

# ALL ABOUT US





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## **WELCOME TO BIRMINGHAM HOSPICE**

We are proud to be your local hospice charity in the heart of Birmingham, Solihull, Sutton Coldfield and Sandwell, providing exceptional care for patients and their families when they need us most. Whether that is help managing pain, bereavement advice or relief from symptoms, every member of our team is dedicated to providing the best support.

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# What we do

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**At Birmingham Hospice, we provide care wherever and whenever it is needed. That might be in patients' own homes, in the community, or at our Selly Park and Erdington sites.**

Our services support adult patients at different stages of their journey, tailored to meet their needs. All of our services are free of charge. Our colleagues provide expert care directly and also partner with other healthcare professionals to ensure care is coordinated for each person.

We are committed to improving the quality of life for people living with life-limiting illnesses, as well as supporting their families and loved ones.

## **Inpatient Units (IPUs)**

Our Inpatient Units at Selly Park and Erdington are available for patients needing intensive symptom management, emotional or social crisis support, or care for the last days of life.

## **Community Palliative Care**

Our Specialist Community Palliative Care Team works alongside GPs, district nurses and anyone else involved in patients' care, to ensure they are fully supported during their time with us.

## **Hospice at Home**

Where someone chooses to be at home for their final days, this team works alongside GPs and district nurses to make sure they are as comfortable as they can be.

## **Living Well Centres**

Our Living Well Centres are a place where people can meet others in a similar situation and receive support together.

Participants learn how to cope with symptoms, take part in therapeutic activities and set realistic goals.

## **Therapies**

Our Physiotherapists, Occupational Therapists and Therapy Support Workers work with patients in our Inpatient Units, Living Well Centres or their own homes, to promote and support independence.

## **Wellbeing**

We have a team of counsellors, therapists, bereavement and spiritual care volunteers whose focus is on supporting patients and their loved ones emotionally and spiritually.

## **Personal Health Budget (PHB) and Social Team**

Our dedicated team of nurses and Palliative Care Social Workers is here to support patients practically during their time with the hospice.



## The facts about hospice care

At Birmingham Hospice, we are here to provide care and support for anyone with a terminal diagnosis, whatever their background, when and where they need it.



All of our care and support is free.



Most of the care and support we provide is in our **patients' own homes.**



Our services are **accessible to anyone** aged over 18 with a terminal diagnosis, whatever their religious, cultural or social background, or sexual orientation.



We have **flexible visiting arrangements** at both hospice sites to accommodate individual needs.



We cater for different **cultural and religious** diets.



Patients and visitors have access to the **hospice gardens.**



We support **the whole family** as well as the patient, throughout their journey.



We have a team of volunteers of different faiths to support the **spiritual needs** of patients and their families.

## Funding our services

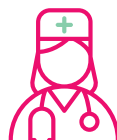
We expect it to cost  
**£19 million**  
to run our services  
this year.



**42% of our costs**  
need to be covered through  
voluntary income such as  
fundraising activity,  
income from our shops and  
voluntary donations.



We have been providing  
compassionate and  
trusted care for  
**over 100 years**



We care for around  
**670 patients**  
on average every day  
across our services.



Last year, our Wellbeing  
Team made almost  
**6,000 contacts**  
with people to offer vital  
pre- and post-  
**bereavement support**  
for both adults and children  
connected to the hospice.



Last year,  
our Community  
Team made around  
**47,800 contacts**  
with patients to offer  
**expert care in their own homes.**



Last year  
**369 patients**  
were cared for in our  
**Inpatient Units**  
by our expert doctors  
and nurses.



Last year there were  
**2,540**  
attendances at our  
**Living Well Centres**  
to help patients live  
well with their illness.

## Who we are

We care for around 670 patients on average every day  
– at our hospice sites, in the community, or in their own homes.



## OUR VISION, MISSION AND VALUES

### OUR VISION

Our vision is a future where everyone with a life-limiting illness will live and die with dignity and in comfort.

### OUR MISSION

Our mission is to enable more people from all communities to access the care of their choice at the end of life.

### OUR VALUES

Our values are at the heart of everything we do as we continue in our mission to enable more people from all communities to access the care of their choice at the end of life.



Kindness



Togetherness



Positivity



Openness



Respect



Innovation

## JAMIE'S STORY

When Jamie Tinsley was diagnosed with a terminal heart condition, aged just 36, his first priority was to minimise the impact on his family, and he decided he wanted to spend his final days being cared for at Birmingham Hospice.

After suffering a cardiomyopathy heart failure, he was in hospital for two weeks, followed by a brief period being cared for at home before coming to our Inpatient Unit, where he died four weeks later.

His wife Tracie said: "We both felt so welcomed by the staff; they made it feel just like home.

"The care he received was nothing short of exceptional, and words will never be enough to express my gratitude. It made a sad experience just a little easier with the great care."







### **Outstanding care**

Both our Selly Park and Erdington sites have been rated 'Outstanding' by the Care Quality Commission (CQC). CQC is the independent regulator of health and adult social care in England. This rating shows how precious our service is in our local communities and the unique and vital care that we provide.

### **Our commitment to equality, diversity and inclusion**

In 2023, we were awarded both the Investors in Diversity and Disability Confident accreditations.

We are dedicated to reaching more people across the city, and challenging barriers that currently exist for some communities to access hospice support, ensuring that our services are inclusive, flexible and responsive to people's needs.

### **Education and research**

We believe that education should be a core pursuit of health and care organisations, and strive to provide innovative education that has real impact.

Our general curriculum covers a wide range of topics including communication skills, care delivery, advance care planning, clinical skills and symptom management.

We're proud to work in partnership with providers from the health and social care sector, commissioning bespoke end of life and palliative care education programmes to suit the needs of their teams.

We also work collaboratively with researchers at universities and in other healthcare settings, and are actively involved in recruiting patients, carers, colleagues and volunteers for a number of research projects.



# How you can help

## Volunteer with us

Volunteering is much more than giving time – it's a way of enriching your life. There are so many ways you can get involved – we have roles in our shops, supporting our patients and within our Fundraising Team. Please visit [www.birminghamhospice.org.uk/volunteer](http://www.birminghamhospice.org.uk/volunteer) for current opportunities.



## Join us

We are a people and values driven organisation. If you want to be part of our community, you can work with us. Visit [www.birminghamhospice.org.uk/careers](http://www.birminghamhospice.org.uk/careers) to view our current vacancies.



## Visit our shops

Our charity shops across the city raise vital funds for our hospice. The generosity of donors and shoppers plays a crucial role in supporting the community, helping us to provide care for local people. To find your nearest shop, visit [www.birminghamhospice.org.uk/shop](http://www.birminghamhospice.org.uk/shop).



## Fundraise for us

We rely on the generosity of our supporters to help fund our services. From joining events like Rainbow Rush or The Chocolate 5K, to signing up for a sponsored run or walk, or hosting a community fundraiser like a bake sale, there are so many ways to support us.



For more information on how to fundraise for our charity please email [fundraise@birminghamhospice.org.uk](mailto:fundraise@birminghamhospice.org.uk).

## Donate to us

However you choose to give - whether as a one-off or a regular donation - you will be making every moment matter for local people living with a terminal diagnosis and their families.



If you would like to make a donation to support our charity, please scan the QR code. Thank you so much for your support.



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Selly Park, Birmingham  
B29 7DA



76 Grange Road,  
Erdington, Birmingham  
B24 0DF

0121 269 5000 | [birminghamhospice.org.uk](http://birminghamhospice.org.uk)



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