



The Prince & Princess
of Wales Hospice

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HEALTH SECRETARY PRAISES 'EXCEPTIONAL' WORK OF GLASGOW HOSPICE

Cabinet Secretary for Health and Wellbeing Nicola Sturgeon visited Glasgow's The Prince & Princess of Wales Hospice on Tuesday 26th October to mark the Hospice's achievement of becoming only one of a handful of organisations to receive the highest possible grading during its 2010 Care Commission inspection and find out more about the key service developments which have benefitted patients and families and led to this result.

In addition to thanking Hospice staff for their part in this achievement, Ms Sturgeon also met both patients and staff to find out more about service developments within the Hospice that have contributed to them achieving this grading and how this directly benefits patients and their families.

One outstanding example of this is the extension of the Clinical Nurse Specialist Service from five to seven days a week, providing an essential out of hours service to terminally ill patients being cared for at home. The development of this service, so far the only Hospice in Scotland to do so, was in response to a combination of patient and carer feedback as well as addressing a key national emphasis on supporting terminally ill patients in their preferred place of care.

The aim of the service is to improve the experience of patients and their families who have complex physical and emotional needs by providing access to out of hours support. In practical terms, this means that an unnecessary end of life hospital admissions maybe prevented, allowing a patient to die in their own homes or an appropriate admission to the Hospice may be made, enabling patients and their families to benefit from the high level of support that is available there.

Health Secretary Nicola Sturgeon said:

"The Prince and Princess of Wales Hospice does exceptional work, and I'm very glad to be given the opportunity to see it first hand. Both staff and volunteers make an enormous contribution and it's very encouraging to see how widely their valuable work is recognised.

"The Hospice plays a major role in providing a whole range of services to people living with some very serious conditions. They provide emotional and practical support to people according to their needs rather than their diagnosis. This is an approach entirely in keeping with our national guidance in Living and Dying Well, Scotland's first action plan for palliative and end of life care."

Rhona Baillie – Chief Executive of the Hospice said:

"The Hospice's ongoing strategy, Vision and Values, has a very strong focus on patient and family care and was developed in close alignment with the aims set out in the national action plan for palliative care, Living and Dying Well. We are now starting to see the results of service developments that form an essential part of this strategy in terms of direct benefits to patients and their families.

I believe this, combined with the ongoing commitment of the team here at the Hospice, has allowed us to achieve such an outstanding grading by the Care Commission. I am incredibly proud of each and every one of our staff and volunteers who have contributed and we are delighted that Ms Sturgeon has been able to visit us today to share in this achievement."

Photo caption: Nicola Sturgeon (right) meets Hospice Clinical Nurse Specialists Pamela Rose (far left) and Jackie Peacock.

Notes to Editor:

The Prince & Princess of Wales Hospice, situated on the river Clyde in Glasgow, exists to help our patients with terminal and life-limiting illness achieve the best quality of life possible in whatever time remains for them by providing care and support for patients, their families, children and carers.

The Hospice's approach is holistic one, recognising our patients' emotional, social and spiritual needs as well as practising advanced pain and symptom control. The aim of our care is to treat the person, not the disease and offer practical and emotional support to families and carers.

The Hospice is committed to the highest quality standards as demonstrated by rigorous internal systems for clinical governance and external assessment by independent bodies.

ENDS

Issued by The Prince & Princess of Wales Hospice.

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