

HOSPICE

OF THE GOOD SHEPHERD

STATEMENT OF PURPOSE

Hospice of the Good Shepherd
Gordon Lane
Backford
Chester
CH2 4DG

Tel: 01244 851091
Email: info@hospicegs.com

Registered Charity no. 515516

Registered Company no. 01843427

The Hospice of the Good Shepherd has been registered by the Care Quality Commission under the Health and Social Care Act 2008.

Certificate of Registration number: 1-1509733570
Provider ID: 1-101728410
Name of Service Provider: Hospice of the Good Shepherd Ltd

Address of Service Provider: Gordon Lane, Backford, Chester, CH2 4DG

Name of Registered Manager: Elizabeth Taylor

Regulated Activities: Treatment of disease, disorder or injury. Diagnostic and screen-ing procedures.

Date of Registration: 30/06/2014

Service Users: Adults (aged 18+) with incurable life-limiting illnesses and their families across Cheshire West and Chester, and Deeside

No. of overnight beds: No. of overnight beds: 12 – temporarily reduced to 9 due to Coronavirus

Legal Status of Provider: Incorporated
Company number: 01843427
Charity number: 515516

Name of Chairman: Robert Mee

Name of Chief Executive: Margaret Wright

Mission Statement

Our mission for the Hospice of the Good Shepherd is to provide the highest quality specialist palliative care for the people of Western Cheshire, Deeside and surrounding areas, who have illnesses that no longer respond to curative treatment.

Our main activity continues to be the delivery of a specialist medical and nursing service to patients and their families by a skilled and dedicated multi-professional team.

Working with our Trustees, staff and stakeholders, the Hospice of the Good Shepherd has identified a range of strategic aims and objectives which form part of our vision and philosophy.

Staffing

Patients and their carers are supported by a multi-professional team of doctors, nurses, complementary therapists, physiotherapist, occupational therapist, counsellors, social worker, a spiritual care team, catering and housekeeping staff, as well as administration, fundraising, estates, retail, and volunteers including flower arrangers and personal shoppers. There are also supervised medical and nursing students in the hospice from time to time. Our clinical and medical staff have a range of knowledge and skills including specialist palliative care qualifications, to help manage pain and other distressing symptoms as well as providing practical help.

The recruitment and selection policy and procedure ensures that all staff are carefully screened and references are always checked thoroughly including DBS checks where appropriate.

All staff undergo an induction programme organised by their line manager, which includes allocated time spent with experienced staff.

All staff undertake mandatory training which includes Safeguarding, Data Protection, Health and Safety (including Fire Safety and Manual Handling), Equality and Diversity, and any other essential job specific training.

The Hospice employs a large number of professionally trained staff, a number of whom have a specific qualification in palliative care.

A number of external education and training sessions relevant to palliative care are delivered at the hospice and staff are actively encouraged to attend.

Regulated Activities:

Treatment of disease, disorder or injury

This activity allows for any treatment service that is provided by the multi-disciplinary team related to disease, disorder or injury. It includes a wide range of treatment, such as, but not limited to, emergency treatment, ongoing treatment for long-term conditions, and palliative care.

Diagnostic and screening procedures

This activity includes a wide range of procedures related to diagnostics, screening and physiological measurement. It also includes screening procedures (other than the national cancer screening programmes).

Services Provided:

The service type provided is Hospice. The Hospice of the Good Shepherd provides specialist palliative care for adults (18 years +) with incurable life-limiting illnesses and their families across Cheshire West and Chester, and Deeside.

The Hospice offers the following services to its patients: medical and nursing care, symptom control, acupuncture, outpatients' service, physiotherapy, occupational therapy, complementary therapies, pastoral/spiritual care, day therapy, short courses, support groups, social care, education services, end of life care, and bereavement support/counselling. The Hospice also provides a complementary therapy service for carers.

These services are currently provided through a 12-bedded inpatient unit, currently temporarily reduced to 10, and the Living Well Centre. The Hospice also provides a Telephone Advice Line service for professionals.

Care Quality Commission

The Hospice of the Good Shepherd is a registered provider of healthcare under the Care Quality Commission Health and Social Care Act 2008 Regulations 2014.

The latest inspection report by the Care Quality Commission can be accessed via the website www.hospiceofthegoodshepherd.com or the CQC's website www.cqc.org.uk. Alternatively, a request should be made to a member of staff.

For further details of registration and inspection, please contact:

The Care Quality Commission

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Email: enquiries@cqc.org.uk

Phone: 03000 616 161