remotely	<input checked="" type="checkbox"/>	
Registered Manager(s) for this regulated activity: Mrs N Proctor and Mrs J Dyke Whitfield		
Maternity and midwifery services	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Termination of pregnancies	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Services in slimming clinics	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Nursing care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Family planning service	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		

# Part 4

## Registered manager details

Including address for service of notices and other documents

Please first read the guidance document *Statement of purpose: Guidance for providers*

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in part 1
--	---	----------------	---	---

<b>1. Manager's full name</b>	Mrs Nichola Proctor Mrs Jade Dyke Whitfield
-------------------------------	--

<b>2. Manager's contact details</b>	
<b>Business address</b>	Bartestree
<b>Town/city</b>	Hereford
<b>County</b>	Herefordshire
<b>Post code</b>	HR1 4HA
<b>Business telephone</b>	01432 851000
<b>Manager's email address</b>	
<a href="mailto:Quality@smhospicehereford.org">Quality@smhospicehereford.org</a>	

<sup>1</sup> Where the manager has agreed to service of notices and other documents by email they will be sent to this email address. This includes draft and final inspection reports on all locations where they manage regulated activities.

Where the manager does not agree to service of notices and other documents by email they will be sent by post to the provider postal business address shown in Part 1 of the statement of purpose. This includes draft and final inspection reports on all locations.

*Please note:* CQC can deem notices sent to manager(s) at the relevant email or postal address for service in this statement of purpose as having been served, as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents to registered managers.

<b>3. Locations managed by the registered manager at 1 above</b> (Please see part 3 of this statement of purpose for full details of the location(s))	
<b>Name(s) of location(s) (list)</b>	<b>Percentage of time spent at this location</b>
St Michael's Hospice, Bartestree, Hereford	100

<b>4. Regulated activity(ies) managed by this manager</b>		
Personal care	<input checked="" type="checkbox"/>	
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>	
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Surgical procedures	<input type="checkbox"/>	
Diagnostic and screening procedures	<input checked="" type="checkbox"/>	
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Transport services, triage and medical advice provided remotely	<input checked="" type="checkbox"/>	
Maternity and midwifery services	<input type="checkbox"/>	
Termination of pregnancies	<input type="checkbox"/>	
Services in slimming clinics	<input type="checkbox"/>	
Nursing care	<input type="checkbox"/>	
Family planning service	<input type="checkbox"/>	

**5. Locations, regulated activities and job shares**

Where this manager does not manage all of the regulated activities ticked / checked at 4 above at all of the locations listed at 3 above, please describe which regulated activities they manage at which locations below.

Please also describe below any job share arrangements that include or affect this manager.

N/A