



# Statement of Purpose

Incorporating our  
Philosophy of Care

June 2023



Putting you at the  
centre of everything  
we do

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# Purpose

Our purpose is to lead the way in providing specialist care, supporting babies, children, young adults and adults with life-limiting conditions, helping them to live well and make every day count. The support extends to their loved ones and is free to all who need it.

Care and support can be provided in the patient's own home, as an outpatient or in our day services, or in our purpose-built in-patient units.

We will provide a programme of care and support, that has each person at the centre, enabling them to live well with their life-limiting condition.

We will offer a well-coordinated, multi-professional and 'seamless' service, which integrates hospice specialist palliative care services with primary, secondary and tertiary health care services, other voluntary/independent agencies, social services and, in the case of children and young people, education services.

Our approach will be non-judgemental and non-discriminatory, ensuring equal access for all. We consider it equally important to give support to those who care for our patients, whether they are professional carers, members of the family, friends or trained volunteers. We work with our communities to develop resilience at end of life and beyond.

We aim to use our expertise to benefit the community we serve. This includes promoting conversations about death, dying and loss within communities, so normalising the process and helping people to communicate their wishes. We also provide training to health and social care professionals. We take the lead and work in partnership to spearhead research and innovation within our specialist field.

## How are we funded?

We raise funds through generous donations from our local community and the sale of donated goods in our charity shops. In addition, a funding contribution is made by the NHS and local authorities.

## Responsibility towards patients, relatives and friends

We will treat patients, families and friends as individuals, with compassion, humility, honesty and respect. We will listen to them and, whenever possible, involve them in decisions about treatment. We will respect their preferences, beliefs and customs, and assure their complete privacy and dignity at all times. We will always take account of the needs and wishes of patients at the different stages of their illness. We will provide a varied menu to ensure the cultural and dietary needs of our patients are met.

There is no charge to patients or their families for the use of our services.

## Other responsibilities

The community generously contributes a great deal of money, time and effort to sustain the work of our hospice charity. We must always act with integrity and demonstrate we are a trustworthy organisation by using these resources wisely, prudently and effectively.

Registered provider:

Keech Hospice Care,  
Great Bramingham Lane,  
Luton, LU3 3NT.

Registered managers:

Liz Searle, Chief Executive Officer, RN,  
RNT, MSc, MBA, Cert.Ed;

Elaine Tolliday, Clinical Director, RGN,  
BSc, PGCE.

Registered regulated activities:

Treatment of disease, disorders or injury.





## Adult Services

**Our services for adults with a life-limiting condition are provided to those who have a GP in Bedfordshire.**

### **Adult in-patient unit (eight beds) provided at our Luton site**

The adult in-patient unit is a purpose-built and comprehensively staffed unit with an emphasis on homely surroundings. It opened in 2009 and is fully accessible for wheelchair users and those with disabilities. Trained clinicians, who specialise in palliative care, and palliative care support workers (PCSW) provide care, supported by specialist doctors, social workers, therapists (music, art, talking, complementary, physio and occupational), bereavement care staff and trained volunteer helpers.

The unit's function is to provide care for patients whose distressing symptoms and other complex needs are not readily relieved in the home or other care setting. Its focus is on symptom control, psychological support and end-of-life care. The patient's needs determine the length of stay. Staff use an evidence-based assessment model to plan care that is individually tailored to the needs of the patient and their family.

Accommodation is provided for eight patients in eight single rooms (all ensuite). We designed the environment to look as relaxing and homely as possible, while all the latest medical and nursing equipment is discreetly available and used to provide a high standard of specialist care. All our care staff follow a professional code of conduct, and we offer a high staff-to-patient ratio. This ensures the best quality treatment and personalised care for the patient, their family and friends.

All patients receive a medical and nursing assessment on admission, during which we will identify and agree with the patient what their treatment aims are. The medical and nursing teams regularly monitor these aims until the patient achieves them.

There is family accommodation within the adult unit that families are welcome to use if they would like to stay overnight.

## Wellbeing Centre at our Luton site

Our Wellbeing Centre works alongside patients with a progressive palliative diagnosis to understand their needs and support them to achieve their goals so they can live well independently. Our specialist multi-disciplinary care team puts patients at the centre of everything we do, with a holistic approach to help patients live well for as long as possible. The earlier a patient is referred to us, the better we can support them with their complex condition; while attending, the patient remains under the care of their GP and community nursing team.

The Wellbeing Centre is wheelchair accessible and suitable for people with disabilities and impairments, with facilities for more dependent patients.

The Wellbeing Centre has been assessed and modified to ensure it is COVID-19 secure, making sure even the most vulnerable patients can access services, if required.

Our specialist team comprises specialist doctors and nurses, palliative care support workers (PCSW), therapists, family support workers, social workers and trained volunteer helpers. Chaplaincy support is available to patients and families of any faith or cultural background.

Patients, and their families, benefit from a personalised package of care and support which is delivered both virtually and within the centre.



## Health and wellbeing services at our Bedford site

Our fully adapted site in the town centre provides accessible outpatient and day services. Patients, and their families, benefit from a personalised package of care and support which is delivered both virtually and onsite.

We offer an extensive holistic assessment, considering all aspects of the patient's life and then in discussion with the patient, understand what matters to them developing a programme of support that meets their needs.

The team on the Bedford site work closely with the other providers of palliative care services in Bedford Borough.

## My Care Co-ordination Team at our Luton site

Based at the hospice, the My Care Co-ordination Team (MCCT) provides a single point of access for professionals, patients and families/carers. They support with co-ordinating care packages for Luton adults who have palliative care needs.

MCCT works with Bedfordshire Hospital NHS Trust, GPs, community nursing teams and social care providers to ensure patients receive the support they need and that care packages respond to any changes in patients' needs.

A key feature of this service is the Luton Care Co-ordination Caseload (LCCC). The caseload contains information about patients' preferences and wishes, and this is used to ensure patients receive individualised care in the place they want it.

MCCT offer telephone advice and support within their scope of expertise. They signpost to other services within their role as the central point of contact.

The team is available Monday to Friday from 8am to 5pm, and Saturdays, Sundays and public holidays from 9am to 5pm. The adult in-patient unit provides telephone support on the advice line outside of these hours.





## Children's Services

**Our children's service provides specialist palliative care for babies, children and young people who have a life-limiting condition and live within Bedfordshire, Hertfordshire or Milton Keynes.**

**The service is available to them up to their 19th birthday.**

A team of specialist doctors and nurses, palliative care support workers, therapists and trained volunteers work together to offer services on our in-patient unit or in the child's own home.

### Children's in-patient unit (five beds)

The children's in-patient unit is a purpose-built unit which opened in 2000. Children are admitted for symptom management, step-down stays or short breaks. The hospice can be a child's preferred place of care at the end of life, if requested.

There are four single-occupancy bedrooms and one double-occupancy bedroom used for siblings, if required, plus accommodation for families. It's fully accessible for wheelchair users and those with disabilities.

Facilities at the hospice include a hydrotherapy pool, multisensory room, computer area, safe play area and outdoor play areas. Relatives, friends and health care professionals can visit the child at all times.

### Children's community services

The care offered by the community service varies according to each family's individual needs and is provided both virtually and in person.

Typically, it will include:

- symptom management
- administering medication or offering another form of treatment or therapy
- providing practical and emotional support to the whole family
- accompanying the family on hospital appointments
- liaising with other agencies involved in the child's care
- giving advice and information about the child's condition, their care or social welfare
- end of life care.



## Play and activity services

Our play and activity services provide specialised play and educational activities for children. The service is offered on a short-term, outcome-related basis, and is available as sessions or a course. These sessions are offered virtually, at home or within our COVID-19 secure day area.

For children with a life-limiting condition under the age of five and their parents or carers, the hospice runs a social 'stay and play' session called Tots 'n' Toys. This group, which provides families with specialist palliative care support, also enables them to interact with other families who are experiencing similar circumstances. This service is facilitated by a play specialist, palliative care nurse and health care assistant.

The specialist palliative care provided by the children's in-patient unit and play and activity services includes helping to control the child's symptoms, giving them access to a range of complementary therapies, and providing emotional support for both the child and their family.



# Shared services for adults and children

## 24-hour advice lines

Keech Hospice Care has two dedicated 24-hour advice lines: one for adult support and one to support families who have a child with a life-limiting condition. Both advice lines give access to experienced palliative care nurses who can advise on symptom control or provide emotional support. They also offer specialist guidance to health and social care professionals.

**Adult advice line: 0808 180 7788**

**Children's advice line: 0800 035 6497**

## Medical Team

We employ a team of associate specialist doctors covering both adult and children's services. The team is comprised of full-time and part-time doctors, specialising in adult palliative care, and paediatricians specialising in children's palliative care. The team work closely with the local GPs and hospital consultants. In addition, we have support from palliative care consultants onsite and remotely.

## Education, training and research

We offer a range of in-house training, and palliative and end-of-life care training to health and social care professionals in our local area. Training can be offered within the place of work or virtually.

Health professionals can also come to Keech on placement to develop skills and knowledge in palliative care.

In partnership with University of Bedfordshire, we're involved in research which will provide vital information to influence service development for us, local health-care providers and commissioners.





## Supportive care

Working alongside our specialist clinicians, we offer patients and their family supportive care services which can help them physically, emotionally, and psychologically.

All these services are free of charge and therapies are usually offered in short session blocks, then reviewed. This ensures we offer the most appropriate type of therapy and monitor its effect. These services are available to patients, carers, and family members.

### Family Support

Our family support workers and counsellors offer emotional talking support to patients and their families, including children, helping them cope better with their situation and feel more prepared.

Family support can be given at the hospice, at home or - for children and young people - at school and can be accessed either through one-to-one sessions or by attending one of our support groups.

### Music and Art Therapies

Music and art therapy can offer patients and their families psychological and emotional support in a confidential, safe environment, where the use of music or art helps to express feelings.

Working with a fully trained therapist, these therapies can help to:

- communicate issues that may be difficult or confusing, or that you find hard to put into words
- think about loss
- explore experiences and change
- be creative
- make choices or take control
- improve ability to cope
- increase feelings of wellbeing.

Patients and family members don't need to play a musical instrument or be good at art to take part.

### Complementary Therapies

These work alongside medical care to help reduce stress and anxiety; manage symptoms such as pain, breathlessness, nausea, and fatigue; alleviate the side effects of treatments; improve sleep patterns; and relax tensed muscles. We can offer patients and other family members directly involved in their care a range of physical therapies including massage, aromatherapy, reflexology, Indian head



massage and reiki. We also offer non-physical support through mindfulness training and relaxation techniques. All support is tailored to individual needs, following an assessment, and is provided by a team of registered therapists, most of whom are volunteers, managed by our complementary therapy co-ordinator.

### **Hydrotherapy pool**

The hydrotherapy pool at Keech Hospice Care (at our Luton site) is very different to an ordinary swimming pool. Our 16.5 metre pool is carefully designed to cater for the needs of people of all ages and disabilities. It has hoists, ramps and disabled changing rooms to ensure access for all and features special sensory stimulation equipment including underwater lights and music as well as water fountains. The water is heated up to 35°C, providing a safe, warm environment (most public pools have a temperature of 29°C). The air temperature is also kept warmer than usual, to avoid feeling cold when you get out of the water.

Using the pool can help:

- relieve anxiety and stress
- aid poor circulation as a result of a long-term condition
- relieve muscle pain, spasm, and inflammation
- create memories for patients and their family.

The pool is managed by a senior lifeguard, with the support of an administrator and volunteer lifeguards.

### **Bereavement Support**

Post-bereavement, we continue to support families, giving them the opportunity to share their feelings and talk about their loss, using the most appropriate supportive care service. We also hold an annual remembrance event “Light up a Life”, held on the first Sunday in December.

### **Spiritual care**

We are keen to support our patients and their family from all faith groups and those of no faith. We have a chaplain who leads a multi faith spiritual care volunteer team. They are available each day (or night) to chat about what’s important to patients and families, or to offer prayer. We can also access the services of all faith leaders in the community and a patient’s own clergy, if someone wishes to practise their faith, would like time to reflect and pray or are questioning what is happening to them.

## **Social Work**

Our social work team support patients, carers and families across our whole service, offering social, emotional and practical support.

The team offers a wide range of advice on (but not limited to) benefits, finances, practical services, housing, holidays and applying for grants for necessary specialist equipment. Social workers can direct patients and families to resources to help them with creating legal documents such as Lasting Power of Attorney or Wills. They also support patients discharged from our in-patient units to go home or to a suitable care placement and help with funding applications for ongoing care and support.

The team underpins safeguarding within Keech Hospice Care, as ensuring the health and welfare of those using our services is paramount. If there are concerns, they are addressed via our Safeguarding Policy. Our social work team also supports people who do not have capacity through the Deprivation of Liberty process.

They work with a wide range of professionals within social services and health services, advocating and supporting patients. They can also provide support for patients when talking to employers, schools and other services.

Across Keech Hospice Care, they support families and carers via the carers offer which includes family coffee mornings and informal carers face to face group and walking group, where carers gain support from those experiencing similar pressures. Members of our team can also work one-to-one with individual carers and complete assessments of carers’ needs.



# User involvement

We encourage feedback from people who use our services to help us ensure we deliver the best possible service. We regularly canvass and consult users for their opinions and suggestions via our patient information leaflets, regular audits of services, questionnaires, comment forms, focus groups and external inspections. When designing new services or reviewing current service delivery, a co-production approach is taken to truly partner with service users.

Keech Hospice Care works with Healthwatch to understand the thoughts and perceptions of the public, both adult and child. This feedback is key to our service development and promotion of hospice services.

There is a comprehensive complaints and suggestions procedure for any user or stakeholder to use to help us improve our service. Our trustee board includes people who represent the views of service users.

## Summary of complaints procedure

Complaints may be initiated with frontline staff and will be dealt with sensitively. They may be made verbally or in writing; they may be formal or informal. All complaints will be acknowledged, investigated without prejudice and responded to. If you are not satisfied with the resolution we provide, you can raise your concerns with a relevant adjudicator, such as an ombudsperson or regulator.

We will always follow our Complaints Policy and Procedure, available on request by contacting the Head of Quality and Governance on 01582 492339.

## Who regulates our service

The Care Quality Commission (CQC) is responsible for regulating and inspecting voluntary and private health care organisations. For a copy of our most recent inspection report, please contact the Chief Executive Officer at the hospice or the Care Quality Commission itself at the address below.

Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA.  
Tel: 0300 061 6161 - Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk) - Website: [www.cqc.org.uk](http://www.cqc.org.uk)

# Patient and Family Charter

You can expect a clear explanation of your condition and any treatments proposed for you, including the right to be referred for a second opinion.

You have the right to be referred to a health professional who you consider to be acceptable.

You have the right to refuse treatment or aspects of treatment. Your decision will be respected and will not compromise the quality of care you receive.

You have a right to see what records we hold about you. If you wish to request access to your records, please see the 'Right to access' section of our Privacy Policy, available on our website.

Your personal information will be kept confidential and safe. Our Confidentiality Policy and Procedure explains under what circumstances we will share this information with others.

You may choose whether to take part in clinical staff training.

You may choose whether to take part in research.

You may be asked to support the hospice with publicity through case studies; you can choose whether you wish to take part in this or not.

You can expect all the staff and volunteers you meet face to face to wear name badges and introduce themselves.

You can expect the hospice to respect your privacy, dignity, and religious and cultural beliefs at all times and in all places. For example, meals will suit your dietary and religious needs. Staff will ask you whether you want to be called by your first or last name (with title) and respect your preference.

You can ask to see an up-to-date chart of our organisation management structure by contacting the Head of Human Resources on the number below.

If you would like this information in another language, large print, audio tape/ CD or other formats, please contact the hospice on the number below.

Tel: 01582 492339 - Email: [feedback@keech.org.uk](mailto:feedback@keech.org.uk) - Website: [www.keech.org.uk](http://www.keech.org.uk)





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**Making the difference  
when it matters the most.**



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