

# TRUSTEE RECRUITMENT PACK

Could you be our next Trustee?

Your skills and experience can make a difference to local people.



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# Welcome from the Chair of the board of Trustees

We are delighted that you are interested in becoming a member of the Board of Trustees at Hospice at Home West Cumbria.

## Who we are

Hospice at Home West Cumbria is an independent charity which is registered with the Charity Commission. It is also registered as a company limited by guarantee at Companies House, with the Fundraising Regulator, and with the Care Quality Commission (CQC).

## What we do

We provide home nursing, support at home, family and bereavement support services, complementary therapies and lymphoedema treatments. Our care is delivered to people in their own homes, clinics and other settings, which may also include those in nursing homes and hospitals. We cover an area from Maryport in the north, to Millom in the south and into rural areas of the Eskdale, Wasdale, Ennerdale and Buttermere valleys, serving a population of around 137,000.

We are proud to have served our community for more than 38 years, working in partnership with our local healthcare colleagues to provide complex, specialist palliative and end-of-life care to the people of West Cumbria, as well as offering vital support to their loved ones. We are committed to delivering the highest quality care that is agile and responsive to give our patients and their families choices about the care they receive.

Our services are delivered free of charge to all those who need them. To support this, we have a marketing and income generation team to raise our profile so that people are aware of our services and know how to support us. Around one fifth of our income comes from the NHS the rest must be raised through our own income generating activities, legacies, trusts and grants. All our actions are governed by the knowledge that we have a duty to manage our resources wisely and cost effectively and remain sustainable into the future. We employ approximately 55 dedicated staff who, with the support of more than 120 incredible volunteers, provided care to more than 900 people last year.

It is an exciting time to join us as we are currently shaping our new 5 year strategy to deliver an even greater impact to the people and families we support, which you will have a key role in shaping and influencing.



Brendon Cook, Chair of the Board of Trustees



**BRENDON  
COOK**

# Hospice at Home West Cumbria in numbers 2023 - 2024

## HOME NURSING

### HOURS OF NURSING CARE



We provided **8617.75** hours of nursing care:  
**906** night shifts  
**172** day shifts



**266** new Home Nursing patients

**292**  
new referrals into service

## FAMILY & BEREAVEMENT SUPPORT

**138**  
new FABS patients

- Bereavement Support 64
- Carer 51
- Patient 43



**453**  
one-to-one sessions

**170** active FABS patients during this period

**157**  
Bereavement Group sessions

**148**  
new referrals into the service



## COMPLEMENTARY THERAPY

**155**  
new referrals

- Bereavement Support 27
- Carer 41
- Patient 88

**475**  
Complementary Therapy sessions



**137**  
active patients during this period

### THERAPIES CARRIED OUT

- 130 Acu-reflexology
- 13 Distant Reiki
- 37 Emotional Freedom Technique (EFT)
- 342 Reiki



**25**  
Aroma sticks



**49**  
Body Massage

## LYMPHOEDEMA

**247**  
new referrals

**342**  
Cancer patient sessions

**638**  
Non-cancer patient sessions

**411** active Lymphoedema patients during this period

TOTAL  
**980**







## OUR VISION, MISSION AND VALUES

### Our Vision

All people in West Cumbria have timely access to personalised high quality and end of life care.

### Our Mission

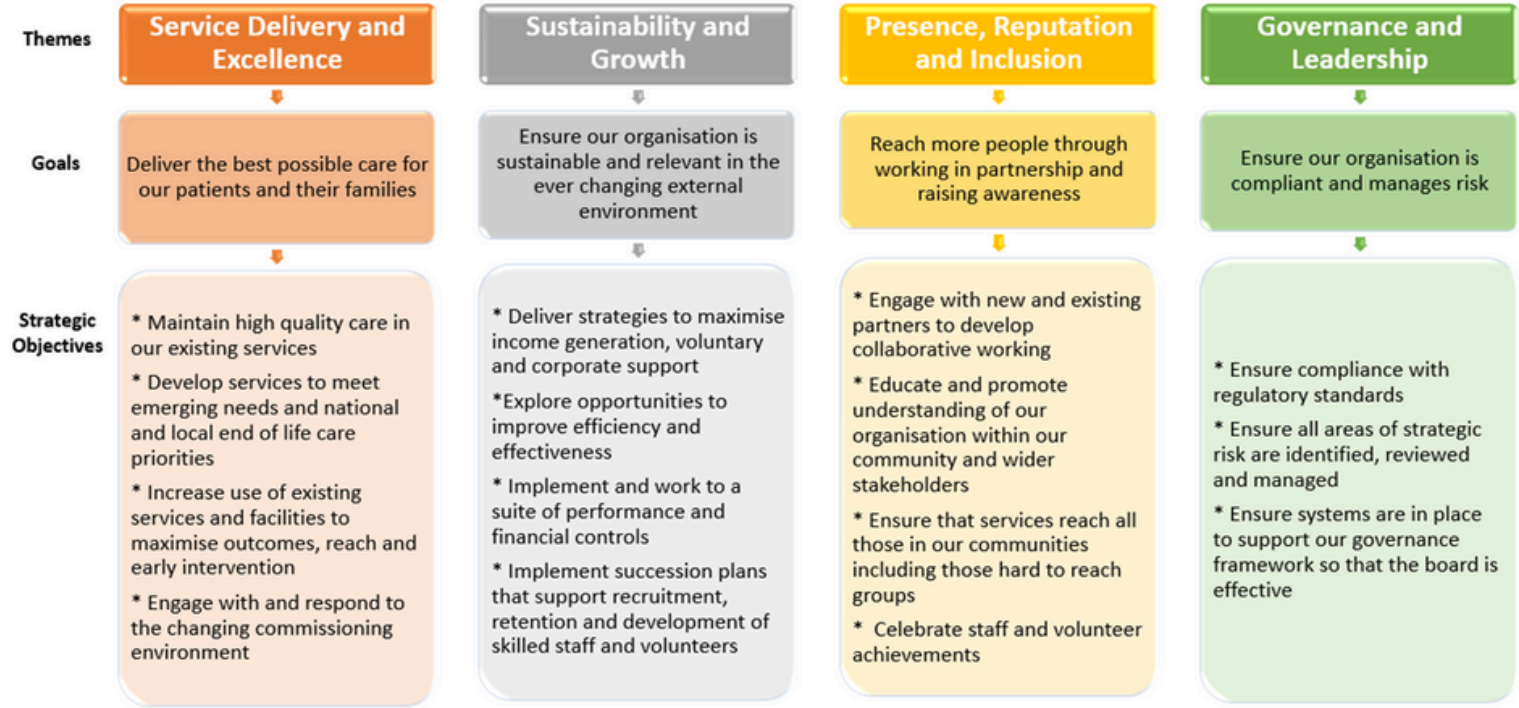
To be at the heart of our community and provide home nursing, emotional support, complementary therapies and lymphoedema care when and where needed.

### Our Values

- **Accountability** - We conduct ourselves with responsibility and integrity. Each of us is responsible for our words, our actions, and our results
- **Excellence** - We will strive for continuous improvement and deliver the best services we can provide
- **Inclusivity** - We value equality, inclusion, and diversity for all
- **Teamwork** - We achieve more when we collaborate and all work together. We promote the sharing of knowledge and ideas that help everyone grow
- **Compassion** - We acknowledge and appreciate others by building trust, mutual connections and reciprocation
- **Respect** - We positively value individuals for their qualities or traits and treat everyone with appreciation and dignity
- **Integrity** - We build trust through responsible actions and honest relationships

# OUR STRATEGY

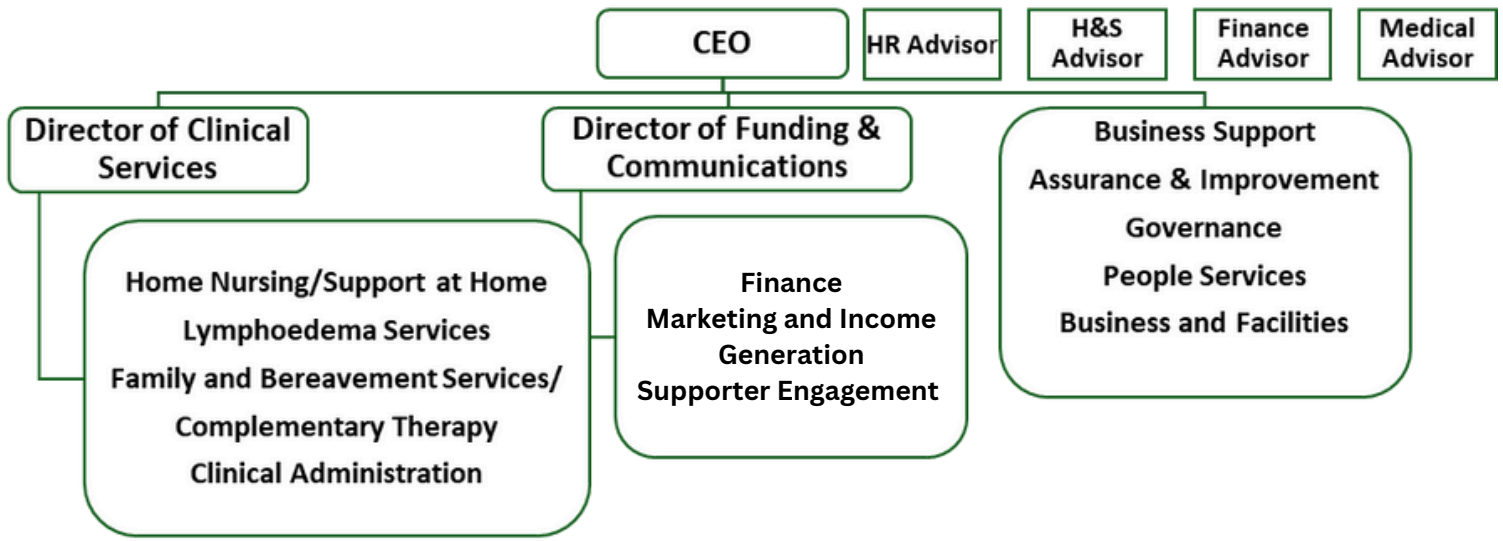
Our key strategic aims are:



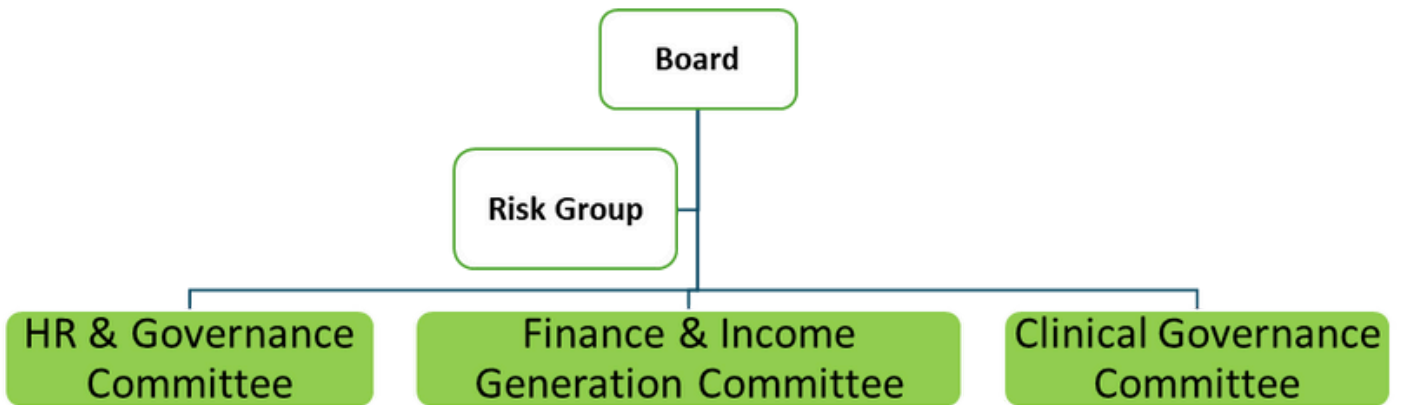
# OUR BOARD OF TRUSTEES



# ORGANISATIONAL CHART



# COMMITTEE STRUCTURE



This committee monitors and advises on human resources and personal issues including remuneration and personal development of staff and volunteers’.

This committee oversees the financial management and marketing and income generation of the charity including audit requirements, the development of fundraising strategies, the operation of the trading company and external audit arrangements of both the charity and the trading company.

This committee monitors and advises on clinical governance of the charity including quality standards, clinical risk, care delivery and patient experience and audit.

## ABOUT THE ROLE OF A TRUSTEE

### Being a Trustee gives you:

The opportunity to give back to your community

- Career development
- A chance to add to your skill set and your CV
- Fulfilling senior-level experience

### As a Trustee you give:

- Your knowledge, experience and skills
- Your commitment to effective governance of Hospice at Home West Cumbria

Our Board represents a broad mix of skills. We are particularly interested to recruit Trustees with experience in one of more of the following areas:

### The ideal Trustee:

- Is a collaborative team worker with a track record of building and nurturing relationships
- A commitment to the aims and objectives of the Hospice and a passion for our work
- Has excellent communication skills
- Ability to provide constructive challenge
- Displays high integrity and honesty
- Is influential and can make an impact
- A willingness to devote the necessary time and effort
- Integrity
- Strategic vision
- Good, independent judgement
- An ability to think creatively
- An understanding of charity governance
- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- An ability to work effectively as a member of a team and to take decisions for the good of Hospice at Home West Cumbria



## ABOUT THE ROLE OF A TRUSTEE

### **What's involved?**

The most important job of the Board is to lead the Hospice. The Board is concerned with direction, policy, performance, and strategy. The management of the Hospice is delegated to paid professional staff who report progress back through the Committees to the Board. The Board must ensure that staff have adequate resources to undertake the safe and effective delivery of high quality care.

### **Time commitment:**

Board meetings and Committee meetings are held quarterly, which equate to half a day each for preparation and meeting time (remote access is available via Microsoft Teams), plus two Board away days and the AGM.

Papers for Board/Committee meetings are shared a week in advance to enable Trustees to prepare and raise any queries before the meetings.

The role of a Trustee extends beyond attending Board and Committee meetings and may well involve attending and representing the charity at external events.

You will be provided with induction, training, and guidance to support you in your role.

### **Location:**

Most meetings take place at our head office in Workington, but representation and ambassadorial activity could take place anywhere within the charity's catchment area.

### **Term of office:**

Trustees are appointed for a minimum of 3 years and can continue for a further two periods of 3 years (maximum term 9 years).

### **The role is voluntary:**

Trustees are volunteers and their role is unpaid; however, we reimburse reasonable out of pocket expenses. This does not form any type of employment contract and should not be interpreted as such.

### **Insurance:**

We provide insurance cover for Trustees when they are doing approved and authorised voluntary work for Hospice at Home West Cumbria.

## ABOUT THE ROLE OF A TRUSTEE

### Our support for you:

We recognise that if you are new to a Trustee role you may wish to take up our offer of a mentor who is also an existing Trustee – this person will support you in your new role. You are also supported by our board and the governance team.

You will also be able to have regular reviews and an annual one to one with the Chair of Trustees, which is an opportunity for you to identify any learning needs or areas for development.

One of the benefits of volunteering is being able to access learning and development opportunities relevant to the role. We ask you to undertake the following training within the first 12 months of your role:

- Safeguarding
- General Data Protection Regulations (GDPR)
- Equality & Diversity
- Principals of Health & Safety
- Information Governance
- Let's Talk Bereavement

If you need additional training, we aim to be as flexible as we can be when booking training dates. A lot of our training is available as e-learning so you can access it from home, at your own pace.

# Blue Stream Academy



## YOUR NEXT STEPS

If you are interested in finding out more about the role and whether it would feel right for you, we would love to hear from you and answer any questions you may have. To arrange an informal discussion please contact Brendon Cook, Chair [Brendon.cook@hhwc.org.uk](mailto:Brendon.cook@hhwc.org.uk) or Julie Monk, CEO at [julie.monk@hhwc.org.uk](mailto:julie.monk@hhwc.org.uk) or on 01900 873173.

If you decide that you would like to go ahead and apply to join us as a Trustee, our process includes the following steps:

### Application

To apply please complete an application form which can be found on our website at [Job Vacancies – Hospice at Home West Cumbria](#)

### The closing date is:

### Interview

The interviews will be face to face with a small panel and there will be an opportunity to meet some of our staff.

### Interviews will be held on:

### Reasonable adjustments

We are committed to providing an inclusive experience for all those who want to apply for a role and we are committed to removing any barriers in our recruitment processes. If you have difficulty applying online, we can send a paper application pack. Contact us on 01900 873173 or email

[info@hhwc.org.uk](mailto:info@hhwc.org.uk)

### Trustee disqualification check

Individuals are already automatically disqualified as charity Trustees if they:

- Have unspent convictions for offences of dishonesty or deception
- Are currently declared bankrupt or subject to bankruptcy restrictions or an interim order
- Are subject to a debt relief order, a debt relief restrictions order or interim order
- Have been disqualified from being a company director
- Have previously been removed as a Trustee, or as a charity officer, agent or employee, by the Commission or the High Court due to misconduct or mismanagement

## YOUR NEXT STEPS

### Enhanced DBS check

This shows full details of a person's criminal record such as cautions, reprimands, warnings, spent and unspent convictions. Any information given will be treated in the strictest confidence. Suitable applicants will not be refused a role because of spent offences which are not relevant to, and do not place them at or make them a risk in this role. All cases will be examined on an individual basis.

### Occupational health check

To advise us on the Trustee's health and make recommendations for any adjustments that may be required to ensure a safe and healthy working environment for the employee. To find out more about being a Trustee generally this is a comprehensive overview and includes the six main duties of being a Trustee [The essential trustee: what you need to know, what you need to do - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/the-essential-trustee-what-you-need-to-know-what-you-need-to-do).

We look forward to hearing from you.



**We are committed to serving the palliative care needs of our whole community. Making Hospice at Home West Cumbria an organisation for everyone in our community who needs us is a vital part of our strategy.**



# CONTACT US



HOSPICE AT HOME  
WEST CUMBRIA

*Enhancing life, excelling in care*  
Registered Charity No. 1086837

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