



tŷ hafan

The family hospice for young lives

Statement of Purpose

Date: September 2011
Review Date: September 2012
Version No: 4

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 1 of 21		Revision No: 4

Introduction

Welcome to Tŷ Hafan, the family hospice for young lives. 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 the age of 19.

These care services are offered in the community by Family Support and Outreach Services and at the ten bedded purpose built hospice in the Vale of Glamorgan 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 2010. As the Tŷ Hafan Statement of Purpose it is intended to provide an outline of the services offered by Tŷ Hafan.

St Hilary Court
Cophorne Way
Culverhouse Cross
Cardiff
CF5 6ES
Email: ray.hurcombe@tyhafan.org
Registration number: QA+ number W07-267
Charity number: 1047912

Hayes Road
Sully
Vale of Glamorgan
Cardiff
CF64 5XX
Email: jayne.saunders@tyhafan.org
Registration number: QA+ number W07-267
Charity number: 1047912

Note

Within this document, the terms "child" or "children" also applies to young people.

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 are not expected to live beyond their 19th birthday.

"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).

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 2 of 21		Revision No: 4

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 acknowledges the philosophy of Children’s Palliative care as defined by the Association for Children’s Palliative Care (ACT) as:

“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.” ACT 2009.

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 3 of 21		Revision No: 4

Treatment, Facilities and Services

Care Services

Our total approach to all care begins with a mutually agreed needs-based assessment of each child's palliation 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, embracing the physical, social, emotional and spiritual elements of palliation.

Starting as soon as possible after diagnosis the care programme might include family support, therapeutic services, outreach services and short break care, and continue through end of life and beyond to bereavement 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, with strict protocols, policies and procedures that are reviewed as regulations require and as evidence-based practice changes. 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 undertake the following practical procedures on a regular basis:

- 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 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 working with the Clinician or other Health Professional can support the administration of a specific specialist treatment not routinely provided at the hospice and where it is considered clinically appropriate and safe to do so following consultation with the Clinician and the hospice care services.

However, there will be occasions when a Clinician or other Health 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. The hospice does not provide as part of its services intravenous medication or fluids, the transfusion of blood products or invasive ventilator support.

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 4 of 21		Revision No: 4

Where such treatment is considered clinically necessary, Tŷ Hafan will work in partnership with the hospital and staff to ensure a safe transfer to and from hospital and following appropriate consultation with the child and the child's family.

Short break care and Palliation

The hospice, near Sully, can accommodate up to ten children for overnight short-breaks with or without parents and siblings. Resident siblings are welcome at the hospice, but must always be accompanied by a parent who will have responsibility for their day to day needs. Where another family member takes responsibility for siblings they must be over 18 years of age.

End of Life Care and Palliation

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.

Emergency Admission

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 necessitates an emergency admission it will take priority over short break care and palliation.

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.

Medical Services

Tŷ Hafan's care services are nursing led offering a less clinical, more homely environment where the nurses assess, implement and evaluate comprehensive and multi disciplinary plans of care. However, they are not nurse prescribers; the treatment and medication regimens established by the child's lead Paediatrician are always followed. The child's lead Paediatrician will continue to lead the child's medical care and, in the event of an emergency situation, 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 are available within the hours of 08:00 and 18:00 hours Monday to Friday 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 contractually with the Cardiff and Vale out of hours service.

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 5 of 21		Revision No: 4

Dr Rhodri Lewis leads the clinical services and scheduled visits are undertaken by Dr Lewis or one of the practice partners from West Quay Medical Centre on Tuesday, Thursday and Saturday mornings, with additional visits made as required by the clinical needs of the resident children.

Dr Lewis is supplemented by a Paediatric Palliative Medicine Consultant Dr Richard Hain, and one of his registrars, by way of practicing privileges agreements. The Consultant or Registrar attends Tŷ Hafan on Tuesday mornings and the consultant provides on call cover 24 hours a day, 365 days a year for specialist palliative care advice.

Referrals to the Palliative Care Consultant are always made with the agreement of the child's lead Paediatrician and Dr Hain is responsible for gaining this consent.

Family Support Palliative Care Services

All members of the family can find it difficult to come to terms with their child's condition, which can put an enormous strain on family life. The parents, siblings and child may need emotional, spiritual and practical support to ensure that they continue to function as an effective family.

Support is available to all members of the family through the Family Support Practitioners, who are professionals with qualifications in Social Work, Counselling, Supervision and Mental Health Nursing.

the family support practitioners offer a range of specialist palliative services in counselling, advocacy, benefits, grants, educational provision, transitional support, and guidance for end of life care and bereavement counselling. They operate in the child's home, school, hospital or the hospice and provide an 'on call' telephone service 24 hours a day, 365 days a year.

Parent Support Groups and Sibling Support events are organised by Care Service (see below) to provide a therapeutic environment of mutual support, encouraging those involved to share feelings, experiences and solutions. A biannual service of remembrance is held at Tŷ Hafan for the families of all children who have died.

Therapeutic Care Services

Play has been described as the 'work that children do'; its importance in the lives of the children who access the service cannot be underestimated. A significant number of children with life limiting conditions have difficulties in engaging in play and with the world around them.

The Activity Workers within care services undertake a comprehensive needs based play assessment for every child; this opens up opportunities for these children to enjoy the world around them.

Children accessing care services will have a needs based assessment for their suitability to receive Music Therapy and Complementary Therapies.

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 6 of 21		Revision No: 4

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.

Tŷ Hafan has a range of toys and specialist equipment that ensures that children have the freedom to choose what they play with, how they play and when they want to play. Play will be therapeutic, stimulating and fun.

Education

Education is encouraged during short break specialist 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.

Outreach Play Service

An outreach play service is operated by the Outreach Play Practitioners, both at home and during visits to the hospice. Changes in the child's level of skill or behavioural changes, which limit their ability to access play and interact with their environment, are assessed in order to create an individualised play pack. This pack is designed to enable each child to reach their full potential in play and their relationship with the world around them. Outreach 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.

Physiotherapy

A physiotherapist visits the hospice twice a week to provide therapies which includes general stretches/movements, hydrotherapy, chest care and advice to all carers on positioning and movements. The physiotherapy service is provided through a service level agreement (SLA) 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 programmes of therapy are continued during admissions.

Arrangements for Consultation with Children/Young People and their Families

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

During the year a sample of families will be approached to complete a satisfaction survey. The results of this survey will be available on request and within the patient's guide.

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.

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 7 of 21		Revision No: 4

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 for short break care, 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. A member of Tŷ Hafan's care services would make contact at the earliest opportunity.

Family and friends are always welcome to visit whilst a child is staying with us. However, we request that families inform us in advance of their visits and that respect is given to 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 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.

This requires access by care services staff for 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.

Staff training is planned around the issues of privacy, dignity and respect for children. Confidentiality is paramount when communicating with fellow team members and a specific room is used for handover reports between staff.

Single bedrooms on the care wing are equipped with either blinds or curtains to protect privacy. Staff 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 also 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, young people and their families receiving any of the services of Tŷ Hafan, have the right to be treated with respect. Therefore, children and family members will always be addressed in the manner that is the most respectful and appropriate.

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 8 of 21		Revision No: 4

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 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 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 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 or are prepared for the intervention to take place.

Care Services will obtain a valid consent from the appropriate individual for all invasive procedures, examinations and other necessary treatments 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 will be made.

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.

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 9 of 21		Revision No: 4

Tŷ Hafan has a complaints procedure and this procedure is included in this Statement of Purpose and is also displayed throughout the hospice building.

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'.

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>.

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 10 of 21		Revision No: 4



Making Suggestions, Raising Concerns and Complaints

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

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.

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.

To whom do you talk?

Firstly, if you feel able to do so, 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:

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 11 of 21		Revision No: 4

- Made within three months of the event; or
- 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 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.

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

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 12 of 21		Revision No: 4

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?

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 Head Office, St Hilary Court, Cophthorne Way, Culverhouse Cross, Cardiff, CF5 6ES Tel. no. 029 2067 2060. 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 Two".

Stage Two Process (or Stage Two of a Stage one complaint).

The stage two 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.

The 'Managing Officer' at Stage two 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 ask for a meeting with the Chairman.

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.

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 13 of 21		Revision No: 4

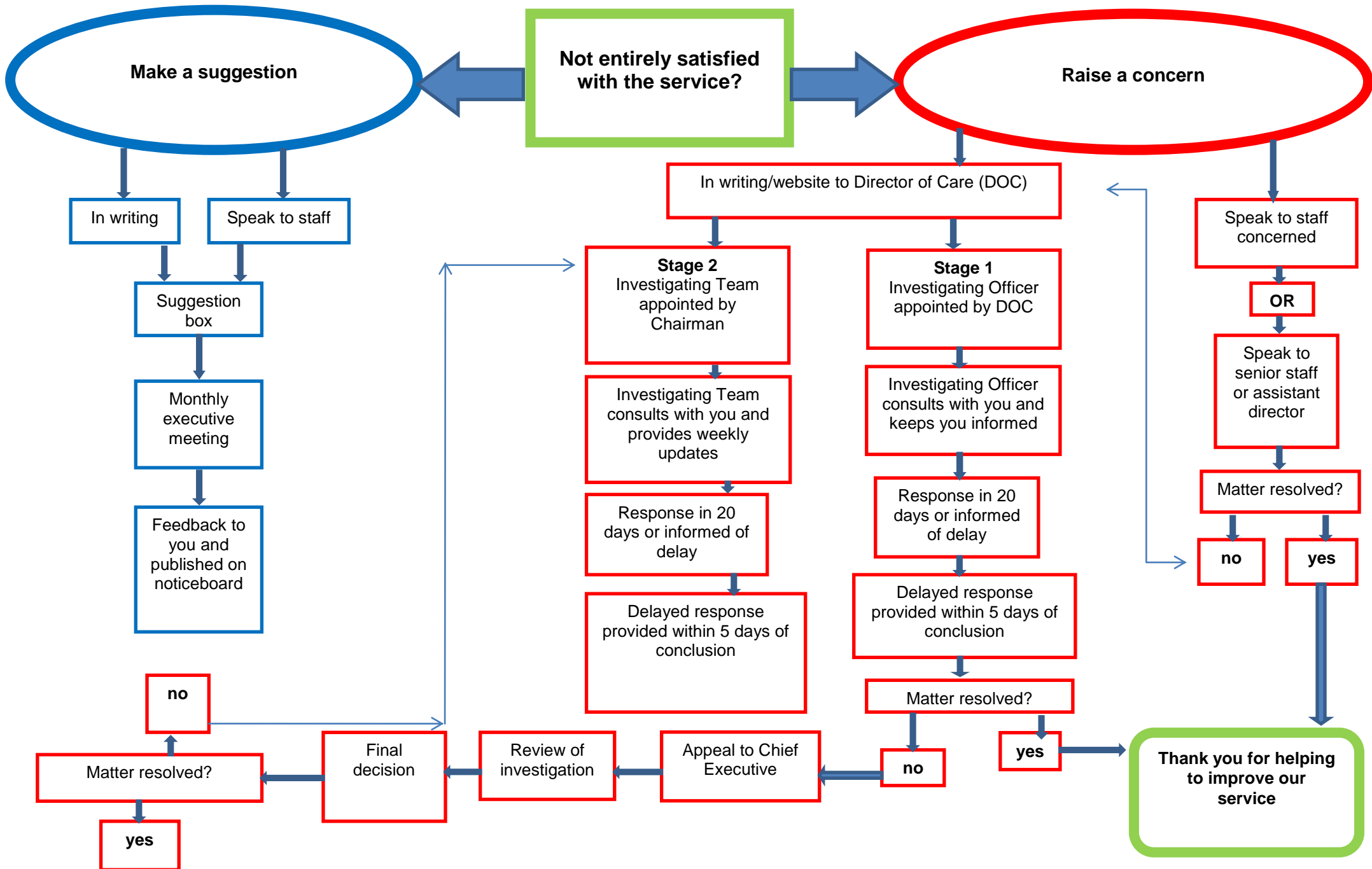
It is always important that we learn lessons and improve services where we need to.

Who is Tŷ Hafan Regulated by?

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 these. A suggestion box is also available in the dining area for you

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 14 of 21		Revision No: 4



Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 15 of 21		Revision No: 4

Appendix One

Organisational Structure

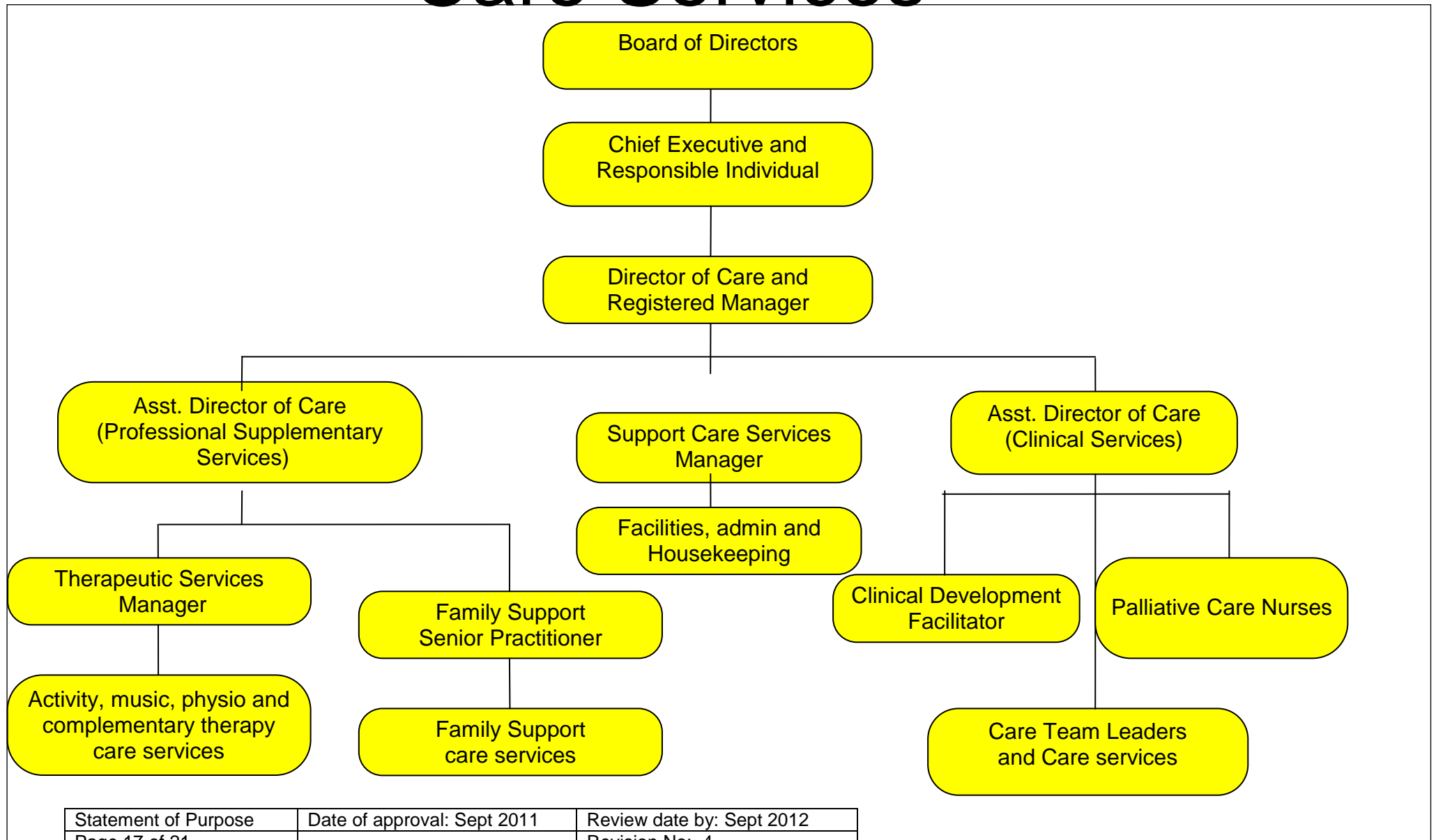
A board of Non Executive Directors, led by the Chairman, is the senior body of the organisation from which all authority is conducted either directly or through delegation.

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 Director of Care as the Registered Manager.

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 16 of 21		Revision No: 4

Care Services



Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 17 of 21		Revision No: 4

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
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
Certificate in Paediatric Palliative Care	1
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
Post Graduate Certificate in Education	1
Certificate in Education	2
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	13
NVQ level 3 Childcare and Education	2
NVQ Level 2 Child Care	1

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 18 of 21		Revision No: 4

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

Appendix Three

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 19 of 21		Revision No: 4

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>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 BSc Professional Practice in Nursing and Specialist Practice Qualification in Children's Nursing (Palliative Care) 2003 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>Elisabeth Morgan Assistant Director of Care (Clinical)</p>	<p>Registered General Nurse 1989. Registered Sick Children's Nurse 1991 working in acute Paediatric setting, reaching position of ward sister. Diploma in Nursing 1995. Certificate in Education 1998. Post Graduate Certificate in Nursing Studies 2006 Joined Tŷ Hafan as Assistant Director of Care (Clinical) November 2006</p>
<p>Catherine Thompson Assistant Director of Care (Professional Supplementary Services)</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</p>	<p>MBBCh Qualified in medicine 2000 has</p>

Statement of Purpose	Date of approval: Sept 2011	Review date by: Sept 2012
Page 20 of 21		Revision No: 4

	<p>undertaken a number of hospital appointments including SHO in paediatrics and Paediatric Neurosurgery.</p> <p>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 High Street Practice to Tŷ Hafan since 2006, he has undertaken modules of the Palliative Care Diploma and is partway through the course.</p> <p>Dr Lewis is a member of the Managed Clinical Network for Paediatric Palliative Care.</p>
<p>Dr Richard Hain Consultant Paediatric Palliative Medicine. MBBS MSc MD MRCP FRCPCH Dip Pal Med Senior Lecturer in Paediatric Palliative Medicine Department of Child Health, School of Medicine Cardiff University, Cardiff, Wales, United Kingdom</p> <p>Practicing Privileges at Tŷ Hafan</p>	<p>1984: Project on paediatric palliative care as 4th year medical student. Decided to make this his specialty.</p> <p>1990: Completed general professional training in paediatrics</p> <p>1993: Masters in pharmacology</p> <p>1996: SR in community paediatrics</p> <p>1996: Doctorate (opioid pharmacology in children)</p> <p>1997: Completed specialist training in general paediatrics and paediatric oncology</p> <p>1999: Completed specialist training in adult palliative medicine, including Diploma in Palliative Medicine</p> <p>2000: Locum consultant in paediatric oncology (Cardiff) and adult palliative medicine (Gwent)</p> <p>2000: LATCH Senior lecturer in Paediatric Palliative Medicine, University of Wales Department of Child Health.</p> <p>2003: Post funded in perpetuity by Welsh Assembly Government</p> <p>Dr Hain is Chair of the Managed Clinical Network for Paediatric Palliative Care.</p>