

Strategic Plan 2020



We aim to increase the reach of Hospice services and the quality of our care.



Develop Sustainable Partnerships

- Develop user groups to improve services and respond to local needs
- Develop and maintain relationships in local health and social care
- Build engagement programme to educate and promote our work in schools

Financially Balanced and Self-sufficient

- Eliminate deficit operating budget
- Increase income through additional sources to invest in enhanced services



Enhance Training, Education and Invest in our People

- Build internal learning programme for all staff
- Develop SMH as a training facility
- Upskill local care professionals within the local catchment including care home programme

Invest and Extend our Services

- Develop our Family Support Team
- Enhance Community Services to include increased reach in Care Homes
- Enhance Day Hospice Care
- Implement electronic patient infrastructure

