



# Welcome to Richard House

A large green hammock hangs from a tree in a lush garden. The hammock is empty and has a blue and white patterned blanket inside. The background is filled with green foliage and trees.

# Contents

<b>About Us .....</b>	<b>1-2</b>
<b>Where our Families Live .....</b>	<b>3</b>
<b>Our Facilities .....</b>	<b>4</b>
<b>Our Values .....</b>	<b>5</b>
<b>We are Richard House .....</b>	<b>6</b>
<b>Employee Benefits .....</b>	<b>7</b>

# About Us

We are London's first children's hospice. We were founded in 2000 by Anthea Hare, who saw that life-limited children and their families were not getting the care and support they needed.

Today, children and their families remain at the centre of our work. We provide support to over 300 families across London through a range of therapies and activities to support the whole family, as well as providing care for life-limited children.

We ensure that families receive the care and support they need, when and where they need it.

## What we do

- ♥ **Respite care** giving families the opportunity to recuperate knowing their child is happy and cared for.
- ♥ **Hospice at Home** bringing care and support to the family home.
- ♥ **Therapies** such as art and music, helping children and their families to communicate.
- ♥ **Step down care** enabling families to be able to care for their child at home.
- ♥ **End-of-life care with pre and post bereavement support** supporting families to move through this very difficult time of saying goodbye.





## What Richard House means to Leyana...

Four year old Leyana, has a rare condition and has to be attached to a ventilator to breathe. Travelling is difficult so being able to take part in activities at Richard House is important to her family. Dad, Luay, said:

“She really enjoys the activities at Richard House, like the ballet workshop.

Richard House has given Leyana a huge amount of confidence and brought her out of herself. Her ability to make friends and socialise have improved enormously.

Leyana loves coming to Richard House and gets so much from her time there. Everyone is so welcoming and warm.”

## What our families say about Richard House ...



# Where our families live



“At Richard House we know there is a safe place that can give my son the care he needs. The hospice provides us with a sense of security, there is a trust that has been built. The activities and trips mean that there is somewhere for us to go as a family”

# Our Facilities



**Residential unit & family flats**



**'Let's Explore' woodland  
Sensory Garden**



**Day care centre**



**Sensory room**



**Large dining room**



**6 Charity shops**



# Richard House

We take **PRIDE** in **our values**

We create a happy and **POSITIVE** environment for all

We are **RESPECTFUL** and welcome people from all our diverse communities and treat them with care and respect

We value openness and **INTEGRITY** in all our dealings

Our **DEDICATED** staff and volunteers put children, young people and families at the centre of our work

We are passionate about achieving **EXCELLENCE** in all we do.

# We are Richard House



**Kathryn, Senior Corporate Partnerships Manager**

“Even on a busy day, it’s nice to know that you can go downstairs and meet the families we are here for. It gives you a great sense of perspective and **it really feels like we are ONE BIG FAMILY**”

“I am so inspired by how many people volunteer their time and the level of dedication and commitment members of staff give, its second to none. I walk down the corridor and **a FRIENDLY GREETING from someone is ALWAYS guaranteed**”



**Patrick, Facilities & IT Manager**



**Maariyah, Palliative Care Nurse**

“Every day is different and no two children are the same. **The team is LOVELY TO WORK WITH** and also very caring”

# Employee Benefits



## Annual leave

All employees receive the equivalent of 27 days' annual leave per year excluding bank holidays (pro-rata for part-time and fixed-term contracts). This allowance increases to the equivalent of 29 days' annual leave after five years' service.

## Pension

Richard House will contribute an amount equivalent to 7% of your annual salary to the pension plan, provided that you contribute 3%. You may also have the option to continue an existing NHS pension if you wish (subject to meeting criteria).

## Life assurance

Provided that you are a member of the pension scheme, in the unfortunate event of your death in the service, a lump sum amount equivalent to two times your annual salary will be payable.

## Employee assistance programme

Our EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues. The service also provides access to face to face or telephone counselling.

## Flexible working

We aim to work flexibly with all of our employees where possible. You can discuss the options around flexible working with your manager.

## Enhanced maternity pay

If you have more than two years' service with us, we offer enhanced maternity pay. Further details are available in our Family Leave policy.