

St Julia's Hospice – Statement of Purpose (2025/26)

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Welcome to St Julias Hospice

St Julia's Hospice in Hayle is part of Cornwall Hospice, an independent Cornish charity providing compassionate, specialist palliative and end-of-life care for people living with life limiting illness. St Julia's is our inpatient site in west Cornwall, St Julia's offers expert inpatient care, alongside vital services such as our lymphoedema clinic, neighbourhood hub and therapy support.

Guided by our shared purpose, ambition and values, we are committed to ensuring that every person in Cornwall can access the right care, at the right time, in the place that is right for them and their families. Our services continue to evolve, with a strong and consistent focus on safety, dignity, quality and personalisation. Whilst aligning with National Palliative Care Ambitions and in collaboration with other Specialist Palliative Care services across Cornwall.

At St Julia's, patients and families can expect compassionate support from a dedicated team, in a peaceful and respectful environment designed to help make every moment matter.

1. Cornwall Hospice, St Julia's Hospice – Contact & Registration Details

Provider Details

- **Provider Name:** Cornwall Hospice.
- **Legal Status:** Registered Charity & Company Limited by Guarantee.
 - **Charity No:** 1113140
 - **Company No:** 05660401
- **CQC Provider ID:** 1-101634908
- **St Julia's Hospice CQC Location ID:** 1-109995072

St Julia's most recent CQC inspection outcome is available onsite and online.

Address for Service

St Julia's Hospice

Foundry Hill, Hayle, Cornwall, TR27 4HW

Email: communications@cornwallhospice.org

Executive & Senior Leadership

- **Chief Executive / Nominated Individual: Paul Brinsley**

Email: pbrinsley@cornwallhospice.org

Paul Brinsley confirms progress against strategic aims in formal quality accounts.

- **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 Guardian

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+.

2. Purpose, Values and Ambitions of Cornwall Hospice Care

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.

3. Strategic Priorities

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

4. Overview of Care

Inpatient Care

St Julia's Hospice is purpose-built with 10 specialist palliative care inpatient beds. It provides:

- 24/7 medical and nursing care.
- Complex symptom control.
- Advanced palliative assessment.
- Therapeutic, emotional and spiritual support.

Palliative Care Consultant sessions support both Cornwall Hospice sites.

The hospice does not offer long-term or respite care.

Community Services

Our care offer is extended across Cornwall through Neighbourhood Hubs, providing:

- Palliative assessments.
- Psychosocial support.
- Cornwall Hospice is committed to improving access for seldom-heard and underrepresented groups, with an ambition to continue developing in-reach services.

Lymphoedema Service

Cornwall Hospice continues to operate one of the few specialist lymphoedema services in Cornwall, delivering outpatient support at the hospice and community hubs.

Therapy Services

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

Bereavement Services

Pre and post bereavement counselling is offered and available through both hospice and satellite locations.

5. Volunteers

Cornwall Hospice engages over 1550 volunteers supporting clinical services, retail shops, donation centres and fundraising initiatives, managed through a dedicated volunteer services team. Volunteers receive DBS checks, induction and ongoing support.

6. Consultation and User Feedback

Feedback channels include:

- Friends and Family Feedback (inpatient).
- Community service feedback.
- Lymphoedema clinic feedback.
- Bereavement services feedback.

The charity promotes continuous improvement and encourages written or verbal feedback at any time.

7. Safe, High-Quality Services

Cornwall Hospice maintains service quality through:

- Incident reporting.
- Clinical audit.
- Risk management systems.
- Information governance compliance.

Clinical policies are regularly updated and aligned with national best practice.

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

8. Visiting Arrangements

There are no set visiting hours. Families are encouraged to stay with loved ones, including use of hospice hospitality spaces. Privacy is prioritised during personal care activities.

9. Privacy and Dignity

Patient privacy and dignity are central to hospice philosophy. All patient rooms open onto gardens or balconies for quiet, private spaces.

10. Funding

Cornwall Hospice is significantly underfunded compared to many UK hospices, receiving only 9% of total income from the NHS, despite being one of the lowest-funded hospice providers nationally.

The remainder is generated through:

- Retail operations (shops from Bude to Penzance).
- Fundraising events.
- Community donations.
- Gifts in wills/legacies.
- Cornwall Hospice Lottery.

Retail and events contribute substantially to sustaining services.

11. Education

An internal education team supports:

- Staff and volunteer development.
- Mandatory/statutory training.
- Training for external healthcare partners.

Cornwall Hospice continues to expand education delivery through hubs and community partnerships; this may be clinical or non-clinical training.

12. Complaints Procedure

Complaints are managed transparently and promptly. Cornwall Hospice provides a formal complaints policy available on request.

Complaints can also be escalated to: **Care Quality Commission (South West)**

Citygate, Gallowgate, Newcastle Upon Tyne, NE1 4PA

Tel: 03000 616161

13. Further Information

Further information, including Quality Accounts, financial reports and service updates can be found at:

www.cornwallhospice.org

Cornwall Hospice publishes detailed annual reports containing:

- Patient activity data.
- Bed occupancy statistics.
- Lymphoedema clinic activity.
- Service developments.