

Welcome

Thank you for attending this exhibition.

We're excited to share our modernisation plans for the hospice site at London Road, Canterbury.

Since announcing our intention to modernise the Canterbury hospice, we've been working closely with staff and technical experts to shape the vision and bring it to life. These plans reflect our commitment to providing the very best environment for patients, families, and staff - now and into the future.

About Pilgrims Hospices

Pilgrims Hospices provide compassionate, specialist palliative care for people across East Kent who are living with a life-limiting illness. Whether at home, in the community, or in one of our hospices, we help people live well in every moment—and die with dignity, comfort, and peace.

Each year, we support thousands of patients not only through our inpatient units, but also via our wellbeing and therapeutic services delivered in the community and in people's homes.

Because how we live and die matters.

“

"We all know that Pilgrims Hospices is one of the cornerstones of the community in Canterbury. Our modernisation plans will ensure that the Canterbury facilities are the very best they can be and safeguard our long term presence in the heart of the city.

I urge you all to support this project as I truly believe and know that what we are seeking to achieve will make such a difference to patients and their loved ones as well as staff, volunteers and the wider community"

”



Karen Warden
Chair of the Board

This modernisation project will safeguard Pilgrims Hospices' long-term presence in the heart of Canterbury and continue to provide quality end-of-life care.

If you want to be kept updated
please visit our project website:
phmodernisation.org



The London Road Site



Pilgrims Hospices was founded over 40 years ago by Ann Robertson, with the London Road site in Canterbury serving as its original home—and it remains a cornerstone of our organisation to this day.

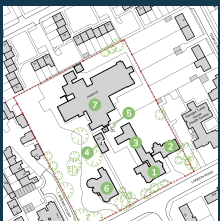
The site comprises a collection of buildings that have evolved over time to meet changing needs. While it holds deep personal meaning for many and occupies a special place in our history, the current layout presents challenges in accessibility and functionality.

To continue delivering outstanding care and support, we recognise the need to modernise.

Historic Development Plan

■ 1880s/90s	■ 1980s	■ 1970s
■ 1950s-70s	■ 1990s	■ 2000s

Current Site Plan



KEY:

1. No.55 Ann Robertson Centre
2. No.55a HMO
3. Care Home
4. Workshop (rear of No.55)
5. Store (rear of No.55)
6. Central Services Building
7. No.56a Main Hospice Building (Inpatient Unit)

1 No. 55 Ann Robertson Centre



6 Central Services Building



7 No.56a Main Hospice Building (Inpatient Unit)



Whilst this site has special memories for loved ones and has a prominent place in Pilgrims Hospices history, the current site's configuration is difficult to navigate and needs to be modernised.

This is the hospice's first opportunity to comprehensively modernise the whole site.

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The Need For Modernisation

Pilgrims Hospices have three hospice sites.

The two other sites in Margate and Ashford are comparatively modern, purpose-built sites.

However, this is not the case at Canterbury.



Modernising our site will ensure that the facilities for patients, families, staff and volunteers at Canterbury will meet the future needs of our community.



Whilst the care provided is second to none, we want and need to provide more modern facilities for all our patients and their loved ones. Our current buildings are ageing and disconnected, making day-to-day work more difficult and limiting the spaces where teams can collaborate and support one another.

Modernising London Road will not only transform our current facilities, it will also ensure that Pilgrims Hospices' extraordinary legacy continues to thrive on the very site where our founder, Ann Robertson, began her vision over 40 years ago.



Helen Bennett
Chief Executive



These will be the first major works undertaken at our Canterbury site in several years.

Before construction can begin, we must secure planning permission, complete detailed design work and appoint a construction partner. As such, the main building works are unlikely to commence for at least two years.

In the meantime, however, we need to ensure that the other buildings are suitable for use during the transition period. This includes converting the Ann Robertson Centre, meaning that some preparatory works will begin sooner.

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The Story So Far

We'd like to thank everyone who has contributed to this process so far. We recognise that the journey to this point has been a long one, but rest assured – we're now ready and its within our control to make it happen.

We have already made significant progress.

2025 Timeline

March

- Board of Trustees and Senior Management announce Modernisation plans

- Design team appointed, various surveys on site to establish current conditions commence
- Staff design workshops start and meet regularly

April

August

- Pre-planning application to Canterbury City Council (meeting to discuss development proposals before submitting a formal planning application)

- Design workshops to develop a more detailed design on a room by room basis

September

October

- Exhibition to showcase project designs and details

“ Developing the plans for the new inpatient unit has been a really valuable exercise. Working with other team members and bringing their ideas and thoughts together to help shape a space that will benefit patients, their loved ones and staff in the future has been a rewarding experience.

Kate White, Head of Nursing

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“ Being involved has been a great opportunity to make sure that patient needs have been put at the heart of the future plans that we are developing. This will help ensure that the modernisation of the Canterbury site makes a real difference to our patients and their families in the future.

Justine Robinson,
Head of Therapies & Wellbeing Services

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The Proposals

We will remove...

The existing main hospice building including the Inpatient Unit (IPU), Care Home and a number of other unsympathetic buildings.



To Create...

A purpose-built new hospice building including a 12 bed IPU, a new Therapy Centre, Gym, staff welfare facilities and other clinical spaces.

The Ann Robertson Centre and Plender buildings will remain but will be improved and modernised internally to make better use of the space.

Statement from Ann Robertson's family

“

We hold such fond memories of our mum finding creative and determined ways to raise funds to help establish Pilgrims Hospices and bring her vision to life. The next phase—modernising the Canterbury hospice on the same London Road site that meant so much to her—feels like a natural continuation of that legacy.

We wholeheartedly welcome and support these plans, and we're confident our mum would feel the same. We're incredibly excited to see this transformation take place, securing the future of hospice care in Canterbury and ensuring that our mother's legacy continues to make a difference for generations to come.

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Key Benefits

Transforming our current Facilities



Safeguarding our long term presence in the heart of Canterbury

Improved Facilities for Patients



Improved internal facilities such as ensuite bathrooms

Access to Gardens



All rooms have direct access to the hospice gardens, and a more dignified environment for patients and their families

Protects Green Area



Retains the essential green, walled-garden character of the hospice, protects mature trees and key landscape features

New Staff Facilities



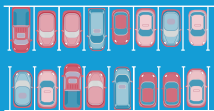
A new staff kitchen and dining space

Better Connectivity



Staff and visitors will be able to move more freely across the site

Improved Accessibility to Parking



Retaining 93 car park spaces on site with a number for EV

Improved Access



Improved ambulance and funeral director access at the rear of the site

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The Proposed Site Plan

As we all know, the current site layout can be difficult to manoeuvre vehicles around.

By modernising the site, this allows us for the first time to truly see the London Road site as one whole site rather than several different areas. However, several outbuildings' limit us on what we can do. Do you support the need for these outbuildings to be removed, in order to reconfigure the site?

Do you think Plan A or B is better?

PLAN A



Diagram indicating the access constraints associated with the current arrangement of buildings.








PLAN B



Diagram indicating the potential for enhanced access (green arrows) following the removal of redundant buildings. The layout includes the proposed extensions to the Main Building and the ARC.



Key

	Denotes combined site boundary		Denotes new outbuilding (bike, refuse, maintenance, fundraising store)		Denotes area of new build - Phase 2
	Denotes existing buildings		Denotes area of parking - New and existing (adapted)		
	Denotes area of new build - Phase 1		Denotes established tree		

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Construction

During construction, we will work with staff and neighbours throughout this sensitive period.

During the construction period, understandably we will temporarily close our inpatient unit in Canterbury. However, we will expand inpatient bed capacity at our Ashford and Thanet sites. We will also run an extended community service with a range of wellbeing and therapeutic services operating from the Ann Robertson Centre on the London Road site.

We want to make this process as quick and less disruptive as possible.

But before the demolition and new build can take place, we need to make Plender and the Ann Robertson Centre suitable for the transition. There will be a number of stages, as outlined:

Stage 1 - Central Services Building Preparation and Outpatient Transition

- **Phase 1** Preparation of Central Services Building
- **Phase 2** All services out of ARC (3 months)
- **Phase 3** ARC Refurbishment (6 months)
- **Phase 4** Services into ARC (1 month)

Stage 2 - Main Hospice Building Rebuild (2 years)

- **Phase 5** All services out of Main Hospice Building
- **Phase 6** Main Hospice Building Construction (2 Years)
- **Phase 7** Out of ARC into Main Hospice Building

Stage 3 - Main Hospice Building Rebuild (2 years)

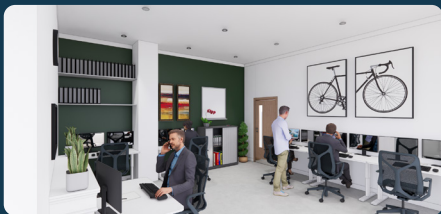
- **Phase 9** Out of Central Services Building into ARC
- **Phase 10** Central Services Building refurbishment
- **Phase 11** Out of ARC and into Central Services Building

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The Vision for Central Services Building & ARC



Current CEO office into shared
office space



Current Income Generation office
into shared office space



Temporary Therapy room while
main hospice building is being built



Consultation room

Next Steps

Thank you for taking the time to review our plans for London Road. We wanted to show you our thoughts before we submit any plans to Canterbury City Council.

We will now review your comments and finalise the plans working with our staff and expert design team.

Our current thinking is:

October 2025	Exhibitions to showcase our plans
End of 2025	Submit planning application to Canterbury City Council
Spring 2026	Expected decision on our plans from Council
Summer 2026	Appoint contractors and continue technical work with team and council
Early 2027	Contractor start on site
2029	Build complete

While construction on the main hospice building is not expected to begin for another two years, preparatory work on the other buildings to allow staff and services to move between existing buildings may start sooner to get the site ready for the main project.

We Want Your Views

We are seeking your feedback on the plans so please take a moment to complete the feedback form.

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The Vision For The New Main Hospice Building



More welcoming new entrance



All rooms will have direct access
to gardens



Retains the essential
walled-garden character

The Vision For The New Main Hospice Building



New reception area



New therapy room



New Inpatient bay rooms



New Inpatient individual rooms