



Teesside
HOSPICE

Strategic Plan 2025 - 2028

Who we are



We're changing lives across Teesside by supporting people and families who've been affected by a terminal illness.

We support around 3,000 people in Teesside each year, helping them make the most of every day. Everybody gets treated as an individual, whether it's physical, mental or emotional support they need from us.

We were founded by local people and will always be here for local people. We understand their lives, the community and culture, so are incredibly well placed to offer highly personalised levels of care.

It costs us around £17,000 each day to run all of our services, which include: a 10-bed Inpatient Unit, Wellbeing Centre, Outreach, Bereavement Services for Adults and Children and a Lymphoedema Clinic.

Our Vision

We will be there for everyone that needs us. We will change the way society and healthcare systems care for people with terminal illnesses and ensure local people get the very best care at end of life.

Our Mission

We will complement other services by leading the development of new ways of working and delivering hospice care that meets the need of those at end of life today and in the future, whatever their needs.

Our Values

Compassionate



Skilled



Trustworthy



Principled



Accountable



Ann's Story

"I've had a good life, and now it's time to let go, but I'm so grateful I found Teesside Hospice to help me make the most out of my time here."

At Teesside Hospice, we've been supporting people with a terminal illness for 42 years, helping them to live as well as possible, for as long as possible. Through caring and supporting patients just like Anne in their care, we have changed perceptions on hospice care:



"My name is Anne Metcalfe, I'm 86 years old, and this is my first experience in a hospice. I've never felt more cared for in my life than I do here.

Choosing Teesside Hospice was one of the best decisions I could have made. My journey began with COPD, but it was when I started struggling to breathe that I received the news that I had cancer. At first, it came as a big shock to me, and I didn't think it was that serious. But over time, it became clear that I wasn't getting better.

The night before I arrived at the hospice, I hardly slept. I was nervous, and frightened. But from the moment I stepped through the doors, everyone I've met here has been marvellous. From the doctors to the nurses and the cleaners, every single person is so caring. The food, the atmosphere, the care, everything is more than I expected. They're so attentive here. Every little need I have is met, and it's that level of care that makes all the difference.

I've had a good life, and now it's time to let go, but I'm so grateful I found Teesside Hospice to help me make the most out of my time here."

We help people just like Anne to make the most of every day, ensuring they receive the best possible care by creating experiences and memories that last a lifetime.

Strategic Plan 2025 – 2028

Our four core objectives are:

1. We will ensure everyone matters and hold people at our core
2. We will reach more people by developing existing and new services
3. We will aim for excellence in all we do
4. We will aim to be the charity of choice for all donors, staff and volunteers

Clinical

We will...

- Widen access for those who would not normally use hospice services
- Deliver services to people where and when they need them
- Be the preferred deliverer of Specialised Palliative and End of Life Care education and training across Teesside
- Deliver excellent Lymphoedema, mental health and wellbeing services to beneficiaries
- Provide effective support for complex grief and trauma



Income Generation

We will...

- Aim to be the charity of choice across Teesside
- Increase sustainable income in fundraising and retail to help grow our services
- Engage with our community to develop and improve donor experience





Lorraine and Madi's Wedding
Blessing in our In-Patient Unit
at Teesside Hospice, June 2024

Strategic Plan 2025 – 2028

People

We will...

- Aim to be the best place to work and volunteer in Teesside
- Embrace and support the wellbeing of staff and volunteers

Resources

We will...

- Reduce our reliance on statutory funding
- Grow and develop new commercial income initiatives
- Embed environmental sustainability into all aspects of our work
- Continuously improve efficiencies and effectiveness utilising technology to keep up with trends

Our Strategy

Our strategy enables us to look to the future and ensure that we continue to anticipate and respond to the needs of people with life-limiting conditions and their wider families.

We expect the number of people and families needing our services to increase over the course of the next three years. We also expect the cost of running Teesside Hospice to rise considerably over the same period.

It costs £6.5 million annually to run our services – that's over £17,000 every 24 hours. We receive just 25% of our funding from statutory sources, the rest we need to raise ourselves in order to provide care at no cost to our patients. Your support ensures that people in Teesside can die with dignity and live well for as long as possible, surrounded by the best care.

"From the very start of Lee's hospice admission, it felt as though Lee was being given permission to live his life."



"My friend described the hospice as a place for living, not for dying, and now I know what she means."

www.teessidehospice.org

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Registered Charity No: 512875