



**Cornwall  
Hospice Care**

• Mount Edgcumbe Hospice • St Julia's Hospice •

*Caring for our community*

# **Quality Account 2025/2026**

# Statement of assurance from the Board:

I am pleased to, once again, report that in the last twelve months we have continued to provide the highest levels of care to patients, their families and carers across Cornwall. Through our 20 inpatient beds at Mount Edgcumbe and St. Julia's Hospices and via our Community Services, our dedicated clinical teams supported by our wonderful volunteers, have made 'every day matter'. I am proud of each and every member of our team in our hospices and in our community services and thank them all for their commitment and hard work.

**David Renwick, Volunteer Chair of Trustees**



# Chief Executive Statement:

We are now over two years into our 5 year strategy (2023 to 2028) and I am delighted to be able to report good progress is being made against our key ambitions (Appendix 1 of this Quality Account). Our funding environment continues to be extremely challenging; we remain one of the lowest funded Hospice providers in the UK, receiving significantly less from the NHS Cornwall Integrated Care Board than the national average (9% compared to 30+%). Increasing our funding to the national average would enable us to do so much more to support people at the most difficult time of their lives. I am constantly humbled and amazed by the generosity of the support that we receive from the people of Cornwall. Without that kindness we could not sustain our services that ensure our community are provided with essential end of life care.

**Paul Brinsley, Chief Executive**



# We are here for the Cornish community

During the last year April 2024 through until March 2025 we have cared for **357** patients in both of our hospices. What we love about our hospices is that we do not just care for our patients, we also make sure their friends their friends and family are well cared for.

**May reflected on her stay when her sister Mary was cared for at St. Julia's Hospice**



“ Mary asked me ‘will you stay with me?’ I said I’d have to ask and when I did they was good as gold and said yes of course I could stay. I never came home then for a month and two days. I slept in a chair down there.  
St Julia’s is very close to my heart. The care meant nothing was ever too much trouble. They’d look after me like they did Mary. In the middle of the night, they’d see I was awake and offer me a cup of tea. ”

**Lynn reflects on her time at the hospice and being able to use the cuddle bed with her partner Tony**



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In the hospital I’d been perching on the bed, but when we arrived at the hospice they mentioned the cuddle bed and they transferred Tony to it. We spent our last 30 minutes in it together, it was the worst and the best time.”

“We had precious time in that bed and it was like Tony had waited to be in it so I could cuddle up with him at the end of his life.”

”

**Cuddle beds are hospital style beds that can be extended from single to double size to allow couples and families to sit or lie down together.**



# Working with the Cornish community to fund our care



Many UK hospice charities receive around a third of their running costs from the government. We get considerably less; in fact its less than a tenth of our overall running costs. This is why our income generation teams work so hard across the county to raise the vital funds we need.

Our shops, stretching from Bude to Penzance, play a vital role, offering a unique retail experience with their curated selection of donated goods and also serving as community spaces for people to volunteer in. In addition to the shops, fabulous fundraising events such as The Saint's Way Trek and the sell-out Run Falmouth Half Marathon have been instrumental in boosting community engagement and financial support. These events not only raise significant funds but also foster a spirit of solidarity and awareness about the work we do.

In October 2024 we hosted a Fashion Show at Truro Cathedral to showcase the wonderful second hand fashion selection available at our shops. Our dedicated staff and volunteers took to the runway as models, making it a truly wonderful celebration.

As always, gifts in Wills and donations made in memory of loved ones leave our teams feeling humbled, reflecting the deep value and affection for our charity.

The Cornwall Hospice Care lottery continues to give people a way to give regularly whilst having the chance to win every week!





# Reflecting on priorities for improvement 2024/2025

1. 'Ensure we are fit for the future. This is an overarching priority to ensure our buildings and staffing are able to provide the high quality care we are so proud of. '

Building: Reflecting on the last year, there has been a significant amount of work completed and ongoing to ensure our buildings are Fit for the Future. We have achieved our goals in that both our buildings have solar energy systems and completion of a comprehensive insulation programme. On average our solar panels give us approx. 20 % of our electrical usage and we should see a reduction in our energy costs and our carbon foot print as time goes on.

Staffing: Reflecting on the last year the wards have become more clinically-led. There is now a nurse-led MDT approach admission process over both units.

The education department is providing face-to-face clinical skills training, to help staff gain competency in areas that are not used frequently on the ward. The education team continue to deliver external training to other healthcare staff to ensure care settings have palliative care training as a option. The hospice is also currently implementing Resilient Based Clinical Supervision to support staff this is running over two phases firstly clinical staff followed by all non-clinical, patient and family/carer facing staff, e.g. Reception Volunteers, Catering staff, Facilities, Communications, Fundraising and Marketing, Volunteers.

2.' Implement electronic patient record system. This priority builds on the previous years priority of considering the option of a system. ' Reflecting on the previous year there has been collaborative working to share systems throughout healthcare providers in Cornwall. One area that has been implemented clinically is the use of DCCR (Devon and Cornwall Shared Record), this is aiming to be the digital platform for the eTEP (treatment escalation plan) and the integrated care record in the future. Cornwall Hospice Care was the first organisation to gain access to the system in Cornwall



# Priorities for improvement 2025/2026

**Moving forward over the next year our priorities for improvement continue into the next steps:**

Fit for the future – a brand new crisis response unit is currently underway at Mount Edgcumbe Hospice. This project is creating a two-bedded intervention suite, which will provide emergency palliative care support for our Cornish community.

This will provide care for up to 100 additional patients a year. The build will also provide 4 new single occupancy rooms and 7 rooms will have private en-suite bathroom facilities to allow a greater level of privacy and dignity.

There will be a new patient entrance and a new clinical therapies hub, which will bring all of the support services together.

Staffing/education and training – Continue to develop our learning and education to ensure all our staff and volunteers and where relevant, those from our external partners have the knowledge, skills and competencies to fulfil their roles.

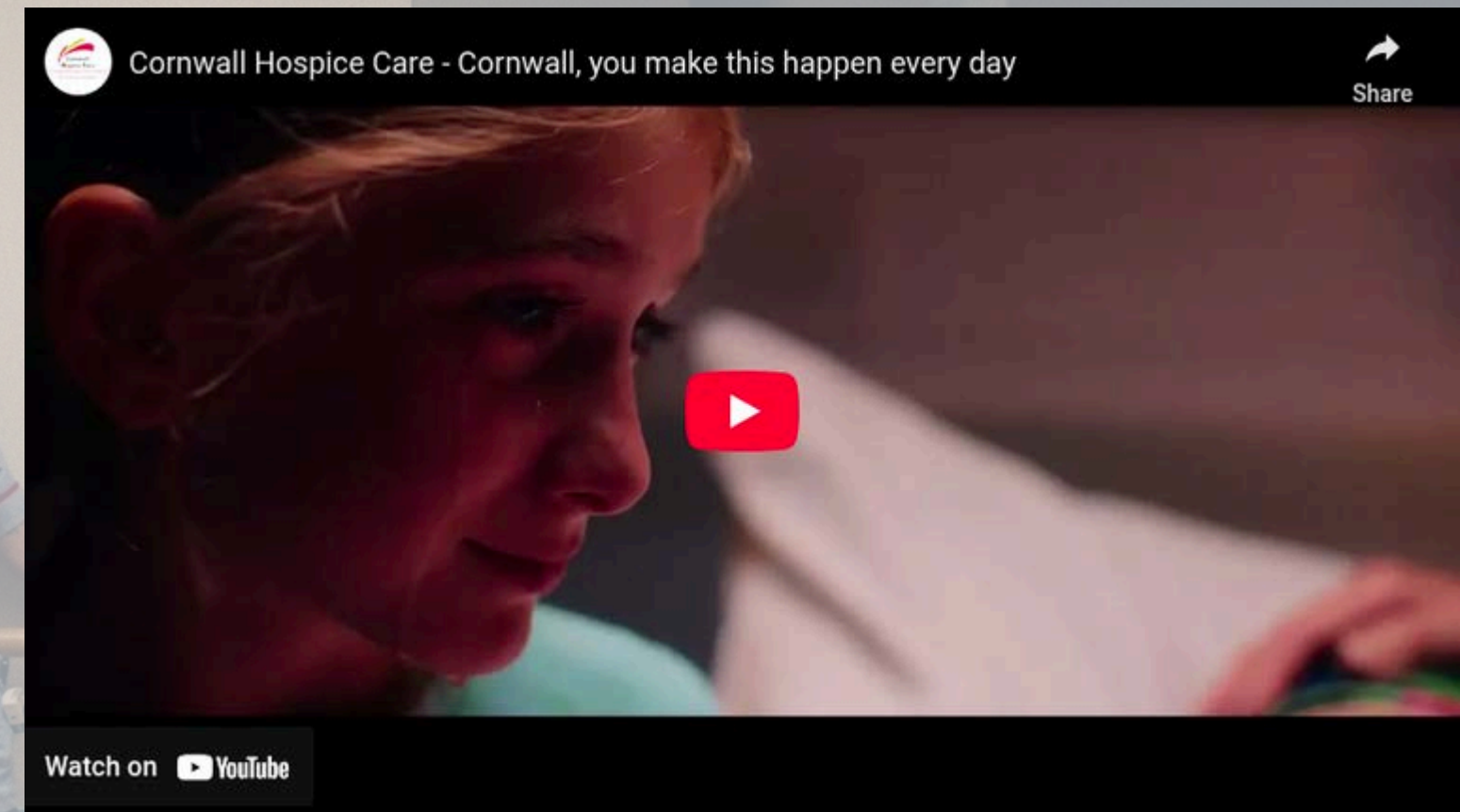
Digital transformation – We continue to progress with digitalisation systems that work collaboratively with our local health services which will ensure smooth transition in to the digital world. We are regularly attending meetings with all healthcare providers to ensure we are part of the big picture of digital transformation.



# Cornwall you make this happen everyday ....

"We wanted to show a patient's journey at the end of their life to help explain the precious nature of hospice care, and to show the community of Cornwall how important their support is to our charity."

Paul Brinsley, Chief Executive  
Cornwall Hospice Care





# Education

The Education Team plays a pivotal role in supporting, maintaining, and enhancing learning and development across the organisation. This enables individuals to acquire and sustain the knowledge, skills, and competencies required to fulfil their roles effectively. The team adopts a blended learning approach that includes face-to-face teaching, simulation training, practice-based learning, and e-learning.

Over the past 12 months, internal developments have broadened the educational offer, resulting in a 90% increase in attendee numbers at internal face-to-face sessions. A total of **1,345** attendees were recorded, excluding participation in practice-based learning and student support. New sessions launched during this year (2024/2025) include 'Knowing What to Say' for retail staff, as well as Clinical Skills workshops for both Healthcare Assistants (HCAs) and Healthcare Professionals (HCPs).

“

**I always pick up something new, even though I have been nursing for years. Great discussions with the team.**

”

# Education

The Education Team continues to prioritise collaborative working to support workforce development across the wider health and care system.

Our Education Lead chairs County wide the Education Group, a sub-group of the Cornwall and Isles of Scilly Palliative and End of Life Care Clinical Reference Group, which contributes to building a confident, skilled, and knowledgeable workforce.

Collaborative key achievements this year include the development of the Communication Skills Faculty and the successful launch of the Advanced Communication Skills Course.

The annual Dying Matters event was again delivered successfully, continuing to serve as a valuable platform for awareness-raising and community engagement.

The group remains actively involved in the review and refinement of the End of Life Education Strategy, ensuring it continues to align with evolving needs and best practice.

**“These events are so important to support my ongoing learning and development, it was an excellent day, thank you !”**

# Education

The team has also supported system-wide policy development and collaborated to establish a countywide network of Learning champions. These champions promote and sustain learning links aligned with the End-of-Life Learning Pathway.

In addition, the team is supporting research projects in partnership with the University of Plymouth and contributing to the development of a Community of Practice focused on homelessness and palliative care in Cornwall.

Alongside its external engagement, the team has continued to deliver face-to-face education internally, with a further

**709**

attendees recorded across a variety of topics.

Finally, the team has played an active role in the Victoria and Stuart Project (Learning Disabilities), which includes supporting local implementation. The team actively champions inclusivity and participated in Pride events across the county, where the team promoted Cornwall Hospice Care and Advance Care Planning.

**“It was very effective and useful, escalated my knowledge level, promotes confidence and new learning”**

# Making a difference ...

## Advance Nurse Practitioner

The Advanced Nurse Practitioner (ANP) continues to work clinically across both hospice sites as well as in the community, across Cornwall, supporting patients and professionals in the delivery of complex palliative care for example NIV Withdrawals.

The ANP delivers education both internally and externally alongside the education department, as well as bespoke teachings around complex patients or specialist subjects for example to Continuing Health Care and Care Providers.

In addition, the ANP initiated & led the Orange Folder Advance Care Planning project embedding it within both hospices, but also across all Specialist Palliative Care Services in Cornwall, including Little Harbour, and multiple End of Life Services such as Community Nursing, Community Matron Service, and Cornwall Motor Neuron Disease Service.

This work has resulted in the Orange Folder now being taken forward by the Intergrated Care Board ICB to support Preferred Place of Care & Death, and Personalisation county wide across all palliative and end of life services therein also supporting the system itself aiding Out of Hours, preventing inappropriate admissions and presentation to the "front door" (secondary care).

In addition, the ANP has brought the regional Experience Measures Vital Signs work to both hospices, also supporting its uptake across all Palliative Care Services in Cornwall resulting in regional collaborative working and learning

The ANP has brought National Research to Cornwall Hospice Care in the form of the CHELsea2 Study looking at Clinical Hydration in the last days of life, leading St Julia's, after securing it as a registered site for the study, as Principal Investigator enrolling our full quoter of required patients.

The ANP was also awarded an individual award for "excellence in palliative care nursing (non-profit)" this financial year at the National Palliative and End of life Care Awards after being nominated by the ICB and has subsequently been invited to judged Regional and National Care Awards.





# About our Community Services:



Our Bereavement Help Points take the form of a monthly drop-in space for anyone who has been bereaved. We offer a relaxed and supportive group environment for conversations, peer support, signposting and refreshments



Our team organise regular bereavement support walks all around Cornwall, so please join us and allow nature to help guide you through the grieving process, step-by-step.



Our Neighbourhood Hubs offer support, practical advice, information and treatment for people living with a palliative/terminal illness or deteriorating progressive disease and their carer.

**We also have some really useful information and tools on our website. Topics such as managing breathlessness, mindfulness and relaxation techniques and how to manage lymphoedema plus many more useful links.**

# Community Services

**Our Community Services have continued to grow throughout 2024/25, extending the support offered to our Cornish community. The statistics below cover our services:**

**Our Neighbourhood Hubs have had 187 attendees and provided 188 treatments.**

**Our Walk Talk Kernow attendees have risen from 197 to 369 over the last year this is a 87.3% increase**

**We have recently started working with Brandon Trust and have a Grief Café, this started in February 2025 - we have so far supported 7 people.**

**Our Listening Ear appointments have increased to 840 from 737 last year.**



# Making a difference ...

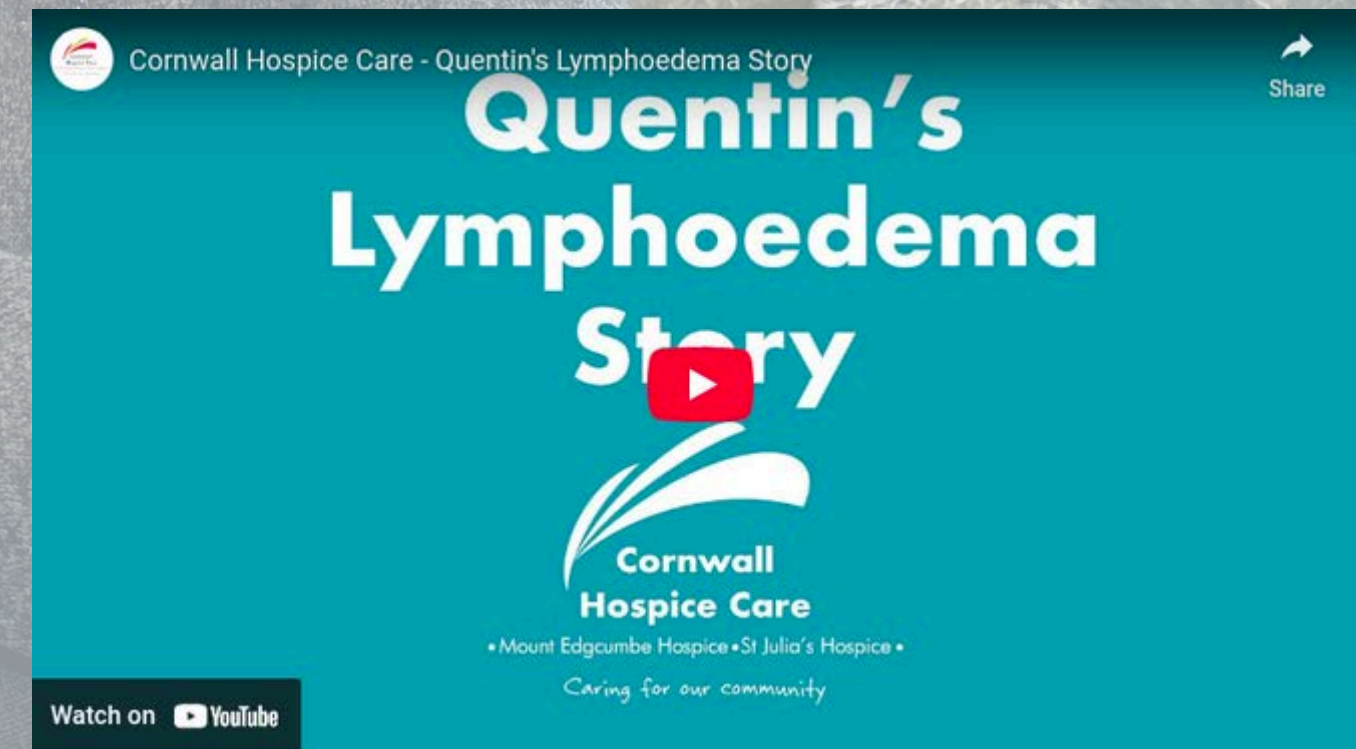
## Lymphoedema Services

Our lymphoedema services have provided **1,727** hours of care throughout 2024/2025, this covers outpatients, inpatients and a small number of telephone appointments to help improve the quality of life of our service users.

### Feedback :

“I have been extremely impressed by everything. The nurse has explained things very thoroughly and has been so kind and supportive. There is nothing to improve on - the service and treatment at the clinic is brilliant!”

Click below to hear Quentin's lymphoedema story and how our service has helped him with movement, to allow him to work and fish, which is really important to him :





# Counselling

Between Mount Edgcumbe and St. Julia's counselling team they have supported 2,333 patients and loved ones during 2024/2025 providing pre and post bereaved care.

A breakdown below shows the percentage of who was supported:

**38%** patients

**37%** Relatives

**23%** Both

**2%** other/friend

**“ I want to thank the counsellor for her amazing guidance & helping me start this unpredictable journey. She has been a warm blanket :) ”**

These appointments were delivered in the hospice or by telephone:

**Hospice 1,949**  
**Telephone 384**





# Volunteers

**With the support of our volunteers over 2024/2025, we have been able to deliver high specialist care with the support of :**

112 active volunteers that help in the of our hospices. These fantastic people support the wards day in day out, they work on reception, support colleagues with administrative tasks and keeping our lovely gardens to a high beautiful quality for all to enjoy.

More than 800 volunteers are active in providing care and support in our retail shops, from being on the shop floor, serving our great customers, and sorting donations for our 30 shops.

19 volunteers are active in supporting our community services. They provide support via the Listening ear service, our bereavement hubs, walk talk kernow, and our bereavement drop ins and helpline.

Approximately 100 volunteers were an active part in our fundraising events, supporting Cornwall Hospice Care by organising, running and assisting us with a wide variety of events, open gardens, sponsored challenges and engagement events!

**“Being part of a fantastic friendly team and always being appreciated for what I do . I love meeting the patients and their families.”**

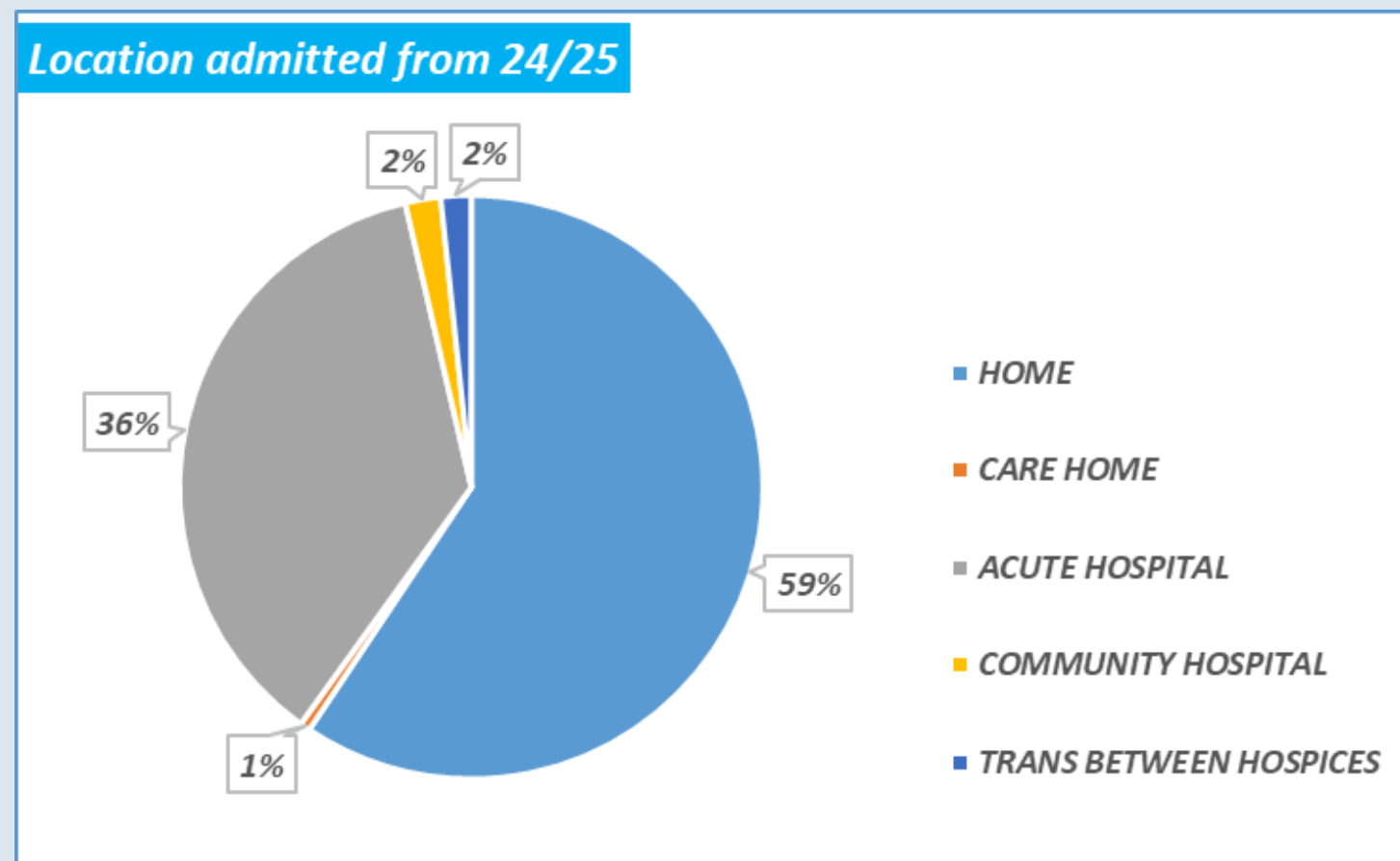
**“I love meeting people, while at the same time find it rewarding to help the charity.”**

# Review of 2024/2025 performance

The Graphs below provide information on the activity of both our hospices and some of the other services we provide.

## Inpatient activity

Between April 2024 and the end of March 2025 we had a total of 357 admissions into both of our hospices. The pie chart below shows :



59% of our patients were admitted from their own home.



**“ We would like to say thank you so much for the amazing care you gave our beloved husband and dad in his last days.**

**You made such a difficult time so much easier to bear, for him and for his family too.**

**We hope that you will be able to continue doing what you do for many years. You make a huge difference. ”**

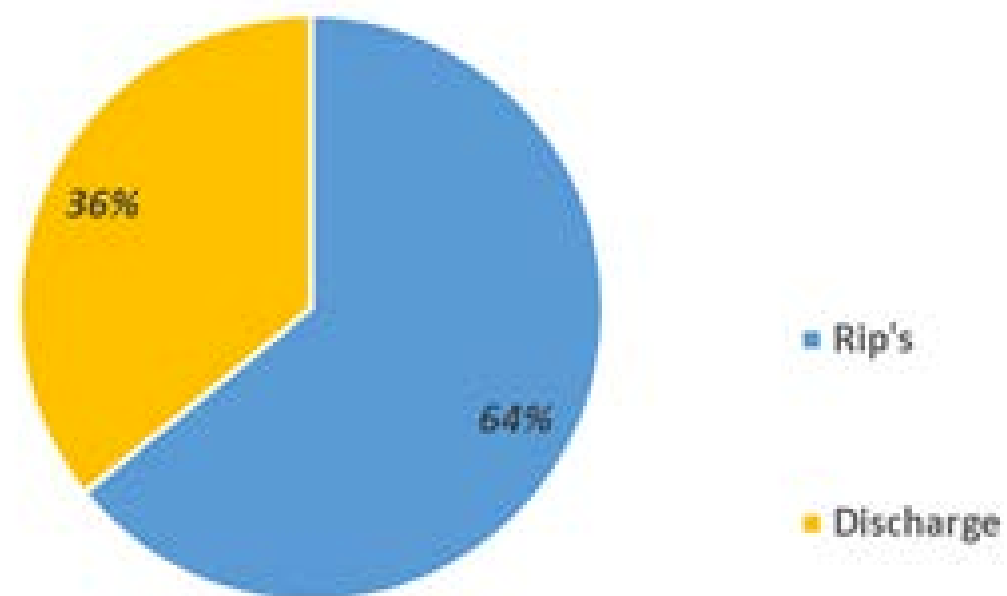
# Review of 2024/2025 performance

## Inpatient Activity

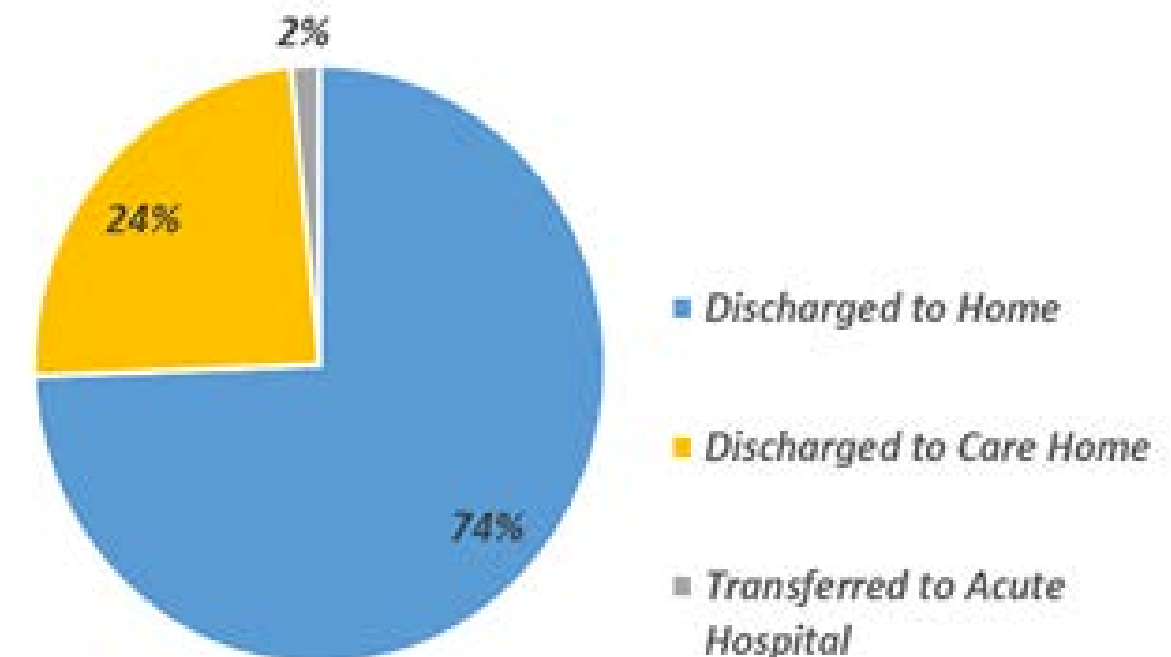
**As you can see from the graphs, 36 % of out patients were discharged from the hospices, 74% of those discharges went home. 24% were discharged to a care/nursing home so they could receive the right level of care to support them and their families.**

“We can only praise the whole team for the care provided to my mother and the professional way they carried out their duties while providing compassion and support to us all.”

Outcome of Admission 24/25



Outcome of Discharges 24/25





# Quality Performance

## Health and Safety RIDDOR reportable



There were no incidents from a clinical side that were RIDDOR reportable between 1<sup>st</sup> April '24 - 31<sup>st</sup> March '25

## Controlled Drugs

We have two deputy Controlled Drugs Accountable Officers to support the Director of Clinical Services who is the Accountable Officer. Over the last year the team have made the process for reporting and investigating controlled drug errors more robust. This year we have had ZERO controlled drug incidents that caused 'harm to patient'.

## Infection Control



We have had 0 cases of Clostridium difficile, MRSA or Norovirus at either of our hospices





# Quality Performance

## Complaints and concerns

We welcome feedback good or bad, this is vitally important in shaping our care. In the last year (April 2024 - March 2025) we received 1 complaint and 2 concerns. All parties involved have been communicated with, investigations carried out when required and learning implemented into practice where needed.

## Compliments

During 2024/25 we received 100 thank you cards and 168 responses to our friends and family feedback. These are anonymised and shared with the staff.

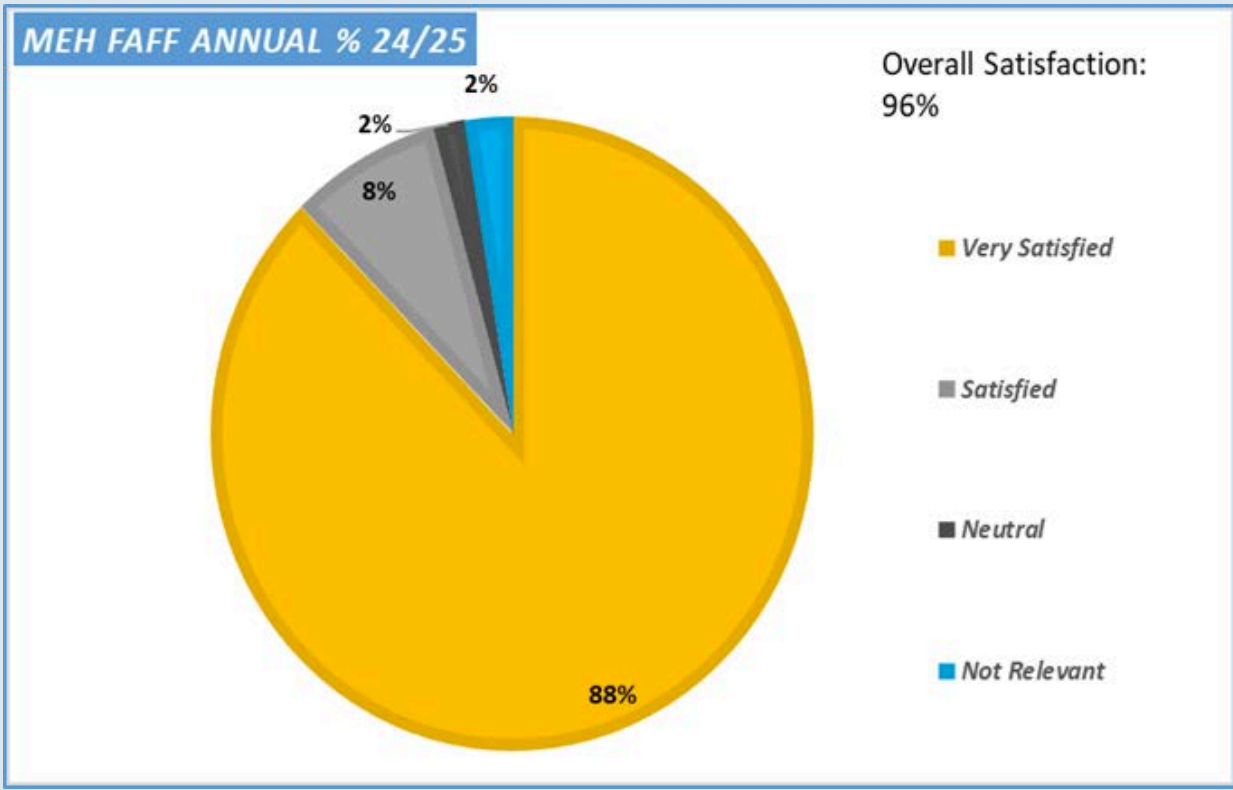
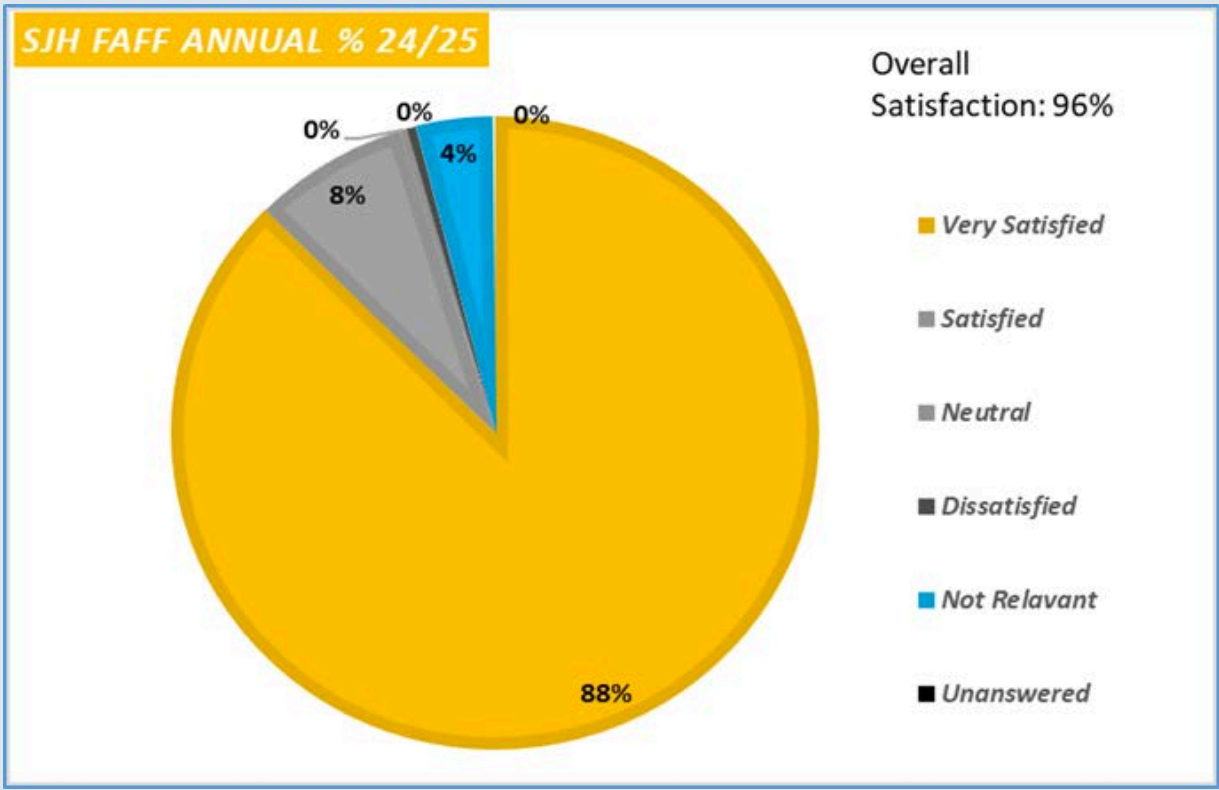
## Safeguarding

We continued to encourage all staff, patients, families and visitors to talk to us about any safeguarding concerns they may have. We have not had to report any safeguarding alerts to the Adult Safeguarding Service or the Multi Agency Referral Unit (children).

# Feedback from our patients, families, carers and community

We always welcome feedback from patients, families and carers and we use any feedback to further develop and improve the services we provide.

We have specific feedback forms for our counselling service and lymphoedema service along with our Advanced Nurse Practitioner. The graphs below show results for the Friends and Family Feedback Questionnaire feedback for April 2024 to March 2025 for both of our hospices. In summary, 96% of patients/families who were at either hospice were very satisfied or satisfied with the care they received.



A feedback option is available on our Friends and Family Feedback Questionnaire, this allows us to discuss any concerns with the patient/family and help us learn and improve our care.