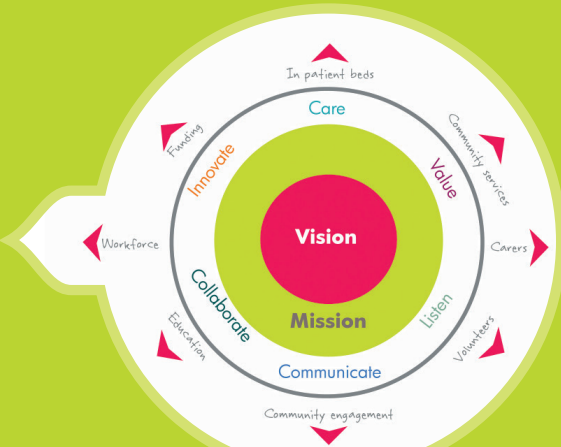


VISION & MISSION

The world of palliative care is always evolving and we are adapting to meet the needs of future patients, many of whom are determined to be cared for at home. Our vision is for all people living with terminal illness in Cornwall to be able to access the care and support they may need at the time and in the place that is right for them and their families.

Our mission is to deliver the highest possible quality care and support to our patients and their families. We will strive to develop and secure the resources necessary to achieve this, now and in the future.



VALUES



We aim to:

- **Care** by delivering the highest quality, holistic, compassionate and individualised care to people in Cornwall.
- **Value** everyone, behaving with honesty and integrity and unlocking the potential of staff and volunteers so they can deliver a high standard of care, ethically generate funds and support the patients, families, friends and carers who rely on us.
- **Listen** carefully to what patients, families and professionals are telling us about the services we provide.
- **Communicate** in a timely and transparent manner with both internal and external audiences, ensuring we engage, consult and inform everyone in Cornwall and beyond of what we are doing and why.
- **Collaborate** working in partnership with others to broaden our scope and deliver services to those who are hard to reach.
- **Innovate** by encouraging creativity and development of ideas to ensure we are as efficient and effective as we can be in everything we do.



To contact us call

Mount Edgumbe Hospice on **01726 65711**

St Julia's Hospice on **01736 759070**

The 24/7 Healthcare Professionals Advice Line on **01736 757707**

Retail, Fundraising and Finance on **01726 66868**

Hayle Fundraising Office on **01736 755770**

Neighbourhood Hubs/Open Houses on **01726 829874**

HR & Public Relations teams on **01726 65711**



www.cornwallhospicecare.co.uk

Pocket Guide 4



Cornwall Hospice Care
Caring for our community

Mount Edgumbe Hospice

St. Julia's Hospice

Registered Charity No. 1113140

2018/19

WHAT WE DO

Cornwall Hospice Care

is a 24/7 Cornish Healthcare charity that provides specialist support for people with terminal illnesses.

Our **clinical** teams and volunteers support patients and their families, carers and friends at **Mount Edgumbe Hospice** in St Austell, **St Julia's Hospice** in Hayle, through our Neighbourhood Hubs and our Open House community initiatives, in Cornwall's acute hospital and where appropriate, in people's homes and in local care homes. The charity also runs a 24 hour advice line for other healthcare professionals.

Our reach stretches out beyond the charity to support the Community Palliative Care Nurses, and our Consultants and Doctors work alongside our NHS colleagues at the weekly pain clinic at the Royal Cornwall Hospital Treliske where we also provide consultant input on the wards.



OUR PEOPLE

Our people are at the very heart of everything we do, we simply couldn't operate without our dedicated teams of staff and volunteers.

There are **275** full and part-time staff and **850 volunteers** who support the work of our charity in our hospices, shops, offices and at fundraising events.

Our people bring a range of skills, **commitment** and **enthusiasm** to everything we do and are understanding and supportive. Many of those who work outside our clinical services, including those in our shops and our fundraising teams, are the public face of our charity. They are ambassadors in the community, spreading the word about the care we provide.

We are committed to being the employer of choice for Cornwall providing meaningful work that meets both the needs of our charity and our community. We are also actively involved in the development of the healthcare workers of the future.

We host medical students from the University of Exeter Medical School, doctors training to be GPs, nursing and other allied healthcare students, care home staff and paramedic trainees.

We need more
Cornwall Hospice Care
Heroes



FUNDING AND SPENDING

Supporter information

Cornwall Hospice Care likes to stay in touch with our valued supporters. To do this, we keep them up to date on the work of our Charity, we send promotional material on an occasional basis. This will include keeping them informed of the fundraising events, lottery and retail opportunities we believe may be of interest. They may change the way we contact them at any time for ask us to cease sending communications by emailing changes@cornwallhospice.co.uk or by calling **01726 66868**. Alternatively they can write to us.

Cornwall Hospice Care keep supporters' personal details safe and will never share or sell their data to any third party (unless we are legally obliged to). For further information about how we implement Data Protection please see the privacy notices on our website.

FUNDRAISING



Our many and varied fundraising activities, including our hugely successful lottery and people's donations, provided 23% of our income in the last financial year. With the help of our fundraising teams, including our amazing volunteer fundraising groups, and the people of Cornwall, this provided a contribution to the cost of our care of more than **£1.2 million**.

Legacies are vital to our charity and last year (2017/18) provided **36% of our income**, that's more than £1.85 million. It's thanks to people remembering us in their **Wills** that we can offer our services to the people of Cornwall free of charge.



Our 32 shops make up the biggest charity shop chain in Cornwall, stretching from Bude in the north to Penzance in the far west. They represent the business end of our charity and contributed more than £693,000 to the cost of our care in the last financial year."

Bude
OPEN HOUSE

Lottery players contributed a massive £268,731 towards the cost of our care in the last financial year.

There's a £1,000 winner, a £50 winner and 50 x £5 prizes - every week! There's a rollover too, which can go as high as £10,000! Call 01726 66868 (option 4).

eBay, Amazon and AbeBooks

Helping to fund the care

COMMUNITY SERVICES

Our weekly Neighbourhood Hubs at Wadebridge and Penzance support terminally ill people and their families and carers in their own communities and closer to home, helping them to live as well as possible for as long as possible. You can visit our website at www.cornwallhospicecare.co.uk to read some of the inspiring stories of those we have already helped. In fact in the last financial year there were 122 visits to our two Neighbourhood Hubs that were launched in October 2017.

In conjunction with this we have also launched our first 'Open House' in Bude. It's run at the Neetside Community Centre by local volunteers who can listen to people's worries and concerns and signpost them to relevant support. The Open House volunteers have the kettle on every Thursday from 1pm to 4pm.



Legacies account for over 36% of the money needed to provide the care for our in and out patients and their families, carers and friends.

To find out more about leaving a gift in your Will, visit our website at www.cornwallhospicecare.co.uk or call 01726 66868 (option 2)

EXPENDITURE

It costs just over £5.15 million a year to provide the specialist care we offer to our in and out patients. Only 19% of this is funded through a contribution from Cornwall's NHS Commissioners. The rest is raised thanks to the people of Cornwall who leave us legacies, support fundraising events, play our lottery and donate to, and buy in, our 32 shops.



£20 covers the cost of a Staff Nurse for an hour.