

ALL TOGETHER



Positive response to our Staff and Volunteer Survey 2025

An update from our Executive Management Team

When we launched our latest Staff and Volunteer Survey in December of last year, we promised to report back to you early in the New Year. We're delighted to say we're able to this with some very positive news about how you're feeling.

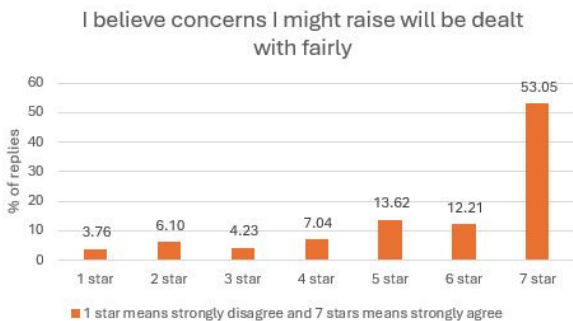
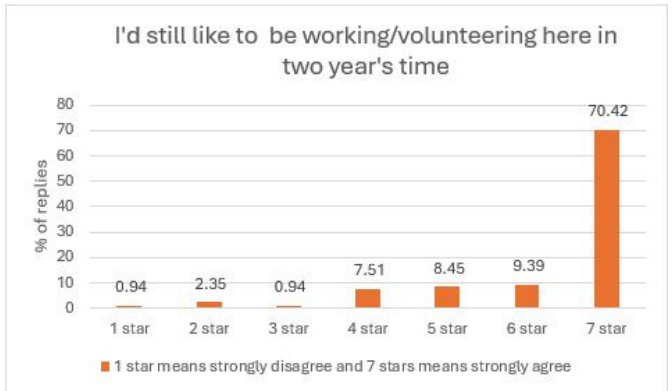
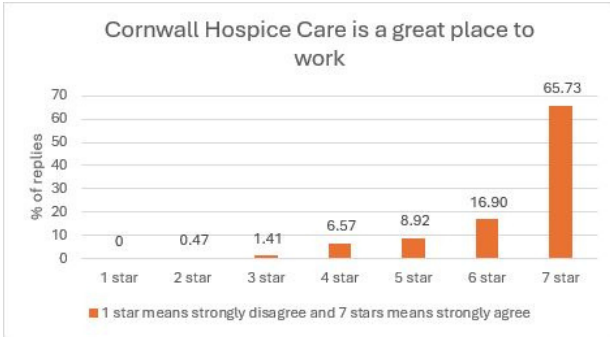
217 of you completed the survey, our best response yet and our volunteers led the way with three quarters of those who took part, responding in the first three days. Of the 217 surveys, half were from staff and half were from volunteers.



Many of you took a lot of time to consider your replies and we're very grateful for that as it gives us valuable insights and ideas. Thank you. You also clearly understand the financial pressures we're all facing, at home and within our charity, with the cost of living being so high. Many of you feel our charity is a great place to work and that's a cause for celebration. In the following pages we'll share some of your feedback and address what's happening now as a result of your comments.

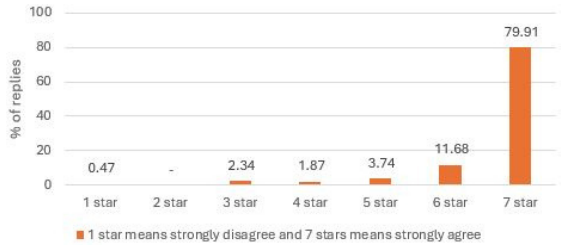
The Highlights

We asked you a series of questions about how you regard our charity and your role within it. Your answers were very positive as you can see here...

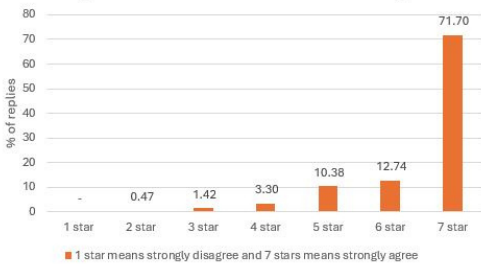




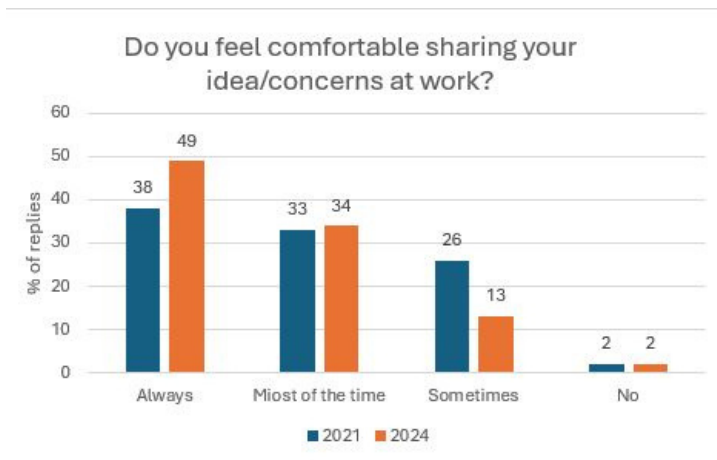
I believe in our charity's purpose, values and ambitions



My contribution adds value to the charity



The last time we surveyed you directly about similar subjects was back in 2021. There has been another survey since then, but that was to ask for your thoughts around our purpose, values and ambitions. Looking back 4 years we can make some comparisons and again, it's positive news. The graph below shows a clear increase in the number of staff and volunteers who feel comfortable sharing ideas and concerns since the last survey in 2021.



Key Themes



Helping, teamwork, making a difference, satisfaction, the people, My Team Our Values, rewarding, keeps me active.

What do you enjoy about your role?

In my role at Cornwall Hospice Care I support our charity by.....

being proud, an ambassador, teamwork, contributing skills and 'being there'

We asked you for your ideas about how we might improve our charity and you came up with some very useful themes;



Recycle more - **Reduce printing** - Job shadowing across the hospice to promote understanding of different roles - **Education around what constitutes a 'suitable' donation** - Communication over Cornwall Hospice Care's stance on being environmentally friendly - **Forum to share best practice across the shops** - Improvement of poor amenities e.g. heating, hot water in toilets for hand washing - **More relief cover for shops for holidays/sickness.**

You also understood the challenges facing our charity, highlighting three in particular - **Funding** - Staffing (recruitment and retention) - the debate around **Assisted Dying**.



What actions are we taking now?

One of our next jobs is to go through the finer details of the survey, reading all your free text comments and taking actions where necessary. This will be phase 2. However, Phase 1 has already prompted us to do the following....



We'll update our volunteers on the results of this survey and actions we'll be taking, at our Volunteer Celebration event at The Eden Project later this month.

We'll continue to share news, briefings and updates with you via All Together, our monthly newsletter, emails, the 'staff and volunteer' login on the home page of our website and our internal television screens in staff and volunteer rest rooms/areas.

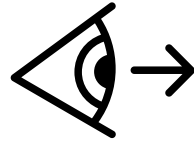


**ONE
TEAM**

Open Door sessions

We're going to re-introduce our Open Door sessions for a limited period for staff and volunteers to come and chat with us, your Executive Team. They'll be scheduled to follow our Wednesday meetings at Mount Edgcombe Hospice from 11am to midday on the 12th and 19th February and 5th March. At St Julia's our door will be open on Thursday 20th February from 2pm to 3pm. If you're based at other locations please do ring in (01726 65711) or contact us via Teams.

If you're based at Daniel's Lane with no access to phones or computers, please knock on either Frazer or Will's doors if you have any ideas or issues. If they're busy at the time, they'll book in a meeting with you for a proper chat.



Freedom To Speak Up Guardians

What became very clear from your feedback was a lack of understanding about who our Freedom To Speak Up Guardians are and why they are there.



Jane Stubberfield

Trustee and Freedom to
Speak Up Guardian
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Dr Colin Philip

Trustee and Freedom to
Speak Up Guardian
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Frazer Hopkins

Director of Income Generation and
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Speaking up about any concerns you have at work about patient or family safety or care is really important. In fact, it's vital because it'll help to ensure improvements are introduced where needed for our patients, staff and volunteers. You can raise a risk about malpractice or wrongdoing with any of the three colleagues featured left. It doesn't matter if your concern proves to be mistaken, as long as you're genuinely worried about something relating to patient or family safety or care.

We'll be featuring more about each of our Guardians in future editions of All Together so you get to know them and feel confident about contacting them if appropriate.

Thank you again for your survey responses, your feedback is extremely valuable to us and we appreciate the time you took to answer the questions.

Paul, Gina, Will and Frazer.

ALL TOGETHER

Cornwall Hospice Care's staff and volunteer newsletter

Please send your stories and pictures to
communications@cornwallhospice.co.uk

