

Caring with compassion,  
across  
Furness & South Lakes



St Mary's  
Hospice

**Strategy  
2025**



**O**ur most recent published strategy ran from 2019-2024, during a time of unprecedented change, with a global pandemic, global economic issues, and deep issues in the wider UK health system.

With our new Chief Executive Officer, Catherine Burn, joining us just as the period our strategy covered was coming to an end, we want to realise the opportunity of a fresh strategic outlook that takes us to the end of the 2020s.

This strategy, therefore, is a placeholder – it ensures we remind ourselves of the strategic goals which have served us well during a period of turbulence, while leaving space for our CEO, trustees and senior leadership team to develop a longer term strategic plan.

# 4 STRATEGIC GOALS ARE RETAINED



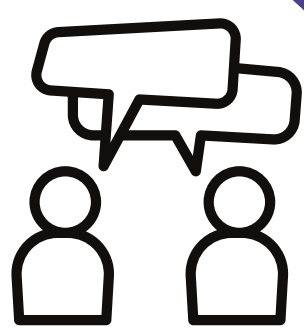
## 4. Sustainability for the future

Constantly striving to make our services more sustainable, so that St Mary's is here for generations to come.



## 3. Partnership to succeed

Working together with other providers and community groups to achieve the best outcomes for people across our communities in Furness and South Lakes



## 2. Empower through conversation

Educating professionals and the public so more people in our community live well and have good deaths.



## 1. Growth, with quality

Caring for more people, earlier, at the high standards for which we are renowned.

# Vision, Mission & Values

Our Vision, Mission & Values remain:

## VISION

That everyone living with illness and death in South Lakes gets the kindness, love and expert care we'd wish for ourselves

## MISSION

We give expert care and compassion so those affected by advancing illness have comfort, choice and dignity

## VALUES

### **Caring**

Being there for each individual

### **Aspiring**

Going the extra mile to make moments that matter

### **Professional**

Choosing each day to be professional and kind

### **Sustainable**

Playing a part in securing our future

# The St Mary's Way

The St Mary's Way is our workforce charter, which was co-created by staff at St Mary's Hospice working across both clinical and non-clinical teams.

It acts as a reminder to us all about how we should treat and care for each other.

We all own it equally, just as we are all equally responsible for the culture at St Mary's.

By aligning our behaviour with the values in this charter, we can ensure that this remains a great place to work.

## Compassionate

- We treat each other with the same compassion we'd show a patient, donor or customer.
- We give and accept feedback with kindness and good grace.

## Consistent

- We're consistent in how we apply rules so that the workplace is fair for all.
- We do what we say we'll do when we say we'll do it. (Or at least communicate if something gets in the way).

## Considerate

- We assume good intent; people rarely make mistakes on purpose.
- We think about the impact of our actions on others.

## Clear

- We make expectations clear and hold each other to account for our actions and behaviours.
- We're empowered to ask when we're unsure about something.

## Connected

- We appreciate that others may have different views, and we respect each others' differences so that everyone feels included.
- We know that we're welcome at staff events, and when we attend, we make an effort to make sure others feel welcome to join in, too.
- If we have questions, we ask them.