



Nightingale House Hospice  
Hospis Tŷ'r Eos

# Nightingale House Hospice Statement of Purpose

Nightingale House Hospice, Chester Road, Wrexham, LL11 2SJ

Telephone Number: 01978 316800

Website: [www.nightingalehouse.co.uk](http://www.nightingalehouse.co.uk)

Registered address as above. Registered Charity Number: 1035600

Company Number: 2906838. Registered in England and Wales.



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## Registered Provider – Nightingale House Hospice

Nightingale House Hospice

Chester Road, Wrexham, LL11 2SJ

Telephone Number 01978 316800

E-mail enquiries: [info@nightingalehouse.co.uk](mailto:info@nightingalehouse.co.uk)

HIW Registered Number: W030000829/1

**Chief Executive (Responsible Individual) responsible for managing the Hospice and Accountable Officer for Controlled Drugs is:**

Lauren Emberton

### Responsible Individual:

Lauren Emberton

Address:

Nightingale House Hospice

Chester Road, Wrexham, LL11 2SJ

Telephone: 01978 316800

E-mail: [lauren.emberton@nightingalehouse.co.uk](mailto:lauren.emberton@nightingalehouse.co.uk)

### Contacts for Hospice

Director of Clinical and Patient Services: [tracy.thomas@nightingalehouse.co.uk](mailto:tracy.thomas@nightingalehouse.co.uk)

Medical Director: [melissa.everett@nightingalehouse.co.uk](mailto:melissa.everett@nightingalehouse.co.uk)

Director of Operations: [samantha.scott@nightingalehouse.co.uk](mailto:samantha.scott@nightingalehouse.co.uk)

Director of Income Generation: [laura.parry@nightingalehouse.co.uk](mailto:laura.parry@nightingalehouse.co.uk)

Director of Communications: [olivia.beckett@nightingalehouse.co.uk](mailto:olivia.beckett@nightingalehouse.co.uk)

We are regulated by Healthcare Inspectorate Wales, who inspect the service on a regular basis. Please ask a member of staff if you would like to see a copy of their last report or refer to the HIW website: [Nightingale House | Healthcare Inspectorate Wales \(hiw.org.uk\)](http://Nightingale House | Healthcare Inspectorate Wales (hiw.org.uk))

Healthcare Inspectorate Wales

Welsh Government

Rhydycar Business Park

Merthyr Tydfil

CF48 1UZ

Email - [hiw@gov.wales](mailto:hiw@gov.wales)

Telephone 0300 062 8163



Phone lines are open between 8.30am – 4.30pm, Monday to Friday.

## Our Mission

To provide support services for individuals and their families living within our catchment area who are living with a diagnosis of a progressive and/or life-limiting illness, delivered when possible in the location of their choice and always within the resources available to Nightingale House Hospice.

Following an assessment of physical, emotional, social, and spiritual needs, services will be delivered by a multi-disciplinary team trained and competent to meet the needs of all patients, including those with complex, specialist needs.

## Our Vision

To provide excellent, personalised, and compassionate care for those living with a progressive and/or life limiting illness in our community and support for their families and loved ones.

## Our Values

Values apply within every setting, interaction between staff and volunteers, how we treat patients and families, how we engage with partner organisations, supporters, and suppliers. At all times we strive to be **compassionate, inclusive, honest, respectful, and proactive.**

## Aims and objectives of Nightingale House Hospice

- Provide physical, emotional, spiritual and social care to the patients and their families in accordance with their needs.
- Provide the highest quality of health care in an appropriate and safe environment using a multi-professional team approach.
- Comply with and where possible to exceed National Standards for Palliative Care and Specialist Palliative Care.
- Develop collaborative working partnerships with Health and Social Care providers within the local health economy.
- Provide specialist care to patients 18 years and over, irrespective of religious beliefs, gender, gender reassignment, age, race, disability or sexual orientation. Hospice care is free at the point of delivery to all patients.
- Promote quality of life and manage symptoms effectively.
- Allow a natural and dignified death in collaboration with a terminally ill patient and his/her family.
- Provide individualised care respecting dignity, privacy, confidentiality and Informed Choice.
- Provide 24-hour in-patient care, valuing patients' rights to independence.
- Provide an active day unit focussing on the principles of rehabilitation and supportive care.
- Provide appropriate out-patient facilities to support patients in the community including:
  - Physiotherapy
  - Hydrotherapy



- Occupational Therapy
- Medical Out-patient Clinic
- Complementary therapy
- Provide a bereavement service for the family prior to and after the patient's death and for children up to 18 years of age in the community experiencing bereavement.
- Provide education and training motivating staff (including all volunteers) to achieve an appropriate level of skill and expertise, to enable the provision of the highest standards of care within the hospice and the community.
- Provide appropriate and adequate systems for supporting staff and volunteers.
- Provide an appropriate level of administration services to support the work of the hospice.
- Maintain an effective and compliant income generation team and strategy for sustainable income.
- Maintain a well-informed Board of Trustees.

## Legal

Nightingale House Hospice is governed by a Board of Trustees and managed by the Chief Executive and Senior Executive Team. It is a limited company by guarantee, registered in England and Wales (Company number 2906838) and a registered charity (Charity number 1035600).

The hospice will provide the services in accordance with:

- Welsh Government, Delivery Plan for End of Life Care, 2017.
- NICE, NG 142 End of Life Care for Adults: Service Delivery, 2019.
- Betsi Cadwaladr University Health Board, Strategic and Operational Group Delivery Plans for Palliative & End of Life Care.
- Betsi Cadwaladr University Health Board, Care Closer to Home.
- Care Standards Act 2000; the Independent Health Care (Wales) Regulations 2011 and the National Minimum Standards for Independent Health Care Services in Wales.

## Funding

Nightingale House Hospice is a registered charity, and a major part of our funding is sourced through income generation activities in accordance with the Fundraiser Regulator and Gambling Commission. Nightingale House is committed to encouraging voluntary financial support from the community we serve through publicity, awareness campaigns and fundraising activities. Our aim is to ensure financial stability so that quality patient services and support can be provided and developed to meet the demands of a challenging environment. The hospice receives some assistance from NHS Wales.

## Strategy

Nightingale House regularly reviews and plans strategically for all aspects of clinical care, income generation and associated management. In addition, the senior clinical staff contribute to the



strategic plan for provision of Specialist Palliative Care for adults in the catchment area of Wrexham, Flintshire, East Denbighshire and the North Shropshire border towns of Whitchurch, Ellesmere and Oswestry. Nightingale House is committed to continuous quality improvement and development in order to meet the requirements of patients, family and carers.

## Services

### Service Description

General aims of Nightingale House Hospice are as follows:

- To offer a free service caring for adults with progressive and/or life-limiting conditions and support for their families, provided by a multidisciplinary team led by a doctor and nurse with appropriate postgraduate qualifications in specialist palliative care and experience.
- The services provided i.e. in-patient, wellbeing (including outpatient and therapy services e.g. complementary therapy), rehabilitation services (including occupational therapy) and family support services are integrated and should be viewed as such.
- To look after the patient emotionally, physically, spiritually and socially, whilst also supporting the family during their illness, both before and after death.
- To provide 24-hour specialist hospice inpatient care service for adults with progressive and/or life-limiting conditions – defined as a service that is a Consultant led; i.e. with CCT (or equivalent) in palliative medicine, supported by Senior Nurse(s) with appropriate postgraduate qualifications in palliative care. All key clinical staff will have or be working towards advanced specialist qualifications appropriate to their role.
- To provide Nurse led Hospice Wellbeing Services, in both hospice and community settings – this should include, but is not limited to, symptom and pain assessment, psychological / spiritual and social information, advice and care.
- To provide Allied Health Professional led rehabilitation services, to include those delivered by occupational therapists, physiotherapists and their support staff.
- To offer patients Complementary Therapy, including e.g. aromatherapy, art and music therapy.
- To provide specialist family and bereavement support to both children and adults, this includes welfare benefits advice, individual and group sessions
- To provide relevant information to patients, their families and the public on request.
- Patient Transport – Nightingale House Hospice has its own ambulance and patient transport facilities which ensures the timely admission, discharge and transfer of its patients.

**Note:** In the unlikely event that services are unable to be delivered face to face, wherever possible, services will be offered remotely i.e. telephone contact, virtual appointments e.g. video-consultations



## Referrals

### Eligibility Criteria

Adult patients with palliative care needs and progressive illness, as early in their disease pathway as appropriate for those with a diagnosis of e.g. cancer, MND, liver failure, heart failure.

### Referral Process

Referrals will be made via the agreed referral proforma designed by Nightingale House, ideally this should be emailed to the dedicated email address, postal and telephone referrals are also accepted. Each referral will be discussed with the referrer, where appropriate the patient and carer, and triaged with multi-disciplinary team and the appropriate service arranged. The final decision on all patient admissions and access to services rests with the hospice.

### Exclusion Criteria

Anyone under the age of 18 with exception of children and young people requiring pre / post bereavement support.

### Discharge Process

Nightingale House Hospice will work internally as a multidisciplinary team and externally with social workers, community nursing teams, CHC personnel, other providers, for example, care homes, to ensure timely discharge/transfer of care. Reasons for delays will be monitored and highlighted via internal performance meetings and where consistent themes for delays relating to health and social care are identified, these will be escalated to the appropriate senior managers in respective organisations.

## Service Delivery

Nightingale House Hospice will provide a number of services, as detailed below:

### Specialist palliative care in-patient beds

Nightingale House Hospice is staffed to accommodate up to 12 specialist palliative care inpatient beds to be provided with clinical leadership clearly defined. A range of in-patient services are provided for those requiring, for example, holistic in-patient assessment by members of the multi-disciplinary team, symptom assessment and management, end of life care. Admissions currently take place each weekday during core office hours. Referrers can access advice prior to making a formal referral and are encouraged to do so. Out of hours advice for patients/carers is provided for 24 hours per day and these calls are then followed up with any required actions.

### Hospice Specialist Palliative Respite Care

Nightingale House provides specialist palliative respite care providing additional support to our patients and carers. The number of patients admitted who will fit this criteria will be determined by bed availability.

### Hospice Wellbeing Services

Individual and group support, access to other therapies including complementary therapy, art and music therapy.

Hospice Out-Patient Services - individual out-patient clinic appointments for holistic assessment and treatment, seeing both new and follow up patients.



## Clinical & Patient Services

Across Clinical and Patient Services at Nightingale House the integrated services are delivered and supported by an education and governance structure.

The specific services we provide are our Inpatient Unit, Day Services, Family Support Service and Rehabilitation Service (Physiotherapy and Occupational Therapy).

We have fully equipped rehabilitation and occupation therapy departments, including hydrotherapy, and deliver a range of outpatient clinics and services. These include complementary therapy, art therapy and music therapy and the integration in both service development and delivery is key to the holistic and person-centred approach at Nightingale House.

## Specialist Family Support and Bereavement Services

- Child Bereavement Support (all children known to the hospice plus referrals from outside the organisation).
- Adult bereavement support (only those known to the hospice).
- Pre-Bereavement support for children and adults known to the hospice.
- Carers Support (only those known to the hospice).
- Core Social Work (housing issues, financial advice and safeguarding including DoLS) bereavement groups for adults and teenagers.
- Offering spiritual and religious support for patients and carers, including memorial services.
- Crisis response intervention (for patients, families and staff).

## Equipment

The hospice will be responsible for the provision and maintenance of relevant equipment required to deliver safe multidisciplinary specialist hospice clinical care within their facility, including when delivering the inpatient service from Emral House, Chester Road, Wrexham.

**Note: During pandemic lockdowns some services may be suspended.**

## Privacy and Dignity of Patients

Issues of privacy and dignity on the part of the patient are of paramount importance to us. On the Inpatient unit all patients are cared for in single rooms – all of which have access to toilet and showering facilities.

Wherever possible we are keen to provide a bed in a room that reflects the needs and preferences of the patient being admitted and we seek to ensure that patients are only moved from one room to another where the move will assist the comfort and care of the patients and their family / visitors. We also have to take into consideration the allocation of beds based on clinical needs i.e., Infection Prevention Control.

We encourage patients to inform us of any specific preferences that they may have around the gender of their professional carers and will attempt to meet this, wherever we can.

We acknowledge the diverse religious and cultural preferences of our patients in the provision we make for religious observances and our spiritual care team are here for people of any faith, or none.

There is also a quiet room called Noddfa, based in the main hospice building which anyone is welcome to use.





Patients and their relatives are encouraged to be involved in the care planning process if they so wish. Care is tailored to the individual and personal choice is promoted.

## Visiting Arrangements

We operate an open visiting policy that will continue to be the case at the hospice and whilst delivering inpatient services from Emral House, and every effort will be made to accommodate relatives staying within proximity of their loved one if they wish. There are quiet rooms available in the hospice building to allow families' quiet space away from the ward at Emral House if they need this.

Children are welcome to visit the hospice. We ask that they are supervised by their parent / guardian or responsible adult for the duration of the visit. We are committed to ensuring the safety of children who may visit the hospice.

Note: During a pandemic, the hospice will adjust its visiting guidance in order to follow government guidance, updating the hospice website and information leaflets accordingly. Please refer to the hospice's website for up-to-date information. The usual visiting mentioned above will be different during such a period.

## Emotional and Spiritual Wellbeing Support

Nightingale House Hospice Family Support Team supports patients and families facing illness and bereavement.

Staff are available to discuss issues of concern for patients, families, and their carers. Meetings between the clinical team, the patient and their families are a regular feature of the team's work, as a means of understanding patients and carer preferences regarding care in the future and discussing the options available to them.

The professionals at the hospice have well established relationships with external agencies who can help to ensure patients are able to communicate their wishes with professionals, families, and others, and that these are met wherever possible.

## Education and Professional Development

Nightingale House Hospice is committed to supporting the continued professional development of all staff. We provide education for both internal and external participants. They work closely across the hospice teams to ensure staff meet statutory training obligations and are supported in their career pathway.

## Staffing and Volunteers

Nightingale House Hospice staff and volunteers are recruited in line with job descriptions and Person Specifications which include relevant professional registrations, qualifications, competencies, experience, checks i.e., DBS etc. and training relevant to their roles. Nightingale House has a program of mandatory training in order to ensure staff are adequately skilled to provide quality services.

Nightingale House Hospice will be responsible for adhering to all clinical governance, quality and safety, risk, and other requirements as per current Healthcare Inspectorate Wales (HIW) regulatory standards for care.



All completed inspections and reports are published on the HIW website and available to all partners, the public, patients, and carers.

The hospice will routinely seek patient, carer, and user experience feedback.

## Risk Management

Nightingale House Hospice is committed to ensuring that all risks connected with its activities for patients, staff and volunteers are identified, assessed, and managed appropriately and effectively. There is an annual Governance report and Health and Safety report and regular updates regarding quality, safety, and governance issues are provided to the Board of Trustees

## Information Governance

Nightingale House Hospice has policies to ensure that all staff follow and abide by the Data Protection Act and Confidentiality Agreement in order to protect information about patients and their families. The hospice will use information about patients and families in order to provide them with the most appropriate treatment and good quality care that meet their personal needs. The hospice will routinely share information, on a 'need to know' basis only, with other health and social care professionals, for the delivery of care, unless specifically requested not to and that request does not have an adverse effect on patient care.

## Consultation and User Feedback

Nightingale House Hospice values the opinions of those using the hospice and welcomes comments and suggestions about the care and service that patients, their families and friends receive from the hospice. Feedback forms are available throughout all services inviting comments, compliments, and complaints. Feedback forms are reviewed monthly, and all aspects of feedback are acted on in a timely manner.

We offer a variety of opportunities for members of the general public to guide our plans for care in the future and are always interested to hear the views of people who have used our services. We strive to work with local organisations to facilitate access to views of minority or hard to reach groups around aspects of our care.

## Complaints Procedure

Any complaints about Nightingale House Hospice, both verbal and written, will be dealt with in a timely and effective manner which aims to ensure fairness for both the complainant and hospice staff.

The Hospice acknowledges that complaints provide valuable information to inform service development in the future. A policy is available to all who use our services, and provides details of how complaints are managed, and external agencies available to support the complainant.

All complaints and their management are overseen by the Chief Executive and the Director of Clinical and Patient Services. These will be discussed by the Executive Team and formally reported to the Clinical Committee, Clinical Effectiveness group and the Board of Trustees on a regular basis.

## The Registered Manager

**The hospice has two Registered Managers who are equally in charge with overall responsibility for clinical operational management:**



Melissa Everett – Medical Director and Registered Manager

Nightingale House Hospice, Chester Road, Wrexham, LL11 2SJ

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Email: [melissa.everett@wales.nhs.uk](mailto:melissa.everett@wales.nhs.uk)

Tracy Thomas –Director of Clinical and Patient Services and Registered Manager

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