



**Rennie
Grove Peace**
Hospice Care



Statement of Purpose and Approach to Care

June 2026

Rennie Grove Peace Hospice Care

Statement of Purpose and Approach to Care

We are an independent hospice care charity providing support for adults with a progressive life-limiting illness, and those who care for them, within Buckinghamshire and Hertfordshire.

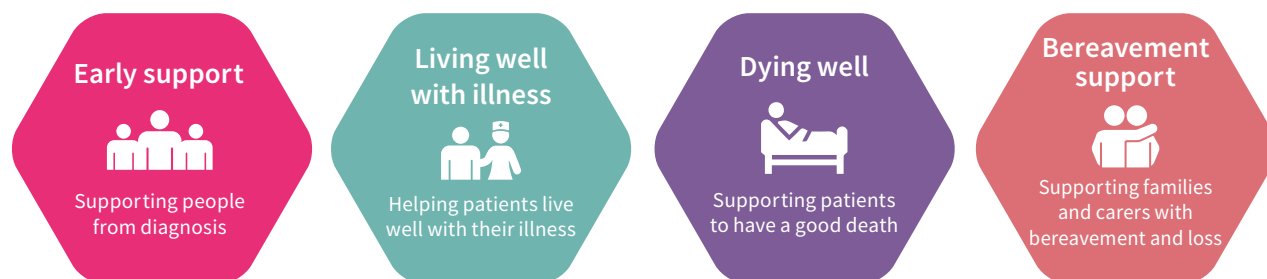
At Rennie Grove Peace Hospice Care, we are proud to offer excellent palliative and end of life care to those living with a progressive life-limiting illness, in the place that best suits their needs or wishes. As an independent hospice care charity, we have offered this support, free of charge, for over 40 years.

Today we operate within Buckinghamshire and Hertfordshire, in people's homes, in care homes, in the community and in our specialist purpose-built facilities in Watford and St Albans.

Our team of over 370 staff and over 1,700 volunteers include a wide range of patient-facing disciplines plus operational support based in Watford, Tring, St Albans and Chalfont St Giles.

Looking after so many patients each year, along with those around them, is a huge privilege – one we simply could not achieve without the incredible support of our large and dedicated volunteer workforce.

We work with individuals and their families, as well as healthcare and social care professionals and integrated neighbourhood teams (INTs) within Buckinghamshire and Hertfordshire who directly refer patients into our care. Our Coordination Centre team is available 24/7 on ☎ 01923 60 60 30 and can be contacted as soon as a diagnosis has been confirmed. The team will usually book in a short assessment and explain the most relevant care to suit each individual's needs.



Our specialist palliative and end of life care is offered in four stages: Early Support, Living Well, Dying Well and Bereavement Support. Every individual receives personalised care, developed to suit their own needs.

This can include group sessions, signposting advice on how to keep well during illness, help maintaining independence and understanding how to plan ahead for future care needs. Support is offered in the community, at home or as a short stay in our Inpatient Unit. We work with individuals and those around them to discuss their own wishes and prepare to receive personalised support in the place that best suits their needs.

Our multidisciplinary care is delivered by our team of professional trained staff, supported by a whole workforce of volunteers, and is provided at no cost to our patients and families. This is made possible by the generous donations we receive from our local community, as well as some funding from NHS contracts.

Our vision

A future where every individual is empowered to live well and die well.

Our mission

To provide the quality hospice care that our community needs. We do this by:

- Listening to our community and delivering services that are accessible to all.
- Caring for people from diagnosis with a progressive life-limiting illness.
- Supporting people in the place that's best for them.

Our values



Governance

Rennie Grove Peace Hospice Care is an independent registered charity governed by an elected Board of Trustees, with powers prescribed by its constitution in its main governing document, the Memorandum and Articles of Association.

The Trustees are formally selected and appointed volunteers from the local community who bring a range of expert skills to set the charity's overall vision and strategic direction. They ensure that we are compliant with relevant legislation, regulatory standards are met, quality is monitored and services are effective, as well as overseeing efficient financial stewardship and financial planning of the charity.

The Board of Trustees delegates its powers to the Chief Executive and five sub-committees:

1. The Governance Committee
2. The Clinical Governance Committee
3. The Development, Operations and Performance Committee
4. The Risk and Audit Committee
5. The Investment Committee

Executive Board

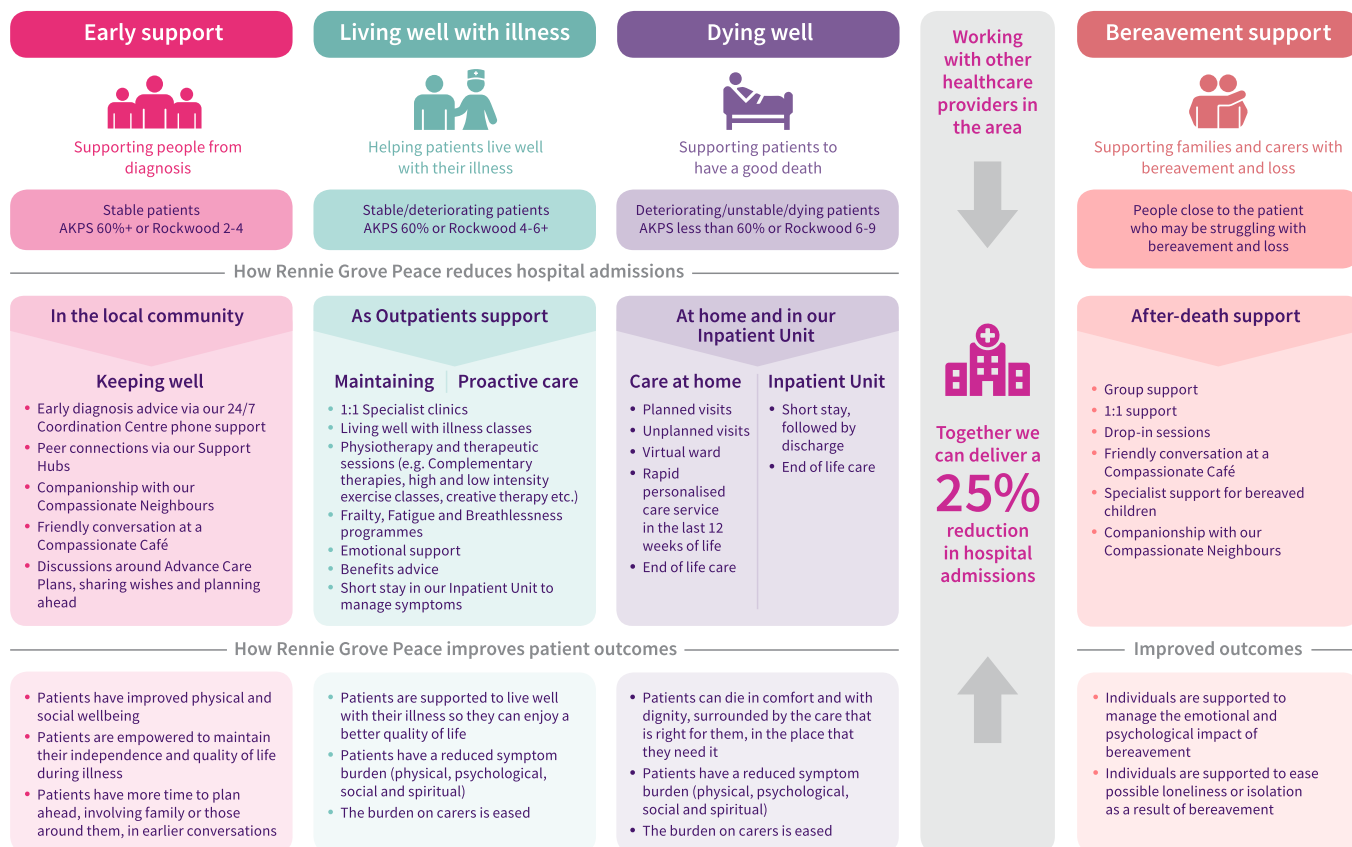
The Rennie Grove Peace Hospice Care Executive Board is led by the Chief Executive who is appointed by, and accountable to, the Trustees. They have responsibility for the day-to-day management of the charity, ensuring it functions within the law in accordance with Charity Commission rules, Care Quality Commission standards and the Board of Trustees' Powers and Responsibility and Scheme of Delegation Policy.

The Executive Board consists of the Chief Executive; Chief Clinical Officer; Medical Director; Director of People; Director of Marketing; Director of Fundraising; Director of Transformation & Improvement; Director of Quality Governance & Impact and Director of Finance.

Key statutory nominated individuals

Chair, Board of Trustees	Dr Jeremy Shindler
Vice Chair, Board of Trustees	Cliff Speed
Treasurer, Board of Trustees	John Wroe
Company Secretary, Board of Trustees	Erika Morales-Perez
CQC Nominated Individual	Tom O'Connor, Chief Executive
Senior Information Risk Owner (SIRO)	Tom O'Connor, Chief Executive
CQC Registered Manager	Jackie Tritton, Chief Clinical Officer
Caldicott Guardian	Dr Sarah Klinger, Medical Director
Freedom to Speak Up Guardian	Shirley Burns, Executive Assistant to Board of Trustees & Executive Board
Safeguarding and Prevent Lead	Lisa Jackson, Patient Services Assistant Director (Centre Base Department)
Controlled Drug Accountable Officer (CDAO)	Caroline Allen, Patient Services Assistant Director (Community Department)
Data Protection Officer	Darren Kewley
Infection Prevention and Control Lead	Erin Beer, Inpatient Unit Service Lead
Medical Devices Safety Officer	Kim Forbes, Advanced Care Practitioner
Medicines Safety Officer	Maria Ivanova, Head of Pharmacy

Journey of care



Rockwood Clinical Frailty Score and AKPS are tools used to assess an individual's frailty or ability to perform common tasks.

We provide local hospice care services from four provider locations:

1

Our registered office: Peace Hospice, Peace Drive, Watford, Hertfordshire WD17 3PH

- **Our Central Care Coordination Centre base** – serves all our localities.
- **Early Support & Living Well Centre** – serves Watford & Three Rivers, Hertsmere and Buckinghamshire. Provides a range of groups, therapeutic interventions, specialist outpatient clinics and Compassionate Communities hubs. Services are delivered by a multidisciplinary team including nurses, physiotherapists, occupational therapists, complementary and creative therapists, social workers, assistant practitioners and volunteers.
- **24/7 South West Hertfordshire Palliative Community Hospice at Home/Care Home services** – serves Watford & Three Rivers and Hertsmere localities. Delivers unplanned care and Virtual Ward services.
- **Inpatient Unit – 12 beds** – serves all of our South and North West Hertfordshire localities.
- **Bereavement Support Services** – serves all our localities.

Wheelchair access is available as well as ease of public transport due to its central Watford location.

2

Rennie House, Unit 3, Tring Industrial Estate, Icknield Way, Tring, Hertfordshire HP23 4JX

- **24/7 North West Hertfordshire Palliative Community Hospice at Home/Care Home services** – Dacorum locality. Delivers planned/unplanned care and Virtual Ward services by a multidisciplinary team of nurses, paramedics and doctors working with the Rapid Personalised Care Service, the Care Home outreach team, Compassionate Neighbours and Supporting Hands volunteers.

This location is offices only – no patient services are directly delivered here.

3

Grove House, Waverley Road, St Albans, Hertfordshire AL3 5QX

- **Clinical Leadership Team (CLT) office** – note the CLT rotate across all bases.
- **Early Support & Living Well centre** – St Albans and Harpenden locality. Provides a range of groups, therapeutic interventions, specialist outpatient clinics, and Compassionate Communities Hubs. Services are delivered by a multi-disciplinary team including nurses, physiotherapists, occupational therapists, complementary/creative therapists, social workers, assistant practitioners and volunteers.
- **24/7 North West Hertfordshire Palliative Community Hospice at Home/Care home services** – St Albans, Harpenden and Dacorum localities. Delivers planned and unplanned care and Virtual Ward services.

Wheelchair access is available as well as ease of public transport due to its central St Albans location, adjacent to St Albans City Hospital.

4

Gillian King House, Hodgemoor View, Chalfont St Giles, Buckinghamshire HP8 4LS

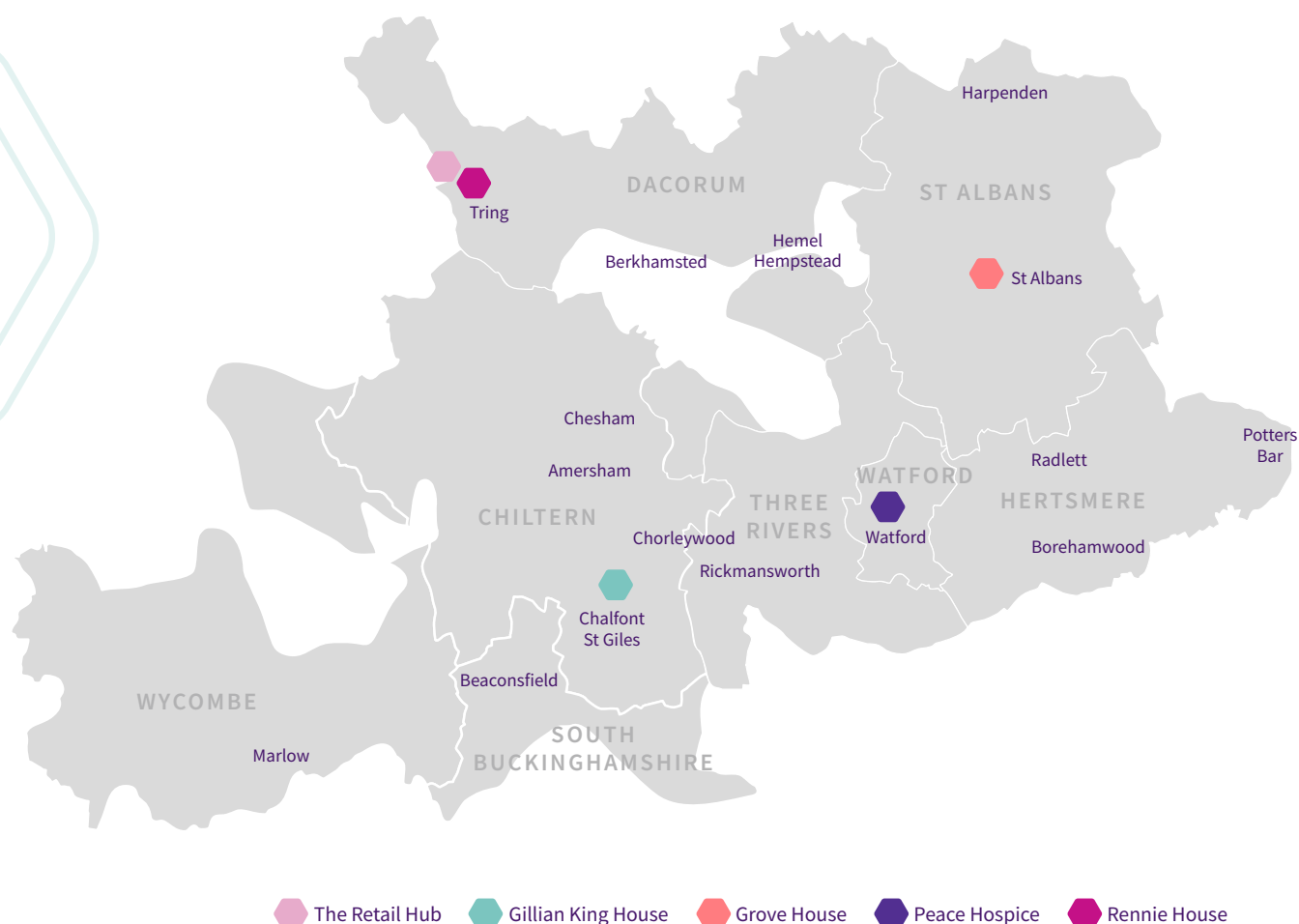
- **24/7 Central Buckinghamshire Palliative Community Hospice at Home/Care home services** – ARC, Chalfonts and the Chilterns localities. Delivers planned and unplanned care and Virtual Ward services.

This location is offices – no patient services are directly delivered here.

Our **Coordination Centre** is the first point of contact for all patients, families and professionals when accessing our services.

6

Our catchment area



Our services

- We support individuals within Buckinghamshire and Hertfordshire who are affected by a progressive life-limiting illness or bereavement, and those who care for them. This includes: dementia, motor neurone disease and other neurological conditions, cancer, progressive respiratory conditions, heart failure and frailty (Rockwood Frailty Scale 2 i.e. 'well').
- We help people to live well with their illness, so they can maintain their independence and enjoy life. We provide the care that is right for them, in the place that best suits their needs.

Learning & Development

The Learning & Development team works across the whole organisation under the Director of People, and are tasked with creating and nurturing a confident and skilled workforce. They lead on the provision of mandatory and other training to staff, identified through the appraisal process, and to our team of volunteers.

Training Needs Analysis is carried out for all staff to ensure everyone can develop professionally. Training includes competency and additional specialist training to help develop a confident and competent workforce. Other work includes external education for care home staff, as well as training for local healthcare professionals, student placements and volunteers on wider palliative and end of life care, and bereavement support.



Quality & Governance

Our Quality & Governance teams are responsible for supporting the whole organisation to meet its vision and overall strategic ambition standards, ensuring we adhere to regulatory requirements. The team monitors performance, proactively manages risk, provides quality assurance and clinical governance and demonstrates improved outcomes across all services.

We are committed to delivering the highest quality care and best practice that adheres to charity standards, that are effective, efficient and ethical, ensuring our intended outcomes reflect the needs of our local population.



The Care Quality Commission

This is the independent regulator of health and adult social care in England. It ensures health and social care services provide people with safe, effective, compassionate, high-quality care and they encourage care services to improve.

It is responsible for:

- Registering care providers.
- Monitoring, inspecting and rating services.
- Acting to protect people who use services.
- Speaking with its independent voice, publishing its views on major quality issues in health and social care.

Rennie Grove Peace Hospice Care is regarded as an independent provider of healthcare for the whole population and is registered with the Care Quality Commission (CQC) [cqc.org.uk](https://www.cqc.org.uk) for: Treatment of disease, disorder or injury.

Our patient services are available to adults as well as patients transitioning into adult services (16 to 25 years). Bereavement Support is offered for all ages to families of patients and those around them, as well as throughout the community, in schools and workplaces.

CQC provider identification number: 1-14251877133. The Registered Manager is Jackie Westlake-Tritton – ID CON1-743055241 and the Nominated Individual is Tom O'Connor.



Tom O'Connor, Chief Executive,
Rennie Grove Peace Hospice Care,
Peace Drive, Watford, Hertfordshire WD17 3PH

✉ info@renniedgrovepeace.org

☎ 01923 33 03 30

🌐 renniedgrovepeace.org

Registered Charity Number: 1201713
Company Number: 14355610



Registered 2026/27 ✓
**FUNDRAISING
REGULATOR**



disability
confident
COMMITTED