



Statement of Purpose

Aims and Objectives

North Devon Hospice is a charity providing specialist palliative care and end-of-life care to patients with life-limiting illnesses and supporting their families, friends and carers.

Our Philosophy

We recognise and value the uniqueness of every individual and believe that it is possible to achieve a sense of well-being and enhance the quality of life for those individuals faced with the impact of a life-limiting illness.

Our Aims

Our aims are to alleviate suffering which may be physical, emotional, social and spiritual, in order to enhance the quality of life for our patients and their families. We are committed to providing quality care and support.

Our holistic approach involves helping individuals to realise their true needs at every level and identify the people, services, therapies, and treatments which could meet these requirements through a variety of services provided by North Devon Hospice.

As the end-of-life approaches, we can offer care and support to prepare for death and bereavement.

Our Mission Statement

To provide outstanding care and support to the community of North Devon who are impacted by a life-limiting illness

The difference we want to make is all about you, the people of North Devon.

Your life is a story and we want the ending to matter.

Together, you can help us make sure that death is as dignified and pain free as possible.

The difference we want to make by 2026:

1. to increase the amount of care we provide to patients and their families, whether their illness is cancer or non-cancer related
2. Ensure our services work seamlessly and in partnership with other healthcare services.
3. Increase the number of healthcare professionals who have the skills to provide end-of-life care.
4. Look after and develop our staff so they are supported and happy in their work.
5. Ensure that North Devon Hospice remains an amazing place to volunteer.
6. Increase the use of technology to support and enhance healthcare delivery.
7. Increase the number of people who are inspired and motivated to support us.
8. Ensure that our future is financially secure.

...so we can keep being there for all the family

Strategic Objectives

To ensure that our charitable mission is achieved, North Devon Hospice has developed a 5 year strategic plan which commenced in 2021. This includes the following key objectives:

1. Be there for everyone who needs us by providing outstanding care
2. Walk arm in arm with every healthcare partner who, in working with them, will enhance our patient care
3. Provide education opportunities for the health care workforce to enhance end-of-life care
4. Nurture content, engaged and fulfilled employees
5. Embrace our volunteering community and encourage you to become part of it
6. Embrace technology to enhance our care
7. Be financially stable to continue being there for all the family
8. Ensure that our relationship with the community we serve inspires and mobilises people to support North Devon Hospice's mission

Service Provision

Our holistic approach is designed to meet the physical, emotional and spiritual needs of individuals and their families within the context of a specialist service addressing complex needs.

North Devon Hospice accepts referrals for hospice services from a variety of sources and referrals are received at any stage in the patient's journey.

Referrals are always made with the consent of the patient and with the General Practitioner's or hospital doctor's understanding and knowledge that a referral has been made. The plan of care offered to patients and their families is made through shared discussion and agreement and is regularly reviewed with the patient and the multi-disciplinary team.

1. Specialist Palliative Care

- In-Patient Unit

Our inpatient unit has 7 beds. The multi-disciplinary team provides comprehensive, specialist palliative care to patients at the end-of-life. Admission can be for assessment, control of symptoms and end-of-life care. Some of our patients admitted to the Bedded Unit are enabled to return home with improvement in their symptoms.

Family members and friends are welcome to visit their loved ones on the Bedded Unit and a family room is available in which family members or carers may stay overnight in special circumstances.

North Devon Hospice is unable to provide long-term in-patient care, however with the support of the multi-disciplinary team we would support anyone for whom long-term care is required by exploring future care options.

- Clinical Nurse Specialists

Our community-based Clinical Nurse Specialists provide information, advice and support on managing pain and other complex symptoms to patients in their home environment in close liaison with the patient's GP, district nursing team and other health and social care providers.

- Hospice to Home Service

Through a team of Registered Nurses and Multi-Skilled Healthcare Assistants the Hospice to Home service provides care and support to patients and their families living with a life-limiting illness. Hospice to Home provides support for patients at end-of-life and can help to prevent a crisis escalating or to avoid a hospital admission.

- Marie Curie Support

We work collaboratively with Marie Curie to ensure patients and families have access to night sitting services provided by them or us.

2. Supportive Care

Supportive care is an integral part of our palliative care service and aims to enhance the well-being and quality of life for individuals by responding to their physical, emotional and spiritual needs. A range of services are available to patients and their families, including their children and grandchildren, to inspire people to live as well as they can whilst dealing with the challenges of living with a life-limiting disease, loss and bereavement. These services are delivered at the hospice in Barnstaple and The Long House outreach centre in Holsworthy by a team of counsellors and complementary therapists.

Supportive Care services include:

- Therapeutic support groups for patients, carers and the bereaved
- One-to-one support
- Support for children and advice to their carers, including teachers
- Complementary therapies
- Well-being/pamper days
- Creative workshops
- Special events for families to experience nourishing and quality time together, providing cherished memories for those who will be bereaved.

3. The Long House

The Long House is a purpose-built outreach centre which is located adjacent to the Medical Centre in Holsworthy. Its positioning means that local patients and their families won't need to make the

2-hour round trip to access support from our main site, Deer Park, in Barnstaple. At The Long House, patients and their families can access a wide range of services:

- One-to-one support
- The Carers' Support Group
- The Patients' Support Group
- Bereavement Support
- Complementary therapies
- Support for children and advice for their carers, including teachers
- Creative workshops
- Clinical Nurse Specialist clinics

4. Education

Education is an integral part of our specialist palliative care services. North Devon Hospice provides an extensive multi-disciplinary programme of education aimed at extending palliative care skills for all those healthcare professionals working in support of individuals and their families coping with life-limiting illness.

Educational programmes are delivered through a variety of initiatives, including palliative care taster sessions and placements for medical students and student nurses.

In support of our service provision

North Devon Hospice values the views and opinions of patients and other service users which influence and improve our provision of care.

North Devon Hospice regularly consults with patients and other service users and benefits from the informal comments on the quality of services provided. In addition, North Devon Hospice formally gathers the views and opinions of patients and other service users through patient questionnaires, surveys and audits. The results of the most recent patient survey are available on request.

North Devon Hospice honours and respects the right to privacy and respect for patients and their families. Consistent with our ethos of care and mission statement, all members of staff and volunteers provide care that is holistic and centred on the individual needs of our patients and their families.

Staffing Arrangements

North Devon Hospice employs staff with a wide range of knowledge, skills and abilities. This includes a multi-disciplinary team of medical and nursing staff, a Physiotherapist, an Occupational

Therapist, a Complementary Therapist and team of Complementary Therapy Volunteers, and Counsellors who support emotional, psychological and spiritual needs.

In addition, North Devon Hospice employs members of staff working within education, administration, fundraising, finance, human resources, marketing and communications, catering, facilities and housekeeping.

The Directors and staff within the various hospice departments and functions have appropriate qualifications and relevant experience for all the roles undertaken within their area of responsibility. A high percentage have obtained qualifications in palliative care. All qualified Nurses joining the hospice are supported in obtaining recognised accredited training in palliative care.

The hospice is generously supported by volunteers across all areas. They make an enormous contribution which enables better delivery of services.

As part of a rolling programme, all staff and volunteers attend statutory training which includes fire, health and safety, manual handling and infection control and food hygiene courses for relevant members of staff.

Safeguarding of Adults and Children

North Devon Hospice has responsibility to ensure the safety and well-being of adults at risk and children in our care. This is achieved by ensuring robust safeguarding policies and procedures are adhered to and training, supervision and appropriate checks are followed.

Safeguarding training is provided as part of the induction training for all staff and volunteers which provides information on the awareness and importance of safeguarding adults at risk and children and young people and the necessary actions to follow if concerns are evident.

Name and Address of Service Provider

North Devon Hospice
Deer Park
Newport

Barnstaple
North Devon
EX32 0HU

T: 01271 344248
E: info@northdevonhospice.org.uk
W: www.northdevonhospice.org.uk

Company Limited by Guarantee No. 1696150
Registered charity No. 286554

Registered provider

Mr. Stephen Roberts
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E: stephenroberts@northdevonhospice.org.uk

Registered Manager

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EX32 0HU

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F: 01271 347200
E: jodedes@northdevonhospice.org.uk

Complaints Policy and Procedure

North Devon Hospices Complaints Policy and Procedure is available on request. The Complaints Policy and Procedure is reviewed 3 yearly or when legislation requires; whichever is sooner.

To raise a concern or make a complaint you can:

- speak to a member of staff

- call us on Tel: 01272 344 248
- email us at: feedback@northdevonhospice.org.uk
- complete an anonymous survey 'iWantGreatCare' which are located around Deer Park and The Long House
- write to the Chief Executive or Director of Care.

North Devon Hospice is registered and inspected by the Care Quality Commission:

Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

T: 03000 61 61 61

F: 03000 61 61 71

Opening hours: Monday to Friday: 8.30am -5:30pm

Document Control

Reason for Changes	Author	Agreed at CliPR	Agreed at CQWG	Shown at Board	Review Date
New	Director of Care			Jul 2005	Jul 2007
Review	Director of Care			Jul 2009	Jul 2011
Review	Director of Care			Mar 2011	Mar 2013
Review	Director of Care			Oct 2011	Oct 2013
Review/new DoC	Director of Care - Rachel McCarty			Aug 2012	Aug 2014
Review	Director of Care - Rachel McCarty			Aug 2013	Aug 2015
Review	Director of Care - Rachel McCarty			Aug 2015	Aug 2017
Review	Director of Care - Rachel McCarty			Oct 2015	Oct 2017
New DoC	Chief Executive – Stephen Roberts			Aug 2016	Aug 2018
Review	Clinical Quality Assurance & Improvement Lead – Naomi Pritchard	Jan 2023	Jan 2023	Mar 2023	Mar 2025