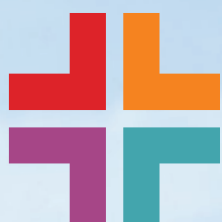


A celebration
of St Luke's
Impact



St Luke's
Hospice Plymouth

COMPASSIONATE CARE IN ACTION



**2024/
2025**

This report was produced by St Luke's in-house Communications and Marketing Team who are dedicated to sharing important stories about end-of-life care in our community, and the people who make it possible.

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A MESSAGE FROM CEO GEORGE



At St Luke's we know what a difference compassionate, holistic care can make when someone is approaching the end of life. That's why **we've continued to work tirelessly over the past year**, honouring our promise to be there at the toughest of times for people with life-limiting illnesses, and their loved ones.

Our nursing and care teams have delivered gentle, expert, person-centred support day after day, free of charge, when and where it is needed - in patients' own homes, in care homes, and at our specialist inpatient unit. And **behind the scenes a multitude of dedicated staff and volunteers have gone above and beyond** to ensure our services keep running smoothly and sensitively.

But **we can't do this alone**. With strictly limited resources from the government, what we achieve as a hospice charity would be impossible without the unwavering, heartfelt support we have received from the community of Plymouth and surrounding areas of Devon and Cornwall.

On the pages of this report, alongside details of the amazing efforts of our clinical and non-clinical teams, **you will find examples of the families we have helped** and the incredible individuals, groups and businesses who have given selflessly, often following personal experience of our services.

Whether it's taking part in or supporting our major fundraising initiatives, organising a bespoke event, undertaking personal challenges, donating to or buying from our charity shops, providing "in kind" support, sponsoring one of our nurses, subscribing to our lottery or leaving us a gift in a will, **every single contribution has meant the world to us**.

Our focus remains firmly on the ever-changing needs of our community; **being independent means we can be nimble, flexible and responsive**. Locally we have an ageing population and more people with increasingly complex end of life needs are expressing a preference to be cared for at home, surrounded by their family, their friends, their pets.

Making this happen is something we continue to proudly develop as a priority, working closely with local healthcare partners. **We never forget that it's the generosity and kindness of our supporters that fuels our mission as we keep moving forward together**.

A huge thank-you to all

George Lillie
CEO, St Luke's Hospice Plymouth



"The absolute importance of a good death can't be fully comprehended until it happens to you, or your loved one. Working for a hospice that treats every patient like their own family is everything"

Sonja
Community Nurse Specialist

OUR CARE



At St Luke's the people we care for always come first. **We pride ourselves on providing the very best support** for individuals who are approaching the end of their life, and their loved ones, in Plymouth and surrounding areas of Devon and Cornwall.

We offer our compassionate care, **free of charge**, 365 days a year, when and where our patients want and need it. Most people prefer to be in familiar surroundings, close to their family members, friends and pets, and we continue to shape our services to make this a top priority.

In the past 12 months our expert nurses and urgent care teams have looked after more than 2,000 patients, spending 12,672 hours on the road to deliver our friendly and thoughtful holistic support in people's own homes, **whether they live in the heart of the city or a remote rural hamlet**.

And at our specialist unit at Turnchapel, overlooking Plymouth Sound, 245 patients benefited from our clinical expertise to manage their complex symptoms, coupled with a peaceful, home-from-home environment where nothing is too much trouble. **This year we revamped our ward garden**, creating a comfortable outdoor space where patients and visitors can enjoy fresh air and the beauty of nature, even when they are in bed!

"The urgent care and community team were an incredible group of people, making the end of my Dad's life a little bit easier. The support was brilliant - the hugs we'd get when they walked through the door, the honesty, the smiles they put on our face"

- A patient's family member

We're thrilled to say that the high standards we set ourselves have been formally acknowledged by the Care Quality Commission, the official government body responsible for inspecting and regulating all England's health and care providers. Their inspectors visited in autumn 2024 to check that our services are safe, effective, caring, responsive and well-led. **In January 2025 they awarded St Luke's a rating of 'Outstanding'** – matching our last assessment back in 2016. The CQC report described our hospice as performing "exceptionally well", with consistently positive feedback received from patients, their families, staff and partner organisations.



But we are never complacent and, as a charitable organisation, **we are always poised to respond to the ever-changing landscape of health and social care**, continually examining what we do to make sure it is right for the needs of our patients and our community.

For almost 20 years St Luke's provided end of life expertise at University Hospitals Plymouth, with a dedicated team permanently working alongside NHS teams at Derriford. That collaboration came to an end in September 2025, with University Hospitals Plymouth bringing those services in-house. Always pioneering in spirit, we have embraced the opportunity this gave us to **focus on our community** and how we can help patients nearing the end of life, and their families, navigate an often-confusing health and care system.

Launched in spring 2025, **St Luke's new Coordination Hub** addresses this need by providing a one-stop phone hotline for patients in the last year of life, their loved ones and carers, as well as health professionals, offering expert advice and a rapid response when needed.



Running from 8am to 8pm, 365 days a year, our triage service reassures people that their concerns are being heard and helps to **source the best, most timely solutions** and prevent avoidable emergency hospital admissions, working closely with healthcare partners, including South West Ambulance Service, NHS acute services, GPs, Livewell, district nurses, care and nursing homes.

Each individual's journey through terminal illness is unique, and we believe in assisting them in every way we can, not only to cope with their situation but to **make the most of the time they have**.

In the past year our Patient and Family Support Service - a team of experienced and empathetic social workers and volunteers - have helped nearly 600 patients with **emotional, spiritual, financial and practical issues**, and our bespoke Patches initiative has supported **87 local children** and young people through loss and grief.

Our Occupational Therapy team's mission is to empower patients to live as well as possible for as long as possible, guided by what is important to them. In addition to advising on appropriate exercises and sourcing equipment and mobility aids to make everyday tasks easier, they do all they can to **encourage patients and their carers to keep moving and motivated**. This year that has included regular gentle Pilates classes at the hospice.



Delia from Launceston had always found comfort and joy in arts and crafts. For her, it wasn't just about creating something beautiful – it was about the happiness it brought to others. So when she began working on a bird bath at home, it was more than just a project - it was a personal mission.

Sadly, Delia was admitted to our specialist unit at Turnchapel before she could finish it. She felt it was "unfinished business" and was desperate to complete it. Healthcare Assistants Michelle and Fern heard her story and made it their mission to help.

They brought the arts and crafts to Turnchapel, where Delia was able to continue her project – starting in our peaceful new garden and finishing it on the ward. She taught Michelle and Fern her skills, and together they produced some amazing creations using clay and gems.



Making what seems impossible happen – even the smallest of things - can have a profound effect for those whose time is running short and their families.

Patient Mark Glover thought he had missed the chance to fulfil a lifetime's desire to get up close to the prehistoric standing stones at Stonehenge, but St Luke's OT team went out of their way to make sure he achieved his goal, with his wife proudly at his side.

Steve Wright wanted to take his wife, Bute, to the happy places he'd loved as a boy, but his terminal illness made him feel too weak and cautious to leave the house. Visiting Steve at home on a lovely bright day, Donna and Elaine from St Luke's urgent care team noticed he was feeling a bit stronger and suggested they accompany him and Bute on the outing he longed for.

They booked a taxi, loaded a wheelchair and whisked the couple to Steve's childhood "happy place" by the waterfront at Devonport and he felt "like I'd won the lottery".

For Morello, a patient at our specialist unit, having a royal python called Jake draped around her neck was a lifelong dream come true. The chance for her to meet and handle the snake happened when former nurse Anna Corwood of Pets and Picasso animal assisted therapy and her menagerie were invited to the hospice for an afternoon to interact with patients, their family members and staff.



Worrying about what will happen to their faithful canine companion can weigh heavily on a patient's mind in their final days and weeks, and our compassionate teams do their best to help them find the right solution. They've even been known to adopt a



patient's dog themselves, like clinical nurse specialist Teresa. Five years ago she gave a home to Archie, whose owner Heather had just weeks to live, and she and the team were on hand recently to help colleague Marianne find a new owner for little Roddy.



Patients have also fulfilled their dreams to experience spectacular sights around the world thanks to donated virtual reality headsets and the expertise and dedication of support staff like Aden from our IT team.

GOING ABOVE AND BEYOND

"I think this place pulls out all the stops. Whatever you want, you can have. When they said there were animals coming in, I requested a snake! It made me feel so uplifted and happy and it was a lovely, lovely experience"

- Patient Morello

—£—
13.7M

St Luke's running
costs for the
year



Average cost of
St Luke's caring for
a patient at home



2,511

Record-breaking
Men's Day Out
participants



£700K

Raised by
our St Luke's Lottery
draw



OUR FUNDRAISING



The amazing fundraising efforts and donations from people, organisations and businesses in our community are **absolutely vital** to the delivery of St Luke's services.

We are **forever grateful** for the kind and generous responses we receive year after year. Whether it's being sponsored to take part in one of our annual flagship events, fulfilling a heartfelt personal challenge, committing to regular giving, leaving a gift in your will, popping coins into one of our collection cans, buying a lottery ticket or offering major sponsorship in cash or kind, **each and every contribution is truly valued.**

In the past financial year our fundraising income totalled almost **£2 million**. In addition we received **£2.2 million from gifts left in people's wills**, more than £700,000 through 15,000 weekly Lottery plays and £53,000 from collecting cans. Men's Day Out 2025 was our most successful to date, with 2,511 participants raising a record £185,000; 1,100 Midnight Walkers brought in £125,000 and 1,079 Tour de Moor cyclists £102,000.

A total of 93 runners laced up for St Luke's to take part in **Plymouth's Ocean City Running Festival**, raising more than £40,000, while others headed to the capital to tackle the London Marathon in aid of St Luke's.

Our **Gala Spring Ball 2025** held at Boringdon Park Golf Club, sponsored by big-hearted Molyneux Associates, raised an incredible £37,500. Proud garden owners welcomed almost 5,000 visitors to their beautiful plots in 2024 as part of our **Open Gardens** season. With 2,700 slices of cake and £2,000 worth of plants sold in addition to entry donations, a total of £51,000 was raised.

Our relationship with sponsors **Classic Builders SW Ltd** and **Plymouth Argyle FC** went from strength to strength with the city-based construction company putting St Luke's logo on the front of the team's shirts on a memorable match day at Home Park. A unique shirt signed by all the players was auctioned to support our care.

Plymouth-based taxi company **Devon Xpress Travel**, touched by the experience of driving a poorly patient on his final journey to St Luke's, became chief corporate backers for our Sponsor a Nurse campaign. Also helping our nurses to go the extra mile for patients are **Roger Young Suzuki** of Saltash, supporting our urgent care team to get out on the road in our community.

Some of the most inspired and touching support often comes from people who will never forget the care their loved ones and friends received from St Luke's.

Much-loved Maths teacher and outdoor education mentor **Taimur Huq** was a loyal champion of our **Men's Day Out**. He had signed up for the 2025 event and had started getting sponsors, even though he was terminally ill and receiving our care at home. Sadly Taimur died just before the big day, but his family and friends rallied to get him there in spirit, taking it in turns to ride his mobility scooter around the route, helping to boost his fantastic fundraising total to more than £14,000.

St Luke's is firmly embedded in the community we serve, and our fundraising team are always seeking **new ways to engage** with local people and inspire them to support our care.

"Tay felt safe at home and could carry on living. St Luke's have been brilliant, providing him with the equipment he needed and on the end of the phone for any questions or problems"

- Tristin, wife of patient Taimur Huq



14,000

Thank you letters
and cards sent out
to supporters



1,800

Fundraising
phone calls
answered



2,700

Slices of cake sold
at Open Gardens
events



126,123

Books sold
across all
our shops



This spring we launched **St Luke's Guiding Lights**, an exciting new art trail and auction project that will be taking the streets of Plymouth by storm in **summer 2026**. It's our way of uniting the community through creativity, raising awareness around death and dying, and attracting visitors to the city, while raising much-needed funds for the compassionate end of life services we provide for patients and their loved ones.

In the footsteps of our **Elmer's Big Parade** back in 2019, we've teamed up once again with expert producers **Wild in Art** to create a trail of distinctive **2.4m lighthouses**, each one uniquely designed and decorated by a talented artist and generously sponsored by a business, organisation or individual. The sculptures will make a big splash across the city through the summer before being sold off to the highest bidders at a **grand auction finale**.

The Guiding Lights team is also working with **schools in Plymouth and beyond** to engage children and young people, with smaller scale lighthouses for them to design and decorate and opportunities to get involved in fundraising initiatives.

For more information about the trail and how to get involved visit stlukesguidinglights.com or see our social media channels.

@stlukesguidinglights



Our patron Brian Pollard and fellow local artist Mrs Murals were the first to paint their vibrant, Plymouth-inspired designs on lighthouse sculptures large and small for St Luke's Guiding Lights 2026





£1,000,000

Net income
brought in by
our 23 shops



485,498

Customers visit
our shops
each year



£303,000

Received in Gift Aid
from our generous
supporters



289,120

Tonnes
of clothing
recycled



OUR SHOPS



Back in the 1980s we opened **our very first St Luke's charity shop**, selling donated clothing and bric-a-brac to fund our hospice care. Just as the services we provide have developed over the years to suit the needs of our patients and their families, so has our retail operation, fuelled by the ever generous gifts of pre-loved items from our local communities and the people who buy them.

Charity shops continue to be a major presence on the high street and now, increasingly, also at out of town retail centres. St Luke's currently has **23 charity shops** across Plymouth, South West and West Devon and East Cornwall, staffed by 90 amazing staff and **450 wonderful volunteers**. Last year those shops made a **£1 million profit** – crucial income for the compassionate care our clinical teams deliver at home and at our specialist unit.

Although impressive, that total was **£500,000 less than our bumper year of 2023-24**, reflecting shoppers return to buying new rather than second-hand, a drop in the rag price we receive for unsold clothing, the rise in utility costs and the impact of increases in the National Minimum Wage and employers' National Insurance.

With that in mind, and with a firm focus on sustainability, our mission to make sure St Luke's stores are not only well-presented and well stocked, but also in the best possible locations. Our retail team are always seeking opportunities, whether that's freshening up the décor of an existing shop, moving to better premises in the same town, or opening an outlet in a brand new edge-of-town spot.

At Ivybridge we opened a spacious new charity shop at Erme Court that's **three times the size of its predecessor**, which was a fixture on the high street since 2012. Open seven days a week, it boasts a wide choice of high-quality, second hand furniture and brand new mattresses as well as preloved clothes, toys, books and bric-a-brac.

After making the difficult decision to close our b.kinda coffee shop at Plympton, we took the opportunity to use the premises as a new St Luke's shop in a **great, high-profile location**, immediately bringing in extra funds. Our Plymstock shop recently got bigger and better, moving a few doors down on the Broadway to cater for customer demand. This store alone is set to generate enough income to help more than 50 local families in need of care and support at home at the toughest of times.

Our only **dedicated bookshop** is one of St Luke's most successful stores, despite being the tiniest.

In the last financial year the shop's dedicated staff and volunteers served 16,300 customers and sold more than 27,000 books, even though it was a squeeze fitting in three or four people at a time. It was definitely time to expand. In summer 2025, the bookshop took over the recently vacated Plymstock shop premises just down the street, meaning it's **now four times larger**, and welcoming a myriad more pre-loved books...and plenty more book-loving customers.

"The team looked after my dad, Ray, at Turnchapel during the last days of his life, and though it was a very sad time, it was such a comfort to witness the superb care he received there. I know he would feel proud knowing I am working as part of such a dedicated team to help St Luke's continue its vital services for years to come"

- Darren Greenfield, Plymstock shops and cluster manager



364

Education
events held in the
local community



1,620

Staff and
volunteers
trained



616

People trained in
the community



122

Year 4 medical
students trained in
end of life care



OUR COMMUNITY



Compassion is the warm, sensitive and empathetic response to the suffering of others that underpins every aspect of St Luke's. This profoundly kind and thoughtful human approach is something we encourage through **reaching**

out to our wider community, especially in support of those facing terminal illness or bereavement.



The aim of our small **Community Development team** is to help people live well to the end of their lives by developing compassionate local networks and reducing the stigmas around death and dying. They do this by

forging strong relationships with health, care, faith, education and voluntary organisations, neighbourhood groups, schools, colleges, libraries, businesses and willing individuals, sharing resources to guide and empower them.

Our **Compassionate Cafes** initiative has gone from strength to strength in the past year with new regular café get-togethers for people experiencing loss, bereavement or affected by life-limiting illness themselves opening in St Budeaux, Plympton, Torpoint, Liskeard and Hearts Together at Derriford, with light touch support from the Community Development team.

"We are committed to raising awareness that the specialist services St Luke's provides are for everyone, regardless of background or circumstances, so that no one misses out on the high quality care they need at the end of their life"

- Judy and Anne, St Luke's
Community Development team

The value of this initiative was highlighted when a group of individuals affected by loss who enjoy meeting regularly at the well-established Ford Compassionate Cafe decided to take things a step further by going on a **seaside coach holiday** together, and the heartwarming story of their trip (the first of many outings) even made the local newspaper.

Each cafe is run by people who have attended one of St Luke's free **Compassionate Friends Awareness Sessions**, a respected resource that has now been shared with St Elizabeth Hospice (Ipswich) and St Catherine's Hospice (Preston) and was featured at the Hospice UK Conference exhibition in November 2024.

A key focus for the past year and into the future through our 2024-27 strategy is our **Compassionate Schools programme**, introduced in 2018 to improve death literacy in children and young people, equipping them to comprehend loss and the emotions associated with it.

To date 25 primary, secondary, and higher education institutions in Plymouth, West Devon, and East Cornwall, have engaged with the initiative, with several actively pursuing recognition as Compassionate Schools, while others, including **Devonport High School for Boys**, have proudly achieved this status in the past year.

The team are exploring **grant funding** to broaden the programme's reach, as well as collaborating with local child bereavement charities to strengthen our approach.





2,011

Patients cared
for last
year



23,061

Visits to patients
and their families in
their own homes



12,672

Hours on the road,
providing support
for patients at home



40%
Of patients from
local areas outside
Plymouth

Other **key achievements** of our community outreach endeavours include:

- **Death Positive** displays at libraries where individuals explore topics related to end of life and death, without stigma or fear.
- A drop-in session at Plymouth Central Library to raise awareness and highlight the importance of **Advance Care Planning**.
- A showcase of our initiatives and advancements in **compassionate communities** at the Southwest Journal Club for Palliative and End of Life Care.
- A presentation at **Plymouth Mental Health Conference** focusing on bereavement support in the city.
- Reaccreditation with **Veteran Aware**, supporting patients with a military background.
- Sharing our knowledge and experience with the next generation of healthcare professionals by working as advocates to **medical students** for their module Creative Approaches to Advocacy and Wellbeing.

In addition to ensuring our clinical and support staff and volunteers are up to date with all the **core training** they need, and exploring ways to encourage individual career development, our highly experienced Education team also share our knowledge, expertise and inspiration with professional colleagues from the wider health and care system.

St Luke's **Six Steps training** and accreditation programme for care homes and domiciliary care agencies continues to be very popular, with 26 care home ambassadors completing our course last year to improve standards of end-of-life care they provide for residents and pass on what they have learned to colleagues.

Team members have also hosted care forums and visited schools and colleges, as well as provided **training in end-of-life care for medical, paramedic and physiotherapy students**. They continue to work collaboratively with University Hospitals Plymouth and Marie Curie, as well as hosting podcasts with local GPs and Livewell Southwest.





245

Admissions to
our specialist
unit



596

Referrals to our
Patient and Family
Support team



87

Referrals to
Patches, children's
specialist support



503

Bereavement
support
interactions



OUR PEOPLE



Our staff and volunteers are the lifeblood of St Luke's, and **looking after them well is increasingly embedded in our culture**. After all, we couldn't care for our patients and their loved ones without the compassion, expertise and positive energy our people bring to the organisation.



It's our nursing and care teams who are at the forefront of our services, but **behind the scenes there's an army of people** dedicated to supporting what they do - from fundraising to IT, catering to maintenance, finance to education, retail to communications - and we value them all.

For the second year running we saluted staff and volunteers who made an exceptional difference in their daily roles at our **Recognition Awards ceremony** held at Boringdon Park Golf Club. Outstanding individuals and teams were nominated by colleagues for eight different categories, with winners selected by a judging panel of trustees. We also presented our new **Living the Values award**, in memory of our late CEO Christina Quinn, selected from submissions made via the Recognition platform - a permanent fixture on our staff and volunteer Intranet channel inviting peer acknowledgement for those who go above and beyond.

"I am just one cog in the wheel, and I could not do any of this without such a fantastic and amazing team. This is not a 9-5 job; they are going above and beyond every day."

- Debbie Hutchinson,
Clinical Nurse Specialist
and Queen's Nurse

Working for us has many additional perks, including a cashback health benefits scheme for treatments and therapies, including optical and dental care, osteopathy and hospital stays. To encourage the wellness of our staff and volunteers, our People Services team held a **wellbeing week and drop-in advice days** on topics like finances and benefits. Students from City College and GHQ provided free beauty and relaxation treatments, RebalanceU hosted Reiki Soundbath sessions and we arranged easy access to NHS Health Checks and liver scans.

At St Luke's we're an **intentionally inclusive organisation**, encouraging and supporting a wide mix of people to feel comfortable and confident to be themselves when they are working or volunteering for us, and that commitment was underlined by a series of staff and volunteer events during an inclusion and belonging week. We also established an ally network and a BEEWell group.

The loyalty of our staff and volunteers is something we are hugely proud of. Spring 2025 saw **the retirement of Frankie Dee**, our Head of Quality and Compliance and an exceptional nurse who joined St Luke's back in 1990.

Jenny Nicol has also recently retired after celebrating 30 years with St Luke's. She was a health care assistant on our specialist unit for many years before finding her niche as a key member of our reception team.



Our custom-made, people-centred **Valuing Each Other training** course continued to be popular with team members across the board, in addition to a range of internal and external education opportunities.



546

Volunteers
generously give their
time to St Luke's



89

Staff completed
Valuing Each Other
programme



600

Claims worth
£33,000 from our
staff health benefits



86

Peer recognition
posts for staff and
volunteers



"Our job is to empower people to achieve their goals and help them to have a sense of control over their lives. Using our own knowledge and skills, and the bravery and inspiration of the people we care for, we help them achieve whatever is important to them, in whatever way we can"

- Charlotte, Occupational and Physio Therapy team



In pursuit of excellence, senior nurses **Debbie Hutchinson** and **Jamie Leigh Jennings** fulfilled her ambition to become St Luke's second and third Queen's Nurses. They now join just 2,500 nurses in the UK to hold the title, including our Nurse Consultant Jen Nicholls, confirming their commitment to the highest standards of patient care, learning and leadership.

Encouraging career development and doing our best to shape it around an individual's goals is a priority in terms of attracting and retaining staff. **Apprenticeships for existing employees** have proved to be an excellent way of broadening someone's skills to benefit themselves and the hospice.

Kat Chandler, our Retail Business Manager, has been studying one day a week for a **Level 6 Degree Apprenticeship** in Professional Management Practice, while still coordinating the day to day running of our busy charity shop operations.

Sarah Wallis, one of our Partnership Leads, wanted to add depth to her role and recently undertook a government funded Level 3 **Fundraiser Apprenticeship**, giving her three valuable qualifications as well as additional skills.



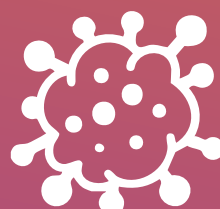
300

Patients are cared for at any one time



35

Deaths per week requiring emotional support across our services



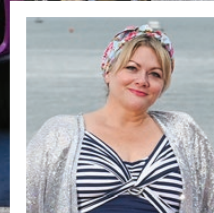
41%

Of patients have a non-cancer diagnosis



38 Nurses,
44 Health Care Assistants and
5 doctors

OUR FUTURE



"St Luke's is very close to our hearts. They have looked after several close family members recently with so much kindness, love and care. They have also been very supportive to us as a family since our losses. They are a really special team"

- Suzy Bennett Shambrook

Every Death Matters, the three-year strategy we introduced in 2024 to secure the best end-of-life experience for everyone in our community, is the blueprint we have been following to shape what we do. We have used it to direct our priorities over the past year and taken its principles into account with every important decision made.

We are proud of our achievements – well documented in the pages of this report – but **we will never be complacent**. We are always thinking ahead to make sure we can provide the very best care our patients and their families, when and where they want it, and that we have the resources to fund it.

Our values – **professionalism, respect, compassion and integrity** – remain at the heart of everything we do, but we know that to achieve our goals and ensure the sustainability of the hospice, progress is both inevitable and beneficial.

As well as building on successes, we have identified areas where change would be beneficial and **used our agility as a charity to adapt quickly** to the needs of our community, while maintaining the high standards and people-centred approach that defines St Luke's.

Above all, we continue to be led by our vision of a community where no person has to face dying alone, in pain or in distress.

You can read our full strategy document online at stlukes-hospice.org.uk/our-strategy

Here are the **four key aims** it contains, reflecting the challenges we see now and what we are doing about them:

Delivering high quality care

We will make sure we are delivering the best support in the right place at the right time. Our plans include:

- Talking to patients and their families about what we could do better.
- Ensuring equal access to our services for everyone who needs them.
- Identifying more patients in their last year of life and reflecting what is important to them in the care we offer.

Working in partnership

We believe it's our duty to be a strong voice for patients and families in the local system. Our plans include:

- Acting as a driving force behind a system-wide local end-of-life care strategy.
- Playing a lead role with partners to coordinate end-of-life care that meets the needs of patients and their loved ones.
- Shaping our role in addressing frailty in our local community.
- Influencing integrated care and national bodies to improve end-of-life services and the sustainability of hospices.

Supporting our people

We believe in taking good care of staff and volunteers and creating an open and supportive culture. Our plans include:

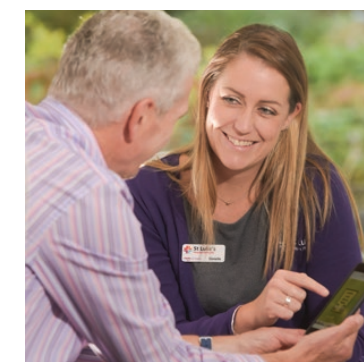
- Attracting and retaining a sustainable and agile workforce of employees and volunteers.

- Encouraging a diverse range of skills, and experience which supports personal and professional growth.
- Actively listening and responding so that each individual feels safe, supported and part of the St Luke's family.

Securing a sustainable future

We want to make sure there is enough money to continue our services for many years to come while also reflecting our commitment to look after the planet. Our plans include:

- Exploring new opportunities to increase income from legacies, fundraising, NHS funding and commercial initiatives.
- Embracing innovations in digital technology to deliver the best care possible.
- Implementing a plan to improve our environmental impact as an organisation.



WE ARE YOUR LEGACY

Generous promises you make today will help us care for our patients and their loved ones tomorrow.

By leaving a gift to St Luke's in your will you can rest assured that you are making a difference to families in our community who need support in the future.

Find out more about legacy giving on our website www.stlukes-hospice.org.uk or by emailing our team at legacy@stlukes-hospice.org.uk

 **St Luke's**
Hospice Plymouth



 Registered with
**FUNDRAISING
REGULATOR**
Reg Charity No. 280681

