

Philosophy of Care

The cornerstone of our philosophy is to provide care and support to life limited and life threatened babies, children and young people and their families. We aim to offer holistic, family centred care to meet their physical, emotional and spiritual needs.

Children, young people and their families will be welcomed into a friendly, homely environment, with their child at the centre. We are committed to creating a healing, supportive environment. We offer choice to meet individual needs, working in partnership with other agencies and services.

We value our ability to partner with parents and family members in the care of their children, and this partnership is paramount in our philosophy of care. We also recognise that young people, as they become independent must have a choice and be supported in determining their own needs and preferences.

We honour the racial, ethnic, cultural, spiritual and socioeconomic diversity of families, to ensure care is accessible and acceptable to all service users, staff and the wider community. We are fully committed to the reality of diversity and wish to support all who need us, regardless of gender, sexual orientation, disability, class or age.

We respect and promote the dignity, rights and welfare of children, young people and young adults through our values:

- We create a happy and **POSITIVE** environment for all.
- We are **RESPECTFUL** and welcome people from all our diverse communities and treat them with care and respect.
- We value openness and **INTEGRITY** in all our dealings.
- Our **DEDICATED** staff and volunteers put children, young people and families at the centre of our work.
- We are passionate about achieving **EXCELLENCE** in all we do.

We are committed to deliver the highest level of care and clinical expertise through continuous education and involving families as an integral part of developing a plan and caring for their children.

We strive to provide coordinated care and linkages between our services and the family's community, including schools, local health and social care services and agencies. We welcome families' participation in the planning and evaluation of new and existing programs and policies of the institution.

Chris Baker

Chief Executive

Richard House Children's Hospice

Date of next review: July 2019

Richard House Trust is a registered charity (1059029) and a company limited by guarantee (3232837 - England & Wales).
Its registered office is Richard House Children's Hospice, Richard House Drive, London E16 3RG.