

# Statement of Purpose

## April 2026

St Joseph's Hospice, Mare Street, London E8 4SA  
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[stjh.org.uk](http://stjh.org.uk) [@stjohospice](https://www.instagram.com/stjohospice)  
**Advocacy** **Compassion** **Justice** **Quality** **Respect**  
Charity No. 1113125



**St Joseph's  
Hospice**  
Serving East London  
and the City

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## **1. The Aims and Objectives of St Joseph's Hospice**

St Joseph's Hospice provides specialist palliative, end of life care and respite care for people with a progressive and life-threatening illness, as well as their families and carers. Our priority is to look after people with complex or multiple needs. In addition, we provide advice and support to other professionals on specialist palliative and end of life care, offer related education and training, and undertake research in aspects of this care.

We are committed to providing this in partnership with other like-minded organisations. The Hospice is run as a charity and our services are free. Approximately half of the Hospice costs are met by local Clinical Commissioning Groups.

## **2. St Joseph's Hospice Registered Provider and Registered Manager**

St Joseph's Hospice  
CQC Provider ID: 1-400662967  
Provider Type: Organisation

Address:  
St Joseph's Hospice  
Mare Street  
Hackney  
London E8 4SA  
Telephone: 020 8525 6000 E-mail: [info@stjh.org.uk](mailto:info@stjh.org.uk)

The Registered Provider is St Joseph's Hospice, Hackney, Mare Street, London, E8 4SA.

The Chief Executive (Responsible Individual) who is responsible for managing the Hospice is:

Dr Rachel Black  
St Joseph's Hospice, Hackney  
Mare Street  
London E8 4SA  
Telephone: 020 8525 3009 E-mail: [r.black@stjh.org.uk](mailto:r.black@stjh.org.uk)

The Registered Manager (person in charge) with overall responsibility for clinical operational management is:

Jacqueline Hackett, Director of Care  
St Joseph's Hospice, Hackney  
Mare Street  
London E8 4SA  
Telephone: 020 8525 3007 E-mail: [j.hackett@stjh.org.uk](mailto:j.hackett@stjh.org.uk)

Accountable Officer for Controlled Drugs is:  
 Gerard Bowden, Quality & Patient Experience Lead.  
 St Joseph's Hospice, Hackney  
 Mare Street  
 London E8 4SA  
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Caldicott Guardian is:  
 Jacqueline Hackett, Director of Care  
 St Joseph's Hospice, Hackney  
 Mare Street  
 London E8 4SA  
 Telephone: 020 8525 3007 E-mail: [j.hackett@stjh.org.uk](mailto:j.hackett@stjh.org.uk)

We are regulated by the Care Quality Commission, which inspects the service on a regular basis. Please ask a member of staff if you would like to see a copy of their last report or refer to our website: [www.stjh.org.uk](http://www.stjh.org.uk) or our section on the CQC website: <http://www.cqc.org.uk/provider/1-400662967>.

Registered locations:

Location	Registered manager	Type of regulated activity	Summary of activity
St Joseph's Hospice, Hackney	Jacqueline Hackett	Diagnostic and screening procedures  Treatment of disease, disorder or injury	Provides specialist palliative and end of life care and respite care for people with a progressive and life-threatening illness, their families and carers.

### 3. Qualifications and Experience of the Nominated Individual and Registered Manager

Rachel has been a registered general and children's nurse for 33 years and is the Nominated Individual for St Joseph's. She has worked in a range of health, social care and education settings, including children's hospices, working as a teacher, nurse consultant, director and CEO. Rachel has been a registered manager, nominated individual and designated safeguarding lead. She has a PhD in social policy, the research for which focused upon suffering and emotion management.

Jacqueline is a Registered General Nurse with over 30 years' palliative care experience in the hospice sector working in adult and children's hospices. She has an MSc in Supportive & Palliative Care and has held several executive leadership roles as a Director and Interim CEO responsible for Care, Education, HR, Governance and Operations.

## **4. Organisational Structure & External Relationships**

The organisation is led by a Chief Executive, supported by the senior management team, who work with the Chief Executive to oversee the daily operation of the organisation, supported by Heads of Department who are responsible for implementing operational plans.

The Board of Trustees has a number of sub-committees; these are:

- Finance and General Purposes
- Investment Panel
- Clinical Governance
- People

### **Staffing levels**

Our staff team is multi professional in nature, reflective of the philosophy of the Hospice to provide holistic care. The specialist nature of our care requires that our staff are highly skilled and have additional training in the provision of palliative and end of life care which we provide in-house and through attendance at external courses and events. The table below provides details of our staff team, their qualifications and experience.

Role	Number employed	Relevant qualification(s)
Qualified nurses	58 permanent staff	Registered General Nurses
Medical staff	17 (SLA's in place for majority of medical staff cover)	Registered medical practitioners
Therapies staff	7 permanent staff (SLAs in place for 3 therapist)	Registered physiotherapists, occupational and speech therapists Dietitian
Complementary Therapists	2 permanent staff	All therapists have relevant qualifications to deliver therapies such as aromatherapy, reflexology, acupuncture and massage
Senior Managers including Chief Executive	5 permanent staff	Varies depending upon Discipline but degree level qualification or higher required within relevant profession.
Healthcare Assistants	37 permanent staff	Some have National Vocational qualifications
Social Work staff	5 permanent staff	Social Work qualification (Social Workers only)
Domestic staff	26 permanent staff	Some have National Vocational qualifications
Administrators/IT, data and support staff	62 permanent staff	Variety of qualifications pertaining to Management Qualifications, IT and secretarial skills
Maintenance staff	5 permanent staff	Engineering degree, related City and Guilds certificates, Regulations certificate for medical gas management
Reception staff, Porters, security switchboard etc.	15 permanent staff	National Vocational qualifications
Psychological Therapies/ Bereavement Counselling	13 permanent staff (2 staff on SLA from NHS Trust)	Degree Level qualification
Pharmacy team (Pharmacist, Pharmacy Technician)	Provided by Astons Hospital Pharmacy.	Degree level qualification, National Vocational qualifications

Care in the Hospice is available 24 hours a day, 365 days a year. Our medical staff provide an on call system out of hours with access to a consultant for advice as necessary for patients in the Hospice and at home. A senior nurse/manager is always available for advice out of hours to support the nurses providing front line care to people in the Hospice or at home. Our Community team work 7 days a week, 365 days a year from 9am to 9pm providing home visits as well as telephone support.

We have a 24/7 advice and support line, a 24 hour specialist advice line for people affected by serious, life limiting conditions and terminal illness. Our team is available to support patients, family members, members of the public and health care professionals, whether the person they wish to discuss is under the care of St Joseph's Hospice or not.

Services such as pathology, radiology and microbiology are provided by a nearby NHS Hospital with whom we have a contract for these services. We also have Service Level Agreement (SLAs) for the provision of, advocacy, dietetics, specialist pharmacy services.

Catering is provided by the in house catering team.

## **5. Overviews and Objectives of the Hospice**

### **Overview of care**

St Joseph's Hospice delivers specialist palliative care. The goal is to achieve the best quality of life for our patients and their families by providing an active, holistic approach to managing any distressing problems they may encounter as a result of their illness. The management of pain and other symptoms, and the provision of psychological, social and spiritual support are paramount – based on detailed assessment of the needs of the patient and discussion regarding their preferences by a multi professional team. We aim to work in collaboration with our patients, their families and carers and are keen to enable patients and their families to be involved in the development of their plans for care if they wish to. These plans are reviewed on a regular basis – both formally and informally by staff involved in their implementation. Formal review will be undertaken by a multi-disciplinary team. In addition we seek to communicate regularly with other healthcare professionals involved in our patients' care to ensure seamless support wherever possible.

St Joseph's Hospice is set within an ethnically diverse area. We aim to meet the varying needs and expectations of all our patients, their families and carers, whatever their cultural, spiritual or ethnic background. To this end we are supported by a comprehensive health bilingual advocacy service 24/7.

St Joseph's Hospice has been situated on a site in Mare Street in Hackney since 1905. Our current inpatient facility was opened in 2005, which is a purpose built wing. We have redesigned our ground floor area to make this an open plan Community Hub area which includes an information area and café for patients, service users and their families.

All of our facilities are fully accessible and we continually review our facilities to ensure they meet the needs of our patients, services users and visitors. There is good signage throughout the Hospice and we have volunteers working alongside our reception team, who are able to accompany patients and visitors to any area of the Hospice they wish to visit.

Our award winning gardens are open to all patients and visitors. They can offer colour, light and privacy in places, as well as a space for people to gather. We encourage all of our patients and visitors to enjoy these spaces, and we have volunteers and staff who can accompany patients out into our garden to enjoy these areas.

We have parking onsite for visitors and service users, including disabled parking bays and bicycle parking facilities. There are bus stops located immediately outside of the Hospice entrance providing good public transport links.

Care at the Hospice addresses the following needs:

- Symptom control
- End of Life Care
- Rehabilitation support
- Support in bereavement
- Information, advice and support service

Care is available from the Hospice in a variety of settings:

### **In-patient Wards**

We are registered to provide in-patient Hospice care for up to 32 people in total at any one time, we currently only have 24 beds open. This care is currently provided on two wards over two floors each with a mixture of single rooms, double rooms and four bedded bays.

In each ward there are facilities for visitors which include: a kitchen, sitting room, quiet room and an over-night stay en-suite room. A small area has been set aside as a children's play area. Each patient's bed area is equipped with, flat screen TV, and a small fridge.

We are able provide care for young adults and those transitioning from Children's to Adult Hospice Services.

Meals are provided by our Catering Department and patients can choose from a daily menu. Special diets are available for those who require them. Relatives and friends are welcome to use the Café, which offers a range of meals and healthy snacks. The Catering Manager is available to discuss any catering issues with patients and our Dietician is available for advice regarding nutritional needs. Hot & cold drinks and snacks are available to patients at any time.

### **Day Hospice**

The Day Hospice is open three days a week and is registered to provide care for up to 20 patients a day. Patients attending this service can gain access to therapeutic activities such as art therapy and creative writing, diversional and creative activities, including pottery, complementary therapies, social support and counselling. Assessment of physical and wellbeing needs is delivered by our Nurse and Social Worker. People living at home will often use our day services; they are also available for patients being cared for on the in-patient unit. Patients in this setting have access to all members of the Hospice multi professional team in response to their needs. Morning coffee, lunch for Day Hospice and afternoon tea are provided

Patients using our services have access to assessment and support from our therapy team, this includes Occupational and physiotherapists, dietitian speech and language therapist and a range of complementary therapists. Patients can also access support from our multi-faith chaplaincy team.

## **Out –patient Clinics**

A range of outpatient clinics are available including consultations with our doctors, Advance Nurse Practitioners, Physiotherapists, Social Workers and Benefits Advisors. Patients and their carers can also access a wide range of complementary therapies including acupuncture and massage therapy.

We also provide a patient and family counselling and bereavement support service.

## **In the Patient's Own Home**

St Joseph's Hospice provides a variety of services for people at home and in other community settings such as care homes. This care is often extended to family members and friends.

It is normally available to people who reside in City and Hackney, Tower Hamlets or Newham, and is provided by a team of nurses, doctors, social workers and therapists working as part of the Community Palliative Care Team (CPCT).

The team works closely with the patient's General Practitioner and District Nurse to support patients, their family and friends. Due to the geographical distance, the Community Palliative Care Team for Newham have access to additional office space within the borough, at East Ham Care Centre, enabling greater presence and allowing more scope for working with partners and other providers of End of Life Care.

We also offer a range services that support people in the community that are delivered by our trained volunteers including our Dementia Wellbeing East London Service, Empowered Living Team, Carer support service and Compassionate Neighbours.

## **6. Consultation and User Feedback**

St Joseph's Hospice values the opinions of people using the services, and welcomes comments and suggestions about the care and services that patients, their families and friends receive from the Hospice. The Hospice uses 'I Want Great Care' to collect feedback for patients and their carers. General feedback cards are available throughout the Hospice inviting comments, compliments and complaints. We offer a variety of opportunities for members of the public to guide our plans for care in the future, and we are always interested to hear the views of people who have used our services. We work with local organisations to facilitate access to views of minority or hard to reach groups around aspects of our care.

Comments received about the Hospice are regularly discussed by the Senior Management Team, the Clinical Governance and a group of staff concerned with engagement with users. A compendium of comments about the Hospice is available for anyone who wishes to see it – comprising letters of thanks, a

summary of comments and suggestions, and views made through patient satisfaction surveys.

## **7. Visiting arrangements**

We operate flexible visiting but we request that there are no more than six people at the bedside at one time. Two people who are important to the patient can stay with their loved one overnight. Quiet rooms are available on each ward.

Staff are available to discuss issues of concern for patients, families and their carers. Meetings between the clinical team, the patient and their families are a regular feature of our work, as a means of understanding patient and carer preferences regarding care in the future, and discussing the options available to them.

The professionals at the Hospice have well established relationships with external agencies who can help to ensure patients are able to communicate their wishes with professionals, families and others, and that these are met wherever possible.

### **Young people**

We are committed to ensuring the safety of children<sup>1</sup> who may visit the Hospice. They may do this for two different reasons, as a visitor to patients on the inpatient wards and as clients of the child bereavement service. The Hospice has a Child Safeguarding Policy which all staff working within the Hospice adhere to. All staff receive mandatory training around Child and Adult Safeguarding as part of the staff induction programme, which is updated annually.

### **Young people as visitors to the Hospice**

Children are welcome to visit the Hospice. We ask that they are supervised by their parent /guardian or responsible adult for the duration of the visit and respond to any requests/guidance relating to their safety offered by Hospice staff. There are play facilities but it is a requirement that they remain under supervision in these settings. We ask that all children under the age of 14 do not visit after 20.00 hours or stay overnight.

### **Children as clients attending bereavement service**

Children must be accompanied to all appointments and collected by a responsible adult. Children will always be collected by their therapist from main reception and returned to the accompanying adult who will be required to meet them at main reception. All counsellors working in child bereavement have specialist training in working with children and their families.

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<sup>1</sup> For the purposes of our policies and practice we define Young People as anyone under the age of 18 years

## **8. Complaints Procedure**

Any complaints about the Hospice, both verbal and written, will be dealt with in a swift and effective manner, to ensure fairness for both complainant and Hospice staff. We acknowledge that complaints provide valuable information to inform service development in the future. A policy is available to all who use our service, which provides details of how complaints are managed, as well as external agencies available to support the complainant such as the Care Quality Commission.

All complaints and their management are overseen by the Chief Executive and the Director of Care who personally respond to all written complaints. These will be discussed by the Senior Management Team and formally reported to the Clinical Governance Committee, and our Commissioners on a regular basis.

## **9. Privacy & Dignity of Patients**

Issues of privacy and dignity on the part of the patient are of paramount importance to us.

On the wards all patients are cared for in single rooms, double rooms or small bays – all of which have access to en-suite toilet and showering facilities. Patients in any shared accommodation will always be of the same gender. Wherever possible we are keen to provide a bed in a room that reflects the needs and preferences of the patient being admitted, and we seek to ensure that patients are only moved from one room to another where the move will assist the comfort and care of the patient and their family/visitors. We encourage patients to inform us of any specific preferences that they may have around the gender of their professional carers and will attempt to meet this, wherever we can.

We acknowledge the diverse religious and cultural preferences of our patients in the provision we make for religious observances. There is a Chapel and multi faith prayer room in the Hospice. Our ablution facilities are well signposted. In addition, there are facilities on the wards to support prayer (including prayer mats, compasses and ablution facilities). Staff on the ward have information regarding religious leaders in the local community willing to visit the Hospice at the request of patients.

Patients and their relatives are encouraged to be involved in the care planning process if they so wish. Care is tailored to the individual and personal choice.

## **10. Patient Records**

Information about patients and their families is treated in a sensitive manner and confidentiality maintained within the care team. Our patient records are now held electronically to ensure confidentiality and all staff have to complete Information Governance training before gaining access to this system. Paper

copies of old patient records are kept in areas of restricted access to ensure this confidentiality. The records will be kept for the appropriate period as laid down in the legal and national requirements and safeguarded against loss, damage or improper use.

St Joseph's Hospice is committed to being transparent and open in its dealing with all data obtained from patients, relatives, carers and those people who kindly donate to the Hospice, ensuring we are accountable and take into consideration individuals' rights in relation to data processing. The Data Protection Regulation, (GDPR) forms part of the data protection requirements in the UK, together with the new Data Protection Act 2018 (DPA 2018), which gives people the right to see records of information held about them, within certain guidelines. If patients or their representatives would like to see the information we hold about them, they are advised to discuss this with the team who are looking after them in the first instance, who will help patients to take the necessary steps. Any such request is managed through our Data Protection Officer at the Hospice, who acts on behalf of the organisation. Their contact details can be found on our webpage, in our information leaflets or will be directed to by any member of the team.

## **11. Community Engagement**

St Joseph's Hospice provides a friendly and inviting community atmosphere. The Five Sister Café is open to all visitors of the Hospice. Our Community Hub which is close to our Reception offers a calm and relaxing space for patients and visitors alike to find some alternative surroundings to the wards or other clinical settings. The Hub also hosts concerts, community events and Jumble Sales; building St Joseph's connections with the wider community it serves.

## **12. Further Information**

We are keen to provide any information that will assist patients, their families, friends and carers to use our services to their benefit and invite anyone using the Hospice to ask the staff for any further information required.

A handwritten signature in cursive script that reads "Jacqueline Hackett". The signature is written in dark ink and is positioned above the printed name and title.

Jacqueline Hackett  
Director of Care and Registered Manager  
On behalf of St Joseph's Hospice