



## STATEMENT OF PURPOSE

Hospice of the Good Shepherd

Gordon Lane

Backford Chester

CH2 4DG

Tel: 01244 851091

Email: [info@hospicegs.com](mailto:info@hospicegs.com)

Registered Charity no. 515516

Registered Company no. 01843427

The Hospice of the Good Shepherd has been registered by the Care Quality Commission under the Health and Social Care Act 2008.

Certificate of Registration number: 1-1509733570  
Provider ID: 1-101728410  
Name of Service Provider: Hospice of the Good Shepherd Ltd

Address of Service Provider: Gordon Lane, Backford, Chester, CH2 4DG

Name of Registered Manager: Claire Royce

Name of Nominated Individual: Caroline Siddall

Regulated Activities: Treatment of disease, disorder or injury

Date of Registration: 30/06/2014

Service Users: Adults (aged 18+) with incurable life-limiting illnesses and their families across Cheshire West and Chester, and Deeside

No. of overnight beds: 10

Legal Status of Provider: Incorporated

Company number: 01843427

Charity number: 515516

Name of Chairperson: Yvonne Emmett Cannell

Name of Chief Executive: Leigh Vallance Interim CEO as of 05/01/2026

This document has been written in accordance with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 – Regulation 12. The document will be reviewed annually unless circumstances dictate that it should be reviewed earlier.

## Our Vision

**Everyone impacted by a progressive life limiting illness receives excellent support and care, whenever and wherever they need it.**

## Mission Statement

**To provide high-quality, safe, compassionate, person-centred care, support and treatment for people, families and carers impacted by a progressive life limiting illness who live in the West Cheshire & Deeside community.**

**Our main activity continues to be the delivery of a specialist medical and nursing service to patients and their families by a skilled and dedicated multi-professional team.**

**Working with our Trustees, staff and stakeholders, the Hospice of the Good Shepherd has identified a range of strategic aims and objectives, which form part of our vision and philosophy.**

## Our Values

### Our Values

#### Dignity and Respect

At our hospice we believe in treating everyone with kindness and consideration and we want everyone to feel valued and included.

- Greeting each person with a smile and addressing them by name
- Showing respect for each person's feeling, thoughts, and experiences, just like we'd want for ourselves.
- Listening actively and attentively to colleagues, patients, and their families, acknowledging their perspectives and experiences.
- Respecting privacy and personal space, always maintaining confidentiality.
- Being mindful of cultural differences and individual preferences, adapting communication and care accordingly.
- Celebrating the unique qualities and contributions of everyone, fostering a culture of appreciation and kindness.
- Offering support and encouragement, fostering an environment where everyone feels valued and included.

#### Care and Compassion

We provide compassionate care and support to those facing end-of-life challenges, ensuring that each person feels seen, heard, and comforted throughout their journey.

No matter what role we are in, we care about others and we approach our work with empathy and kindness.

- Creating a warm and inviting atmosphere where individuals can find solace, peace, and companionship during difficult times.
- Demonstrating empathy by actively listening and showing genuine concern for the well-being of others.
- Taking time to connect with colleagues.
- Going above and beyond to anticipate and meet the physical and emotional needs of colleagues in a supportive and caring way.

#### Trust and Honesty

Trust is the foundation of our Hospice and our culture is built upon a commitment to honesty, transparency and integrity in all our interactions and endeavours.

- Holding ourselves and each other to account for demonstrating the values and principles that define our Hospice.
- Striving to earn and maintain trust in colleagues.
- Engaging in courageous conversations with compassion and empathy, addressing difficult topics with honesty and sensitivity.
- Respecting confidentiality and privacy, safeguarding the trust placed in us by patients, families, and colleagues.
- Building trusting relationships through open and transparent communication and fostering a culture of mutual respect.
- Upholding the highest ethical standards in our work, demonstrating honesty, integrity and accountability in all our actions and decisions.
- Seeking feedback and actively listening to concerns, demonstrating a commitment to continuous improvement and mutual respect.

#### Teamwork & Collaboration

We recognise the value of working together towards a shared purpose, leveraging the diverse skills, talents and perspectives of all our staff and volunteers to deliver high-quality care and support.

- Fostering a culture of collaboration and teamwork, recognising that each member of our Hospice brings unique strengths and insights to the table.
- Embracing new ideas and encouraging innovation, creativity, and ideas from all members of the Hospice.
- Supporting a culture of learning and development, providing opportunities for skill-building and professional growth.
- Collaborating effectively, trusting each other's expertise and judgement to achieve common goals.
- Celebrating successes and milestones as a team, acknowledging the contributions of every individual to our shared mission and impact.
- Encouraging staff and volunteers to share their expertise and experiences, leveraging collective knowledge and skills to address challenges and seize opportunities for improvement.
- Engaging in cross-team collaboration, breaking down silos and barriers to communication to ensure seamless coordination of services and continuity of care.

## Our Strategic Aims

We are guided by four strategic aims:

### Our Strategic Aims

Promote equitable access to optimum quality care and support

We will achieve this by:

- Maximising our reach.
- Maximising our impact through creativity and innovation.
- Developing our collaborative relationships.
- Influencing the improvement of palliative care across the locality.
- Adapting our services to meet the demands of changing needs.

Foster a culture that prioritises our values and maximises opportunities for skills and development

We will achieve this by:

- Supporting the health and wellbeing of all our people.
- Providing a great employee experience which attracts and retains talent.
- Being inclusive and welcoming to all.
- Supporting learning
- Harnessing talents and maximising opportunities for development

Evidence a safe, effective, caring, responsive and well led organisation

We will achieve this by:

- Operating an open and transparent culture.
- Embracing opportunities to learn and improve.
- Optimising the use of data throughout the organisation.

Deliver sustainability through continuous quality improvement and innovation

We will achieve this by:

- Demonstrating financial management and governance assurance
- Developing relationships with the wider community or working in partnership with the wider community
- Leading improvement, change and innovation.
- Embedding digitally enabled solution.
- Enabling new ways of planning for the future
- Commitment to improving our environmental and social impact.

## Facilities

The Hospice of the Good Shepherd is situated in the village of Backford, near Chester. The building is purpose built and provides inpatient, outpatient, day therapy and counselling services. There are 10 inpatient beds, and a variety of day services currently mainly offered remotely through our Living Well Centre. The Hospice policy is to encourage visiting by friends and relatives. Up to date visiting arrangements are available on the hospice website. Usually, children are welcome, and pets can visit by prior arrangement with staff. During periods of in-patient care, patients may go out with visitors but are asked to inform staff when planning to do so. Relatives can stay overnight if desired. Patients can use their own mobile phones and there is a free Wi-Fi connection if required for both patients and visitors.

We also provide a multi-faith room for patients and their visitors and provide the opportunity for patients and carers to take part in any religious services if that is their wish. Access to this is limited at present depending on the level of isolation required for individual patients. Our Spiritual Care team provides non-denominational support for all patients and liaise with a wide network of religious faith leaders who can be called on to meet individual patient needs. Visitors spending prolonged periods at the hospice can request meals from the hospice kitchen.

## **Staffing**

Patients and their carers are supported by a multi-professional team of doctors, nurses, complementary therapists, physiotherapist, occupational therapist, counsellors, social worker, a spiritual care team, catering and housekeeping staff, as well as administration, fundraising, estates, retail, and volunteers including flower arrangers and personal shoppers. There are also supervised medical and nursing students in the hospice from time to time. Our clinical and medical staff have a range of knowledge and skills including specialist palliative care qualifications, to help manage pain and other distressing symptoms as well as providing practical help.

The recruitment and selection policy and procedure ensures that all staff are carefully screened, and references are always checked thoroughly including DBS checks where appropriate.

All staff undergo an induction programme organised by their line manager, which includes allocated time spent with experienced staff.

All staff undertake mandatory training, which includes Safeguarding, Information Governance, Health and Safety (including Fire Safety and Manual Handling), Equality, Diversity and Inclusion, and any other essential job specific training.

The Hospice employs many professionally trained staff, several of whom have a specific qualification in palliative care.

External education and training sessions relevant to palliative care are delivered at the hospice and staff are actively encouraged to attend.

## **Regulated Activities:**

### **Treatment of disease, disorder or injury**

This activity allows for any treatment service that is provided by the multi-disciplinary team related to disease, disorder or injury. It includes a wide range of treatment, such as, but not limited to, emergency treatment, ongoing treatment for long-term conditions, and palliative care.

## **Services Provided:**

The service type provided is Hospice. The Hospice of the Good Shepherd provides specialist palliative care for adults (18 years +) with incurable life-limiting illnesses and their families across Cheshire West and Chester, and Deeside.

The Hospice offers the following services to its patients: medical and nursing care, symptom control, acupuncture, outpatients' service, physiotherapy, occupational therapy, complementary therapies, pastoral/spiritual care, day therapy, short courses, support groups, social care, education services, end of life care, and bereavement support/counselling. The Hospice also provides a complementary therapy service for carers.

### **Consultation with Patients:**

Patients and their carers are encouraged to participate in the planning of care whilst in the hospice and in the planning of their discharge from the hospice.

All patients are sent or given a more detailed service user questionnaire specifically related to the area of the service they accessed. All results are collated every three months, and a detailed report and action plan is produced, together with a "You Said, We are Doing" document, excerpts of which are displayed in reception and changed on a quarterly basis.

### **Comments, Suggestions and Dissatisfaction**

We welcome all comments about our service from patients, carers, and the public we serve. A "Comments/Suggestions Card" is available to all patients and visitors and is left in the locker of each patient and other areas within the hospice, with an invitation to complete it anonymously and place it in the suggestion box found in reception or to return it by post after discharge.

Further details of how to make a compliment, complaint or raise a concern are contained in a leaflet, which can be found throughout the hospice; the full compliments and complaints procedure is available on request.

### **Sharing information**

It is normal practice for us to exchange relevant clinical information between ourselves and other professionals such as GPs and hospital and community teams. We are also required to share some information with the Care Quality Commission, the regulatory body that regulates our services. We also have an information leaflet on "How Your Information is Used", of which a copy is given to patients prior to accessing services.

### **Data Protection Act (2018)**

The hospice maintains clinical records on an electronic system called EMIS. In certain circumstances, we are requested to pass this information to other Healthcare providers. Patients should let the staff know if they do not wish us to do this. We must by law strictly control and manage patients' personal information, and it is the duty of the Hospice of the Good Shepherd to maintain confidentiality of patients.

## **Accessing your own health records**

Patients have the right to access their own hospice clinical health records under the Data Protection Act 2018. Requests to access records preferably writing are to be addressed to the Caldecott Guardian/Director of Quality and Improvement. Information on how to access health care records can be found on the Hospice website and information leaflets.

<https://hospiceofthegoodshepherd.com/privacy-policy/patients-people-who-use-our-services/>

## **Care Quality Commission**

The Hospice of the Good Shepherd is a registered provider of healthcare under the Care Quality Commission Health and Social Care Act 2008 Regulations 2014.

The latest inspection report by the Care Quality Commission can be accessed via the website [www.hospiceofthegoodshepherd.com](http://www.hospiceofthegoodshepherd.com) or the CQC's website [www.cqc.org.uk](http://www.cqc.org.uk). Alternatively, a request should be made to a member of staff. For further details of registration and inspection, please contact:

### **The Care Quality Commission**

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

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