

QUEENSCOURT HOSPICE
Registered Charity No. 518801
PHILOSOPHY OF CARE

Queenscourt is an independent, charitable, voluntary body funded mainly by the generosity of local people.

We aim:

- to provide free, individualised, holistic, evidence and experience based, supportive and specialist palliative care for adults who have far advanced, progressive and incurable illness.
- to work with the statutory services to enable people to be cared for, and to stay, in their own homes as far as possible.
- to encourage the development of compassionate communities who support one another in times of need
- to accept those referred appropriately, according to clinical need, regardless of, but with respect for; race, age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, religion or belief, sex, sexual orientation
- to help patients to live with their illness, at whatever stage, by addressing their needs at that time to improve their quality of life.
- to promote patient and family centred care, including that of carers and children, and encourage the living of life to the full for those whose life expectancy is shortened.
- to neither hasten death nor prolong life beyond its natural time
- to offer a point of contact for the bereaved, whilst recognising that most support will usually come from friends, family and others.
- to provide a happy and supportive working environment for all staff and volunteers, regardless of role and without discrimination.
- to use our education facilities and resources to share knowledge and experience with our own staff and the wider community of patients, carers, health professionals, organisations and the public.
- to continually strive to develop services according to local need and Queenscourt's philosophy.

To achieve these aims, we:

- provide a variety of services both within Queenscourt and in the community to support patients, families and carers.
- earn the trust and confidence of our patients and families by relaxed, open, communication and respect which helps to dispel fear.
- encourage patients and families to retain dignity and control by making informed choices about, and taking an active part in, their care.
- involve patients and their families in arranging the support they need in the community and within the family unit.
- work closely as part of a local integrated palliative care service to ensure a seamless service.
- continuously develop staff, of all professions, and essential teams of committed volunteers.
- foster the wonderfully generous support from those people who give of their time, talents and money to Queenscourt.
- maintain the highest, transparent standards of clinical, financial and administrative governance.
- provide services to patients and families which support them staying in their own home.

[Link Equality & Diversity Policy](#)