



Cornwall Hospice

Mount Edgcumbe Hospice – Statement of Purpose (2026/2027)

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moment *matter.***



Cornwall Hospice

Welcome to Mount Edgcumbe Hospice

Mount Edgcumbe Hospice is part of Cornwall Hospice, an independent Cornish charity providing compassionate, palliative and end of life care for people living with a life limiting illness. Our updated purpose, ambition and values guide all our decisions as we work to ensure every person can make every moment matter, wherever they are in Cornwall.

In line with our long-term Fit for the Future programme, Mount Edgcumbe Hospice is undergoing a major refurbishment to modernise our inpatient environment and move to 100% single rooms, enhancing privacy, dignity and comfort for every patient.

1. Provider Information & Registration Details

Provider Name: Cornwall Hospice (Cornwall Hospice Ltd)

CQC Provider ID: 1-101634908

Registered Charity No: 1113140

Company No: 5660401

CQC Location ID (MEH): 1-109995054

Address:

Mount Edgcumbe Hospice

Porthpean Road

St Austell

Cornwall

PL26 6AB

Tel: 01726 65711

Email: communications@cornwallhospice.org

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Key Leadership Contacts

- **Chief Executive (Nominated Individual):** Paul Brinsley

Email: pbrinsley@cornwallhospice.org

- **Director of Clinical Services/ CQC Registered Manager:** Sarah Machin

Responsibilities include operational clinical management, regulated activities, Controlled Drugs, safeguarding, and Caldicott Guardian functions.

Email: smachin@cornwallhospice.org

- **Director of Finance and Corporate Services / SIRO:** Will Hood

Responsible for Finance, ICT, Estates, and Information Governance.

Email: whood1@cornwallhospice.org

- **Director of Income Generation:** Frazer Hopkins

Responsible for retail, fundraising, and income generation.

Email: fhopkins@cornwallhospice.org

Freedom to Speak Up Guardians

- **Head of Corporate Affairs:** Katie Wightman

E-mail: kwightman@cornwallhospice.org

Cornwall Hospice is registered with the Care Quality Commission to provide Treatment of disease, disorder or injury for adults 18+.

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2. Purpose, Values and Ambitions of Cornwall Hospice

Purpose

To provide compassionate, specialised end-of-life and palliative care to patients across Cornwall, while supporting families and carers. Cornwall Hospice remains committed to making every moment matter through high-quality, person-centred support.

Values

- **Compassion** – Gentle, kind, responsive, communicative and respectful.
- **Integrity** – Professionalism, ethical practice, honesty and accountability.
- **Togetherness** – Supporting collaboration, empowerment, inclusion and shared growth.

Ambitions

Cornwall Hospice has published long-term organisational ambitions including:

- Partnership working.
- Education & workforce development.
- Sustainable funding.
- Environmental sustainability.
- Innovation and continuous improvement.

These ambitions align with the charity's 2023–2028 strategic plan and Palliative National ambitions.

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3. Strategic Priorities

Strategic priorities are reviewed annually and published within Cornwall Hospice's Quality Account, available on their website. Priorities reflect patient needs, regulatory requirements, clinical developments, and financial sustainability.

4. Overview of Care at Mount Edgcumbe Hospice

Mount Edgcumbe Hospice is a purpose-built hospice offering inpatient care, outpatient therapies, listening ear, bereavement and support services for people with complex needs at end of life.

Fit for the Future Redevelopment (2025–2026)

Mount Edgcumbe is undergoing a major refurbishment to bring it up to modern inpatient standards, including:

- **Replacing all four-bedded bays with individual single rooms.**
- Creation of a **Therapies Hub** for physiotherapy, occupational therapy & supportive therapies.
- A new **dedicated patient entrance & reception.**
- Inpatient capacity increased to 12 beds with the addition of two new beds, supporting the virtual ward and enabling faster admissions.
- Full internal modernisation to improve patient comfort, privacy and care quality.

The redevelopment is fully funded through grants, government support and charitable donations. Works continue through early 2026.

Inpatient Unit

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Open **24/7**, offering:

- Specialist assessment.
- Complex symptom control.
- Therapeutic and supportive care.

A multidisciplinary team includes nurses, Advanced Clinical Practitioners, doctors, therapists, counsellors and volunteers. Consultant palliative physicians provide regular clinical support.

We do not provide long-term or respite care.

Community & Outpatient Services

Our broader community support services include:

- Symptom management and emotional support through the listening ear, walk talk Kernow, neighbourhood hubs, bereavement help points and Brandon Trust listening lounge.
- Cornwall Hospice is committed to improving access for seldom-heard and underrepresented groups, with an ambition to continue developing in-reach services.

Lymphoedema Services

Outpatients services provide assessment, treatment and long-term management for lymphoedema.

Bereavement Services

Pre & post bereavement support, onsite, community hubs and virtually.

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Therapy Services

Physiotherapy and occupational therapy, with home visits where needed. We also have inpatient complementary therapists who support patients and their families.

5. Volunteers

Over 1550 volunteers support care delivery, fundraising, retail operations and logistics. All volunteers undergo DBS checks, induction and ongoing support from our Volunteer Services Team.

6. Consultation and Feedback

We gather feedback from patients, carers and professionals through:

- Friends and Family feedback.
- Community service feedback.
- Bereavement and counselling feedback.
- Direct comments and suggestions.

This informs ongoing improvement of both inpatient and community services.

7. Safe, High-Quality Services

Safety and quality are monitored through:

- Incident reporting.
- Clinical and non-clinical audits.
- Risk management processes.
- Regular policy review.
- Strict information governance practices.
- Clinical policies are regularly updated and aligned with national best practice.

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- Cornwall Hospice Care's most recent CQC inspection outcomes were *very positive*, reflecting safe and effective care across both hospice sites.

8. Visiting Arrangements

Visitors are welcome at any time. Our facilities include:

- Family hospitality room with en-suite.
- Quiet spaces for privacy and reflection.

We ask visitors to allow uninterrupted time for personal care and clinical procedures.

9. Privacy and Dignity

Privacy and dignity are central to our care. The redevelopment ensures all inpatient bedrooms are single rooms, improving comfort, confidentiality and family space. Many rooms open directly onto peaceful gardens or balconies with privacy screening.

10. Funding

Cornwall Hospice is a registered charity. Our funding comes from:

- Donations.
- Retail shops.
- Community fundraising.
- Legacies.
- Grants.
- 9% NHS income.

Public support enables us to provide free end-of-life care across Cornwall.

11. Education

Our Education Team provides training for hospice staff, health professionals and community groups. During the refurbishment period, some courses are delivered at St

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Julia's Hospice, our head office at Daniels Lane, St Austell, or onsite at partner organisations.

12. Complaints Procedure

Complaints are managed openly, fairly and efficiently. A full complaints policy is available on request.

Concerns may also be raised with:

Care Quality Commission (South West)

Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA

Tel: 03000 616161

13. Further Information

We welcome questions from patients, families and professionals.

Website: **www.cornwallhospice.org**

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