



# The Shakespeare Hospice

## Statement of purpose

Health and Social Care Act 2008

### Part 1

#### The provider's name, legal status, address and other contact details

Including address for service of notices and other documents

Please first read the guidance document *Statement of purpose: Guidance for providers*

<p><b>Statement of purpose, Part 1</b></p> <p>Health and Social Care Act 2008, Regulation 12, schedule 3</p> <p>The provider's business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008</p>
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<b>1. Provider's name and legal status</b>			
<b>Full name<sup>1</sup></b>	The Shakespeare Hospice		
<b>CQC provider ID</b>	1-101725208		
<b>Legal status<sup>1</sup></b>	Individual <input type="checkbox"/>	Partnership <input type="checkbox"/>	Organisation <input checked="" type="checkbox"/>

<b>2. Provider's address, including for service of notices and other documents</b>	
<b>Business address<sup>2</sup></b>	Church Lane, Shottery,
<b>Town/city</b>	Stratford Upon Avon
<b>County</b>	Warwickshire
<b>Post code</b>	CV37 9UL
<b>Business telephone</b>	01789 266852
<b>Electronic mail (email)<sup>3</sup></b>	<a href="mailto:TSheridan@theshakespearehospice.org.uk">TSheridan@theshakespearehospice.org.uk</a> <a href="mailto:JPoyner@theshakespearehospice.org.uk">JPoyner@theshakespearehospice.org.uk</a>

By submitting this statement of purpose you are confirming your willingness for CQC to use the **email address** supplied at Section 2 above for service of documents and for sending all other correspondence to you. Email ensures fast and efficient delivery of important information. If you do not want to receive documents by email please check or tick the box below. We will not share this email address with anyone else.

I/we do <b>NOT</b> wish to receive notices and other documents from CQC by email	<input type="checkbox"/>
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- <sup>1</sup> Where the provider is a partnership please fill in the partnership's name at 'Full name' in Section 1 above. Where the partnership does not have a name, please fill in the names of all the partners at Section 3 below
- <sup>2</sup> Where you do not agree to service of notices and other documents by email they will be sent by post to the business address shown in Section 2. This includes draft and final inspection reports. This postal business address will be included on the CQC website.
- <sup>3</sup> Where you agree to service of notices and other documents by email your copies will be sent to the email address shown in Section 2. This includes draft and final inspection reports.

*Please note:* CQC can deem notices sent to the email or postal address for service you supply in your statement of purpose as having been served as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents.

<b>3. The full names of all the partners in a partnership</b>	
<b>Names:</b>	N/A



# The Shakespeare Hospice

## Statement of purpose

Health and Social Care Act 2008

### Part 2

### Aims and objectives

Please read the guidance document *Statement of purpose: Guidance for providers*.

### **Aims and objectives**

*What are your aims and objectives in providing the regulated activities and locations shown in part 3 of this statement of purpose*

The Shakespeare Hospice is a registered charity providing individualised palliative and end of life care for people within South Warwickshire (Stratford District), Kenilworth, Southam and the surrounding areas. We offer a diverse range of services for those with a cancer diagnosis and other life limiting illnesses, provided by our skilled multi-disciplinary team.

Our Hospice headquarters are based at our Day Hospice in Shottery and a number of our services are offered within patients' homes and in the community.

Our overall purpose, as a multidisciplinary team, is to provide high quality palliative and end of life care for adults and young people aged 16-24 years.

Through raising awareness, we will become involved in our patients and their families care earlier on in their journey so that they may benefit from the diversity of services we offer, and supporters will be motivated by this.

We will continue to develop innovative and flexible models of care that we can share with the wider healthcare community as a model of good practice. This has raised our Hospice's profile regionally and nationally which has in turn attracted funding to us.

Our Vision, Mission and Values explain what we want to achieve and how we will work together to enable success:

#### **Our Vision**

Every young person and adult living in our community with a life limiting illness, and those who matter to them, will be supported with the care and compassion they need.

#### **Our Mission**

- We will provide expert, holistic and specialist care of the highest standard for those living in our community with a life limiting illness and their carers
- For each individual we will ensure compassionate care and support throughout their journey, recognising their individual choices
- We will reach out and provide support for isolated groups such as carers, cancer

survivors, young people affected by a life limiting illness and those caring for people with dementia

- We will work collaboratively with other health and social care professionals to ensure responsive, seamless care
- We will invest in innovative models of care that will thrive and adapt to the changing needs of our community
- We will provide training and support within our community to develop and enable good palliative and End of Life care practice
- We will engage with our community to shape, deliver and fund our care, continuing to provide volunteering and work experience opportunities for young people

### **Our Values**

Providing responsive and compassionate care for our community.

#### **Responsive**

We respond to individual's needs, sharing our knowledge and expertise.

#### **Compassionate**

We recognise everyone as an individual and treat everyone with dignity and respect.

#### **Supportive**

We actively listen to and understand our patients, staff, volunteers and our community.

#### **Collaborative**

We embrace the importance of working together to achieve the best outcomes for our patients, staff, volunteers and our community.

#### **Innovative**

We are forward thinking and always strive to improve the care for our patients and families.

### **Day Hospice**

Staffed by a multi-disciplinary team including volunteers. The Day Hospice provides a safe and welcoming environment for patients, carers and the recently bereaved, providing a range of nursing and therapeutic support.

### **Hospice at Home**

Our Hospice at Home service provides practical nursing, personal care and skilled advice by a team of registered nurses and healthcare assistants. The care and support for patients and their families is provided for those who choose to stay at home towards the end of their life. We work collaboratively with South Warwickshire Foundation Trust and the primary care services to provide the 24/7 on call service.

### **Adult Counselling and Bereavement Service**

This service can be accessed at the Hospice or in the community and can be on an individual basis or with family members together. This service provides a private and confidential space to explore feelings and experiences without judgement, provided by a trained counsellor and our highly skilled bereavement support workers.

### **Children's Bereavement Service**

This service is based at the Hospice in the Young People's Hub although support visits in the community and at school also take place. Our highly skilled team help children to express themselves in whatever way is the most appropriate to them, utilising a range of activities and therapies.

### **Transitional Care**

Our transitional care service aims to provide a seamless transition for 16 – 24 year olds with life limiting conditions, when transferring from paediatric care into adult care services. We provide specialist and age appropriate support to each individual to achieve their potential in terms of health, educational, psychological and social development needs, working collaboratively with other health & social care professionals as appropriate.



# The Shakespeare Hospice

## Statement of purpose

Health and Social Care Act 2008

### Part 3

Location(s), and

- the people who use the service there
- their service type(s)
- their regulated activity(ies)



Fill in a separate part 3 for each location

The information below is for location no.:	1-130198567	of a total of:	1	locations
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<b>Name of location</b>	The Shakespeare Hospice
<b>Address</b>	Church Lane, Shottery, Stratford Upon Avon, Warwickshire
<b>Postcode</b>	CV37 9UL
<b>Telephone</b>	01789 266852
<b>Email</b>	enquiries@theshakespearehospice.org.uk

<b>Description of the location</b>	
(The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)	
<p>The Hospice was built in 1999 as a purpose built Day Hospice facility, in 2014 a further extension was built creating a bespoke Children’s Hub for our Children and Families Support Service and Transitional Care Service. In addition the premises has 3 clinic rooms, 2 complementary therapy rooms, 3 designated counselling rooms, a therapy suite (physiotherapy/Occupational Therapy) a patient dining area, a sanctuary and a designated diversional therapy area. The building is compliant with building regulations for disabled access.</p> <p>The Hospice is situated in a semi rural location on the outskirts of Stratford Upon Avon Town, in the village of Shottery</p> <p>The Clinical Team is comprised of Qualified Nurses, Health Care Assistants, Allied Health Professionals, Qualified Counsellors and a range of other support functions. Our team have expert knowledge and skills within palliative and end of life care.</p> <p>Professional registrations are monitored, alongside successful revalidation. Appropriate levels of DBS checks (according to job role) are also in place.</p>	
<b>No of approved places / overnight beds (not NHS)</b>	15 (Day Hospice)

**CQC service user bands**

The people that will use this location ('The whole population' means everyone).

Adults aged 18-65	<input checked="" type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/>
Mental health	<input type="checkbox"/>	Sensory impairment	<input checked="" type="checkbox"/>
Physical disability	<input checked="" type="checkbox"/>	People detained under the Mental Health Act	<input type="checkbox"/>
Dementia	<input checked="" type="checkbox"/>	People who misuse drugs or alcohol	<input type="checkbox"/>
People with an eating disorder	<input type="checkbox"/>	Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>
Children aged 0 – 3 years	<input type="checkbox"/>	Children aged 4-12	<input checked="" type="checkbox"/> Children aged 13-18 <input checked="" type="checkbox"/>
The whole population	<input type="checkbox"/>	Other (please specify below)	<input checked="" type="checkbox"/>
Those with a life limiting illness.			

<b>The CQC service type(s) provided at this location</b>	
Acute services (ACS)	<input type="checkbox"/>
Prison healthcare services (PHS)	<input type="checkbox"/>
Hospital services for people with mental health needs, learning disabilities, and problems with substance misuse (MLS)	<input type="checkbox"/>
Hospice services (HPS)	<input checked="" type="checkbox"/>
Rehabilitation services (RHS)	<input type="checkbox"/>
Long-term conditions services (LTC)	<input type="checkbox"/>
Residential substance misuse treatment and/or rehabilitation service (RSM)	<input type="checkbox"/>
Hyperbaric chamber (HBC)	<input type="checkbox"/>
Community healthcare service (CHC)	<input type="checkbox"/>
Community-based services for people with mental health needs (MHC)	<input type="checkbox"/>
Community-based services for people with a learning disability (LDC)	<input type="checkbox"/>
Community-based services for people who misuse substances (SMC)	<input type="checkbox"/>
Urgent care services (UCS)	<input type="checkbox"/>
Doctors consultation service (DCS)	<input type="checkbox"/>
Doctors treatment service (DTS)	<input type="checkbox"/>
Mobile doctor service (MBS)	<input type="checkbox"/>
Dental service (DEN)	<input type="checkbox"/>
Diagnostic and or screening service (DSS)	<input type="checkbox"/>
Care home service without nursing (CHS)	<input type="checkbox"/>
Care home service with nursing (CHN)	<input type="checkbox"/>
Specialist college service (SPC)	<input type="checkbox"/>
Domiciliary care service (DCC)	<input type="checkbox"/>
Supported living service (SLS)	<input type="checkbox"/>
Shared Lives (SHL)	<input type="checkbox"/>
Extra Care housing services (EXC)	<input type="checkbox"/>
Ambulance service (AMB)	<input type="checkbox"/>
Remote clinical advice service (RCA)	<input type="checkbox"/>
Blood and Transplant service (BTS)	<input type="checkbox"/>

<b>Regulated activity(ies) carried on at this location</b>		
Personal care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Surgical procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Diagnostic and screening procedures	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Maternity and midwifery services	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Termination of pregnancies	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Services in slimming clinics	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Nursing care	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		
Family planning service	<input type="checkbox"/>	
Registered Manager(s) for this regulated activity:		



# The Shakespeare Hospice

## Statement of purpose

Health and Social Care Act 2008

### Part 4

## Registered manager details

Including address for service of notices and other documents

Please first read the guidance document *Statement of purpose: Guidance for providers*

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in part 1
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<b>1. Manager's full name</b>	Mrs Joanne Poyner
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<b>2. Manager's contact details</b>	
<b>Business address</b>	Church Lane, Shottery,
<b>Town/city</b>	Stratford Upon Avon
<b>County</b>	Warwickshire
<b>Post code</b>	CV37 9UL
<b>Business telephone</b>	01789 266852
<b>Manager's email address<sup>1</sup></b>	
jpoyner@theshakespearehospice.org.uk	

<sup>1</sup> Where the manager has agreed to service of notices and other documents by email they will be sent to this email address. This includes draft and final inspection reports on all locations where they manage regulated activities.

Where the manager does not agree to service of notices and other documents by email they will be sent by post to the provider postal business address shown in Part 1 of the statement of purpose. This includes draft and final inspection reports on all locations.

*Please note:* CQC can deem notices sent to manager(s) at the relevant email or postal address for service in this statement of purpose as having been served, as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents to registered managers.

<b>3. Locations managed by the registered manager at 1 above</b>	
(Please see part 3 of this statement of purpose for full details of the location(s))	
<b>Name(s) of location(s) (list)</b>	<b>Percentage of time spent at this location</b>
The Shakespeare Hospice, Shottery, Stratford Upon Avon	100

<b>4. Regulated activity(ies) managed by this manager</b>		
Personal care	<input type="checkbox"/>	
Accommodation for persons who require nursing or personal care	<input type="checkbox"/>	
Accommodation for persons who require treatment for substance abuse	<input type="checkbox"/>	
Accommodation and nursing or personal care in the further education sector	<input type="checkbox"/>	
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>	
Assessment or medical treatment for persons detained under the Mental Health Act	<input type="checkbox"/>	
Surgical procedures	<input type="checkbox"/>	
Diagnostic and screening procedures	<input type="checkbox"/>	
Management of supply of blood and blood derived products etc	<input type="checkbox"/>	
Transport services, triage and medical advice provided remotely	<input type="checkbox"/>	
Maternity and midwifery services	<input type="checkbox"/>	
Termination of pregnancies	<input type="checkbox"/>	
Services in slimming clinics	<input type="checkbox"/>	
Nursing care	<input type="checkbox"/>	
Family planning service	<input type="checkbox"/>	

<b>5. Locations, regulated activities and job shares</b>
<p>Where this manager does not manage all of the regulated activities ticked / checked at 4 above at all of the locations listed at 3 above, please describe which regulated activities they manage at which locations below.</p> <p>Please also describe below any job share arrangements that include or affect this manager.</p>
<p>NA</p>

