

Vision

Simple and easy access to holistic and compassionate end of life care for everybody in a place of their choice.

Mission

To care compassionately for people with a terminal illness, and those closest to them, so that they live their life to the full and their ending is peaceful...*because every day is precious*

Goals

Patient Care: to offer a choice and range of specialist services in the Hospice, at the Beacon Centre, in the home and community.

Financial Security: to secure sustainable income to allow us to continue to provide and develop our services to patients free at the point of delivery.

Staff and volunteer experience: to ensure we are a skilled and motivated team of staff and volunteers who take pride in working for Phyllis Tuckwell.

Centre of Excellence: to deliver best practice care, specialist training to healthcare professionals and ensure compliance with legal and regulatory requirements.

Environment: to provide a place that is welcoming, safe, secure and well-maintained.

Independence: to maintain our status as a self-governing and independent charity whilst working in partnership with others.

Values

Vision

To always put the patient first and at the heart of all we do.

Actions

To act with honesty, integrity and in the best interests of Phyllis Tuckwell Hospice Care.

Learning

To support each other by fostering a culture of continuous learning and development.

Understanding

To treat others with dignity, respect & understanding.

Effective

To use resources and time wisely and work in productive partnerships.

Safe

To ensure workplace Health & Safety and promote personal wellbeing.