



Statement of Purpose

Approved by Board of Trustees. Date: February 2019
Originator: CEO
Reviewed CEO February 2022. Review February 2024

- Ultimate responsibility: CEO/Board of Trustees
- Responsibility/Accountability: CEO
- **Aims and Objectives of Blythe House Hospice & Helen's Trust**
The principal activity of Blythe House Hospice & Helen's Trust is the provision of specialist palliative care services and holistic care for people with life-threatening illnesses, and their families and carers.
- **Mission statement:** 'Blythe House Hospice & Helen's Trust provide the highest levels of care and support for people with cancer and other life limiting illnesses.'

Values:

- **Caring** Treating each person with kindness, empathy, compassion and respect.
- **Aspiring** Continually learning and developing; striving for excellence in everything we do.
- **Professional** Delivering high standards through team work, a skilled workforce and good governance

- **Name and Address of Registered Provider and Registered Manager**

Janet Dunphy, Registered Manager and Responsible Individual

Blythe House Hospice, Eccles Fold, Chapel-en-le-Frith, High Peak, Derbyshire SK23 9TJ

- **Relevant Qualifications and Experience of Registered Manager**

Qualifications: M.A.; B.Sc.; RGN; Cert Ed; Diploma in Palliative Care; Aromatherapy; Specialist Practitioner NMC; Independent Nurse Prescriber.

Experience: Worked in primary, secondary and third sector as specialist in palliative care for twenty five years. Planned and delivered education to clinicians in all clinical settings and at all levels. Has wide and relevant experience of general, acute, community, specialist palliative care in health, social and educational establishments, which together with qualifications and other experience provides evidence of life-long learning in a range of areas and specialisms.

Published: *'Communication in Palliative Care'* Radcliffe Press 2010.

- **Number, relevant Qualifications and Experience of Staff**

46 permanent members of staff plus 7 bank staff. 25 H@H bank staff.

Members of staff possess qualifications and experience relevant to their posts. These include NVQ; first degree; MBA; MA; RGN and BACP registration, diploma in counselling; complementary therapy qualifications.

- **Organisational Structure of Blythe House**

A Board of Trustees oversees the financial and service delivery of the organisation.

Sub-groups report to the Board of Trustees and include the Clinical Committee, Retail Management Board, Finance, Audit and Remuneration Committees.

The organisation's day-to-day activities are managed by the CEO supported by the Clinical Services Manager and Business Development Manager & HR advisor.

A Palliative Medicine Consultant facilitates a weekly out-patient clinic and specialist medical support is provided from local GPs in the event of a medical emergency.

A large team of volunteers support many aspects of service delivery including complementary therapies, counselling and ancillary services. All volunteers have relevant qualifications and experience and are provided with training and supervision appropriate to their role.

- **Services, Treatments and Facilities intended to meet Patient Needs**

Blythe House is a purpose-built day hospice, which was completed in 2000.

*BHH5: Statement of Purpose: Revised 07.2016 Approved by Board of Trustees: 02.2019, Reviewed 02.2022.
review Feb 2024*

It offers professional, caring, holistic support in an attractive, welcoming environment. Services are provided free of charge. The building was modernised 2020 to include a community HUB.

- **The Environment**

Light and airy open areas provide space for clinical programmes, support groups and rehabilitation activities. Private rooms are available for counselling, complementary therapies, medical consultations or quiet reflection. Gardens are accessible and well maintained and a range of equipment and aids ensures that patients are able to access all services. Where appropriate, an outreach service facilitates the provision of some services within a patient's home.

- **Services**

Service provision is aimed at supporting the physical, psychological, emotional, social and mental needs of people resident in High Peak and Dales and surrounding areas, who are affected by cancer and other life-threatening illnesses. Adults from 16 years of age can access all services; counselling and family support is available for children and young people under 16.

The following services are available:

- 24/7 Hospice at Home
- Community Hub with Nurses, Physiotherapist, Occupational Therapist, Care Navigators. FAB programme (Fatigue, Anxiety, Breathlessness)
- Community volunteer services
- Adult Counsellors
- Children's & Young people's Counsellor.
- Day care service for dependent patients with complex needs.
- Community engagement team
- Complementary therapy
- Spiritual care team
- Rehabilitation and exercise therapy
- Educational programmes for patients, carers, professionals

An open referral system to care navigators provides free access for patients, carers or professionals involved in their care. Following referral and assessment, patients are invited to attend our services and volunteer transport can be provided where necessary. Patients participate in regular reviews to ensure their needs are identified and supported.

- Hospice at Home provides rapid response, bespoke service of day and night sits for people in the last year of life who wish to remain at home, This service provides trained experienced health care assistants to support both the patient and those close to them in their own homes. The legal responsibility remains with the patient's General Practitioner. The Hospice

at Home service is led by senior manager by Jill Davies and Jude Webster who coordinate care alongside the patient's primary care team.

A wide range of services, clinics and groups support our core services and include:

- Back on Track: Children and Young People's counselling service
- Bereavement counselling service
- Breast Friends: an open, monthly support group for anyone affected by breast cancer
- Counselling service
- Creative art and crafts sessions
- Complementary therapies
- 'Heart failure clinic
- Lymphoedema clinic
- Palliative Medicine Consultant out-patient clinic
- Prostate cancer support group: an open, monthly support group
- Respiratory clinic
- Service user group: 'Have Your Say'
- Education, training and supervision sessions for staff and volunteers.

- **Arrangements with patients for consultation about the operation of Blythe House & Helen's Trust**

Blythe House welcome comments, suggestions, feedback and participation from all our service users, who are invited to attend an open forum on a regular basis. Regular one-to-one reviews with clinical staff are intended to identify any patient concerns.

Participation in in-house and national surveys seeks patient opinion and feedback; a wide range of freely available literature is displayed and distributed.

Feedback forms are available in the reception area and other areas accessible to patients. A suggestion/post box is situated in the reception area and is accessible to all.

Clinical sub-groups have external representation. Internal and external, formal and informal audits provide a basis for two-way consultation.

Publicised Annual General Meeting.

Services are evaluated regularly and outcomes appropriately actioned and results disseminated.

- **Arrangements for contact between any in-patients and their relatives, friends and representatives**

There are no in-patients at Blythe House Hospice or Helen's Trust.

Confidentiality of all information regarding all our patients and carers is a high priority. Permission is obtained from all service users regarding who and in what circumstances we may approach others about any aspect of their attendance and care. Patient information is only shared on an as-needs basis and patient documentation is securely stored and access restricted. An open culture invites freedom of communication whilst ensuring strict confidentiality.

- **Complaints Procedure**

A complaints policy with procedures exists for the management of any complaints. Details of how to make a complaint are readily available in the reception area and in patient information literature. A copy of the complaints policy is displayed in reception and any complaints received are appropriately actioned.

Blythe House & Helen's Trust operate an open culture where concerns are addressed as soon as possible and an apology is offered immediately when appropriate. Details, actions and outcomes of any complaints are reviewed according to CQC guidelines.

- **Arrangements for the Privacy and Dignity of Patients**

The privacy and dignity of all our patients is a high priority. Patient participation in personalised care planning is regularly undertaken; permission to discuss or share any aspects of that care or personal details is sought before any disclosure. Private and specialist facilities ensure that privacy and dignity is maintained; staff are trained, monitored and reviewed to ensure they deliver all care in a professional and appropriate manner and family members or carers' participation is fostered and encouraged according to patient requests.