



Statement of Purpose 2025/26

Farleigh Hospice has been registered by the Care Quality Commission under the Health and Social Care Act 2008, Regulations 2014.

Provider Number: 1-101728271

Name of Service Provider: Farleigh Hospice
North Court Road
Chelmsford
Essex, CM1 7FH.
01245 457300

Nominated Individual: Ellie Miller

Registered Manager: Alison Gray

Legal Status: Hospice Services

Regulated Activities: Treatment of Disease, Disorder or Injury

Farleigh Hospice working together making a difference



Aims and Objectives

FARLEIGH HOSPICE provides palliative care for the adult population of mid Essex. This care is complementary to that provided by the NHS. It is our aim to work co-operatively with other statutory and voluntary services.

Specifically, our objectives are:

1. **To Deliver a Needs-Led Palliative Care Service** by providing compassionate, individualised palliative care for adults with progressive, life-limiting illnesses. The service extends to supporting families and carers, recognising their essential role in the care process. This support includes both pre- and post-bereavement care.
2. **To Place the Patient at the Centre of Care** by ensuring that each patient is treated with dignity and respect, acknowledging their uniqueness. We seek to empower patients, wherever possible, to make informed decisions about their treatment and care, promoting autonomy and personal choice.
3. **To Support Patients to Maximise Their Potential** by enabling each individual to achieve the highest possible quality of life within the limits of their condition, fostering a sense of purpose and well-being.
4. **To Provide Holistic, Multi-Disciplinary Care** that addresses physical, emotional, social, and spiritual needs through the expertise of a skilled multi-disciplinary team.
5. **To Complement Existing Services** by working collaboratively with statutory and voluntary organisations to enhance and extend the range of services available, particularly for individuals with complex palliative and end of life needs.
6. **To Provide Support and Education for Professional and Voluntary Carers** involved in palliative care by offering training and guidance, ensuring they are equipped to provide high-quality support to patients and families.
7. **To Promote the Ethos of Palliative Care and the 'Dying Matters' Agenda** by advocating for greater public awareness and understanding of palliative care principles and the importance of open conversations about death, dying, and bereavement, through hospice work and collaboration with Compassionate Communities.
8. **To Uphold a Commitment to Best Practice** by maintaining the highest standards of care through continuous improvement, evidence-based practice, and a commitment to professional excellence.

Service Provider

Farleigh Hospice is the Service Provider and provides care in one location. It is a Registered Charity No. 284670 part funded by the NHS and the remainder of its costs raised from charitable donations and fundraising.

The hospice cares for adults (18+) affected by life limiting illness, provides advice and support for their carers along with bereavement support. 16-18-year olds will be considered for suitability by the Hospice Medical Team on an individual basis.

The Farleigh Hospice staff team are supported by a large number of exceptional volunteers and we work to a team ethos of 'one team'.

Care is given free of charge but the hospice welcomes donations.

The hospice is registered with the Care Quality Commission.

Registered Manager

Title:	Alison Gray, Head of Nursing and Quality
Experience:	Extensive experience in all aspects of palliative care and hospice work, hospital and community
Contact details:	Farleigh Hospice North Court Road Chelmsford Essex CM1 7FH
Telephone:	01245 457300 Ext: 521
E-mail:	alison.gray@farleighhospice.org

Description of the Hospice

Inpatient Facilities

The Inpatient Unit is situated on the North Court Road site. There are up to 13 bed spaces which are all single rooms. All rooms have en-suite facilities. There are a variety of baths and showers to cater for all needs.

All patient areas are on the ground floor. There is a comfortable lounge/dining room where refreshments are available, along with space to sit and gather thoughts in a peaceful environment.

There is access to the gardens from all rooms.

Additional information:

- Inpatients have access to a telephone in their room
- Wi-Fi is available for use for guests to the premises.
- Patients, visitors and staff are not permitted to smoke in the building. There is an allocated smoking shelter at the side of the building.
- Inpatients may enjoy alcohol in moderation, if appropriate.
- All dietary needs can be catered for. The hospice teams will discuss specific requirements on admission
- Visitors can purchase meals and drinks in the Hospice Courtyard Café.
- Pets are welcome to visit patients during their stay, provided they are supervised at all times.
- Staff are trained to support and uphold the privacy, dignity, and individuality of all patients, families, and carers, within a compassionate and respectful environment
- Visitors are welcome at any time to spend time with patients. We ask that all visitors respect the privacy of others and the hospice environment. Upon arrival, visitors should report to Reception. Patients will always be asked whether they wish to receive a visitor before any visit takes place.
- When Reception is unstaffed, the front door remains locked. Access can be gained by using the intercom located at the main entrance.
- Visitors are asked to park considerately. If a vehicle is blocking another, please leave the registration number with Reception

Infection Prevention Control

Members of the public are asked not to visit if experiencing, or recovering from, illnesses such as COVID-19 or an upset stomach. For everyone's safety, handwashing or the use of alcohol gel is strongly recommended.

Day services and gym slots may also be recommended and are provided in the well-equipped, airconditioned gym or the Lantern Suite of rooms.

Services provided

Farleigh Hospice provides a hospice service to the adults within mid Essex. Most of the people we care for are in the community in their own homes.

The services provided include:

- Clinical Advice Line - offers guidance and support to families and the healthcare professionals involved in a patient's care
- Inpatient care for up to 13 people on the Chelmsford site
- Community care is provided by multidisciplinary locality teams offering specialist palliative care and advice.
- Hospice at Home carers deliver personal care support to patients and carers, helping to enable patients to remain at home at the end of life, if that is their wish
- One to one and group support – via outpatient clinics face to face and/or virtual consultations/group sessions
- Bereavement support to adults, children and young people
- Education in palliative care

Criteria for referral

Farleigh Hospice offers specialist palliative care on the basis of need, not diagnosis. Its core function is palliative care, i.e. the holistic care of patients whose disease is not responsive to curative treatment.

Individuals must meet one or more of the categories below to receive core hospice services:

- Have an advanced/progressive, life-limiting condition with complex physical, psychological, social or spiritual needs. This includes people who are still receiving active treatment for an underlying condition e.g. palliative chemotherapy, renal dialysis
- Have a progressive, life-limiting illness, with or without co-morbidities, where the focus of care is on quality of life, and requires complex symptom control
- Have Severe frailty in people over the age of 65 and Moderate to Severe Frailty in those under 65, with co-existing conditions, who are rapidly deteriorating and require specialist input at the end stage of their condition
- Have a non-reversible life-threatening acute condition caused by a sudden catastrophic event

Hospice Rapid Access Service:

This service provides personal care for those who are assessed as rapidly deteriorating with a primary health care need, and likely to be entering the terminal phase as defined by:

- Gold Standards Framework Red or Yellow; or
- OACC Phase of Illness, deteriorating or dying; or
- Karnofsky <50%

Decisions about care and treatment

Open discussions are encouraged with those accessing services, focusing on treatment and care preferences, any concerns, and individual priorities.

It may be that the teams suggest further investigations, treatments or a change in medication, with the aim always being to use treatment options and therapies to support the best possible quality of life possible. An illness does not only affect one person, so care may also involve family, carers and friends.

Resuscitation is a complex issue and can be very emotive, however it is helpful to discuss this treatment option in order to plan and support care needs appropriately. The hospice is not a hospital and does not have advanced resuscitation equipment.

It is important for the hospice to be informed if an Advance Decision is in place (also known as an Advance Decision to Refuse Treatment, ADRT, or a living will), so that it can be incorporated into the care plan.

If care by a staff member of the same sex is preferred, every effort will be made to accommodate this, although it may not always be possible. A chaperone can be provided upon request

Staff and Staff Training

Farleigh Hospice employs over 280 staff including nurses, doctors, physiotherapists, occupational therapist, family support workers, spiritual care, complementary therapists and counsellors.

All staff are supported to develop their experience in palliative care. The hospice ensures that all clinical staff attend the 8 day Principles of Palliative Care Course, and additional mandatory and supplementary training.

Farleigh Hospice relies heavily on volunteers in many areas of its work. The volunteers all have training appropriate to their role.

The hospice follows recommended practice and training for:

- Fire safety
- Moving and handling
- Food hygiene
- Health and Safety
- Infection Prevention Control
- Communication
- Safeguarding Adults & Children
- Mental Capacity

- Information Governance
- Patient safety
- Learning Disability (Oliver McGowan Training)
-

Comments, Compliments, Complaints

The hospice has a Complaints and Concerns Policy. All correspondence is taken seriously and addressed by the most appropriate Senior Manager as quickly as possible and in line with the policy. There are several ways to raise a concern or a complaint – through a feedback form, via the website or directly to the team concerned.

We welcome feedback and will support and guide anyone wishing to raise a concern, make a comment or complaint. Any member of staff will assist with the process.

Whilst the Care Quality Commission does not investigate individual complaints, they are keen to hear about experiences of using the services they regulate, good or bad. To share an experience with them there are options of using a web form or via telephone:

Telephone: 03000 616161

<https://www.cqc.org.uk/give-feedback-on-care>

Clinical Quality

The safety and quality of services provided are overseen by the Clinical Quality Department. Key documents, including the Patient Safety Incident Response Policy, the Patient Safety Incident Response Plan, and the Quality Account, are available on the hospice website:

www.farleighhospice.org

Access to patient records

Patients have the right to access their hospice records and to have the records explained to them if they have questions.

Where a copy of the record is required applications should be made in writing to the Farleigh Hospice Caldicott Guardian.

The relevant policy can be obtained from staff members.

Service User Feedback

The hospice is committed to listening to those who use its services, welcoming feedback on all aspects of care provision and service development

Feedback can be shared on the Farleigh Hospice website on:

<https://www.farleighhospice.org/about-us/our-organisation/feedback>

Results of patient surveys can be accessed on request or seen in the annual Quality Account which is found on the website.

Research

Farleigh Hospice is keen to support research to improve palliative and end of life care. Any research project will follow the procedure described in the Research policy which is available on request.

Inspection

The hospice is registered as a Hospice Service under the Health and Social Care Act 2008 and the associated Regulations 2014. It is regulated and inspected by the Care Quality Commission (CQC) to ensure compliance with national standards of care and safety.

A copy of the latest Care Quality Commission Report is available on the website www.farleighhospice.org

In addition, members of the Farleigh Hospice Board of Trustees regularly visit all areas of the hospice to ensure that high standards of care are being maintained. During these visits, visitors may be invited to share their opinions and feedback to support ongoing service improvement