

Our values

Why we are here:

We believe that dying is an important part of living

The last chapter of people's lives is of high value, we strive for the best possible quality of life including freedom from pain and fear, during this period.

Respect for the individual

We respect individuals' choices for how they live every moment of their life. We treat every patient as an individual, personalising our service to their needs.

Balance in life to achieve well-being

For patients we recognise the need to balance unpleasant treatments with positive therapies such as massage. For patients' relatives we recognise the need to grieve, but we encourage them to live as well. For staff we recognise the importance of a work/life balance

How we behave:

We put the needs of patients, and those close to them, at the centre of all we do

The needs of patients are the reason we exist as a charity. As long as there are incurable diseases, Hospiscare will strive to meet the spiritual, emotional, social and physical needs of people approaching the end of their lives.

We provide timely and accessible services

We strive to make Hospiscare's service accessible to all who need it when it is needed. We work to remove unnecessary barriers to access, and have a 'no waiting' culture.

We make best use of the resources given to us by the community

The effectiveness and sustainability of Hospiscare depends on robust systems which promote efficiency and accountability, and reassure supporters that best value is delivered.

We act fairly according to the needs of patients and our staff; both paid and voluntary

We value equity; impartial provision of service that is fair according to need. Our aim is to ensure that similar levels of need are met to similar degrees, but we recognise that achieving this does not necessarily require identical services everywhere or identical conditions for all staff.

We are sensitive, honest and clear in all our communications

Communication is key to our work. We listen carefully to patients, staff and volunteers to find out how they feel and what their needs are. With patients we explain the situation clearly and honestly and support them in the choices they make.

We recognise times when honesty may be distressing, but even then we will not mislead people. We communicate clearly and consistently about the services we provide.

We work in teams, cooperating with colleagues internally and externally to Hospiscare

Hospiscare is committed to working cooperatively as the best means of meeting the needs of patients and their families. We recognise that good teamwork requires consultation and listening, and a willingness to make and own decisions which will sometimes be difficult or unpopular.

We employ a multi-disciplinary team to work in close collaboration with other government and non-government agencies that can provide a benefit to our patients. Our volunteer groups work closely with our nursing teams to provide best service in patients' homes and in the hospice.