

Pendleside
Hospice

Care
Compassion
Support



Employee Benefits Book



WELCOME

Pendleside Hospice was founded as a charity in 1988 and is one of the principal providers of palliative and end of life care services to adults in Burnley and Pendle. Pendleside is widely known throughout the area of Burnley and Pendle and is held in deep affection by the local community.

Pendleside cares for over 1200 people each year, across a number of services. These include:

- Inpatients
- Community services including Hospice at Home, physiotherapy and occupational therapy
- Health, Wellbeing and Rehabilitation service (formerly Day Services) including outpatients
- Family Support, including carer and bereavement support
- Spiritual Care
- Complementary Therapy
- Psychological support
- Bereavement support

Clinical services are available to adults, 18 years and over. In exceptional circumstances, patients between the age of 17 and 18 will be allowed to access Hospice services. This will be assessed on an individual basis and only agreed when access to external children's services is not appropriate.

The Family Support and Bereavement service provide support to children, adolescents and adults.

Services are supported by Pendleside's Catering and Domestic, Maintenance, Finance and Administration, Fundraising and Retail teams.

Pendleside Hospice recognises that working in a Hospice setting can be demanding at times and that it has a responsibility to preserve and promote the mental and physical health and wellbeing of its staff. We aim to achieve this through effective leadership and management. It is Pendleside's aim to create a caring culture that is considerate of the mental health and wellbeing of its staff at all levels, ensuring a work environment based on teamwork, empowerment, inclusivity, support and effective communication.

The purpose of this Employee Benefits guide is to express the Hospice's commitment to providing a working environment where support can be found in a way in which suits your needs, and to provide a framework for supporting and promoting mental and physical health and well-being for all.

Helen McVey.
Chief Executive.

BEING PART OF THE PENDLESIDE COMMUNITY

From the day you commence employment at Pendleside, you will automatically become a member of the Pendleside Community. This entitles you to the following benefits:

- Access to Pendleside Workplace by Facebook
- Weekly communications update and our quarterly member's newsletter 'Pride of Pendleside'. It's full of health tips and advice as well as valuable information on the what's going on in Pendleside
- Invites to exclusive staff events. These might range from health and wellbeing information and support to social events
- A chance to have your say by taking part in surveys about the Hospice

Pendleside is a welcoming and inclusive place to work.



As well as making a real difference to people in the Burnley and Pendle area you will be able to take advantage of a range of employee benefits.

EMPLOYEE HEALTH SCHEME (BENENDEN)



All permanent Pendleside employees are eligible to join the Hospice's employee health scheme from the commencement of their employment with us. The scheme is operated by the Benenden Healthcare Society and provides a range of benefits to members, subject to terms and conditions; including access to: -

- 24/7 GP helpline
- 24/7 Mental Health Helpline
- Care planning and social care advice
- Medical diagnostics
- Medical treatment
- Mental health support (counselling)
- Cancer Support
- Physiotherapy

There is no cost to employees who elect to join the scheme, the scheme is fully funded by the Hospice, but it is recognised that some may not wish to join for whatever reason.

Upon joining the scheme, you will be able to access services via: -

- The Benenden Health App
- Website: www.benenden.co.uk/contact-us/
- Telephone: 0800 414 8001

The App however makes accessing the services even easier - from booking and taking GP appointments to speaking with the Member Services team to request access to private diagnosis.

You can also access the Wellbeing Hub by using the Benenden Health App. Simply log on to the home screen of the app, and you'll have access to a collection of videos, podcasts, articles and more to support your health and wellbeing.

Features include:

- * A library of recipes including more than 200 video recipes with healthy meal ideas for all the family.
- * A choice of more than 15 exercise programmes and more than 200 exercise videos designed for different fitness levels.
- * Inspiring e-learning programmes and blogs to help take care of your mental, nutritional and fitness health.
- * A selection of self-guided meditation sessions to aid sleep and reduce anxiety
- * Reduced gym membership at certain local gyms
- * Rewards and discounts

User guides are available online and they will be sent out periodically when there is an update via Workplace

Further details are available on Pendleside SharePoint in the Health and Wellbeing section



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EMPLOYEE HEALTH AND WELLBEING SERVICE

The Hospice's employee health and wellbeing service provider, based at Airedale Hospital, deals with all health matters arising from your employment; including sickness absence in accordance with the Hospice's managing sickness absence policy. Other services, including professional counselling and work-related vaccination, are available as and when appropriate. Full details are available from your line manager and in the Health and Wellbeing Policy found on Pendleside Hospice SharePoint.

A monthly clinic is held at Pendleside, however support is available by telephone and at the clinics held within the Employee Health and Wellbeing department at Airedale Hospital.



PENSION

Anyone who starts working for Pendleside Hospice automatically becomes a member of its Group Pension Scheme.

Alternatively if they are previously employed within the NHS and have not had a break in their NHS pension within the last twelve months of commencing employment at the Hospice, they may continue with their existing arrangements under the terms of the NHS pension scheme.

The Hospice's independent pension's adviser hosts six-monthly clinics at Pendleside, if you would like to discuss any aspect of personal finance with them; at no cost to you. The Hospice is not responsible or liable for any such advice provided; it is entirely a private matter between individual employees and the independent adviser.

HEALTH AND CHARITY DISCOUNTS

As a charity worker you can sign up for the following schemes which allow you to access a range of discounts both online and on the high street:

- Charity Discounts
<https://www.charityworkerdiscounts.com>
- Blue Light card
<https://www.bluelightcard.co.uk/>

Employees can also receive a 25% discount at our high street charity shops and 10% discount at the furniture store.

EYE TESTS AND GLASSES

If you use a computer continuously or for the vast majority of your working day, the Hospice will pay for your regular sight tests and for any basic corrective glasses up to a maximum of £50 (provided that a receipt is produced) that may be necessary for use with a computer. If you think you may qualify for this, please approach your line manager.

FREE CAR PARKING (APPLIES TO THOSE WORKING ON THE MAIN HOSPICE SITE ONLY)

Free dedicated staff parking is available within the Hospice grounds.

CATERING SERVICE (APPLIES TO THOSE WORKING ON THE MAIN HOSPICE SITE ONLY)

Subsidised staff meals are provided, subject to the Hospice's right to review such provision at any time.

TRAINING, EDUCATION AND CAREER DEVELOPMENT

Staff receive full annual updates. This is a mix of and face to face courses. Additional courses are available as needed to help you develop. Participant feedback on our training is overwhelmingly positive. There is regular shared learning through a programme of Clinical Learning Forums.

We are currently offering:

- leadership and management development programmes
- NVQ's and diplomas including both clinical and non-clinical
- degree and master level courses
- e learning opportunities
- flexible learning opportunities
- support and advice about L&D activities
- help with appraisal and development review meetings
- development review/appraisal training
- protected learning time to help you study
- help and advice about funding for courses
- a personal learning and development record
- health and safety training
- apprenticeships in a wide range of different job roles and departments including both clinical and non-clinical areas.

For more information about learning and development opportunities available please speak to your line manager.

FLEXIBLE WORKING

It is recognised that a better work-life balance can improve employee motivation, performance and productivity, and reduce stress. Therefore the organisation wants to support its employees achieve a better balance between work and their other priorities, such as caring responsibilities, leisure activities, further learning and other interests. Flexible working arrangements can be requested for consideration, approval will be subject to the needs of the organisation being met, see Pendleside Hospice SharePoint for full policy:



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LONG SERVICE AWARD SCHEME

Pendleside recognise that our staff are our greatest asset and as such we want to recognise employees who decide to make their career with us over a number of years.

An additional day's annual leave will be allowed for every 5 years of continuous service at 31st March each year. This will apply up to a maximum of 5 extra days for 25 years' service. This is pro rata for part time employees.

FLEXIBLE RETIREMENT

A range of alternatives are available as you approach retirement. Stopping work entirely and drawing a pension when you retire is not the only option. There are a variety of alternatives, subject to the needs of the organisation, such as:

- **Wind down** - work part-time in ways that may not reduce your pension benefits
- **Step down** - do a less demanding job
- **Retire and work** - receive your pension and work part-time or full-time.

You should always get advice about the consequences of flexible retirement on your pension benefits. The Hospice's independent pension's adviser is available at six-monthly clinics if you would like to discuss any aspect of personal finance with them; at no cost to you. The Hospice is not responsible or liable for any such advice provided; it is entirely a private matter between individual employees and the independent adviser.

PENDLESIDE LOTTERY

All employees have the opportunity to opt into the Pendleside Hospice lottery scheme. A minimum weekly £1 contribution is paid directly from your salary and there is a weekly draw where you can win a prize up to £1,000! If you wish to join please speak with or email the Payroll and HR Administrator.