



St Wilfrid's Hospice

Impact Report

2021-2022

Our 40th Anniversary

Our mission

Our mission is reaching out to transform end of life care.

Our vision

Our vision is of a community where people talk openly about dying, live well until the end of their life and where nobody dies alone, afraid or in pain.

Our values

Compassionate

We care about each other. We will go out of our way to recognise when someone needs our help or support and will respond to the very best of our ability.

Professional

We use our knowledge and skills individually and collectively to deliver the best service possible to those we support. We proactively seek to improve and enhance our skills, taking pride in developing ourselves and others.

Progressive

We're forward looking and thinking. We pursue opportunities to improve and find better ways of doing things through new ideas and approaches.

Respectful

We treat people with dignity and respect, always acknowledging and respecting people's individuality. What makes us different makes us better.

What we do

St Wilfrid's Hospice is a local registered charity, providing high-quality holistic care for people with any life-limiting illness towards the end of their lives. We support the physical, emotional, psychological, spiritual and practical needs of our patients. We also support their families and carers. This is in the hospice building, in patients' own homes and in local care homes.

Where we are

Our catchment area covers a population of 235,000 people in Eastbourne, Seaford, Pevensey, Hailsham, Heathfield and Uckfield and all points in between.



St Wilfrid's Hospice

We couldn't do any
of this without you.
Thank you!

**Your
support
makes all the
difference!**



Celebrating 40 years of care


In 2021 St Wilfrid's Hospice celebrated 40 years of providing care to the people of Eastbourne and the surrounding areas of East Sussex. Over this period, we have supported tens of thousands of people at the end of their lives, and their families, with services which have continued to grow and develop.

Despite some ongoing disruption to normal activity due to the Covid-19 pandemic, we were able to celebrate all that has been achieved, while looking forward to the future. A highlight of the year was a visit by Her Majesty The Queen Consort in November, when she had the opportunity to meet with patients and families and to thank members of staff, volunteers and some of our key supporters. It was a joyous occasion. I'm delighted to say that The Queen Consort has since agreed to become the President of St Wilfrid's.

We provided a full range of clinical and psychosocial support during the second year of the pandemic, and we were able to begin building Living Well activity up again, focussing on rehabilitation. Counselling support continued to be available to our whole community, including children and young people, and the causes of bereavement were many and varied.

The hospice continues to enjoy strong financial support and for this we are grateful to our local community, which still provides around 70% of our funding. The pandemic has also strengthened our relationship with the NHS, and we hope that this will bring a greater level of statutory funding in the future.

I took over from Fiona MacIntyre as Chair of Trustees in January 2022 and want to record my thanks to Fiona for her steady stewardship of the hospice over the last six years. **Thank you, also, to all our staff and volunteers for their dedicated work and to our supporters for staying the course with us.**



Shaun O'Leary

Chair of the Board of Trustees



Tony Blaker recently told us about his experience of St Wilfrid's when we looked after his wife Jo

'St Wilfrid's helped us get to the end in one piece'

'To explain what I feel about St Wilfrid's, first I need to tell you a bit about Jo. Jo was a Nurse, set to retire at the end of December 2021. She had the opportunity for promotion at various stages of her career but never went for it as she wanted to keep doing the caring. She believed that a patient should be treated holistically, that they shouldn't just be a list of symptoms. She had worked at another hospice so had a good understanding of palliative care and she had worked with a charity operating in Uganda which also had a whole-person approach.

'It seemed so unfair when she was diagnosed with aggressive bowel cancer in November, a month before her retirement. She had surgery in hospital, but it spread so quickly; it was very traumatic for both of us. We felt a bit in the dark about what was happening, which made us feel hopeless and helpless. However, that all changed when a St Wilfrid's Doctor visited to see if the hospice could help manage Jo's symptoms. He got her pain under control, and she was admitted

Tony (middle) recently attended our Lunch at... fundraising event where he spoke about his experience with St Wilfrid's Hospice



to St Wilfrid's quickly – that was a real turning point.

'Dr Barclay, the Medical Director, came to speak to us and we got all the information – things that hadn't been explained to us before. In just 30 minutes, he got us and that helped so much. We couldn't change the outcome but having information gave us back some control and understanding, helping us to make decisions. It made all the difference.

'The leadership I witnessed obviously filters down to every member of staff and volunteer



Tony and Jo

as every person we encountered reflected the same culture of care and compassion. On Christmas Day a man asked me if I would like a cup of tea. I saw from his badge that he was the CEO; I asked why he was making tea if he was the CEO and he said that he wasn't the CEO that day, he was a volunteer.

'Everything at St Wilfrid's made it a much less stressful time. The support I received meant I could focus on Jo. I could just think about her as everything we needed was taken care of. It helped us get to the end in one piece.'

'Jo retired on the 31st December 2021 and died two days later. I miss her enormously and miss the retirement we had planned, but I will be forever grateful to St Wilfrid's. To think that this first-class service is free but that it's from a charity is sobering. **We really need to get behind St Wilfrid's as we never know when we might need them.'**

We rely on your donations to offer our services free of charge to patients like Jo, and their families and carers.

If you would like to donate to St Wilfrid's Hospice, please visit stwhospice.org/donate

thank you



Feedback from patients and family members means so much and helps us to work out how to improve our services for the future

You told us

From letters and social media messages

'Thanks to the hospice my husband got his wish to spend his last days at home.'

'My children loved the gardens and the calming water when their dad was an inpatient.'

'We found the 24/7 Nurse Line to be very good. There was always someone there to reassure and advise us in our times of need.'

'Thank you for treating me as a person and not just a person with cancer.'

'Thanks to the relaxation sessions I am now more confident and much happier, and not thinking about my cancer every day.'

'Such a sad time in our lives but handled so professionally and with such care'.

Figures from VOICES

St Wilfrid's VOICES is a survey adapted from a national tool from the Office of National Statistics. The survey is sent out to bereaved family members and carers and their comments and opinions are of great value.

The St Wilfrid's VOICES Survey 2021-2022 achieved a response rate of **28%**.

94%

of respondents felt the care they received on the Inpatient Unit was outstanding or excellent.

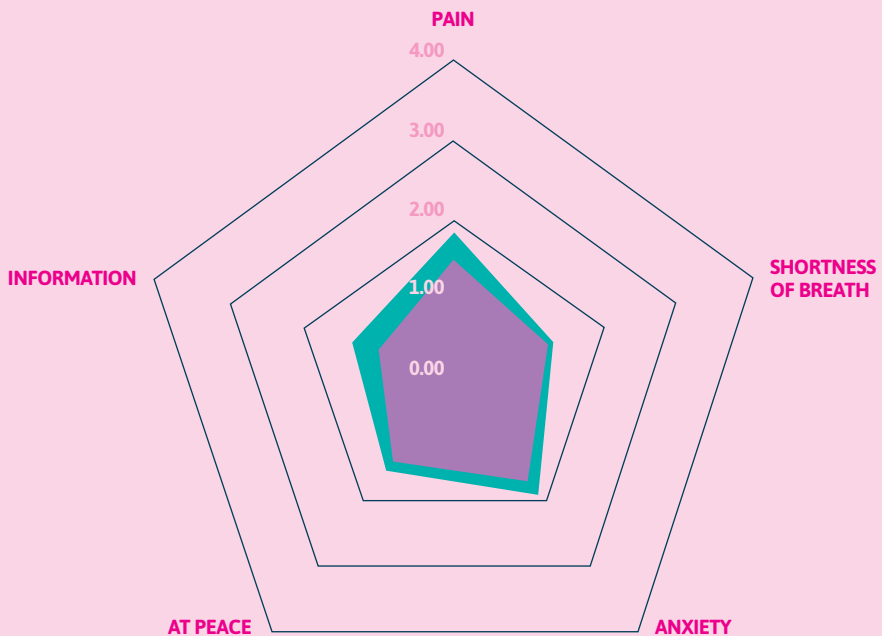
83%

felt that they got as much advice and support from the Community Team as they needed when caring for a relative or friend.

92%

of respondents said they were extremely likely to recommend St Wilfrid's Hospice to friends and family if they needed similar care and support.

2021-2022 – IPOS Average Score Comparison



Comparison based on between 224 to 271 records in 2021-2022 where an initial assessment elements score existed followed by at least one later score for the same element.

■ 2021-2022 Avg earliest scores

■ 2021-2022 Avg latest scores

IPOS stats

Integrated Palliative Outcome Scale (known as IPOS) is one of a suite of measures we use at the hospice. It assesses 17 areas: physical, psychosocial, social and spiritual; the diagram shows the key five.

IPOS captures the patients' main concerns, other symptoms they are experiencing and whether they have any other unmet needs such as practical issues or wanting more information. Scores are taken (from 0 to 4) and reassessed at a later date with the hope that the scores have reduced, indicating an improvement.

In 2021-2022 a total of 1,761 patients' IPOS measures were obtained.

For long-term patients whose situations change we may record several IPOS over the year. **The largest number of IPOS measures recorded for a single patient in 2021-2022 was 8.**

Three other areas where patients flagged up difficulty or concern were **weakness, poor mobility and family anxiety.**

The average initial score for pain was 1.8 – the average score on follow-up improved to 1.5 – a reduction in pain.

The staff and volunteers at the hospice are a huge part of the St Wilfrid's story and are **at the heart of everything we do**

Our people



1



2



3



4



5



6



7



8



9



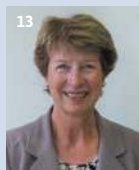
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11



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15



16



17



18



19



20



21



22



23

In 2021-2022, St Wilfrid's employed 238 staff and there are over 400 volunteers supporting our work in over 50 roles.

1. Her Majesty The Queen Consort
Hospice President

2. David Dimbleby
Patron

3. Duke of Devonshire
Patron

4. Dr Joan Hester
Patron

The Board of Trustees guide the hospice's ambitions, helping us to provide the best care.

5. Shaun O'Leary
Chair

6. Jane Butler
Chair of the Clinical Governance Committee

7. David Turner
Chair of the Income Generation Committee

8. Fiona MacIntyre
Chair of the People Committee

9. Melanie Richardson
Chair of the Audit Committee

10. Karen Planterose
stood down September 2021

11. Duncan Adams

12. Giles Meyer

13. Dr Janet McGowan
stood down March 2022

14. Lauren Chambers

15. Dr Mark Barnes

16. Vicki Morrey
stood down September 2021

17. Alan Breeze
stood down September 2021

The Leadership Team sets our goals and steers the hospice's course so that we can provide the best care possible.

18. David Scott-Ralphs
Chief Executive Officer

19. Dr David Barclay
Medical Director

20. Andrea Dechamps
Patient & Family Support Director

21. Pam Russell
Development Director

22. Colin Twomey
Clinical Services Director

23. Darren Mackenzie
Finance & IT Director

The stats **that matter**

Did you know...?

Every **£1** spent on fundraising raised **£4.78**



£2,800,000

was left through Gifts in Wills



£799,000

largest legacy



£303,328

donated In Memory



7,366

players in the Local
Hospice Lottery



£9,575

was won in prizes



10,461

Facebook followers



10,220

hours were given by
IPU Host volunteers
covering **1,905** breakfast,
lunch and dinner times



2,184

hours of home visits
and **572** hours of telephone
calls made by our Community
Support Volunteers and
Telephone Befrienders



832

hours completed
by Young Clinical
Volunteers (YCVs)
on the Inpatient Unit

**In 2021-2022 we supported
2,186 patients and family members.**
Here's a breakdown of the
services we provided

Services in numbers



Charlie (Nurse) on the Inpatient Unit



Joe (Physiotherapist)



Ian (patient)

The Inpatient Unit

There are 20 spacious en suite inpatient rooms, which all look out onto the Courtyard or Orchard Gardens. Patients are admitted for short stays and while some will die in the hospice, many are discharged having had their symptoms brought under control.

192
patients

218
admissions

21
days was the average stay

Living Well Service

The Living Well Service provides group support, physiotherapy, occupational therapy and complementary therapy to patients and their families and carers. Many services curtailed by the pandemic were gradually reinstated or provided remotely.

582
patients supported

3,999
contacts

Patient and Family Support

Bereavement Counsellors and Social Workers support patients and their family members through unfamiliar circumstances, thoughts and emotions.

656
individuals supported
across all services

3,009
counselling support sessions

120
children and young people
received counselling sessions
through The Seahorse Project



Ruth (Nurse) talking to a patient

Julie on the Nurse Line

Community Team

Clinical Nurse Specialists, Nurses and Healthcare Assistants support patients and their families at home and in local care homes.

They liaise closely with Primary Care Services such as the patient's GP and District Nurses.

1,419
patients supported

4,060
face-to-face visits

Care at Home Team

The team delivers personal care to patients at home to enable them to remain in familiar and comforting surroundings.

143
patients cared for

8,965
visits made

24/7 Nurse Line

A telephone advice and support line for patients, family members, carers and healthcare professionals.

17,961
calls answered



The **priorities** from last year
and the ones we have planned
for the coming year

Reflecting back - looking forward

Last year...

- + **Priority** Keep expanding the Community Nursing Team to offer support from 7am to 10pm, seven days a week.
- ⬆ **Progress** We extended our Community Nursing visiting service to 7am to 7pm and our Clinical Nurse Specialists are now on call to provide advice up to 10pm.

- + **Priority** Rebuild our Living Well activity with a focus on rehabilitative palliative care and community engagement.
- ⬆ **Progress** We have re-introduced both individual and group rehabilitation and therapy sessions and we have started to work with community groups to provide information and advice sessions.

- + **Priority** Continue to offer a whole community counselling service.
- ⬆ **Progress** This service continues to be available to the whole community, including children and young people – 70% of children referred last year were not connected to a hospice patient.

- + **Priority** Consolidate and build on digital healthcare support where it can improve reach and responsiveness.
- ⬆ **Progress** New training resources were put in place for clinical teams, and we made a successful grant application for a Digital Health Nurse.

Keep up to date with the work we are
doing at stwhospice.org

- + **Priority** Redouble our efforts on workforce wellbeing to maintain resilience.

- ⬆ **Progress** We recruited new Mental Health First Aiders in the workforce and two Wellbeing Champions. We introduced new support groups for menopause and endometriosis.

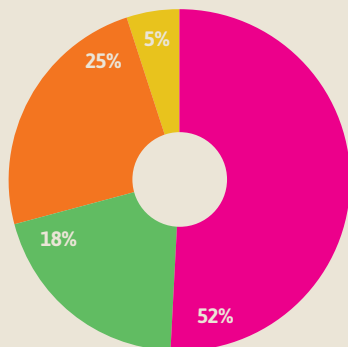
- + **Priority** Make the most of the 40th anniversary to re-engage with our community.

- ⬆ **Progress** We held a series of events across the year, including Paint the Town Red which had wide engagement. Her Majesty The Queen Consort visited to round off the year.

Priorities for the year to come

- **Develop a new strategic framework** for 2023-2028.
- **Extend Community Nursing visits** to 10pm and work with other Sussex hospices on a shared approach to out-of-hours support.
- **Develop a 'virtual ward' approach** to managing the most complex patients in the community.
- **Further develop digital health** approaches, including patient symptom reporting.
- **Make progress on initiatives** to improve equality, diversity and inclusion.
- **Increase patient and family feedback** to inform our services.
- **Install a new patient database**, SystmOne, to allow better sharing of information.

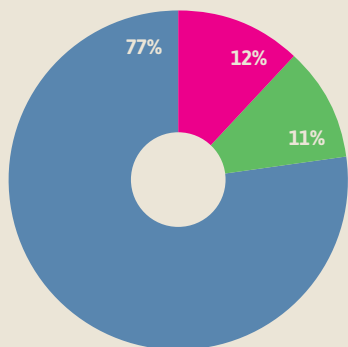
These are the **figures that count** from the last year



Income

● Fundraising	£4,673,778
● Trading, Lottery, Other	£1,579,874
● NHS	£2,212,651
● NHSE funding for Covid-19	£453,998
Total Income	£8,920,301

Income from fundraising, particularly legacies, is unpredictable from year to year and we use a legacy equalisation reserve fund to maintain our care in years when legacy income is lower.



Expenditure

● Fundraising costs	£979,108
● Trading costs	£968,999
● Running the hospice	£6,356,465
Total Expenditure	£8,304,572

The cost of care at St Wilfrid's



£33

meals for a patient for a day



£61

running a community car for a day



£550

a patient's care for 24 hours



£18,311

all the services provided by St Wilfrid's for one day

In 2021 we celebrated 40 years of St Wilfrid's care. **Our community shared their stories, got involved, and helped us to paint the town red**



Our Ruby Anniversary Year

1. Ruby forget-me-not flowers

We decided to mark this milestone year by turning the classic forget-me-not flower into a ruby coloured keepsake. These metal flowers have a space for a photo in the centre and a written memory or message in the hollow stem. **We still have a very few of these flowers available, if you would like one for a suggested donation of £10, call 01323 434216.**

2. Fortytude Gin

Brought to life by Harley House Distillery in Seaford, our limited-edition Fortytude Gin was created in celebration of the past 40 years and in gratitude for the support we've received.

3. Paint the Town Red Month

In the lead up to our 40th birthday on the 29th October, around 150 local businesses and 18 schools helped paint the town red by holding fundraising events, wear red days and lit their buildings up in red.

4. The Queen Consort visit in November

In November, Her Majesty The Queen Consort returned to the hospice after officially opening the building in Broadwater Way in 2014.

5. Ruby Raffle

We raffled a ruby which had been kindly donated by local jeweller W.Bruford, and lucky winner Doris was able to visit the flagship store to decide on a setting of her choice.

Can you help fund our future?

Paint the Town Red during our 40th year raised over £45,000! As a charity, 70% of our funding is donated via our community, and we are so grateful to you for this. As you have helped shape our past, you can also fund our future. If you would like to donate, please go to stwhospice.org/donate or call **01323 434241**.





How could you help?

Host or join an event

From bake sales and raffles to fun runs and skydives, support from our community makes a huge difference.

Visit stwhospice.org/events to sign up to an upcoming event or phone 01323 434241 to discuss your fundraising idea with our team.

Play the lottery

From just £1 a week, you'll be in with a chance of winning £2,000 every single week along with 200 other cash prizes and a rollover that reaches up to £25,000! Run by the Local Hospice Lottery, you can find out more at stwhospice.org/lottery or call 0800 316 0645.

Volunteer with us

We're always looking to welcome new faces to our amazing team.

If you have some time to spare and would like to make a difference in

your local community, we would love to hear from you. Visit stwhospice.org/volunteering or contact vsteam@stwhospice.org.

Leave us a gift in your will

Our Make a Will Month takes place in September each year. Leaving a gift in your will – whether a percentage of your estate or a fixed sum – is a wonderful way to support future generations. **Find out more below.**

Make a donation

It costs over £18,000 a day to ensure we're there for those who need us.

Support St Wilfrid's with a regular gift, a one-off donation or by giving in memory of a loved one. If you can Gift Aid your donation, we are able to claim an extra 25p for every £1 donated at no cost to you. Visit stwhospice.org/donate for further details.

Gifts in Wills for 2021-2022

We are always amazed by the generous legacy gifts left to us by so many kind supporters. Donations like these really help us to plan better care for our patients, essentially giving back to the future.

- There were **78 legacy gifts** left to the hospice last year
- **70** of these totalled **£600,000**
- **8** totalled **£2.2 million**
- A total of **£2,800,000**

- The average legacy gift was **£8,570**
- The smallest was **£250**
- The largest was **£799,000**

We are very grateful for all these gifts, which ensure that we can care for future hospice patients.

If you want to find out more about leaving a legacy in your will to St Wilfrid's Hospice, please contact **Rozelyn Bristowe** on **01323 434214** or at rozelyn.bristowe@stwhospice.org.

Please continue to support us.

As a charity, we rely on your help so we can be there for more local people.

Statutory funding from the NHS makes up only 30% of what we need to provide our free care.



Every penny helps. Thank you.

**We are so
grateful for
all that you
do for us
thank you!**



St Wilfrid's Hospice



FUNDRAISING
REGULATOR

Please help us to fund more care for the future
Please donate online at **stwhospice.org/donate**
stwhospice.org 01323 434200

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