

Our Impact

Enabling people to live well
at end of life



2025–26



St Wilfrid's Hospice



Welcome

A message from our CEO and Chair of Trustees

This year has proved one of the most difficult in the history of St Wilfrid's Hospice. Over the previous decade, our charity has invested in extending our reach, increasing our services and building sustainable funding for our future. However, a succession of significant challenges has required us to respond and make difficult decisions to ensure the hospice is here for the future. We are not alone, the hospice sector across England is facing the same critical demands.

One response was to restructure our services and teams, including clinical areas and support teams. Regrettably, that has resulted in a reduction in some of our care, and the loss of valued colleagues. Despite this, our expert teams have ensured we continue to have a positive impact on people at the end of life. We have protected our key services, including community visiting by our multi-disciplinary team and our Inpatient Unit.

We could not have achieved this without a dedicated and compassionate workforce, in an organisation based on the strong culture built over previous years. Equally, our supporters have stepped up to do even more to ensure the charity can continue to enable people to live well at the end of their lives. For this, we are extremely grateful.

The result is an organisation responding to the demands of today, transforming itself to ensure its impact for people in the future.

Colin

Colin Twomey
Chief Executive Officer

Shaun

Shaun O'Leary
Chair of the Board of Trustees



“

They are
wonderful people.
It's a brilliant
place, especially
in an emergency.
I can phone up
anytime and get
help.

Our Mission

Enabling people to live well at end of life

Our Vision

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 whole-person 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 245,000 people in Eastbourne, Seaford, Pevensey, Hailsham, Heathfield and Uckfield and all points in between.



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

Our impact on Lorraine

“The moment she arrived it was like a weight lifted”

“If you met Mum in her final weeks, she would have been holding Freddy’s Teddy and listening to his heartbeat. She was devastated she wouldn’t live to meet her unborn grandson, Freddy, so when we went for a scan, we asked for a recording of his heartbeat and put it in a teddy. When you pressed the teddy’s heart, it played Freddy’s heartbeat. We laid it on Mum’s coffin. She missed his birth by a month.

Mum was very big on family; she kept everyone together and everyone rotated around her. So, it was a shock when she got ill. It started with bowel cancer, and after treatment and a period of remission during the next five years, it spread to her liver, brain and other places. Despite complications, she put up a good fight, but said she hoped that when the time came, she could be at St Wilfrid’s.

The moment she arrived at the hospice it was like a weight lifted off Mum’s shoulders. She was so happy to be there, and they took the fear and dread away. And it was brilliant for us as a family because one of us could be

there 24/7. Mum was very comfortable and happy, and that made everything much easier for everyone. Every time we went to the hospice, we created nice memories. It was actually quite a fun last few weeks and rather than being a tragic time, Mum was smiling. We couldn’t have asked for more.

She liked the hospice garden, and sometimes we’d relax out there with a coffee. We’ve got a picture of Mum sunbathing on Mother’s Day, and you can see she was letting the sun sink into her, just enjoying the moment.

A few days later, in her last few hours, Mum started to feel pain. The nurses reacted very quickly to soothe her and take her pain away. Soon after, Mum slipped away peacefully surrounded by all her family, just the way she wanted it.

Until you’ve been involved with St Wilfrid’s, you can’t really appreciate what they do. I don’t think we can ever thank the hospice enough because they gave Mum her dying wish to be there.”

With thanks to Lorraine’s husband, David, and children, Michele, Kevin, David and Michael for sharing their story.



“

She liked the hospice garden, and sometimes we'd relax out there with a coffee.



St Wilfrid's Hospice

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

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

Feedback about our impact

Feedback means so much and helps improve our services for the future.

We collect feedback from patients and families in a variety of ways, including: Views on Care questionnaires, a tailored Inpatient Unit questionnaire, Adult Bereavement and Seahorse Project (child bereavement) questionnaires, and comments and concerns collected through our website and social media channels.

Some of the feedback that has been received is shared throughout this report.

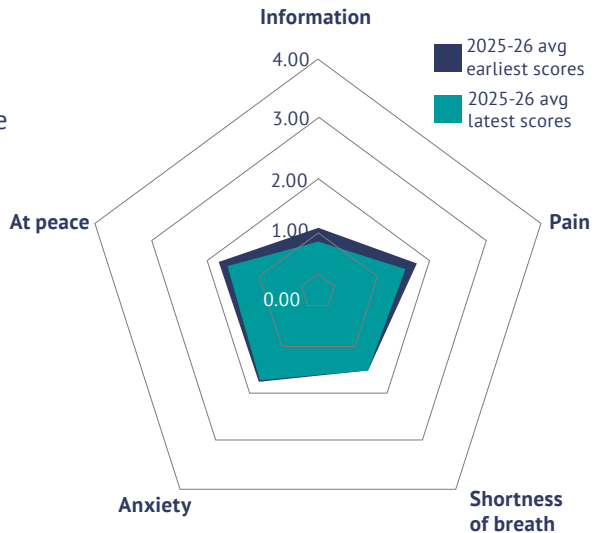
“

The care I am getting from St Wilfrid's is gold star. They are so good with me and the help they give to my wife is beyond words and I cannot fault them.

IPOS

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 patient's 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.



Based on 239 patients
(53 from IPU and 186 from community)



“

I'm so glad I'm there. If you are really poorly, you know there is someone you can turn to. It gives you confidence.

Our impact on our people

We are grateful for all that our people do. Their care, kindness and professionalism ensure we can be here for every patient and family who needs us, today and in the years to come.

During 2025–26 our volunteer number grew steadily to 594, up from 525 the previous year, even through a period of significant organisational change. This is a real testament to people's commitment to St Wilfrid's.

This year we finalised our hospice-wide Competency Framework, now linked to pay progression, giving our people a clearer and fairer pathway for development and career growth.

We built our wellbeing offer to support colleagues through a period of significant change within the hospice. Our employee benefits platform (Bravo) marked its first anniversary with 179 employees signed up and nearly 800 platform visits across the year.

Regular Your Say forums were introduced, giving staff and volunteers a structured voice in shaping the organisation.

We also made real progress on embedding FREDIE – our commitment to being a Fair, Respectful, Equal, Diverse, Inclusive and Engaged organisation. A targeted campaign to improve what we know about our people means we now have demographic data for 68% of staff (up from 30%), and 92% of volunteers. This richer picture helps us better understand and support the diversity of our workforce.



Our impact on our community



80

organisations and groups are part of our **Community Links** networks - sharing information about the hospice and helping support patients in their own communities.



61

students visited the hospice to learn about palliative and end of life care. Students rated the overall experience as **4.7 out of 5** on average.



13

commissioned **education sessions** were delivered, covering topics including IV therapy, syringe drivers and symptom management.



95

people took part in 13 **Compassionate Communities** workshops, helping them talk openly about death and bereavement. After the sessions, 9 in 10 participants said they felt confident holding these conversations.



30

people attended an **open afternoon**, giving them the chance to learn more about volunteering, counselling, Living Well and fundraising at St Wilfrid's.



400

people received our **education newsletter**, helping to spread palliative care knowledge and skills right across our catchment area.

Your impact

Every **£1** spent on fundraising raised **£2.84**



£2,317,651

was left through gifts in wills.



£425,000

largest legacy.



£497,744

donated in memory.



7,243

players in the
Local Hospice Lottery.



£15,495

was won in prizes.



13,882

Facebook followers.



76

Inpatient Unit Host volunteers
provided cover for 1,095
breakfast, lunch and dinner
times.



37

Welcome Point volunteers
spent 3,285 hours welcoming
patients and an array of
visitors to the hospice.



331

volunteers



“

A brilliant day
running for
such a great and
worthy cause.
Thanks for the
fun and the
laughs.

Our impact on patients and families



We
supported

2,096

patients and family
members.

1,604 of these were
patients.



4,525

visits were made to 1,094 patients at home and in local care homes by our **Community Team**.



184

patients received care on our **Inpatient Unit**. The average stay was **21 days**.



14,873

calls were answered by **Nurse Line** - our 24/7 support line for patients, carers and healthcare professionals.



909

people were supported through **counselling, social work and spiritual support**, including 79 young people supported through the Seahorse Project.



789

patients received physiotherapy, occupational therapy and complementary therapy through our **Living Well** service.



246

patients were helped to stay at home with regular visits for personal care from our **Care at Home** team.*

*We closed our Care at Home service at the end of March 2026. This service provided hands-on care (such as help with dressing, washing or eating) that is also offered by other care providers. Our specialist services, including our Community Team of doctors, nurses and other health professionals, continue to operate as normal.

Our impact last year...

Last year we...

- Created new volunteer roles to support our patient care.
- Developed a thorough transformation plan to ensure a sustainable future.
- Worked with our local NHS trust to create capacity to look after more people in the last days of life, with a new option to transfer to the hospice's Inpatient Unit for some individuals who wouldn't have previously been referred.
- Built further on our education and training activity to improve end of life care knowledge across the area.
- Improved the way we use data and information to make sure we are organising and delivering our care in the right way.
- Delivered several workshops on Compassionate Communities to improve people's confidence and knowledge in supporting people who are dying or bereaved.
- Reviewed our clinical services to ensure we are offering the right care to the right people at the right time. This confirmed the role for St Wilfrid's as a provider of specialist palliative and end of life care services and saw us scale back our more generalist provision which can be provided by others in our community.



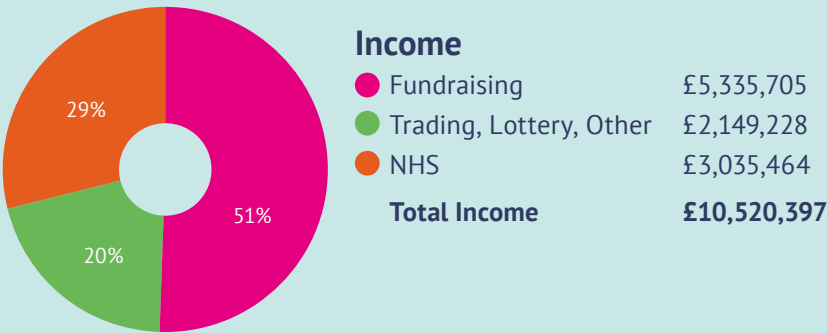


...and next year

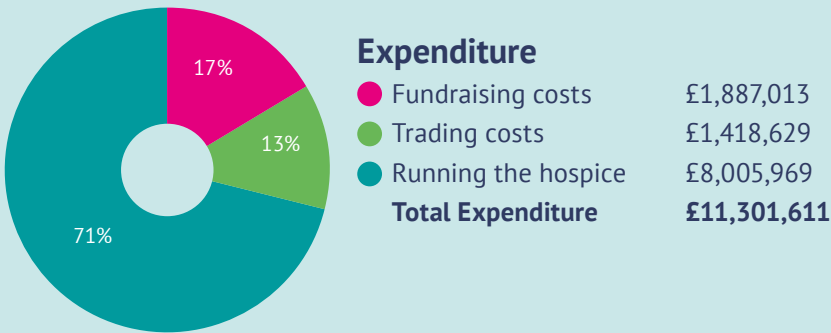
Priorities for the year to come:

- Pilot a virtual ward to improve end of life care for people in care homes.
- Implement an improved 24/7 advice and support line in collaboration with St Michael's Hospice (Hastings and Rother).
- Deliver a healthcare conference to improve knowledge and awareness in end of life care.
- Undertake work to improve the way we respond to requests for hospice care to make sure we are using our specialist resources in the best way.
- Agree our future hospice model so we can ensure we respond well to need for the future.
- Look at ways we can bring in new income to support future services.
- Test a new Artificial Intelligence (AI) app to open greater access to bereavement support for local people.

Where the money comes from...



...and where it goes



The cost of care



£25

a Registered Nurse for an hour



£56

running a community car for a day



£118

a Healthcare Assistant for a day



£21,934

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

Your impact: **gifts in wills**

We are always amazed by the **generous gifts in wills** 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 **91 gifts in wills** left to the hospice last year.

84 of these totalled **£1,042,000**.

7 totalled **£1,895,000**.

The largest gift was **£425,000**.

The smallest gift was **£100**.

A total of **£2,317,651** was left to us in wills.

For gifts in wills under £100,000 the average gift was **£12,405**.

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 gift in your will to St Wilfrid's Hospice, please contact **Rozelyn Bristowe** on **01323 434214** or at **rozelyn.bristowe@stwhospice.org**.



Our impact in pictures

1. 1,500 people joined us for Rainbow Run in May 2025, selling out for the second year running, and making it our biggest event ever.
2. In July 2025 we were awarded Silver Investors in Diversity accreditation from the National Centre for Diversity for our work around Fairness, Respect, Equality, Diversity, Inclusion and Engagement (FREDIE).
3. We received news in August that Children in Need will be supporting our Seahorse Project for the next three years - meaning more children and young people can be supported through bereavement.
4. During October two groups of supporters trekked more than 50km in the Sahara Desert and raised a phenomenal £130,000 for St Wilfrid's Hospice.
5. Also during October, we were honoured to welcome our patron David Dimbleby as auctioneer at our Art at the Hospice event.
6. We delivered the 10th Compassionate Communities workshop in November 2025, helping local people feel more confident talking about death and bereavement.
7. Our first Christmas Fair at the hospice took place in November and proved to be hugely popular with the local community.
8. In March 2026 we unveiled our Precious Pebbles art installation, made from more than 750 pebbles decorated by local people.

1.



20 | stwhospice.org

2.

PROUD TO BETM
FREDIE



Investors
in Diversity
Silver UK

Until
August
2027

3.



4.



5.



6.



7.



8.



Make an impact in 2026-27

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 £6 a month, you'll be in with a chance of winning £2,000 every single week, along with over 300 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

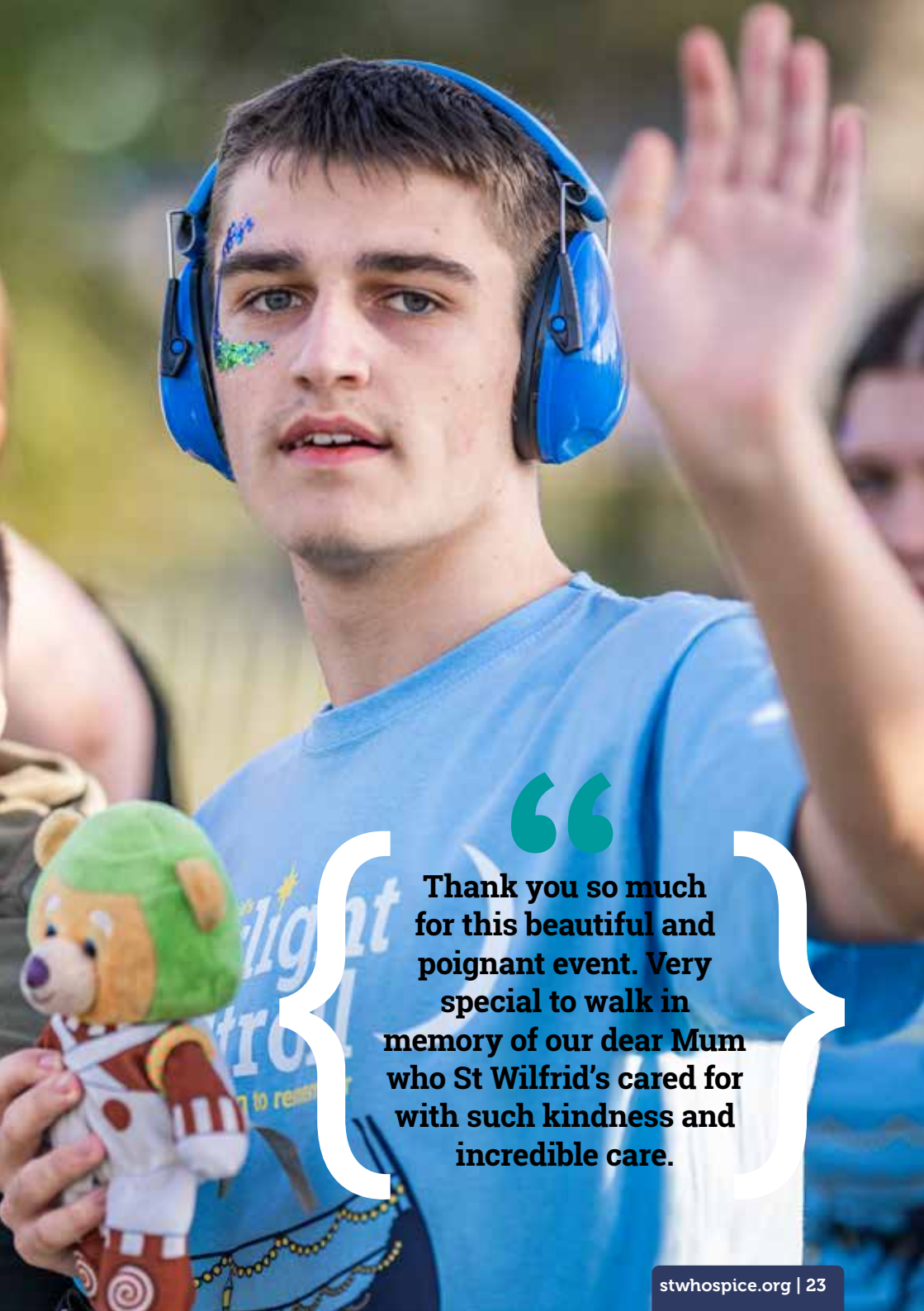
Our Make a Will Month takes place in September each year. Leaving a gift in your will – whether a percentage of your estate or a fixed sum – is a wonderful way to support future generations.

Find out more on page 19.

Make a donation

It costs almost £22,000 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 [stwhosp](https://stwhospice.org/donate)



“

**Thank you so much
for this beautiful and
poignant event. Very
special to walk in
memory of our dear Mum
who St Wilfrid's cared for
with such kindness and
incredible care.**



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

 stwhospice.org

 **01323 434200**

 St Wilfrid's Hospice, 1 Broadwater Way, Eastbourne BN22 9PZ

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