

Our Principles and Aims



St Giles
hospice

Introduction

At St Giles Hospice, we're proud to consider ourselves a part of the community which we serve, and one of our key roles as a registered charity is to make sure the community is kept informed about everything we do.

It is for this reason we have published our new hospice strategy – Our Principles and Aims – to keep you up to date with our guiding principles as well as our latest aims for the years ahead.

In recent years, the way hospices deliver their care has changed significantly. Not only are people living longer, but the conditions people are living with towards the end of their lives are becoming more complicated.

The challenge for St Giles today is to meet the increasing demands of those we serve, not only by continuing to provide the highest quality care, but also by ensuring these services we provide continue to reflect the changing needs of this community.



The ways in which we plan to rise to this challenge and continue to exceed the expectations of our community are summarised in our principles and aims.

Peter

Peter Holliday

Group Chief Executive, St Giles Hospice



Our Principles

St Giles was founded to support patients and their families living with cancer and other life-threatening diseases. Today we continue that work, but now caring for people with a wider variety of conditions and earlier in their illness. All our care is based on these fundamental principles:

- Encouraging fullness of living, hope and independence by being realistic and honest
- Recognising and respecting the uniqueness of every individual
- Striving for equity of access to our services



Encouraging fullness of living in our Day Hospice



The hospice's dedicated Education Centre is central to its work of sharing expertise with other professionals

The delivery of the best possible individual care is dependent upon top quality St Giles people. We ensure this by:

- Recruiting, developing and supporting volunteers and staff who are passionate about patient care
- Recognising the role of volunteers in both the work and culture of the hospice
- Placing education and research at the core of the hospice's work

The future of St Giles can only be assured and protected by sound governance and business practice. We are committed to this by:

- Ensuring transparent management of the charity and its finances to achieve overall improvement in quality of life and value for money
- Collaboration, as appropriate, with other organisations involved in end of life care to further improve patient outcomes
- Maintenance of the charity's independence as a local charity

Our Aims

- To become the preferred provider – whether alone or with others – of the care and support of anyone in our locality affected by death or dying
- To develop an in-patient facility, known as The Compassus Centre*, which is regarded nationally as a centre of excellence in the care of those with the most complex clinical needs at the end of life
- To develop and promote the nationally regarded lymphoedema service for children and adults to ensure the continued availability of the highest possible quality of lymphoedema care
- To extend our community engagement to promote more open discussion of matters relating to death and dying within the communities we serve



Complementary Therapies are among the many integrated services available

* **Compassus** *n* a deep awareness of the suffering of another, coupled with the wish to relieve it



St Giles Hospice

St Giles Hospice is a registered charity providing care and support for people from across the local area with cancer and other serious illnesses. Our dedicated team offers high-quality care for patients, and support for their families and helpers.

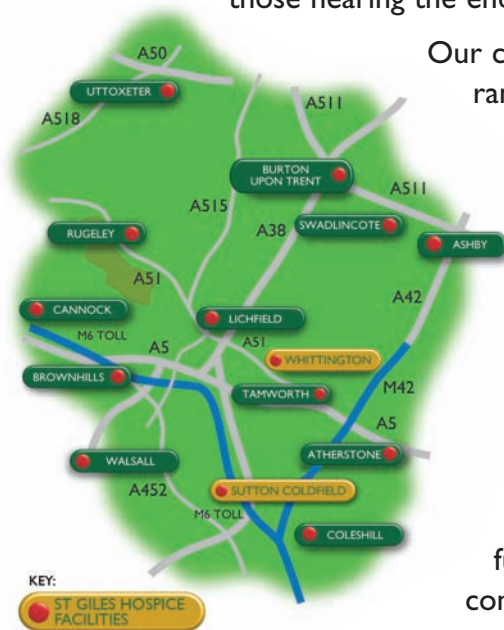
We care in a variety of ways according to the patient's individual needs. Services at the main hospice site, near Lichfield, include an In-Patient Centre, Day Hospice, and Lymphoedema Clinic while a Day Care facility in Sutton Coldfield provides disease management programmes and clinical appointments.

Most of our support is provided in patients' own homes where over 1200 patients are referred to the team of St Giles Nurses each year, and the Hospice at Home team provides dedicated care for those nearing the end of their life.

Our catchment area, shown on the map, ranges from Atherstone and Ashby in the east to Cannock and Walsall in the west - and from Burton on Trent and Uttoxeter in the north to Sutton Coldfield and Colehill in the south.

There is no charge to patients or families for the specialist services we offer.

We receive some funds from the NHS but primarily we rely on fundraising activities, voluntary contributions and legacies.



St Giles Hospice, Fisherwick Road, Whittington, Lichfield, WS14 9LH

Tel: 01543 432031 Fax: 01543 433346

E-mail: enquiries@st-giles-hospice.org.uk web: www.stgileshospice.com

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