

stelizabethhospice.org.uk



be part of our team

Candidate Information Pack



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be caring

About us

At **St Elizabeth Hospice** we help people from the age of 14 living with progressive and terminal illnesses such as cancer, parkinson's, motor neurone disease and heart or kidney failure.

We provide vital care to around 2,500 patients and their families each year. Our work is tailored to each individual's needs, which means specialist support, wherever it is needed. Around 70% of our care is given in people's homes by our hospice community team. They are our own hospice staff employed by St Elizabeth Hospice, and are not Macmillan nurses as some people may think. Macmillan does not provide a community nursing service in our area as the hospice was asked to take over that responsibility some years ago.

We help people deal with symptoms such as pain, anxiety and fatigue, as well as offering practical advice and family support.

More local families than ever are in desperate need of our care, and this need is only going to grow.

St Elizabeth Hospice is an independent charity which provides services free of charge. The hospice needs to generate over £10 million a year, with over 75% of that figure coming from the local community.

We rely on income from fundraising and our shops and support of our volunteers. We couldn't continue to provide our vital services without the support of the local community.

We are a warm and welcoming charity made up of staff and volunteers who are all working towards the same aim. Together we restore hope, we ease pain, we give life purpose and we make life liveable.



be there for local people

Our history

The hospice has been **running services** for local people for nearly **30 years**.

It was the foresight and commitment of the local community and medical experts, who laid the groundwork to ensure that need was met. In the late 1970s and early 1980s there were discussions between various groups, including the then East Suffolk District Health Authority, about establishing a hospice in east Suffolk. It was clear, however, the Health Authority was unable to fund the project so an appeal committee was formed.

In 1983 a public fundraising appeal was launched with the aim of raising £1 million. In the four years that followed, members of the appeal committee visited other hospices, worked tirelessly in their own time to fundraise, encourage donations from the public and keep the campaign in the local media. Behind the scenes they were also busy planning the building and how services could be run.

In 1987 their determination and the amazing support and generosity of local people paid off and the £1 million target was met. Building work began in May 1988, with the Duchess of Norfolk laying the foundation stone two months later.

The first patients were admitted on 1 November 1989, and HRH the Princess Royal officially opened the building on the 5 December that year.

Over the years, new services were developed as the need for hospice care was better understood. Day services, complementary therapies, outpatient clinics, family support and care in people's own homes and many more services now all form part of the hospice's offer.

The hospice is constantly changing and developing to meet the needs of the people in the local community who need our support.



be in the know

Why do we do what we do?

Nearly **4,000 people** in East Suffolk have **end-of-life care needs** – and this number is growing.

Now, more than ever, we need to make sure that we are going the extra mile to provide vital care for those living with a progressive illness.

From the moment of diagnosis, we help people facing a progressive illness through emotional support, practical help and specialist medical care. We understand that by coming to us earlier in their illness, we can help people to have a better quality of life.

The need for hospice care is growing and we are constantly adapting what we do and how we do it so that we can provide the best possible service for those who need us.



The facts:

By **2020** the number of people in Suffolk with **Chronic Obstructive Pulmonary Disorder** (a form of lung disease) will increase by **20 per cent**, and **coronary heart disease** will increase by **25 per cent**.

By **2020 almost half** of Britons will get **cancer** in their lifetime. Many of these cases will be **cured** but many, **sadly, will not**.

We need to work together to make sure that we can provide our vital care for people in local communities across east Suffolk.

be part of the future

Our strategy

At St Elizabeth Hospice we have been thinking about how we want to be in the future.

Whilst it would be perfectly possible simply to continue what we are doing, we have concluded that to do so would mean that we fall short of the ambitions of those who founded the hospice 30 years ago, our ambitions today and the needs of the community.

Instead, we have decided that there is still much to do to help people live out their life in the way that they wish and that whilst we continue to have the wonderful public support that we do, we should improve and develop our services.

From 2015-2020 we will focus on three main themes:

be caring

We aim to be the leading provider of specialist palliative and hospice care for east Suffolk.

be innovative

We will work in partnership with other providers in east Suffolk and Waveney so that we can meet the – currently unmet – needs of those with a progressive illness or who are approaching the end of life.

be collaborative

We will actively be involved in promoting improvements in care in areas adjacent to east Suffolk and Waveney, growing opportunities to work with health and social care partners.

In practice, this means that we will work on the following:

We will improve how we meet people's needs by increasing the number of people accessing services in:

- the inpatient unit
- day services
- community and home care
- more locations across the area

We will continue to prioritise our core services whilst continuing to grow supportive care.

We will work with others to:

- ensure that those approaching end of life are identified early, encouraging conversations with them and their family about their care wishes
- develop a single point of care and support the coordination of services for people
- develop a network of proactive services to reduce hospital admissions and stays for patients at the end of life and to reduce hospital deaths for these patients
- provide education and training to raise the standards of care and support for all
- promote better end-of-life care in surrounding

be one of us

Our values

be a team

Work together and listen to each other's opinions, experiences and knowledge

- Be a good communicator
- Be successful - achieve results
- Be supportive
- Be approachable
- Be fun
- Be safe

be an ambassador

Be a proud ambassador for everything we stand for
Be proud to work for the hospice and for making a difference

- Be an educator
- Be passionate
- Be professional
- Be positive

be part of the future

Positively engage with change
Be reflective and open to learn from experiences
Show excellence in your work

- Be innovative
- Be creative
- Be bold

be caring

Be committed to providing the best possible care for our patients and their families
Appreciate and value our supporters

- Be polite and helpful
- Be happy and smile
- Be considerate
- Be respectful
- Be sensitive

be a good communicator

Be thoughtful in your communication
Take responsibility for accessing the information available to you
Be open, honest and forthcoming
Be approachable and responsive
Be transparent
Be consistent



be inspired

Our beliefs

We believe people with a **progressive illness** should be treated with **humanity** and **compassion**.

We believe **everyone** is entitled to a **dignified** and **peaceful death**.

We want to help people who are living with a progressive illness to take back **control** and **live the life** they have **to the full**.

We want to **improve the lives** of people with a **progressive illness** and **inspire** others to do the same.

We want to **improve our patients' lives** and to ensure that everyone, no matter what stage of their illness, is treated with **dignity** and **respect**.

We believe in **celebrating life** and making the most of **every moment**.



be supported

The benefits of working for us

The hospice is a warm and positive working environment. We know that what we do makes a huge difference to people and families across east Suffolk, which makes working here a hugely enjoyable experience.

In addition to a positive work environment the hospice offers the following discretionary benefits:

-  Free parking at the main hospice building
-  On-site dining room
-  Tea and coffee facilities
-  Generous holiday entitlement
-  Staff support vouchers
-  Excellent training opportunities
-  Life Cover
-  Discounted private healthcare scheme
-  Use of hospice gym
-  Access to NHS discount scheme

Pension

NHS

If you are already a member of the NHS pension scheme and have paid contributions within the 12 months prior to your start date at the hospice, you may continue with this. The hospice will make a contribution at a rate to be determined from time to time in accordance with the scheme rules. A minimum of 5 per cent contribution is required from you and the hospice reserves the right to vary the employee contribution rate from time to time.

Hospice Group Personal Pension Plan – Standard Life

Alternatively, you may join the hospice group personal pension plan and the hospice will pay a contribution at a rate which will be determined from time to time (currently 7.5 per cent). A minimum of 5 per cent contribution is required from you and the hospice reserves the right to vary the employee contribution rate from time to time.

Auto Enrolment – Now Pensions

If you join neither of the above and if you are eligible you will be automatically be enrolled three months after your start date into the hospice auto enrolment personal pension plan. You will receive notification directly from Now Pensions. The hospice will pay a contribution, currently 2 per cent and increasing up to 3 per cent from April 2019, with a minimum contribution from the employee of 3 per cent, increasing up to 5 per cent by April 2019.

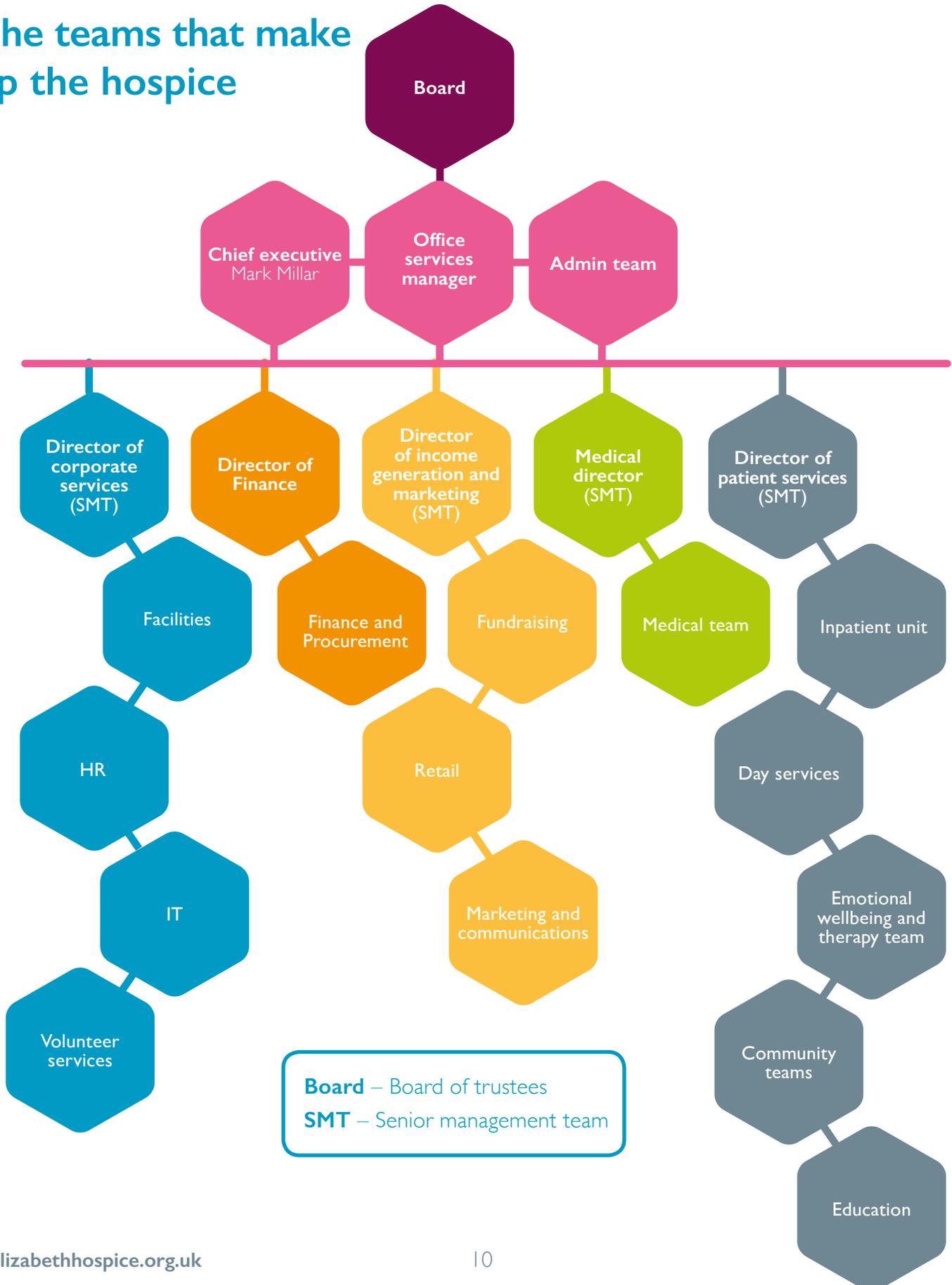
NHS benefits scheme

Although the hospice is not part of the NHS, staff are still eligible to sign up for the NHS staff benefits scheme. This includes discounts and deals on a range of goods and services.



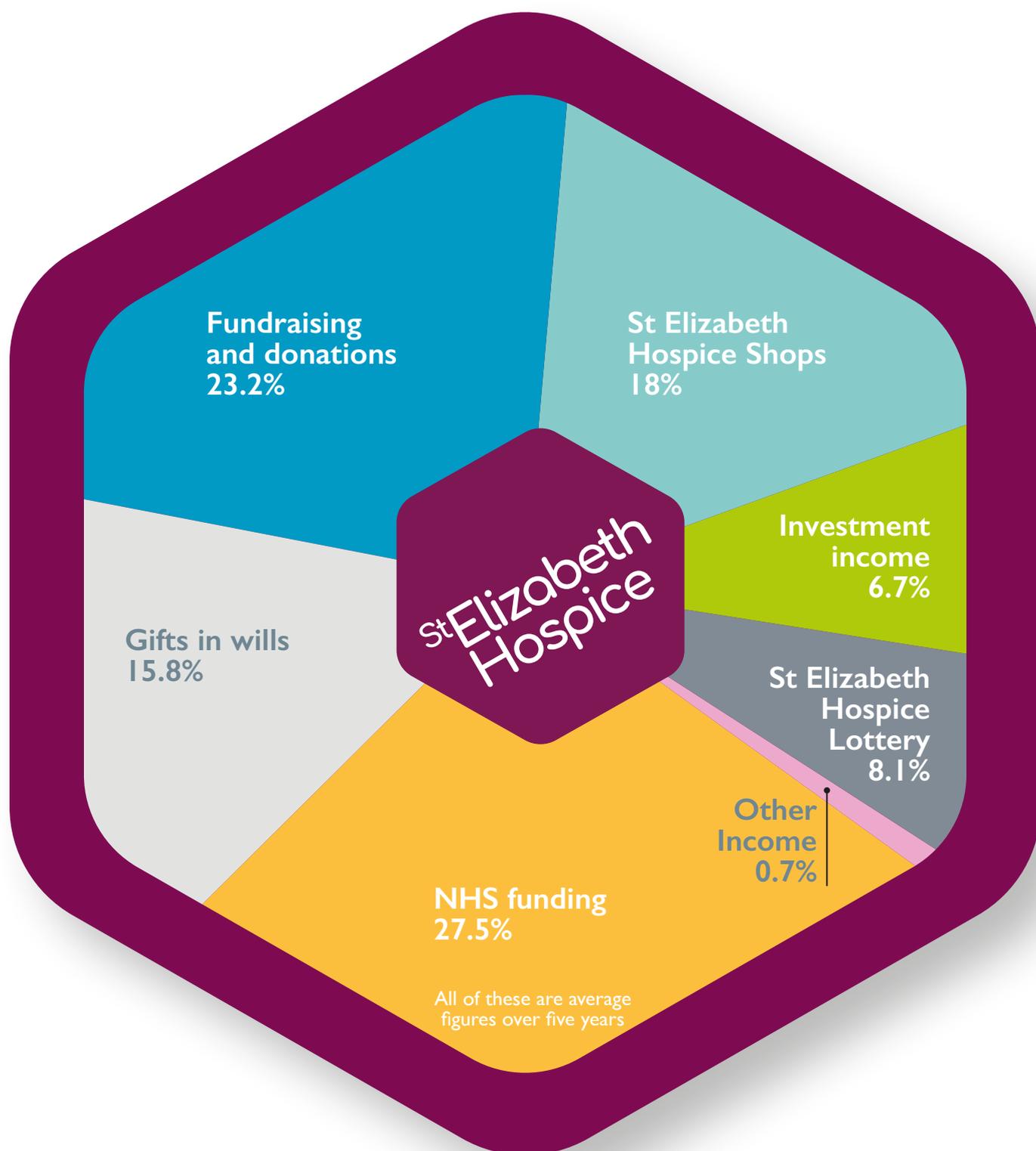
be part of our community

The teams that make up the hospice



be amazing

Where does our money come from?



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