



Eden Valley Hospice and Jigsaw's Strategy 2024 -2029





Our Vision, Mission and Values

Our Vision and Mission provide the foundation of our strategy; and our values are at the heart of everything our workforce and volunteers do.



OUR VISION

Improving care for people in our communities who are dying or have conditions which will shorten their lives.

OUR MISSION

To deliver the best quality care with our partners for now, and for the future.





Our Values

We will behave with **RESPECT** and in a way which is **CARING, INNOVATIVE** and **INCLUSIVE.**

CARING



RESPECT



INNOVATIVE



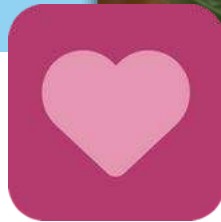
INCLUSIVE



How have we developed our thinking?

We have spent time listening to our staff. We have contacted our stakeholders and partners across the health and care system and third sector and asked how they think we should develop.

We also asked our supporters what they believe is most important for us for the next five years.



Our context and challenges

We are a long-established charity providing in-patient hospice services for adults in north Cumbria, and children and young people across the whole of the county.

We are based in Carlisle and opened our doors in 1991. This means while we have developed expertise in what we do, we know our building is old and has required significant updating. There is more to do to make sure it is fit for the future.

We know nationally there are challenges in a number of areas. While support for palliative care has been explicitly included in the 2022 Health and Social Care Act, there are challenges around funding and equity of services across the UK. We know too there are gaps in the clinical workforce now and in the pipeline. While we have worked hard to make Eden Valley Hospice and Jigsaw a good place to work with a focus on development and training, we anticipate those gaps will have an impact.



Our wider workforce is also under pressure, and we need to ensure people feel valued and supported while they work with us.

To ensure our services remain effective for our community we must make sure our funding is sustainable and that any income works hard for our charity.

The three north Cumbria hospices commit to closer working in line with our shared ambition of delivering excellent end-of-life care for our community and building on the strong collaborative work already underway.



Hospice care in numbers

2023-24



**Eden Valley
Hospice**

Adult in-patient unit



197

Total number
of admissions



11.84

Average length
of stay (days)



2,499

Nights of care
delivered



24%

of our patients went
home or to another
residential setting



JIGSAW

Cumbria's Children's Hospice



49

Patients
supported



722

Days of care



28

Days of after
death care for
our patients and
families in our
Butterfly Room

Patient and family support



605

Hours of counselling



139

Total people supported

Specialist advice to professionals



125

Patients



1 year - 95

Age range of patients

Outreach and wellbeing

Our support

- Talk on breathlessness
- Talk on nausea and vomiting
- Talk on Wills
- Talk on nutrition
- Advice

Bereavement support

- The Comfort Cafe
- Walk 'n' Talk Group

Support for children

- Jigsaw Family Support Day
- The Saturday Club
- Baby and Toddler Group

Peer to peer support

- The Elephant Café

What will we do now?

Our organisation has identified 3 strategic objectives and a plan to deliver them over 5 years.

We will be...



EFFECTIVE - continue being good at what we do



COLLABORATIVE - Reach, connect and work with more people



SUSTAINABLE - Build resilience for the future



To achieve these objectives, we have set specific goals (the what); the initiatives we will undertake (the how); the metric, evidence which will show we have achieved them with a timeline (the when). Behind this is a much more detailed plan.

Our teams – clinical, fundraising, business development, marketing and communications, support and facilities - are developing their own action plans which will outline our ambition, actions and metrics so we will know when we have improved.



Effective

Continue being good at what we do



Clinical teams will work to be - safe, caring, responsive, effective and well led and will be able to evidence we are achieving this and improving our practice.



Ambitious fundraising teams – developing sustainable income for the future through new trading opportunities, growing our lottery and working with supporters to deepen relationships.



Developing Eden Valley Hospice and Jigsaw as an employer of choice for staff and volunteers with a strong training and support offers for our team members.

Collaborative

Reach, connect and work with more people



Outreach into our community – working with partners – to reach more people and to reach people earlier in their illness.



Stronger working with partners in our local health and care system and other hospices.



Stronger working across all our teams.



Sustainable

Build resilience for the future



Facilities – that will serve our community for many years and be more environmentally sensitive, reducing carbon impact.



Funding – working with the wider system to ensure hospice care for the future and developing broader long term income streams.



Training the workforce of the future - play our part in training the teams of the future with university and NHS partners.





**Eden Valley
Hospice**



Cumbria's Children's Hospice

**Find out more about
how you can support
your hospice:**



Eden Valley Hospice & Jigsaw

Durdar Road, Carlisle CA2 4SD, England

T: (01228) 810801 E: communications@edenvalleyhospice.org



edenvalleyhospice.org

jigsawhospice.org