
FRANCIS HOUSE
CHILDREN'S HOSPICE
OUR VALUES
Compassion • Dignity • Family-Centred Care
Lifelong Support • Excellence • Belonging

# OUR VISION

That **every baby, child and young person** with a life-shortening or life-threatening condition and **every family** who loves them can access compassionate, **specialist care when and where they need it**, shaped around what matters most to them.

We want children, young people and their families to have the support they need to **live life as fully as possible** - sharing ordinary family moments, **having fun, making memories and finding joy**, even through the most difficult times.

We want **every family** who comes to Francis House to **feel welcomed, valued and that they belong.**



## 1. Compassion

We care with kindness, warmth and understanding. We take time to listen, to understand what matters to each child, young person and family, and to be alongside them through good days as well as difficult ones.






## 2. Dignity

Every child, young person and family is valued for who they are. We treat everyone with dignity, kindness and respect, recognising each person as an individual and listening to their wishes, choices and what matters to them.

## 3. Family-Centred Care

Serious illness affects the whole family. We provide respite, emotional support, sibling care and space to simply be together so no one walks the journey alone.





## 4. Lifelong Support

Once a child or young person is welcomed into our care, there is no upper age limit. We remain alongside them and their family as long as they need us.

## 5. Excellence

We are committed to high-quality, specialist and holistic palliative care. We combine specialist knowledge and skill with kindness and compassion. We listen, learn and continually look for ways to improve what we do.





## 6. Belonging

Everyone is welcome here. We create a place where children, young people and families can be themselves, feel valued and know that they belong.
We celebrate individuality, we respect diversity and challenge inequality and ensure our care reflects the values and experiences of the people we serve.



# OUR MISSION

We exist **to walk alongside children, young people and their families** through the realities of serious illness, providing specialist palliative, respite, end-of-life and bereavement **care that is personal, coordinated and grounded in compassion.**

*We do this by:*

- Offering a **welcoming home-from-home** where families can rest, recharge and feel safe.
- Delivering **skilled, specialist care** across hospice and community settings.
- **Supporting the whole family**, including siblings, so that no one walks the journey alone.
- Working together with families, professionals and community services to **ensure care is joined-up and responsive**.
- Being **there when we are needed most**, including outside normal hours.
- Championing **equitable access to children's palliative care** and the needs of the families we serve.