

## 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.