

Corporate Roll of Honour 2008/09

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Dobbies Garden World
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The Swan
Tillington Hall Hotel
Towergate MIA
Traction Equipment
Trident Steel Reinforcements
Waterstones
Wilkins and Thompson
Solicitors
Yorkshire Bank

Our thanks to the following charitable trusts and foundations:

Baron Davenports Charity
The Bernard Sunley Charitable Trust
The Bewley Charitable Trust
The Bostock Foundation
The Caron Keating Foundation
The Charlotte Marshall Charitable Trust
The Clarke Charitable Settlement
The Company of Actuaries' Charitable Trust Fund
The Connie & Albert Taylor Charitable Trust
Cooper Gay Charitable Trust
The D'Oyly Carte Charitable Trust
The Edgar E Lawley Foundation
Eleanor Barton Trust
The John Ellerman Foundation
The Foyle Foundation
Freemasons' Grand Charity
The Gilander Foundation
The Green & Lillian F M
Ainsworth & Family
Benevolent Fund
The Harding Trust
The HBOS Foundation
The Hedley Foundation
Help The Hospices
HSBC Bank
The Kate Wilson Oliver Trust
The Kelmscot Charitable Trust
The Kennedy Charitable Foundation
Kobler Trust
Lichfield Charitable Trust
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Stafford Aid In Sickness Fund
The Stella Symons Charitable Trust
Stone Festival

The Strasser Foundation
Susan Hall Charitable Trust
Uttoxeter & District Aid in Sickness Fund
The W.E.Dunn Charitable Trust
William Adlington Cadbury Charitable Trust
Yorkshire Building Society Charitable Foundation

We are grateful to the following individuals for remembering us in their will:

Thomas John Henry Carey
Constance Darley
Robert Arthur Frayne
Mary Huggall
William Henry Read
Evelyn Doreen Loos Smith
Florence Smith
Irene Snape
Jennifer Taylor

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embracing life and living

Exceeding Expectations

Annual Review 2008/09

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ORJ Solicitors, in line with our ongoing commitment to Katharine House Hospice, are delighted to again sponsor this year's Annual Review.

This year even more than ever we have been made aware of the care and support that Katharine House Hospice provides when the hospice recently cared for a much missed colleague.

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A Legal 500 Company

A Word from the Chairman



This year has been one of consolidation of existing services and planning for the future.

Increased levels of statutory funding have enabled us to strengthen our financial position. Use of our Lymphoedema clinic has continued to grow and with the aid of a grant from a charitable trust we have been able to engage an additional Lymphoedema nurse on a part time basis. The voluntary services department has also continued to respond to patient need by creating new roles to meet identified needs.



During the last year our income generation teams continued to work hard to generate the shortfall between our statutory funding and our running costs. Our new recycling warehouse not only broke even but made nearly £100,000 profit in its first year.



Also this year trustees and managers developed a new strategy for the hospice. This process included an affirmation that our aim continues to be to Exceed Expectations.

“ To Exceed Expectation in the care we provide, exceed income targets and exceed levels of customer service for all our supporters. ”

The trustees and I look forward to building upon our existing achievements and Exceeding the Expectations of our patients and those close to them for many years to come.

Dr John Gibson
Chairman

Lynn's Story

Fifty five year old Lynn O'Connor regularly accesses the Lymphoedema Clinic at Katharine House Hospice:

"The hospice wasn't quite what I expected. I hadn't expected it to be so cosy and welcoming. The staff are lovely and help me to understand and manage my condition.

The emphasis on managing Lymphoedema is not just coming along to appointments. It is about addressing the condition at home as well. The nurses here at the hospice have shown both me and my husband how to perform massage which alleviates the swelling. This is particularly helpful in hard to reach areas such as the tops of my arms and lower back.

Coming to the hospice for massage, advice and fitting of compression garments has helped me to manage my condition. It is now much, much better and a great deal more comfortable. I enjoy coming and continuing to make progress in a cheery and positive environment."



"The staff and volunteers look after you and nothing is too much trouble. The people at the hospice are too good to be true. I stay in the in-patient unit for periods of planned respite and that's brilliant. The nurses will do everything they can to make my life happier."

Adrian – Respite Patient

"The care Mum received was excellent with the staff always having time for a chat and to make sure she was comfortable. The Doctors were fantastic, helping Mum to manage the pain and in helping me and my family better understand the disease."

Linda, daughter of a former patient



"It's a break from it all. There are people in similar situations, we do different activities. It's a way to switch off. It's relaxing, it gets me out of the house and if I need anything I have got Karen here."

David – Carers Group

“ The first day I came to Katharine House the volunteer asked me what I would like to drink, I jokingly asked for a Bacardi and coke and was shocked when that was what he bought me – which is handy because I don't drink tea! ”

Pauline – Day Care patient



The Story So Far...

March 1988
Inaugural meeting



December 1989
Hospice at Home visits commence

March 1993
Day Care Unit service begins



1997
First shop opened



1996
Lottery launched



2000
First patient admitted to in-patient unit

2001
Drop in day introduced



2005
Respite for Carers commences



2009
Future...

2004
Formal support for carers through the Carers Group launched





Our People

Katharine House Hospice is all about people: our patients, their families and friends, our staff, our volunteers and our supporters. It is the quality and commitment of our people that enable us to Exceed Expectations.

We constantly seek to enhance the skills of our staff and volunteers. This year saw the development of two nurse prescribers with two more in training. A total of 12 volunteers have stepped forward to support the spiritual care provided by our Chaplain.

Our volunteer workforce continues to make invaluable contributions to the running of the organisation fulfilling many essential roles in and around the hospice and in the community especially in our growing number of retail outlets. The diversity of our supporters is also reflected in our volunteer workforce who join us from all aspects of the community.



“If the winner of the jackpot is local the winners regular collector or I will try to hand deliver the winning cheque. It is a real pleasure to see the shock and surprise on our players faces.”

Colin, Lottery Manager

“We found that many in-patients who weren’t particularly religious wanted someone to talk to. We created a new team of pastoral care volunteers to provide support patients of no particular denomination.”

Bev, Voluntary Services Co-ordinator



“The other day one of the patients was struggling to get a picture on their television. Me and Sue helped to tune it in for her and then sat and kept her company for a bit.”

Elaine, Housekeeper

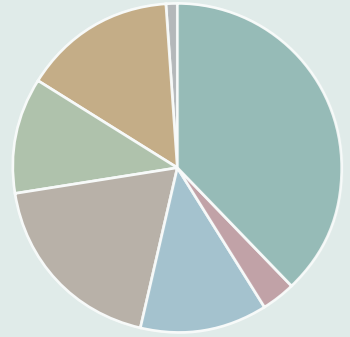
““ One of the day care patients was always joking with me that he wanted a Knickerbocker Glory. You should have seen his face when I presented one to him one day! ””

Sally, Cook

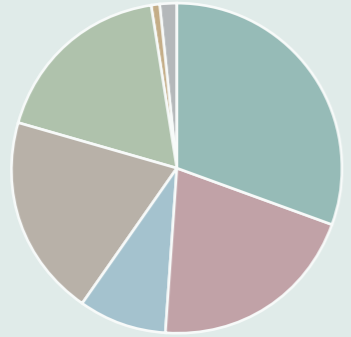


Where Our Money Came From

2007/08



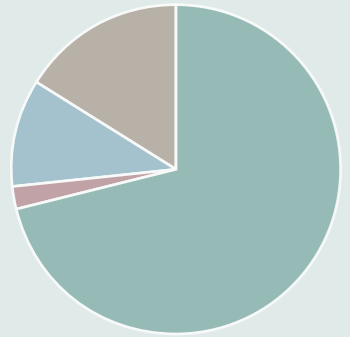
2008/09



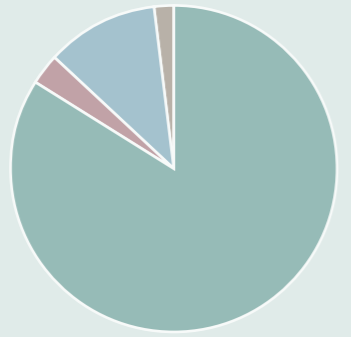
	2007/08	2008/09
Donations, gifts, fundraising	£762,845	£839,259
Legacies	£65,362	£567,164
Lottery	£253,450	£236,755
Retail	£382,429	£544,240
Statutory	£230,103	£497,872
Building appeal	£302,145	£21,933
Other	£19,095	£39,193

How We Spent It

2007/08



2008/09



	2007/08	2008/09
Care	£1,571,844	£1,739,218
Governance	£50,354	£58,133
Fundraising	£231,789	£230,759
Building refurbishment	£352,312	£39,025

Moving Forward



Katharine House Hospice has achieved a great deal since its inception (despite the many challenges we have faced) but there is much more we can do for the people of mid-Staffordshire.

Our Vision is to Exceed Expectations; our Mission is to offer the best care so that people in our community affected by progressive illnesses can live their lives to the full.



Our immediate priorities are to:

- Strengthen the multi-disciplinary team that supports our patients and those close to them
- Enhance significantly the existing small community service we provide
- Develop meaningful relationships with other organisations
- Grow our income streams – in particular through our retail operations and the increasing support of South Staffordshire Primary Care Trust



We intend to achieve our objectives by valuing people and will look to continually develop and enhance the skills of our staff and volunteers. We will value excellence and will seek to excel in all we do. We will value innovation and enterprise and will look for new and innovative ways of doing things.

“ I would like to thank the community of mid-Staffordshire for their continued support. Without it we would be unable to continue to Exceed the Expectations of our patients and those close to them. ”

Richard Soulsby
Chief Executive