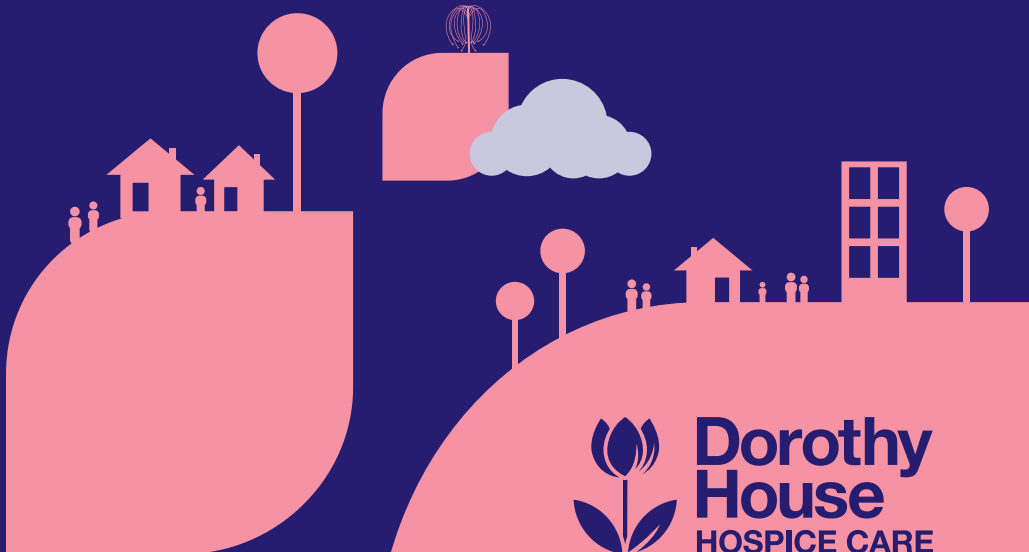




It's personal

The Dorothy House Strategy

2025-2028



**Dorothy
House**
HOSPICE CARE

Introduction

Dorothy House provides specialist palliative and end of life care through our community and Inpatient services in Bath & North East Somerset (BaNES), large parts of Wiltshire and areas of Somerset. Our strategy focuses on delivering personalised, high-quality services whilst ensuring financial sustainability, so we can continue to support people who need support now and into the future. By empowering individuals and collaborating with partners, we aim to meet the growing needs of our communities.

In the end, we are just a small yet vital part of what it takes to live well at the end of life, or after a death.

It's personal

OUR STRATEGY

Purpose

To empower, collaborate and deliver so that no one faces death alone

Vision

A society where death is part of life

Priorities

Living well
Peaceful death
Supported bereavement
Sustainable funding

Values

We care
We connect
We create

Foundation & enablers

Workforce, digital, partnerships, education & research, sustainability, governance, community engagement, equity & inclusion

Our purpose in practice

To empower, collaborate and deliver so that no one faces death alone.

1

Empower:

Enable patients, families, and communities to take control of their care and support.

2

Collaborate:

Work with partners to provide holistic care.

3

Deliver:

Provide high-quality, compassionate care.

Here are some examples of how we deliver our purpose within our communities.

EMPOWER: Tulip Standard, Essentials of Care

In order to empower our health and social care partners and help ensure a high standard of care across our community, we provide a formal training course for care staff, as well as our own registered clinical staff at Dorothy House.

Our aim is to increase confidence and competence within all settings when caring for those with an end of life diagnosis, to prevent emergency hospital admissions and to enable people to die in their chosen place, surrounded by familiar people who are able to give holistic, personalised care.

"I have gained a deeper and more comprehensive knowledge on the topics so far. I found it to be a very hopeful and positive approach to care and highlighted for me that there are many ways to help a patient and for them to help themselves."

Course participant



COLLABORATE: Coffee Connection

The Coffee Connection is a social group aimed at those affected directly or indirectly by a life-limiting illness. It is co-hosted by Dorothy House and local cancer charity, We Hear You (WHY). As well as this collaboration with another charity, our team fosters community partnerships with local businesses to run the groups. This enables us to share assets and resources, ensuring we can offer groups where and when our communities most need them.

"Community at 67 has a very successful partnership with Dorothy House, running a weekly Coffee Connection session aimed at those affected directly or indirectly by cancer or a life-limiting illness. Through this partnership we are able to strengthen our community ties and improve the life of local people." **Martin Burton, Chair of Trustees, Community @ 67**

DELIVER: Compassionate Companions

Compassionate Companions is a Dorothy House volunteer-run service designed for people who are at the very end of their lives who might otherwise have no one with them, or whose friends and family need time away from the bedside.

"I am alone, and juggling looking after mum with my job, and driving long distances to see her every day. Knowing a person will sit with her when I can't makes me feel so relieved." **Family member**



Our vision and values

Vision

A society where death is a part of life



Our vision has not changed. We're still committed to one day living in a society where death is part of life. We believe that people who understand this are more likely to live well, die peacefully and help those around them to do the same.

Values

We care
We connect
We create



We care with compassion, because we believe every life is precious and we are trusted to do the best we can for our patients and families.

We connect with all of our community with openness and understanding of how they see the world, and what matters to them.

We create opportunities to innovate, learn and develop together.

Our priorities



1

Living well:

Help people in the last 1,000 days of life to live to the fullest.

2

Peaceful death:

Support as many people as possible to experience a peaceful death, free from pain and distress.

3

Supported bereavement:

Provide support for bereaved individuals and families.

4

Sustainable funding:

Achieve financial sustainability to continue delivering services.

Foundations and enablers

- **Workforce:** Equip a diverse team of professionals and volunteers.
- **Digital:** Use technology to enhance services and improve care.
- **Partnerships:** Collaborate with stakeholders to harness community strengths.
- **Education and research:** Offer training and conduct research to advance palliative care.
- **Sustainability:** Commit to social value and environmental sustainability.
- **Governance:** Ensure best practice in governance and continuous improvement.
- **Equity and inclusion:** Promote diversity and inclusion in all aspects of our work.
- **Community engagement:** Actively involve communities, building on their strengths.

We are committed to changing the system and our society, to ensure we all live well and die peacefully.



dorothyhouse.org.uk

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