

**We provide major resource in palliative care**, by making available:

- Collaborative partnerships with the Hospice
- Effective and innovative education programmes and materials
- An effective and ethical research programme
- Accredited training programmes
- Appropriate advice and support

**We manage the hospice effectively**, by ensuring:

- That raising income and using resources is carried out effectively and efficiently
- Co-operation and easy access between council, management and staff
- Communication that facilitates mutual trust and respect
- That all departments are aware of their responsibilities, finances and sources of funding
- An annual business plan linked to the Hospice strategy
- Regular evaluation of the Hospice strategy
- Training and resources for those working for the Hospice to enable the strategy to be achieved



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St Oswald's is a registered charity no. 503386.

We are a local charity providing specialist care for North East adults and children. We make no charge for our service. We rely on voluntary donations and legacies to enable us to care for patients and families.

## St Oswald's Philosophy

**St Oswald's Hospice is a charity that values the life of each person and is committed to excellence in Specialist Palliative Care.**

The philosophy defines the values of the organisation for patients, families, carers and all those involved in its work.

We:

- Value each patient as an individual.
- Put quality of life first.
- Provide care without discrimination.
- Facilitate integrated care.
- Provide support for families and carers.
- Value all those involved with the work of the Hospice in whatever capacity.
- Are committed to providing a quality service.
- Provide a major resource in palliative care.
- Manage the Hospice effectively.



**We value each patient as an individual**, by enabling them to:

- Express their distress in a supportive setting
- Participate in decisions about their care and treatment
- Decide the amount of information they receive or share with others

and by offering:

- Confidentiality within the caring team
- Respect for their needs, values and beliefs
- The right to refuse support or treatment
- Privacy from staff, volunteers, family or friends
- Respect for the patient after death

**We put quality of life first**, by:

- Providing specialist palliative care
- Reducing or eliminating distressing symptoms
- Avoiding or minimising any adverse effects of care
- Encouraging readaptation to progressive illness

and by offering:

- A safe, welcoming environment with the presence of personal belongings
- Caring relationships with both staff and volunteers
- A holistic approach combining spiritual, ethical, social, psychological and physical care

**We provide care without discrimination**, by offering:

- Care given regardless of diagnosis, culture, creed, beliefs, age, gender or ability
- Care at no financial cost to the patients, families or carers

**We facilitate integrated care**, by offering:

- A flexible response to need (specialist advice at home or at hospital; inpatient, day hospice, day treatment or outpatient care; and telephone support or advice for health care professionals)
- Support for the patients wish to remain at, or return to, home where possible
- Work with other agencies to allow safe discharge of patients, listening to and supporting patients and carers in decisions affecting their care
- Effective interdisciplinary working in all settings
- Effective communication and co-operation with other services

**We provide support for families and carers**, by offering access to:

- Staff and volunteers who listen to their views
- Information, including patient information, when consent has been given
- The opportunity to participate in the patients care if they and the patient wish
- Support during bereavement when needed
- Confidentiality within the caring team
- Privacy before and after the death of a patient

**We value all those involved with the work of the Hospice in whatever capacity**, by providing:

- A safe working environment
- A willingness to confront difficult problems
- Effective support systems
- Encouragement and opportunity to contribute to the development and evaluation of their service
- Facilitation of the development of skills (management, teaching, clinical, resource and professional)
- Regular appraisal for all staff
- Education programmes and support to facilitate life long learning

**We are committed to providing a quality service**, by offering:

- Caring, competent staff
  - A range of services to meet individuals needs
  - A practice development programme that encourages constructive change in all areas
  - A clear message of intent from the Hospice through our philosophy
- and by ensuring:
- That policies and procedures governing practice are developed and reviewed in accordance with the philosophy
  - Accountability to people in the community

