



Delivering our plan for our community

Key activities for 2019-2020

Local care

- A new Hospice website will be unveiled, designed to ensure patients, families and supporters can access information about the Hospice as easily as possible
- We will encourage Maidstone to become a Compassionate City in 2021
- 20 more Patient Care Volunteers will be trained to support patients in their own homes
- We will explore opportunities for the Hospice to improve outcomes for people who are homeless in Maidstone with end-of-life care needs
- Funding will be sought to launch a Compassionate Neighbours programme in our local area.



Delivering our plan for our community

Key activities for 2019-2020

Local care

- A new Hospice website will be unveiled, designed to ensure patients, families and supporters can access information about the Hospice as easily as possible
- We will encourage Maidstone to become a Compassionate City in 2021
- 20 more Patient Care Volunteers will be trained to support patients in their own homes
- We will explore opportunities for the Hospice to improve outcomes for people who are homeless in Maidstone with end-of-life care needs
- Funding will be sought to launch a Compassionate Neighbours programme in our local area.

Flexible, person-centred care

- Community-based Living Well sessions will be piloted in Watlingbury and Nettlestead
- We will work with SeCAMB and Maidstone and Tunbridge Wells Acute Trust to facilitate timely patient transfer to the Hospice
- A monthly 'ECHO' programme will be rolled out with Kent Community Healthcare Foundation Trust, offering education and knowledge-sharing with District Nurses
- We will continue to develop the range of Living Well outpatient sessions on offer to patients and their carers

Specialist care

- We will continue to work closely with commissioners and decision-makers to influence models of care
- Our annual conference in October 2019 will focus on Living Well
- An accredited course in dementia, in partnership with Canterbury Christ Church University, will be launched by the Hospice
- We will enhance our programme of high-quality training for care homes by launching as a Gold Standard Framework Regional Training Centre in September 2019

Skilled, compassionate care

- We will launch a new leadership training programme for Hospice colleagues
- Volunteer coffee mornings will be trialled to encourage volunteers to introduce others to the work of the Hospice
- We will support the Nursing Associates scheme, offering career development opportunities to Healthcare Assistants
- A monthly Health and Wellbeing Day will encourage colleagues and volunteers to look after their health and access appropriate support

Care for our cause

- Our 'village fundraising model' will be extended to two new villages
- We will pilot a new mass market flagship event
- A Gifts in Will promotion campaign will be developed, ready to be launched in autumn 2020
- We will encourage local companies, schools and communities to take part in Elmer's Big Heart of Kent Parade, our major fundraising activity for 2020



Heart of Kent Hospice, Preston Hall,
Aylesford, Kent ME20 7PU