



tý hafan

The family hospice for young lives

Statement of Purpose

Date: July 2013

Review Date: July 2014

Version Number: 6

Introduction

Tŷ Hafan or 'Haven House' offers free of charge specialist palliative care services for the children in Wales with life limiting conditions who are not expected to reach adulthood.

For the purpose of this Statement of Purpose, the term "life limited" refers to children who have a health condition for which there is no reasonable hope of cure and for this reason would not be expected to live beyond:

- Their 19th birthday if the child was born before 1 April in the year 1996 or before; or
- Their 18th birthday if the child was born on or after 1 April in the year 1996 or after.

These care services are offered in the community and at the purpose built hospice in the Vale of Glamorgan which is registered for ten places and where the emphasis is on providing a homely environment whilst maintaining its status as a regulated establishment.

Tŷ Hafan, as the Registered Provider, presents this Statement of Purpose, which complies with Schedule 1, Regulation 6 of The Independent Health Care (Wales) Regulations 2011 and supersedes the Statement of Purpose dated September 2012. As the Tŷ Hafan Statement of Purpose it is intended to provide an outline of the services offered by Tŷ Hafan.

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"The Act" means the Care Standards Act 2000.

'The Registered Provider' means a person who is registered under Part II of The Act as the person carrying on an establishment or agency, or is an organisation. Tŷ Hafan as an organisation is the Registered Provider.

'The Responsible Individual' is the person to whom the organisation has given notice to the appropriate office of the registration authority who is a Director, manager or secretary or other officer of the organisation and is responsible for the supervising and management of the establishment Regulation 10 (1) (2) (3) (4).

'The Registered Manager' is an individual appointed by the Registered Provider to manage the establishment Regulation 11 (1) (2) (3).

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Aims and Objectives

Tŷ Hafan has provided specialist palliative care services to meet the needs of life limited children and their families since 1999.

Vision

“A Wales where children who are expected to die in childhood live a full family life.”

Mission Statement

“To offer a high standard of free care and support to the families of children in Wales who are expected to die in childhood.”

Tŷ Hafan’s delivery of palliative care services are underpinned by the definition promoted by the Association for Children’s Palliative Care (ACT) and the Royal College of Paediatrics and Child Health (RCPCH):

“Palliative care for children and young people with life limiting conditions is an active and total approach to care, from the point of diagnosis or recognition, throughout the child’s life, death and beyond. It embraces physical, emotional, social and spiritual elements and focuses on the enhancement of quality of life for the child or young person and support for the family. It includes the management of distressing symptoms, provision of short breaks and care through death and bereavement.”

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Treatment, Facilities and Services

Care Services

Our total approach to care begins with an agreed needs-based assessment of each child's palliative care requirements and the needs of his/her immediate family. A tailor-made individual programme of care is developed in partnership and agreement with the child and family, to enhance quality of life, addressing the physical, social, emotional and spiritual elements of palliative care.

Starting as soon as possible after admission to care services, an individual needs assessed, dependency based programme of care may include family support, outreach services or hospice care for short breaks, symptom management, emergency or end of life care and continue beyond to bereavement services.

Tŷ Hafan's care services are nursing led offering a less clinical environment within a regulated establishment where care services staff assess, implement and evaluate comprehensive and multi disciplinary plans of care. It is important to note that nursing staff are not nurse prescribers; the treatment and medication regimens established by the child's lead paediatrician are always followed by Tŷ Hafan's nurses.

Clinical nursing services

Many of the children receiving the care services of Tŷ Hafan have complex health needs and require a range of nursing procedures and/or complex drug regimens. These aspects of care are managed by a multi disciplinary team approach, following strict protocols, policies and procedures that are reviewed as regulations require and as evidence-based practice evolves.

No care services staff will carry out any clinical or therapeutic procedure unless they have been trained and assessed as competent to do so.

The care services staff routinely undertake the following practical procedures:

- Complex medication regimens, which include oral, cutaneous, naso gastric, gastrostomy, rectal and nebulised routes
- Subcutaneous medication via syringe drivers
- Tracheostomy care
- Gastrostomy and naso gastric tube feeding
- NIPPY and BIPAP ventilation
- Oxygen therapy
- Suction.

Specific Treatments

Tŷ Hafan can usually only provide those care services which it is able to provide as a family hospice. There may be circumstances where Tŷ Hafan is working with the clinician or other healthcare professional and can support the administration of a specific specialist treatment not routinely provided at the hospice but it is considered clinically appropriate and safe to do so following consultation with the clinician and an assessment of risk.

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However, there will be occasions when a clinician or other healthcare professional, with responsibility for the clinical care of the child, decides that a specific treatment should be administered which cannot be delivered at Tŷ Hafan as part of the care services it provides.

This may be because it is more clinically appropriate for it to be provided within an acute hospital setting and/or where specialist staff with the appropriate qualifications are required to administer the treatment.

Tŷ Hafan does not provide as part of its services intravenous medication or fluids, the transfusion of blood products or invasive ventilator support (known as Level 3 where the child is unable to breathe independently and disconnection would be fatal).

Where a treatment is considered clinically necessary, Tŷ Hafan will always work in partnership with the admitting hospital and relevant staff to ensure a safe transfer to and from hospital. This will also include consultation with the child and the child's family.

In the event a life threatening situation arises this will be treated as an emergency and the ambulance service will be called.

Where there is a clinical need for additional treatments, for example for an infection, Tŷ Hafan would always respond with a call to the on call hospice doctor.

Medical services

Medical services are provided within the hours of 08:00 and 18:00 hours Monday to Saturday by the General Practitioners of West Quay Medical Centre, Hood Road, Barry, Vale of Glamorgan CF62 5QN. Out of hours emergency medical cover is provided under contract with the Cardiff and Vale University Health Board out of hours service.

Dr Rhodri Lewis, in the role of hospice doctor leads the clinical services and scheduled visits are undertaken by Dr Lewis or one of the practice partners from West Quay Medical Centre during Monday to Saturday; additional visits made as required to meet the clinical needs of the resident children.

Dr Lewis works in partnership with the Paediatric Palliative Care Symptom Control Team which is based at the Children's Hospital for Wales, by way of practicing privileges agreements.

Referrals to the Palliative Care Symptom Control Team are always made with the agreement of the child's lead paediatrician and the paediatric palliative care consultant within the symptom control team is responsible for gaining this consent.

The child's lead paediatrician continues to determine the medical care required by the child. Whilst under the care of Tŷ Hafan's care services

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the hospice doctor, or a care services nurse if appropriate will consult the lead paediatrician in regards to necessary medical interventions.

Hospice Care

The hospice can accommodate up to ten children for overnight palliative care with or without parents and siblings who can be accommodated separately.

Resident siblings are welcome at the hospice, but must always be accompanied by a parent or family member who is 18 years of age or over (a responsible adult). Siblings are welcomed to join in activities, but should not be left unsupervised without the prior knowledge and agreement of care services staff.

There may be occasions or specific times during the day where the supervision and responsibility of siblings will have to remain with the parent or responsible adult. For example during periods where the care needs of the resident children receiving palliative care are high.

End of Life Care and Symptom Management

Care is provided in the final days, weeks or months of a child's life. The child may be known to Tŷ Hafan for many years or it may be that they are new to Tŷ Hafan's care services and require an admission from home or hospital including intensive care and neonatal units.

End of life care includes the management of symptoms and care after death and supports the whole family at this time.

Emergency Admission and Symptom Control Management

Tŷ Hafan will always make every effort to respond to a request for admission due to a social or physical emergency such as an accident/illness of a parent, family breakdown or housing emergency. Where end of life care or symptom management necessitates an emergency admission this will be given priority over short break care.

Short break Care

Short break care may be provided for children and families as part of their individual programme of care. The amount offered to each family will be determined by a needs based assessment

Post Surgical Convalescence

Many of the children accepted for care at Tŷ Hafan will also require medical or surgical treatment in hospital. Tŷ Hafan may be able to assist with the child's convalescence after this treatment.

Elements of Hospice or Outreach Palliative Care Services

Physiotherapy

A physiotherapist visits the hospice twice a week to provide therapies which include general stretches/movements, hydrotherapy, chest care and advice to all carers on positioning and movement.

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The physiotherapy service is provided through a service level agreement (SLA) with Cardiff and the Vale University Health Board, which meets with the current regulations of the Independent Health Care (Wales) Regulations 2011.

The physiotherapist always liaises with community and hospital physiotherapists to ensure that not only do programmes of therapy continue, but that also any changes or recommendations are communicated.

Play and Outreach Care Services

Play is a vital element in the lives of all children. Tŷ Hafan provides specialist staff and a range of specialist and generic play equipment to enable children to learn, communicate, develop or just have fun through the medium of play.

Where the needs based assessment identifies a requirement for specialist play support or a therapeutic intervention such as music or complementary therapy, either as a stand alone or adjuvant to the individual package of care, this can be provided in the child's home, at school, in the hospice or in the hospital environment.

Play is also supported by a toy and leisure library, which can be accessed by all children who receive care from Tŷ Hafan and through which a wide range of toys and equipment can be loaned to the child and family in their home.

Children accessing care services will have a needs based assessment for their suitability to receive Music Therapy and Complementary Therapies. These therapies can be provided in the hospice, or as an outreach service in the child's home or during a hospital admission. Music and Complementary Therapy services may also be available as a day therapy at the hospice.

Music Therapy

A music therapist is contracted to provide this service two days each week. Music therapy offers children the ability to communicate, relax, learn, express their individuality and have fun through the medium of music.

Complementary Therapy

Children and families may benefit from using supplementary treatments in conjunction with medical, nursing and physiotherapy interventions to alleviate distressing symptoms.

Education

Education is encouraged where relevant during hospice care. A nominated member from Care Services will liaise with the child's school prior to visits to ensure that educational requirements continue to be met. Communication is actively encouraged between schools and Tŷ Hafan in order to share specialist knowledge and skills for individual children.

Support for the Family

Living with the diagnosis of a life limiting condition can place an enormous strain on all members of the child's family. The parents, siblings and child may need emotional, spiritual and practical support to ensure that they continue to

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function as an effective family. All members of care services contribute to providing this support however, a lead care co-ordinator will be identified to the child and family.

Family support services may offer specialist palliative care support or advice which addresses the emotional and practical needs of the family. These services can be offered in the child's home, school, hospital or the hospice and an 'on call' telephone service is available 24 hours a day, 365 days a year.

Support for the family may be provided in therapeutic or support groups or in individual sessions.

Bereavement Support

The family can be supported immediately after the death of their child and into bereavement in the hospice, hospital, in the community or the child's home.

A biannual service of remembrance is held at Tŷ Hafan for the families of the children who have died. These services are provided in June and December and invitations are extended to the families.

Arrangements for Consultation with Children/Young People and their Families

The comments and views of children, and their families are valued and welcomed in order for Tŷ Hafan to monitor the quality of care service provision.

During the latter part of 2012 a service evaluation study was commissioned with an external agency, Beaufort Research. The results of this study are available on request. This study will be repeated in 2014 with an shorter service evaluation being undertaken in 2013.

Six months following acceptance to care services a satisfaction survey is routinely sent to those qualifying families and again the results are available on request.

A suggestion box is available for comments. Appropriate action is taken following discussion by the Executive and personal responses will be made where contact details are included.

Comments are also welcomed electronically on the Tŷ Hafan website <http://www.tyhafan.org/about-ty-hafan/contact-us>.

Arrangements for Contacting Relatives, Friends and Representatives during Admissions to the Hospice

At each admission to the hospice, Tŷ Hafan will require up to date contact details for contacting next of kin or the person with parental responsibility. This is extremely important in case there should be a change in the child's usual routine or health status in these circumstances a member of Tŷ Hafan's care services would make contact at the earliest opportunity.

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Family and friends are always welcome to visit whilst a child is staying at the hospice. However, we request that families inform us in advance of any proposed visits by family and friends and that they respect the privacy and requirements of other resident families and children. Tŷ Hafan does not routinely provide meals for visitors, although there is always plenty of tea, coffee and soft drinks available.

There is a public telephone in the family accommodation for external calls and reception staff will endeavour to relay messages received on the hospice direct number which is 029 2053 2200.

Privacy Dignity and Respect

Tŷ Hafan has a duty of care to every resident child and their family, and requests for privacy will take into account the wishes and feelings of the child, and family, whilst ensuring that, as a registered establishment, Tŷ Hafan is able to discharge that duty of care. Confidentiality is paramount when communicating with fellow team members and a specific room is used for handover reports between staff.

Access is required by Tŷ Hafan care services staff to the child's bedroom in order for Tŷ Hafan to discharge its duty of care. This access is required of a minimum of twice per day in order to assess, evaluate and formulate plans of care to meet the palliative needs of the child and family.

The hospice environment is designed to promote privacy. Staff will ensure that any nursing or personal care is performed in the privacy of the child's room and not in public areas. Facilities for bathing, showering and toileting are also designed to ensure that the child's dignity and privacy are respected.

Each bedroom has an internal lock, which can be accessed externally in emergencies to gain entry. Access is required by Tŷ Hafan care services staff to the child's bedroom in order for Tŷ Hafan to discharge its duty of care to the child.

Children and their families receiving care services of Tŷ Hafan, have the right to be treated with respect. This respect will be demonstrated by acknowledging the families as partners in the delivery of care; children and family members will always be addressed in the manner that is the most respectful.

Tŷ Hafan also expects our staff to be treated in the same way and to be able to undertake their jobs without being verbally or physically abused. Tŷ Hafan has a zero tolerance approach, supported by a policy and procedure to any threat, either verbal or physical, to its staff.

Decision making and Consent

Tŷ Hafan upholds the principle formulated in Article 12 of the United Nations Convention on the Rights of the Child (UNCRC 1989) that when adults are making decisions that affect children, children have the right to say what they think should happen and have their opinions taken into account. In

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accordance with this right, Tŷ Hafan will give due weight to the opinion of the child in accordance with the age and maturity of the child.

Care Services will support the autonomy of every child to make decisions, ensuring each child is an active participant in all aspects of their care planning; from small decisions such as what to wear to choices at end of life. The ability of each child to make such decisions will be taken into account according to the specific circumstance.

Children who need specific support to be able to express their views or choices will be provided with the appropriate communication aids, specific language systems, parent support, skilled staff or independent support to enable others to understand their choices.

Care services staff will respect the autonomy of each child by informing them of all care or procedures to be undertaken, ensuring they understand the nature of the intervention and/or are prepared for the intervention to take place.

Care Services will obtain a valid consent from the appropriate individual for all palliative care interventions delivered by care services in accordance with extant legislation and Welsh Government guidance.

The consent of the child will be sought from those individuals under sixteen deemed to be *Gillick Competent* and all those over sixteen with capacity in accordance with Section 8 of the Family Law Reform Act 1969.

Tŷ Hafan is committed to delivering care in partnership and agreement with the child and family, but in the event of any disagreement about aspects of care delivery or the refusal of treatment, all attempts to resolve the disagreement will be sought through discussion. If this course of action does not resolve the disagreement, Tŷ Hafan will seek legal advice before any decision is made.

Making Suggestions, Raising Concerns and Complaints Procedure

Tŷ Hafan aims to provide a high standard of care, but we recognise that sometimes things may not live up to expectations and that a family or child may want to complain, or that they may just want to tell us about their concerns or suggest improvements. The sooner a concern is brought to our attention, the earlier a resolution can be reached.

Tŷ Hafan has a procedure for making suggestions, raising concerns and complaints which is included in this Statement of Purpose and is also displayed throughout the hospice building as a policy document and as explanatory leaflets.

Tŷ Hafan is aware that sometimes individuals wish to make complaints anonymously. Whilst Tŷ Hafan will undertake the same process of investigation, it does mean that the individual concerned and the organisation are unable to resolve the issues 'face-to-face'.

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Complaints and suggestions can also be made via the Tŷ Hafan website <http://www.tyhafan.org/about-ty-hafan/contact-us>.

Healthcare Inspectorate Wales (HIW) undertakes an annual announced inspection and additional unannounced inspections. The latest reports from these inspections are available on request or by visiting the HIW website at <http://www.hiw.org.uk>.

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Making Suggestions, Raising Concerns and Complaints Policy Document

Tŷ Hafan wants to provide the best service possible, and it is important that we welcome comments and learn from people's experiences and improve services where they need to be better.

Sometimes things may not live up to your expectations and you may want to complain or you may want to tell us about your concerns or suggest improvements. When you are unhappy about any service provided by Tŷ Hafan we call these 'concerns' and that is what we call them in this document.

Suggestions that you may have can always be placed in the suggestion boxes which you will find in Reception and the Dining Room, the boxes are emptied weekly and the contents are passed on to the Executive Team who meet monthly and will always respond to you provided you include your contact details.

Your suggestions, concerns or complaints will help us to improve the services we offer and are equally important to us as your compliments.

To whom do you talk?

Firstly, if you feel able to do so, we suggest that you raise the matter with the staff member involved. It is always best to try to do this as often your concerns can be dealt with straight away. If this doesn't help or if you are not able to do this, then ask to speak to a Care Team Leader, Shift Leader or an Assistant Director of Care. Often they will be able to deal with your concern straight away.

If at any time you have cause to complain about the service or standard of care provided at Tŷ Hafan, please help us by drawing our attention to the nature of your concerns.

The sooner you mention what is troubling you, the earlier Tŷ Hafan can work with you to address your concerns.

If you prefer, you can put your concern in a letter to the Director of Care at Tŷ Hafan, Hayes Road, Sully, Vale of Glamorgan, CF64 5XX Telephone No. 029 2053 2200.

Alternatively you may wish to access the Tŷ Hafan website <http://www.tyhafan.org/about-ty-hafan/contact-us>

Can you tell us about a concern at any time?

It is important to make your concern known to us as soon as possible after the problem arises. Tŷ Hafan will usually only investigate concerns that are either:

- Made within three months of the event; or

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- Made within three months of you realising that you have something of concern to tell us about, as long as it is not more than six months after the event itself.

If there are exceptional reasons why you could not tell us of your concern sooner, it may still be possible to investigate your concern.

How do I write a letter of concern?

A letter of concern need not be long or detailed, but it should include:

- Who or what you are concerned about, including the names of staff if you know them;
- Where and when the events of the concern happened. If you are concerned about several matters, make it clear which are the most important ones;
- What, if anything you have already done about reporting the issues;
- What if anything you would like from the concern, (for example, an apology or an explanation, or changes to services)

Tŷ Hafan is aware that sometimes you may wish to let us know of your concern anonymously. Whilst Tŷ Hafan will undertake the same process of investigation, it does mean that the individual concerned and the organisation are unable to resolve the issues face-to-face or provide feedback.

Concerns can also be made via the Tŷ Hafan website <http://www.tyhafan.org/about-ty-hafan/contact-us>.

What happens when I tell you of a concern?

When you make a concern known to us, you will receive a written acknowledgement of your concern within two working days (unless a full reply can be sent within five working days).

Normally concerns are dealt with at what we call Stage One. However, if the concern is of serious nature such safeguarding issues, child protection or about a senior member of staff the concern is automatically escalated to Stage Two.

Stage One

During “Stage One”, your concern will be reviewed by the Managing Officer who is usually the Director of Care who appoints an appropriate Investigating Officer to undertake an investigation. This will of course involve consultation with you and a full response should be made within 20 working days of receipt of the concern. Sometimes it may take longer than 20 days, especially if the concern is complicated.

The Investigating Officer dealing with your concern will inform you in writing, explaining the reason for the delay. A full response will be sent to you in writing within five days of a conclusion being reached.

If at any time you wish to discuss the progress of your concern then please ask for a meeting with the person undertaking the investigation.

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Your concern will be dealt with in confidence and will only be discussed with those who need to know. This will include the Board of Non Executive Directors as part of the Tŷ Hafan Clinical Governance Strategy.

It is important that we learn lessons and improve services where we need to.

What if I am still unhappy?

Stage Two

Once your concern has been fully investigated by the Investigating Officer and you have received a response, if you are not happy you may appeal directly to the Chief Executive at Tŷ Hafan, Hayes Road, Sully, Vale of Glamorgan CF64 5XX Tel. no. 029 2053 2199. You should make this appeal within 21 days of having had your response from the Investigating Officer.

The Chief Executive will review the investigation which will of course involve consultation with you.

In most cases you will receive a final written reply within 30 working days of receipt of the appeal. If we can't reply to you in that time, we will give you the reasons why and let you know when you can expect a reply. You will also be offered the opportunity to meet with the Chief Executive. If you remain unhappy, you have the opportunity to appeal which we call "Stage Three".

Stage Three

The stage three process is where the concern is of a serious nature such as a safeguarding issue, child protection or is about a senior member of staff. It is also the next stage if you should be unhappy with the outcome of the appeal at stage two.

The 'Managing Officer' at Stage three is the Chairman who appoints an Investigation Team which includes two Non Executive Directors and an appropriately qualified independent investigator. We call this the "Investigating Team".

The Investigating Team will undertake an investigation and will of course involve and consult with you. A full response should be made within 20 working days of receipt of the concern. Sometimes it may take longer than 20 days, especially if the concern is complicated. In any event you will receive updates on a weekly basis.

The Investigating Team dealing with your concern will inform you in writing, explaining the reason for the delay. A full response will be sent to you in writing within five days of a conclusion being reached.

If at anytime you wish to discuss the progress of your concern then please feel free to ask for a meeting with the Chairman either by telephoning 029 2053 2199 and asking to speak to the Chairman's Personal Assistant (PA) or in writing to The Chairman, Tŷ Hafan, Hayes Road, Sully, Vale of Glamorgan, CF64 5XX

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Your concern will be dealt with in confidence and will only be discussed with those who need to know. This will include the Board of Non Executive Directors as part of the Tŷ Hafan Clinical Governance Strategy.

It is always important that we learn lessons and improve services where we need to.

How is Tŷ Hafan Regulated?

Tŷ Hafan is regulated by the Healthcare Inspectorate Wales and their Chief Officer is based at the following address: Healthcare Inspectorate Wales, Bevan House, Caerphilly Business Park, Van Road, Caerphilly, CF83 3ED. Telephone No. 029 2092 8902.

Please remember, at Tŷ Hafan we strive to meet the highest standards and we always welcome comments that enable us to meet this objective. A suggestion box is also available in the dining area for you

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Appendix One

Organisational Structure

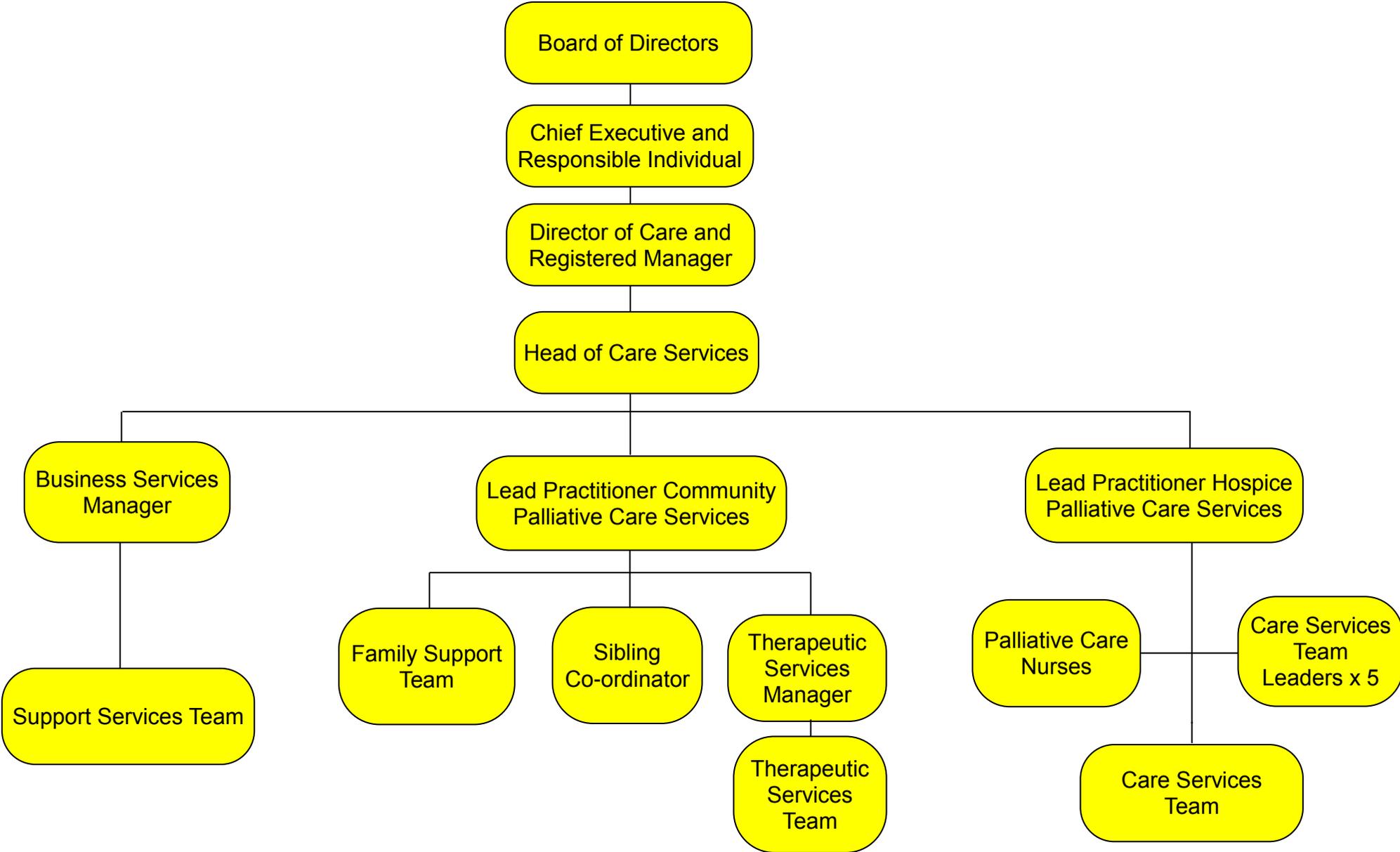
A board of Non Executive Directors, led by the Chairman, is the senior body of the organisation from which all authority is conducted either directly or through delegation.

The organisational chart overleaf illustrates the structure within care services. The Chief Executive delegates day-to-day authority for the management of care to the Director of Care.

The Registered Provider (Tŷ Hafan) has appointed the Chief Executive as the Responsible Individual and the Head of Care Services as the Registered Manager.

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Care Services



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Appendix Two

Qualifications of Staff

The nurse led specialist palliative care services of Tŷ Hafan are delivered by a multi disciplinary team who have the following qualifications at the time of publication:

Changes in respect of this will be notified to Healthcare Inspectorate Wales annually.

Qualification	Number	
MA Healthcare Law and Ethics	1	
MSC Nursing	1	
BSc (Honours) Children's Nursing	10	
Registered Sick Children's Nurses	21	
Registered Learning Disability Nurses	2	
Registered Nurses Mental Health	2	
Registered General Nurses	13	
BSc Professional Practice in Nursing	2	
BSc Community Health Studies	1	
Diploma in Palliative Care	1	
Post Graduate Diploma in Palliative Care	2	
Post Graduate Diploma in Nursing Studies	1	
Post Graduate Diploma Professional Development	1	
Modules in Paediatric Palliative Care	5	
BSc (Honours) State Registered Occupational Therapist	1	
BSc (Honours) Health and Social Care	1	
BSc (Honours) Human Psychology	1	
BSc (Honours) Psychology	1	
BSc (Honours) Psychology and Sociology	1	
BSc (Honours) Early Years	1	
BA (Honours) Humanities	1	
BA (Honours) Social Sciences	1	
BSc (Honours) Complementary Therapies	1	
Post Graduate Certificate in Education	1	
Certificate in Education	2	
MSc Play Therapy	1	
MSc Social Work	1	
MSc Advanced Counselling and Supervision	1	
MSc Systemic Family Therapy	1	
BA (Honours) Social Work	1	
Diploma in Social Work	1	
Diploma Therapeutic Counselling	1	
Diploma in Systemic Family Therapy	1	
Hospital Play Specialist	2	
National Vocational Qualification (NVQ) level 3 Health and Social Care	14	
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NVQ level 3 Childcare and Education	2
NVQ Level 3 Diploma in Playground Practice	1
NVQ Level 2 Child Care	1
B.Tec National Diploma in Caring	1
B.Tec National Diploma in Public Services	1
National Nursery Nursing Education Board	3
Touch Trust Licensed Practitioner	1
Open University Certificate Working With Young People	1
CACHE Certificate in Play Work	2
Diploma in Pre School Practice	1
Open University Certificate Pre School Child	1
City and Guilds Trainer for Play Work Training	1
Licentiate Trinity College London (Music)	1
Associate of the London College of Music	1
City and Guilds Further Adult Teaching Certificate	1
Teach Therapy Certificate Infant Massage Trainer and Hands Free Massage	1
International Institute of Health and Holistic Therapies (IIHHT) Diploma in Aromatherapy, Reflexology, Indian Head Massage, Anatomy and Physiology	1
IIHHT Certificate in Sports and Body Massage	1
Diploma in Health and Fitness	1
P3 in Play Work	1
Certificate in Welfare Studies	1

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Appendix Three

Relevant qualifications and experience of senior Tŷ Hafan Staff at time of publication.

Name	Qualifications and Experience
<p>Jayne Saunders Director of Care (Registered Manager)</p>	<p>BSc Professional Practice in Nursing and Specialist Practice Qualification in Children's Nursing (Palliative Care) Registered General Nurse 1978 Registered Sick Children's Nurse 1982 working in the acute setting and reaching the position of ward sister in 1991 Open University P445 Child Protection 1988 Trevor Gray Scholarship in Paediatric Palliative Care 1990 CMS (Health) NVQ level 4 Healthcare Management 1991 Paediatric Palliative Care Nurse since 1993 Joined Tŷ Hafan as Clinical Team Leader in 1998 Director of Care at Tŷ Hafan since 2006</p>
<p>Catherine Thompson Head of Care</p>	<p>MA Healthcare Law and Ethics BSc (hons) Psychology; RMN; Dip.Palliative Care Registered Mental Nurse 1986 WNB 998 Teaching, Assessing and Supervision in Clinical Practice Worked in acute psychiatry, child psychiatry and as clinical team manager in the community setting 1992, Appointed as Family Care Officer for the Muscular Dystrophy Group 1992 1998, Joined Tŷ Hafan as Family Support Worker; became Family Support Team Manager in 2004 and Assistant Director of Care in 2006</p>
<p>Dr Rhodri Lewis General Practitioner (Lead Hospice Doctor)</p>	<p>MBBCh Qualified in medicine 2000 has undertaken a number of hospital appointments including SHO in paediatrics and Paediatric Neurosurgery. Dr Lewis has been a General Practitioner with High Street Surgery since 2004, becoming a partner in 2005. Dr Lewis has been the lead clinician from West Quay Medical Practice to Tŷ Hafan since 2006; he has undertaken modules of the Palliative Care Diploma and is partway through the course. Dr Lewis is a member of the Managed Clinical Network for Paediatric Palliative Care.</p>

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