

Finance & Resources Update – IT & Estates

14 October 2025

1 IT Department

1. The Hospice VoIP phone system has been migrated to the new Microsoft Teams based system, replacing the old Cisco system which had been in use since 2014. The migration of Capitol House phones to the Microsoft Teams system is currently being delayed due to problems at Microsoft which are beyond our control.
2. In conjunction with the move to the new Teams VoIP system above, the old switchboard software has also been upgraded by replacing the Cisco switchboards with Landis Attendant Console for Microsoft Teams.
3. The development of the new Hospice Website is now underway, and a prototype of the new design has been shown by IE-Digital, the developers. The new Website is being developed as part of the government NHS funding arrangement. It is expected that the new website will “go live” by the end of January 2026.

2 Facilities / Catering Department

1. The project to refurbish the IPU Drug Store is now underway. This refurbishment is also being funded as part of the new government NHS funding arrangement. The new system will include intelligent keys to drug cabinets, with access activity monitored and audited as required.
2. The projects to (a) refresh the IPU female changing rooms and (b) replace the current mortuary with a new multi-faith space, will be started as soon as the IPU Drug Store project has been completed. These projects are also being funded as part of the new government NHS funding grant.
3. New independent air conditioning units are being installed in the IPU bedrooms. Some of the old units are being refurbished for installation in some offices in 759.
4. The migration to a new Door Access System (ControlSoft) has now been completed. The new system (Paxtons) replaces the old equipment which has been in use since 2014.
5. The project to reallocate several offices has been started. This is to enable the Supporter Care and Finance departments to move back from Capitol House to the main Hospice site. To accommodate this, a few other departments have also moved offices.

6. A project to redevelop the Hospice front garden will commence in Jan/Feb 2026. The garden will be levelled, and a resin pathway will be installed. The project will be funded via the government NHS funding arrangement.
7. Several more of the fire doors in the IPU department are to be replaced. This will also be an NHS funded project.
8. In the IPU department, all windows and doors in bedrooms 1 to 12 which lead into the garden area are to be replaced, as many are weather damaged. This will also be an NHS funded project.

3 Incidents / Risks

1. No incidents have occurred since the last Finance and Resources update.