



Garden
House
Hospice
Care

Strategy

2022

2025



Started by the community. Serving the community. Sustained by the community.



**We share this goal:
for more people to
know about and
seek our support.**



We know the care we provide is high-quality, compassionate and always puts the patient first. Since our last strategy we have launched new services, developed those in existence and overcome the unprecedented challenges caused by the Covid-19 pandemic.

However, we know that we are not reaching all those who would benefit from our care. The UK population is ageing, more people are living with complex illnesses and North Hertfordshire has the largest nursing home population in the whole of England. It is well documented that across all areas of the health sector, including at Garden House Hospice Care, recruitment and retention of staff is tough. As a charity, the cost-of-living crisis puts us under increased pressure as we seek to fund our services.

There is work to be done, but we are determined that everyone who is told they have a life-limiting illness in North Hertfordshire receives the best, holistic and expert end-of-life care they, and their loved ones, need and deserve.

Kath Graham and her husband Rob are two of the 2000 people we support every year. When they were first told Kath needed hospice care, he admits they both felt scared.

Kath had a heart and lung transplant in 2013 which treated her pulmonary hypertension and allowed her to spend precious time travelling and meeting two of her grandchildren. But with her health declining, doctors at Royal Papworth Hospital, who had supported her for over a decade, recommended Garden House Hospice Care be their next step.

The pair visited the Hospice for an introductory meeting. They left feeling 'ridiculously happy'.

Rob told us: "A hospice to me was a place you go to in the last two days of life. I was wrong. It was clear from that first meeting there was a great range of services available and that we were right to come. It felt so good to be supported."

With Kath's health worsening, our Hospice at Home team made regular visits, eventually recommending a stay on our Inpatient Unit to help the breathlessness and anxiety she was experiencing.

"They controlled her pain and gave her 24-hour support," said Rob. "Within days, she was texting pictures to me of her in bed with her breakfast saying 'this is bliss'. She felt so comfy and safe."

Kath was discharged home for a few weeks before sadly, after a difficult

night, she returned to the same, familiar room at the Hospice.

Kath died on 9th November, with her husband and daughters by her side.

"It was as perfect as it could possibly have been. We were there with her and we were given time and space by the Hospice. The reassurance and care was outstanding from start to finish."

Reflecting on their care, Rob finds it hard to consider how their experience would have differed without the Hospice. 'It's unimaginable. It would have been awful, horrendous. It could not have gone any better because we had the Hospice by our side and I encourage others to approach the Hospice for support. We could have benefitted earlier, the sooner you can get their support, the better.'

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Vision

Supporting all people in our community living with life-limiting conditions and their families and carers, to live as well as possible and according to their own wishes. Caring today, tomorrow and in the future.



Objectives



OUR COMMUNITY

Sit at the heart of our community and local networks.

WE WILL

- Develop an inclusive network of individuals and organisations, and better engage with those that already exist.
- Expand the reach of our services by improving awareness of the range of our services.
- Grow our volunteer base.
- Learn from our communities.



OUR SERVICES

Provide high quality services that meet the needs of the whole community.

WE WILL

- Be at the forefront of the delivery of exemplary care for people with a life-limiting illness and their loved ones.
- Respond to the varying and changing needs of our community and provide innovative, dynamic care services.
- Work collaboratively with health service providers across our region to reach more people and ensure the best palliative and end-of-life care is available to all who need it.



OUR PEOPLE

Grow a strong, capable, resilient, highly-skilled and motivated organisation.

WE WILL

- Develop an innovative and aspirational environment to attract and retain staff.
- Champion a culture that celebrates learning, productivity, innovation, diversity and equality.
- Embed a core ethos of dignity and respect in all that we do.



OUR FUNDING

Secure the future of the Hospice through sustainable funding.

WE WILL

- Employ new, diverse, innovative and reliable, sustainable funding.
- Spend funding efficiently, maintain prudent reserves while investing in an ambitious growth in services.
- Develop and grow outstanding relationships in our community to drive income and support.
- Be the retailer of choice for sustainable fashion and goods.

Values

- Place the patient at the heart
- Take inspiration from our community
- Deliver a high-quality service
- Continually learn and improve
- Respect everyone
- One team with a shared vision

Mission

Garden House Hospice Care provides compassionate and holistic specialist palliative care to those in our community with life-limiting conditions, to enable them to live as well and as fully as possible. We share our knowledge and expertise to enable wider access to the best end-of-life care.

Let's make it happen

We cannot achieve our strategy alone. To help us you can:



Support us

[ghhospicecare.org.uk
/supporting-us](https://ghhospicecare.org.uk/supporting-us)



Volunteer

[ghhospicecare.org.uk
/join-us/volunteering](https://ghhospicecare.org.uk/join-us/volunteering)



Work for us

[ghhospicecare.org.uk
/join-us/careers](https://ghhospicecare.org.uk/join-us/careers)



Raise awareness



www.ghhospicecare.org.uk
01462 679540

Garden House Hospice Care, Gillison Close, Letchworth, Garden City SG6 1QU
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