

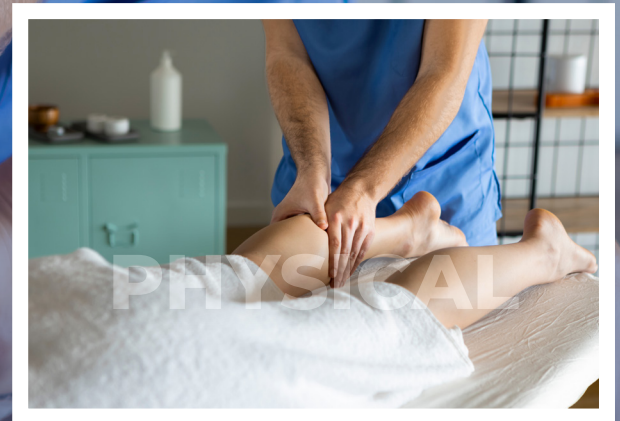


OUR MISSION



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VISION.

To continue to provide cancer patients, their families and carers with the highest quality information, psychological support and complementary therapies through their cancer diagnosis and treatment.

1.



MISSION.

Our core mission is to deliver state-of-the-art integrative cancer supportive care to improve the lives of anyone affected by cancer in the Surrey, Sussex and Hampshire areas, by supporting and enriching their emotional, physical and spiritual well-being.

The Fountain Centre works closely with St Luke's Cancer Centre and the Royal Surrey NHS Foundation Hospital to raise awareness of our services and our need to raise funds to support this valued work.

2.



VALUES.

Responsive

We always put the patient at the heart of our services. Each patient benefits from personalised service(s) that are tailored to their, their family or their carer's needs.

Caring and Compassionate

We care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice, and ensure both respect and dignity.

Professional

We are committed to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional, financial and ethical standards.

Innovative and Financially Robust

We strive to innovate in order to maintain the benefits of developing therapies and best practice, whilst ensuring the financial sustainability of our work.

Inclusive

We respect everyone regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

Independent

We work closely with a number of agencies including St Luke's Cancer Centre and the Royal Surrey NHS Foundation Trust and within the NHS, whilst maintaining independence and striving to raise our profile.

VISION FOR THE FUTURE.

Our vision is to increase the patient awareness of the Fountain Centre and the services we deliver. We aim to achieve this by developing and improving our online and social media profile and by being more brand aware. We will develop promotional material and align all literature to our website. We will continue to run our own events and, through good community engagement, increase the number of corporate sponsors and develop a rolling programme of charity of the year.

Although we are reaching capacity in terms of service delivery at the Fountain Centre Guildford, we have an ambitious plan to continue to develop outreach and community based services to support people closer to home. The aim of this is to facilitate communications and fund-raising within current areas of Surrey, Sussex and Hampshire that are less aware of us. In addition, following the development of the children and family service, we will be assessing all demographics within the community, including schools, colleges and social groups, that support the elderly.

4.

The Fountain Centre achieves its vision for the future in working towards the following objectives:

STRATEGIC OBJECTIVES.

**Sustainable
People
Wellbeing
Governance**

5.



SUSTAINABLE.

Develop strong internal and external partnerships, to create a financially sustainable service for now and the future

1.1 Every year, we will reach more people who have been affected by a cancer diagnosis. We will ensure the Fountain Centre is introduced at the point of diagnosis.

1.2 We will continue to support patients living with the consequences of cancer treatment.

1.3 We will continue to support the needs of the children when a loved one has been diagnosed with cancer.

1.4 We will raise sufficient funds to ensure the continuation of the Fountain Centre and its services.

1.5 We will review our corporate identity to ensure we are attractive to corporate supporters and the local community being the charity of choice in the local area.

PEOPLE.

Provide a motivating and supportive environment, with a clear structure, to provide opportunities for learning and development for all staff and volunteers.

2.1 We will provide training, workshops and seminars to promote debate, share in the benefits of valid therapies and encourage good practice.

2.2 We will use the PhD cancer coaching results and work in collaboration to develop and trial a health care professional training programme.

2.3 We will train our staff and volunteers to be skilled to deliver the highest quality of service.

2.4 We will provide appropriate supervision and guidance to ensure staff and volunteers are resilient and safe.

WELLBEING.

To be the leaders in the field of integrative and support services for cancer by continually evaluate the needs of our service users and consider new models of health and wellbeing support.

3.1 We will continue to be a highly specialist information and support Centre that works collaboratively with all our partners.

3.2 We will provide specialist emotional support services, complementary therapies and therapeutic group activities of the highest standard.

3.3 We will support people earlier in their cancer pathway by engaging in pre-habilitation services, rapid diagnostic services surgery and working with our stakeholders.

3.4 We will provide cancer patients, their families and their carers with holistic supportive care, in the form of information, support, psychological wellbeing and complementary therapies.

GOVERNANCE.

To have systems in place, to have a high quality, patient led, safe service to meet all regulation compliance as a charity.

4.1 We will improve our service delivery by streamlining our administration and information.

4.2 Will we ensure all services are of the highest quality, safe and based on robust research and evidence.

4.3 We will provide assurance of effective and sustainable clinical, financial and operational management throughout the charity.

4.4 We will carry out comprehensive audit and monitoring of services to ensure safety at all times.

