

Customer of the Week

TCM GROUP
Putting People First™

Saint
Francis
Hospice
Caring for you



Jenni Aylen
Saint Francis Hospice



www.thetcmgroup.com/cotw

Get inspired



Promoting a values-based culture

Saint Francis Hospice specialises in providing care for any person, from any faith or cultural background, who have been diagnosed with a serious illness who are living in Havering, Brentwood, Barking and Dagenham, Redbridge or West Essex. Saint Francis Hospice offers experienced, compassionate advice and support.

The hospice works alongside GPs, community nurses and hospital specialists to help manage pain and other difficult symptoms, with an aim for comfort, as much independence as possible, and the best possible quality of life.

For the past two years, we've worked with Saint Francis Hospice to deliver expert mediation and investigation services, ensuring that staff wellbeing is protected and prioritised.

This plays a crucial role in safeguarding the welfare of employees, which in turn enables staff to provide the best possible quality of care for their customers.



RESTORATIVE RESOLUTION

CONFLICT RESOLUTION

Expert mediation and resolution services can help manage and resolve these conflicts effectively, preventing them from escalating and causing long-term damage to employee morale and job satisfaction.

PRODUCTIVITY

Mediation and resolution services help create this positive environment by addressing issues that can hinder staff performance.

REPUTATION

By offering expert mediation and resolution services, Saint Francis Hospice demonstrates a commitment to fair and ethical workplace practices, which can enhance its reputation in the community.

WELLBEING

When conflicts are resolved efficiently and fairly, employees are more likely to feel supported and less overwhelmed by workplace challenges.

RETENTION

When employees know that their concerns will be addressed and conflicts will be managed fairly, they are more likely to stay with the organisation and recommend it to others.

MENTAL HEALTH

By providing access to mediation and resolution services, Saint Francis Hospice can help staff cope with these challenges and maintain better mental health.

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Committed to fair and objective resolution.

Jenni is extremely organised and deeply committed to providing fair, objective and effective resolution services.

It is customers like Jenni who inspire us to continually improve and provide top quality service. We look forward to continuing our trusted partnership with Saint Francis Hospice in the future.

— **Chloe Pye**

Investigation Services Coordinator at The TCM Group



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