supported families and use these to further improve the care of children with life-shortening conditions.

Staff, volunteers and families are encouraged to develop ideas that link to CHAS’ strategic objectives of reaching more families and children and turn them into action. Annually CHAS Intrapreneurs pitch for a share of £35k and winning ideas are selected by a panel of peer staff, volunteers and families. The judging panel is completely empowered to decide what projects will attract funding. Support is provided to build confidence in pitching, planning service improvements, and delivering change programmes. Projects which successfully attracted funding include:

- a partnership with an accessible playground so supported children can play outside;
- a programme of death cafés to facilitate community discussions about death and dying across Scotland;
- memory boxes for children of all ages giving families a gift they cherish;
- a communications project to better support children who do not verbalise;
- a paediatric palliative care network for community pharmacies;
- a creative space at one of our hospices for family members.

The delivery of winning ideas is built into the overall CHAS strategic plan and they are now demonstrably making a difference to hospice and palliative care in CHAS, improving the care we provide for children with life-shortening conditions.

**Results** Over the past year, we have reviewed our progress against our benchmark culture mapping, learning and adapting, looking for opportunities to develop new projects, such as a ground up process for identifying core competencies for the whole hospice and new approach for the induction of all volunteers which is accessible and inclusive.

‘I will see my role as part of a much bigger service and value others more than I would have done before’, New starter

**Conclusions** What works for us so far?:

- Starting with ourselves and being disruptive;
- Being informed and driven by the engagement and initiative of staff;
- Demonstrating that collaborating with others across silos gets things done.

**P-266** LIVING OUR VALUES – ONE CONVERSATION AT A TIME

Sarah Ireland, St Margaret’s Hospice, Somerset, UK

**Background** In order to respond to the ever changing, complex environment, our hospice needed to use our values to help ground us in times of change.

**Aims** The on-going work is about creating a values based culture which enables and empowers staff to have important conversations, provides continuity in times of change and enables the hospice to respond positively to change and difference. We have taken an organisational development approach allowing the work to evolve overtime.

**Methods** We have purposefully and obviously integrated our values into key aspects of our patient-centred delivery. Values have been supported through practical and tangible projects:

- Creating and supporting a staff led Mental Health First Aiders Network compassionately creating safe spaces to listen;
- Delivering a creative and stretching three-day ‘developing yourself as a manager’ programme enabling a cross-hospice cohort to learn more about themselves and their teams;
- Initiating brave ‘reflecting on our own death’ conversations;
- Facilitating a values conversation at the whole organisation induction;
- Using the change in NMC standards to start using coaching approaches in our meaningful conversations;
- Engaging the Board of Trustees in their own values conversation.

**Conclusions** Embedding QIPs into different tiers of the organisation creates a common goal for employees and volunteers to...