

Charity No. 700993



Pendleside
our strategy

2021-2025

Pendleside exists to

enhance

THE QUALITY OF LIFE

for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.



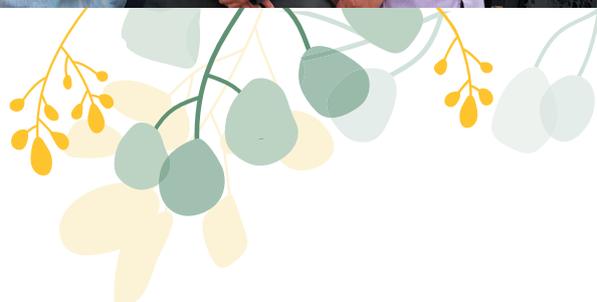
Introduction

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. The Inpatient Service also covers the community of Rossendale.

Since its inception the Hospice has seen the demand for its services grow year on year. Furthermore, the environment in which the charity works and the people it supports have changed significantly, particularly over the last year as a result of the pandemic. The Hospice is now caring for patients with a more diverse range of needs and medical conditions, having to respond to increased regulation and operating its services in an uncertain financial climate.

Our strategy for 2021 -2025 outlines our aims and objectives throughout this period and is a summary of the general direction of the Hospice's work. Each year, an annual review will be undertaken, mapping the progress the Hospice is making in achieving its strategic aims and updating where it is deemed necessary.

The strategy takes account of staff, service user and stake holder feedback, particularly over the last eighteen months and during the pandemic; local and national guidance and legislation for health and social care particularly palliative and end of life care.

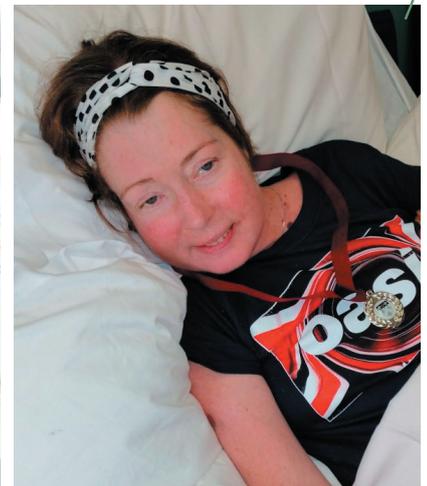


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About Us

Pendleside **OUR MISSION**

Pendleside exists to enhance the quality of life for people living in our community with advancing long term and life limiting illnesses, through to end of life and in bereavement.



Pendleside **PHILOSOPHY OF CARE**

Pendleside endeavours to promote and enhance quality of life for people with advancing long term and life limiting illnesses and those important to them. It does this by delivering specialist and holistic palliative and end of life care, which addresses each person's individually assessed physical, psychological, social and spiritual needs.

Our care is planned and continually monitored to ensure appropriateness as needs may change. Effective communication with the people we serve is fundamental to

our relationship with them. Their confidentiality, privacy, dignity and choice are respected at all times.

Our multi-disciplinary approach facilitates integrated support across all our services.

Care is underpinned by relevant research, best practice guidance and professional codes of practice.





Pendleside
our strategy

Pendleside
VISION



Every adult with long term and advancing life limiting illnesses and those most important to them within our community will receive timely and equitable access to high quality services, delivered by appropriately trained staff and volunteers.

Pendleside
OUR VALUES

Our values underpin everything that we do.

 **Care**

We ensure a professional standard of high quality care provision delivered with kindness, dignity and respect.

 **Compassion**

We ensure that a compassionate and non-judgemental approach remains central to the delivery of our services.

 **Support**

We ensure that each individual person is listened to, their individual needs respected and contribution valued.



Pendleside

OUR OVERALL AIM

To provide the highest quality services possible to our local community, which are easily accessible by all who need them.

FIVE pillars

of Pendleside

1

proud to be pendleside

2

community collaboration

3

Care delivery

4

governance

5

sustainability

PROUD TO BE PENDLESIDE

Goal:

Our people identify Pendleside as a good place to work/volunteer and we are the health care organisation of choice to work/volunteer for.

Objectives:

- Leadership is capable of providing consistent, competent and effective decision making and management
- Develop a People Strategy which enables the organisations mission, vision, values and goals to be achieved
- Develop a resilient workforce where the health and wellbeing of those who work/ volunteer at Pendleside is recognised as paramount
- Ensure our people have the correct skills, knowledge, competencies and aptitude to be able to carry out their role effectively
- Our people are representative of the community in which we serve
- Develop a volunteer network enhancing sustainability and development of volunteer roles.

COMMUNITY COLLABORATION

Goal:

To build a compassionate community involving, influencing and working in partnership with all stakeholders to enhance palliative and end of life care.

Objectives:

- Have a strong presence throughout all areas of our community, leading and championing improvements in end of life care and mobilising community support.
- Identify, understand and engage with our stakeholders
- To develop a community and education hub for palliative and end of life care
- Participate in the planning and delivery of local and national palliative and end of life services
- Identify and address areas of unmet need in partnership with our stakeholders.
- Raising awareness of Hospice services.





CARE DELIVERY

GOVERNANCE

SUSTAINABILITY

Goal:

To reach out to as many people as possible who need our care.

Objectives:

- Maintain and develop the highest possible quality of care in all our services
- Services are equitable and responsive
- Care is delivered in the persons preferred place of care wherever possible
- Promote autonomy and independence of service users ensuring each person's care is individual to their needs
- Measure the success of our services provision through outcome measures, regular review and feedback
- The correct resources are in place – staff, equipment, facilities in order to deliver services.

Goal:

The Hospice meets its regulatory requirements and manages risk effectively.

Objectives:

- Governance systems are relevant, up to date, appropriate and effective and owned by our people
- Compliance with all applicable regulatory requirements, striving for outstanding CQC recognition
- Safety is maintained, risks identified, managed and reviewed
- Our people, service users and supporters are protected by robust safeguarding measures
- Outcome measures are monitored and updated to ensure the overarching goals of the organisation are being met.

Goal:

Services are sustainable in the changing external environment.

Objectives:

- Robust strategies for income generation including PR and communication, lottery, legacy, fundraising and retail are embedded
- Maximise organisational impact through robust financial management to maintain financial security
- IT systems are relevant, capable and secure
- Future planning to enable services to remain relevant and fit for purpose
- Develop a culture of positivity and adaptability, enabling the Hospice to adapt to the changing environment in which it functions.



Pendleside **OUR PEOPLE**

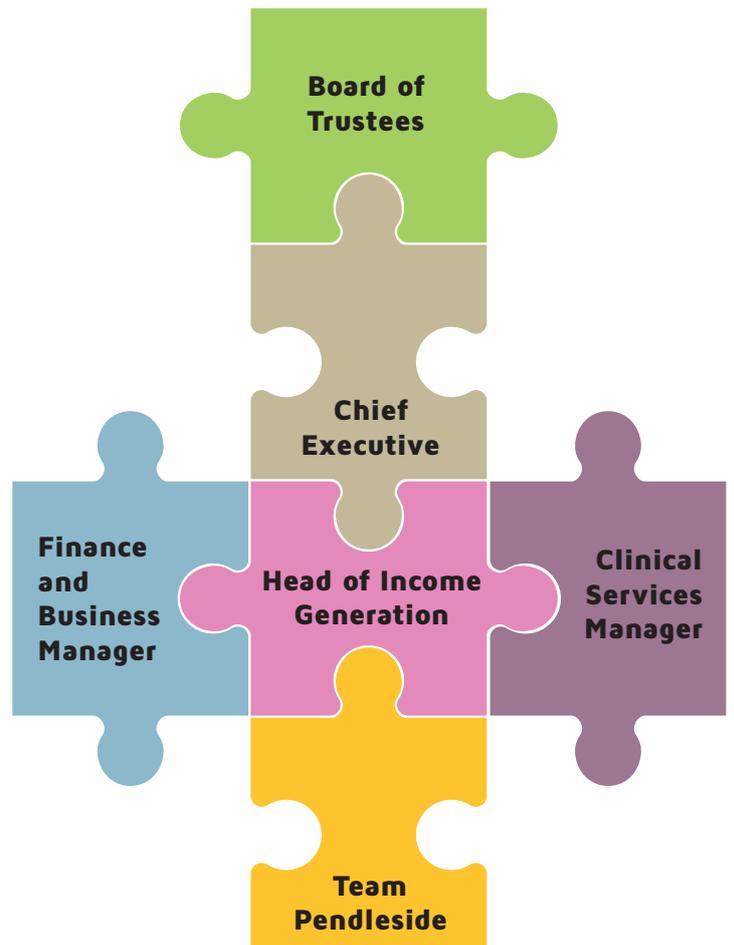
Pendleside is governed by a Trustee Board that takes overall responsibility for its work and managed by a Senior Management Team.

The Board of Trustees is made up of volunteers with particular skills and expertise in a variety of fields and led by a Chairman.

The Senior Management Team is led by the Chief Executive and has three other members with specific responsibilities

Pendleside currently has over 130 employees across the organisation working both full time and part time. In addition the Hospice has a Bank of health care professionals and ancillary staff.

Volunteers are an integral part of the Hospice Team with over 600 volunteers, each one playing an invaluable role either within the Hospice and/or our local community.



Pendleside OUR SERVICES

Pendleside cares for over 1500 people each year, across a number of services. These include:

Inpatients

Community services including hospice at home

Health, Wellbeing and Rehabilitation service including outpatients

Family support including carer and bereavement support

Spiritual care

Complementary therapy

Psychological support

Our 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.

However the Family Support and Bereavement service provides support to children, adolescents and adults.

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



Pendleside OUR CHARTER

The Hospice is committed to ensuring effective leadership to enhance our services. We recognise that the Hospice cannot achieve its vision and organisational success without the full engagement and teamwork of all who work at Pendleside.

The Pendleside Charter summarises the behaviours and standards agreed and defined by the Pendleside team. This endeavors to ensure a culture of adaptability, inclusivity, safety, responsiveness, effective communication and caring for all.



Pendleside BEHAVIOURS

- P** POSITIVE
- E** EMPOWERING
- N** NURTURING
- D** DEDICATED
- L** LEARNING
- E** EMPATHETIC
- S** SUPPORTIVE
- I** INNOVATIVE
- D** DYNAMIC
- E** ENCOMPASSING



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**Pendleside
Hospice**
Care
Compassion
Support



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proud to be pendleside

community collaboration

care delivery

governance

sustainability

Our values underpin everything that we do.

care

Compassion

Support

Pendleside Hospice, Colne Road, Burnley, Lancashire BB10 2LW
Reception: 01282 440100 www.pendleside.org.uk info@pendleside.org.uk

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