

Candidate handbook

Welcome to an outstanding
organisation

www.ashgatehospice.org.uk
Registered Charity No. 700636



Welcome to Ashgate Hospice



Thank you for your interest in Ashgate Hospice, an organisation that is proud to be rated Outstanding by the Care Quality Commission (CQC).

At Ashgate, we know that every member of our team plays a vital role in delivering specialist palliative and end of life care to the communities of North Derbyshire. Whether in a clinical, support or non-clinical role, our people make a real and lasting difference every day.

We are One Ashgate – a team that works with energy, openness and compassion. We are committed to being a respectful and inclusive organisation that welcomes everyone, and we actively invest in the development, skills and leadership of our staff and volunteers.

We hope you will take pride in considering a role with an organisation that is driven by strong values and recognised for the exceptional quality of care it provides. Working at Ashgate offers the opportunity to be part of something meaningful, supporting people living with a life-limiting illness and those close to them.

This handbook is designed to help you learn more about what it's like to work at Ashgate, including our expectations, policies and the benefits we offer. If you have any questions, our people services team will be happy to help.

We hope this gives you a sense of what makes Ashgate a special place to work and encourages you to consider joining our team.

A handwritten signature in white ink, appearing to read 'Barbara-Anne Walker'.

Barbara-Anne Walker
Chief Executive

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Who we are

Ashgate Hospice provides palliative and end-of-life care free of charge to people aged 18 and over. We care for people living with a life-limiting illness, including cancer, neurological diseases, and end-stage heart, kidney and lung diseases.

We care for people across the whole of North Derbyshire. At our main hospice, we provide inpatient bedded care, outpatient services, physiotherapy, lymphoedema treatment, counselling, spiritual care, and other creative therapies.

We provide most of our care in people's homes, care homes, and other community settings across the region. We work together with other health and social care teams across Chesterfield, North East Derbyshire, North Dales and the High Peak (excluding Glossop) to do this. This is to ensure that, wherever and whenever possible, we care for people in the place of their choice.

We aim to ensure that our patients are well informed, supported and pain free. While our purpose is to provide end-of-life care, our work doesn't only begin at the very end of someone's life.

We can help improve quality of life soon after a terminal diagnosis. We also support people's loved ones to ensure they get the practical, emotional and bereavement support they need.

We aspire to provide the highest quality of care for the people of North Derbyshire. That's why we embrace a culture of continuous improvement and learning. The aim of this is to make our services more effective and improve patient experience. It also gives our staff the skills they need to lead change and feel empowered.

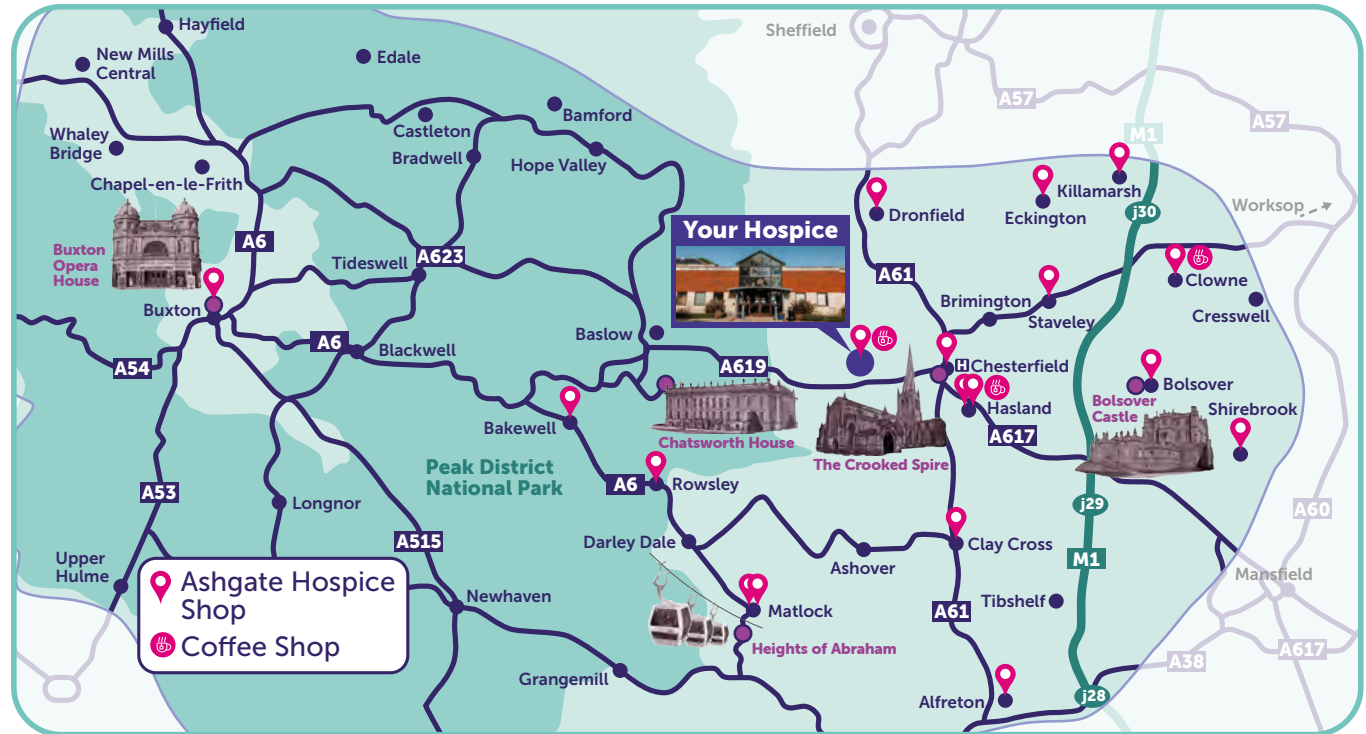
Last year, we cared for thousands of people across North Derbyshire at the end of their lives. **Our quality of care can only be achieved through the energy, care and compassion of people like you.**

Location

Ashgate Hospice is situated on the outskirts of Chesterfield and is served by public transport. However, this service is limited and access to an alternative method of transport is essential for employees who are required to work unsocial hours, including weekends.

Ashgate Hospice has a number of shops and coffee shops across North Derbyshire.
www.ashgatehospice.org.uk/about-our-shops

Ashgate Hospice's Fundraising Hub is situated on Storforth Lane Trading Estate in Hasland.
www.ashgatehospice.org.uk/fundraising



Facilities

Car parking

Car parking at the Old Brampton site is free. You are advised to ensure that vehicles are locked and secure. The hospice is unable to accept responsibility for any loss of, or damage to, a vehicle or its contents.

Bike storage

Bike storage is available at the Old Brampton site. The hospice is unable to accept responsibility for any loss of, or damage to, a vehicle or its contents.

Changing facilities

Changing facilities, including lockers are provided for staff required to wear uniforms at work. You are responsible for ensuring that personal property is stored safely while at work. A shower is also provided for you.

Onsite Café

For employees who are based at our main hospice in Old Brampton, you will also have access to our onsite café that serves delicious homemade meals, drinks and snacks.

For more information about us visit: www.ashgatehospice.org.uk/about

Our vision

Our vision is for everyone with a life-limiting or incurable condition to be able to live well and experience a good death. We want them, and the people who are important to them, to have the right information and support, and to feel cared for and understood.

Our purpose

We offer specialist palliative and end of life care and bereavement support. We also campaign for better care and educate others about these crucial services. Our aim is to grow as a centre of excellence, working with the wider healthcare system with energy, openness, compassion and hope.

We are compassionate.

We work as a team.

We are respectful, open and inclusive.

Our values

Our values are at the heart of everything we do. They are grounded in our commitment to being the best we can be for our patients and the people who are important to them, for our customers and supporters, and for each other.



Our Leadership Team

Our Leadership Team at Ashgate Hospice guides our strategic direction and fosters a culture of safety, excellence, and continuous improvement.

We rely on compassionate, values-driven leaders to support our dedicated staff in delivering the best care. By working together and learning from each other, our Leadership Team helps us stay flexible, responsive, and resilient.

Through collaboration and compassionate leadership, we aim to fulfil our vision for our workforce, patients, and community. The team manages the daily operations of the hospice and is accountable to the Board of Trustees.

www.ashgatehospice.org.uk/leadership-team

Our Board of Trustees

Our dedicated Board of Trustees volunteer their time and expertise to direct the strategy for Ashgate Hospice. They meet quarterly to discuss long-term strategy and have an oversight of the charity's performance.

www.ashgatehospice.org.uk/board-of-trustees



Our commitments to equality, diversity and inclusion

We are committed to providing accessible and equitable care and to upholding our values of inclusivity, respect, and openness. We want Ashgate to be open to everyone who needs us and we are working to understand how we can improve this.

At Ashgate this means we are:

- Identifying and removing barriers so that everyone who needs us in our local community can access our services.
- Offering care that is flexible, creative and person centred.
- Encouraging and nurturing diversity in our workforce, our volunteers and our supporters, so that we fully reflect the community we serve.

In recent months, we have taken the following actions with the aim of being a fully inclusive and equitable organisation.

- Built relationships with local community organisations who represent under-served communities
- Offered staff awareness sessions on neurodivergence, racism, LGBT+ inclusion and more.
- Introduced a menopause policy and support for our workforce.
- Taken action to ensure we welcome and value older workers.
- Improved data collection so we can understand where certain groups of people may be under-represented among our patients and workforce.
- Started work to improve our awareness and support for people with a disability including making our premises more accessible, and introducing inclusive recruitment processes.



Proud to have achieved



Derbyshire LGBT+
Rainbow Partnership Accreditation

Pay and benefits

Pay and conditions of service

We are committed to fair, transparent, and equitable pay for all employees. Our approach to reward is guided by fairness, consistency, and respect, ensuring that pay reflects roles, responsibilities, skills, and experience, free from bias or discrimination. Through regular review and benchmarking, we strive to maintain equitable pay practices that recognise the value of our people and support trust, inclusion, and long-term engagement across the organisation.

Our Board ensures pay and benefits are fair, competitive and regularly reviewed. All roles at Ashgate Hospice sit within a particular pay range, within a particular job family. There are five job families divided into pay ranges and all roles are evaluated using a combination of a job evaluation tool alongside local and sector specific salary benchmarking.

If you are required to work onsite at the hospice and work unsocial hours to directly support delivery of patient services, you will receive a percentage enhancement for your work in standard hours which is calculated using basic pay.

Pensions

The hospice offers a group personal pension plan with Scottish Widows with a 7% employer and 6% employee contribution. Alternatively, you may choose to join our auto-enrolment scheme with the People's Pension with a 3% employer and 5% employee contribution.

Hours of work

Full time hours are 37.5 hours per week. If you are a non-shift employee, the usual hours of work are 7.5 hours per day worked flexibly with agreement by your line manager and in line with service needs, plus a half hour unpaid break, unless a different working pattern has been agreed. Full-time medical staff are contracted to work 10 Programmed Activities (PAs) per week,

with each PA comprising four hours (40 hours in total). The hospice recognises the benefits of flexible working and will support this wherever possible.

Flexible working

We are committed to supporting flexible working as a key part of promoting employee wellbeing and a healthy work-life balance. We recognise that different working patterns can help employees manage personal responsibilities, stay motivated, and perform at their best at work. Our flexible working policy gives employees the opportunity to request changes to their working hours, days, or work location, which can be considered in a fair and transparent way.

Basic annual leave entitlement

If you are a full-time employee, then you are entitled to 27 days annual holiday on commencement. Part time staff will be entitled to a pro-rata proportion of the holiday allowance.

Bank holiday entitlement

All full-time employees are entitled to eight bank holidays in addition to their annual leave entitlement. Part-time staff will be entitled to a pro-rata proportion of the bank holiday allowance.

Additional annual leave entitlement

Employees are entitled to three additional days after completing three years' service.

Buying and selling annual leave

If you'd like a bit more time off, or if you have more holiday than you need, there's a scheme where employees can buy up to two extra weeks of leave or sell up to one week each year.

Sickness pay entitlement

The hospice operates an Occupational Sick Pay scheme based on your length of service with the maximum entitlement being six months full pay and sick months half pay when you reach six years service.

Special leave

Our organisation recognises that life doesn't stop at the workplace, and that supporting our people through both expected and unexpected moments is essential to their wellbeing. We offer a range of special leave options, including carer's leave, compassionate leave and bereavement leave, to ensure employees have the time and space they need during important life events. By promoting flexibility, compassion, and understanding, we help our people maintain a healthy work-life balance, because when employees feel supported as individuals, they are better able to thrive both personally and professionally.

Family leave

We recognise that family is central to who we are – both in the care and commitment we bring to our work and in our lives beyond it. Welcoming a new child, supporting a partner, or growing your family in other ways are precious and often life-changing moments, and it's important that you have the time and space to focus on what truly matters.

Our family leave policies, including maternity, paternity, adoption, and shared parental leave, are designed to offer understanding, flexibility, and reassurance during these transitions. By supporting a healthy balance between work and family life, we aim to promote wellbeing and ensure you feel guided, valued, and supported every step of the way.

Learning and organisational development

Ashgate Hospice is committed to being a specialist palliative care provider and an employer of choice by investing in high-quality learning and development. All new employees receive a structured induction starting on their first day, combining face-to-face and online learning to support effective integration. This includes core topics such as values, health and safety, equality and inclusion, data protection, and expected behaviours, with ongoing refresher training delivered via Roadmap, the e-learning platform.

Learning is tailored to individual roles and experience, with role-specific training on equipment, systems, policies, and procedures. The induction period spans the first six months, ensuring all core skills are met and probation requirements are completed where applicable.

Ashgate Hospice also actively supports continuing professional development (CPD) through internal and external training, apprenticeships, and higher education opportunities. Annual reviews help identify development needs, with support provided for time and funding.

Cycle to work scheme

This government-backed scheme will help you to save money and spread the cost of a new bike or accessories for commuting to and from work.

Generous life assurance scheme

Twice your annual salary for employees up to state pension age.

Blue Light Card

As part of the hospice team, you are eligible to apply for a Blue Light Card, giving access to national discounts across retail, hospitality, travel and leisure sectors.

Wellbeing emphasis

Your wellbeing matters to us. We are committed to supporting you at work and beyond through a proactive and compassionate approach, including access to a Workforce Wellbeing Advisor and a range of initiatives designed to help you feel supported, healthy and valued.

Health Cash Plan

All employees have free access to a Health Cash Plan, which allows you to claim money back towards the cost of everyday healthcare expenses such as dental treatment, eye tests, glasses, physiotherapy, chiropody and more (within scheme limits).

The plan also includes access to up to six confidential counselling sessions and a 24/7 GP helpline.

Mental health support – Canada Life myStrength

Employees have access to myStrength through Canada Life, a confidential digital mental wellbeing platform offering self-guided tools, wellbeing resources and personalised support to help manage stress, sleep, resilience and mental health.

Tooth Fairy dental support

Employees can access Tooth Fairy, providing remote dental advice and support, including virtual consultations and guidance on urgent dental concerns.

Free flu jabs

We want you to be safe and well and so flu jabs offered to all our workforce.



Equality, diversity and inclusion in recruitment

It is unlawful and against the hospice's Values and EDI Policy to discriminate either directly or indirectly on the grounds of race, nationality, ethnic origin, gender, marital status, pregnancy, age, disability, sexual orientation, gender reassignment, ethnicity, cultural or religious beliefs. Reasonable adjustments to the recruitment and selection process will be made to ensure that no applicant is disadvantaged because of their disability.

Our policies and procedures reflect our commitment to inclusion achieving and creating safety, fairness and equity within the workplace. The hospice will treat all job applicants equitably and without bias at each stage of the recruitment and selection process.

Ashgate Hospice is proud to be recognised as a disability confident employer and will ensure candidates receive the support they require during the recruitment process; this includes a guaranteed interview if they meet the essential criteria of the post. All shortlisted candidates will receive their interview questions in advance to help you feel fully prepared.

We are committed to inclusive hiring and encourage applicants from all backgrounds.

Accessibility resources:

If you need assistance completing your online application, you can contact the Disability Employment Service/Youth Employment Service by emailing ASCH.Disability.EmploymentProject@derbyshire.gov.uk

We encourage you to complete and share your Health Adjustment Passport. This helps us understand any adjustments or support you might need. Even if you choose not to share it, the passport can be a valuable tool for your own benefit.

You can also access support through the Access to Work scheme, a government initiative designed to help you start or remain in work if you have a health condition or disability. This includes support for the recruitment process. Learn more on the Access to Work webpage.

For further guidance or information, these resources may also be helpful:

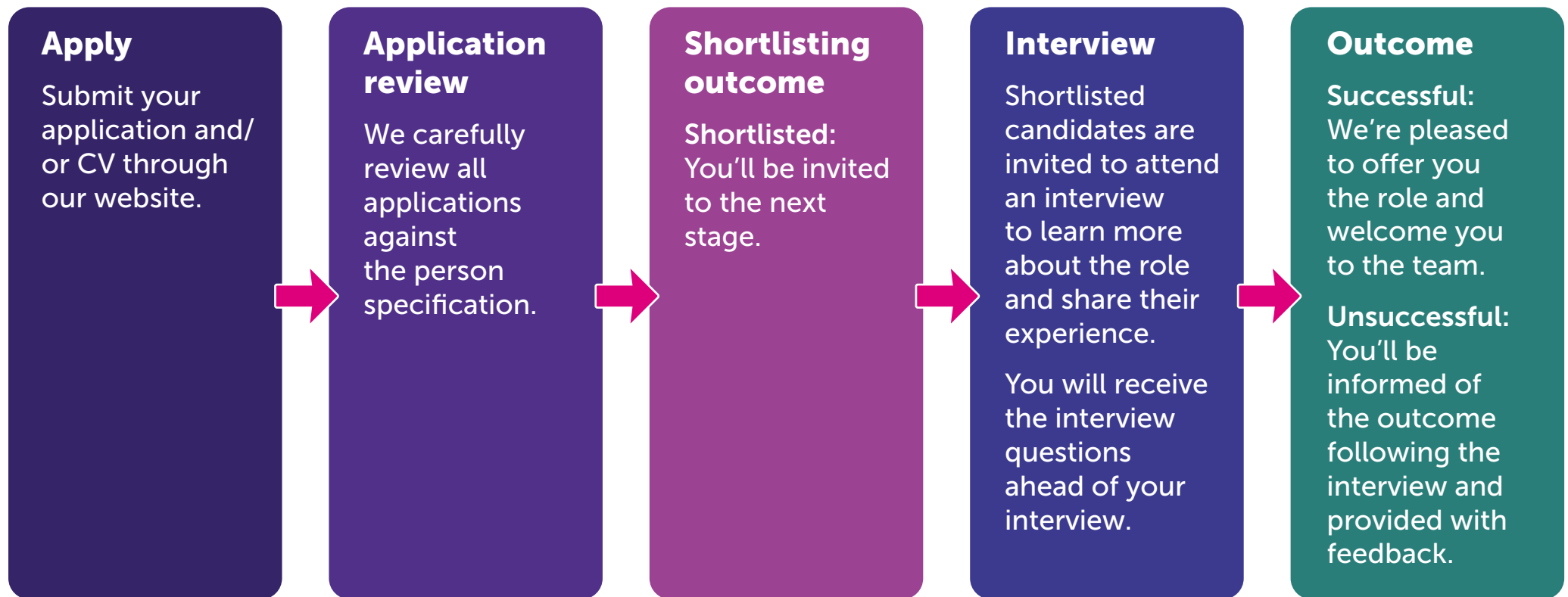
[Looking for work if you are disabled](#)

[Reed in Partnership](#), Chesterfield Office: Call 0124 695 6275

[Disability Employment Service](#), Derbyshire County Council



Our recruitment journey



Our Commitment

We aim to make our recruitment process fair, transparent, and respectful, ensuring every candidate has a positive experience and feels valued throughout their journey with us.

Who to contact for further information

If you have any questions about adjustments, the recruitment process, or working for Ashgate Hospice please contact our People Services team at peopleservices@ashgatehospice.org.uk or call 01246 568 801.

The recruitment process pre employment checks

Eligibility to work in the United Kingdom

Ashgate Hospice is required by law to ensure that all employees are eligible to live and work in the United Kingdom. If successful at the interview you will be asked to submit proof of your eligibility to work as part of our pre-employment checks. Before applying, please check whether you would be eligible to work in the UK. For further information please visit the UK Border Agency website. Please note that Ashgate Hospice does not hold a licence to provide certificates of sponsorship.

Professional registration

For health and social care professionals, The Department of Health, Care Quality Commission require that Membership Grade and/or Registration Number and Pin Number is checked prior to commencement of employment. It will be necessary for you to bring documentary evidence of professional registration with you if offered and appointed to the role.

References

We require two satisfactory employment references from your previous employers.

Health

If successful in your application, prior to commencing employment with Ashgate Hospice you will be asked to complete a health declaration. For 'safety critical', clinical posts, or candidates who declare a health condition or disability, you will be contacted by our occupational health provider, who carries out checks on our behalf, to discuss health clearance.

As a healthcare provider, we prioritise the safety of our patients, staff, and visitors. That's why we encourage and recommend all staff to be vaccinated against COVID-19 and receive the flu jab unless there's a compelling reason not to.

Criminal Convictions and Criminal Disclosure

Most posts at the hospice are exempt from the provisions of section 4(2) of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act (Exceptions) Order 1975. Therefore, details of all convictions must be disclosed. In addition, successful candidates must agree to complete a Disclosure and Barring Service (formerly CRB) check prior to commencement of employment. Information will be kept strictly confidential, and it should be noted that a criminal record will not necessarily be a barrier to obtaining employment. Further information about the criminal record check process can be found at www.gov.uk/disclosure-barring-service.

If you require this document in an alternative format,
please contact the Marketing and Communications Team
at marcomms@ashgatehospice.org.uk

Contact

Ashgate Hospice, Ashgate Road, Old Brampton,
Chesterfield, Derbyshire S42 7JD

01246 568 801

peopleservices@ashgatehospice.org.uk

www.ashgatehospice.org.uk



 **Compassionate**
care for everyone



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