

Statement of Purpose

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

1. Provider's name and legal status

Full name ¹	St Michael's Hospice					
CQC provider ID	1-101728886					
Legal status ¹	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 ²	Bartestree, Hereford, Herefordshire, HR1 4HA
Business telephone	01432 851000
Electronic mail (email) ³	nproctor@smhospicehereford.org jdyke@smhospicehereford.org

3. Registered Manager's full name

Mrs Nichola Proctor
Mrs Jade Dyke Whitfield

2. Manager's contact details

Business address	Bartestree, Hereford, Herefordshire, HR1 2NZ
Business telephone	01432 851000
Manager's email address ¹	nproctor@smhospicehereford.org jdyke@smhospicehereford.org

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 to deliver our vision and innovate as an organisation to make us more effective and efficient.

Description of the location

(The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)

The Hospice is a new 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.

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 Inpatient 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.

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.

DBS checks are completed for relevant staff.

No of approved places / overnight beds (not NHS)

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"/>	
Physical disability	<input checked="" type="checkbox"/>	Dementia	<input checked="" type="checkbox"/>	
Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>	Other (please specify below)	<input checked="" type="checkbox"/>	
People with terminal illnesses				

The CQC service type(s) provided at this location

Hospice services (HPS)

**Regulated activity(ies) carried on at this location (Registered Manager Mrs N Proctor & Mrs J Dyke Whitfield)**

Personal care	<input checked="" type="checkbox"/>	
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>	
Diagnostic and screening procedures	<input checked="" type="checkbox"/>	
Transport services, triage and medical advice provided remotely	<input checked="" type="checkbox"/>	