

Our commitment to care for you



Person centred

We will listen to what matters to you and treat you as a person not a patient. You will be always treated as an individual.

We will do all we can to combat any feelings of isolation.

We will explain what to expect to keep you connected.

We will care for you and everyone who matters to you.



Visitors

We will warmly welcome your visitors and ensure everyone you care about feels supported and included.

If you nominate someone to be involved in decision-making about your care and comfort, we will involve them in any discussions.



Dignity and respect

We will respect your choices, encourage questions, and empower your independence.

We will provide expert guidance on any symptoms you may have and what to expect, so that you are able to do as much as you wish independently.



Consent

We will actively encourage you to ask questions and we will provide you with the right information in order to make the right decisions with you.

We will be open and honest. We will involve you fully in your care planning. We will respect the decisions you make and try to adhere to them, ensuring your safety and well-being. We will always gain consent for the care we give you and will always deliver care in your best interest.



Safety

We will discuss identified risks and tailor your care to effectively manage these.

We will guide you through open discussions about your personalised care plan, including identifying risks and how we will manage them together.

Our skilled staff are trained to support your safety needs.



Safeguarding

We actively encourage open communication and will work with you to ensure your safety and well-being.

As your advocate, we will be vigilant to any potential physical or emotional harm.



Food and drink

We will ask about your food and drink preferences, and we will meet individual needs. We will tailor your dietary requirements to your needs.



Premises and equipment

In our hospice, we will maintain excellent standards of cleanliness. Equipment will be clean and well looked after. We will seamlessly co-ordinate any home equipment needs.



Feedback

We will make it easy for you to raise any concerns or complaints, and we will always respond promptly. Making a complaint or raising a concern will not adversely affect the care you receive from us.

We will listen to you to learn if there is anything we can do to improve the care we provide and encourage you to tell us about your experiences.

Developed in consultation with patients and families (June 2024)