



A review of 2003 / 04

# Katharine House Hospice

In the Heart of the Community

[www.katharinehousehospice.co.uk](http://www.katharinehousehospice.co.uk)





General Manager's

## Message

### Welcome to Katharine House Hospice Annual Review

The year under review has been one of consolidating what we have already achieved whilst making quiet progress on a number of fronts. At the heart of our work is the provision of hospice care to patients and their families, but the supply of energy and resources we need comes from the community we serve. It is this community that provided over 19,500 hours of voluntary service, and over £1.8m of financial support, without which we could not carry out the work we do. The financial position looks healthier with each passing year.

As a team we seek to provide a professional service in all aspects of the work we do, be it patient care, running our shops, utilising our volunteers, or in raising funds. Our annual inspection from the National Care Standards Commission provided a very positive report on the standards of our services, whilst during a recent review visit the Charity Commission commented on how well the charity was managed.



We look forward to continued progress over the coming year as we develop mutually beneficial relationships with the many stakeholders in the hospice: patients, carers, supporters, staff, volunteers and local businesses. We relish our role in the heart of our community as a much needed resource to patients and their families with palliative care needs.

Thank you all for your continued support, and for all that you make possible.

Dr Richard Soulsby  
General Manager



# Our Care Services

*“Physical, social, emotional and spiritual care, and a place of fun and laughter for us all”*

Katharine House Hospice Patient



Pets for Therapy dog Kester visiting the In-Patient Unit



**Bereavement Services**  
**Carers Group**  
**Chaplaincy**  
**Complementary Therapies**  
**Counselling**  
**Day Care**  
**Diversional Therapies**  
**Drop In Day**  
**Hospice at Home**  
**In-patient Care**  
**Lymphoedema Clinic**

## ■ Consolidation of Existing Care Services

Our aim has continued to be to ensure that the people of mid-Staffordshire have access to the very best palliative care. We strive to continue to improve the quality of life and general wellbeing of our patients and their families through an holistic approach to care including pain and symptom control, respite care, terminal care, psychosocial care, spiritual care, and bereavement support.

Over the past twelve months patients have accessed our wide range of services, whether in our Day Unit, our In-Patient Unit, through our Drop-In Day, or in their own homes. In particular we have seen development in some of our newer services including a rapid growth in the lymphoedema service, which we hope to continue in the coming year, and development of our bereavement service which has increased its frequency of meetings.



# Our Plans

*“This exciting project will seek to improve the care services and facilities available to patients and their relatives”*

Dr Richard Soulsby - General Manager

## ■ Our Plans

The major drive for the hospice is to increase the use of the day care and inpatient facilities by adults with progressive, life-limiting illnesses. This will include appointing a Medical Director, the opening of the final two inpatient beds, and an increase in service provision for non-cancer patients. In addition we will be starting a Carers' Group to provide social and practical support to meet the many and varied needs of informal carers.

## ■ Building Development Project

Alongside the drive to increase the number of patients who access our existing specialist care services, we will be undertaking an ambitious project to reconfigure the use of space in some of our key areas. The Day Unit at the hospice was built in 1993, and the adjoining inpatient unit in 2000. The nature of day care has changed considerably over the last 10 years, with much more dependent patients accessing the services and particularly patients in wheelchairs (for example with Multiple Sclerosis), and there are now considerable spatial issues within the Day Care unit. Moreover, when the inpatient unit was designed and built a number of operational assumptions were made, which after four years of operation, are no longer being met.



**A building development project will propose improvements in the use of space within the existing building and its environs.**

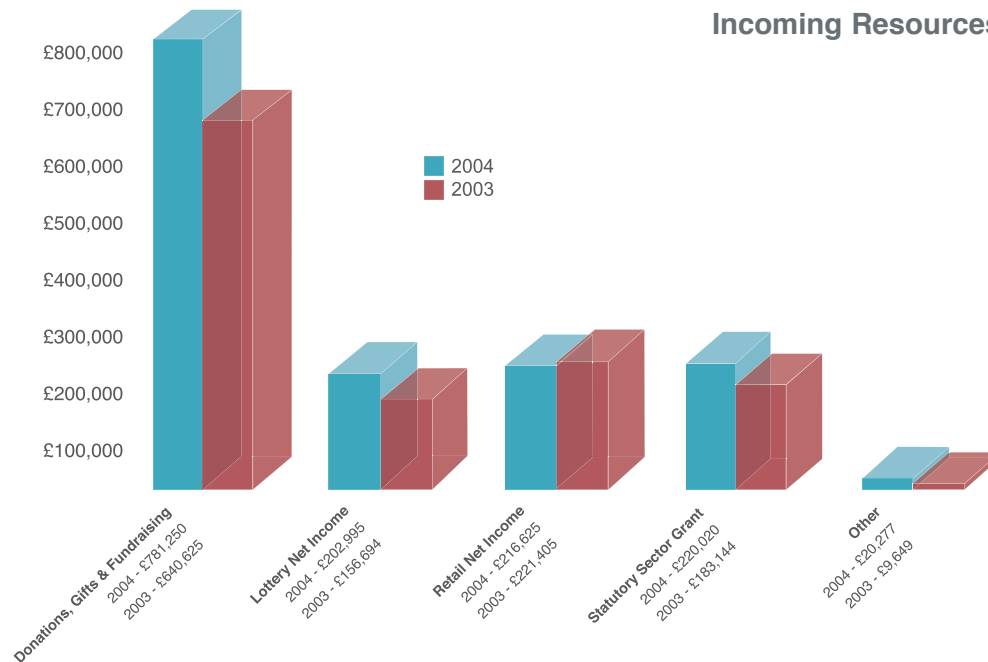
**Some of the key benefits of this project include:**

- Improving the environment for our day care patients by bringing all of their services together in one area.
- Providing day care to more patients by increasing the capacity for patients, particularly those in wheelchairs.
- Improving access to our Chapel.
- An increased number of rooms for counselling and private discussion.
- Improving parking facilities for visitors.

# Our Financial Position



## Incoming Resources

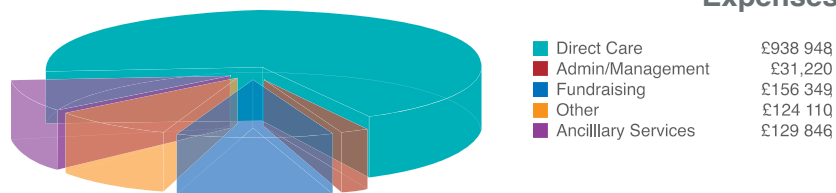


Financially Katharine House has made significant progress. Incoming resources increased by £230k to £1.44m, whilst expenditure increased by £162k to £1.38m.

This turned the operating deficit of £6,956 for the previous year into a surplus of £60,694.

Our statutory income covers only 15% of our total running costs and we continue to rely heavily on voluntary donations. The overall financial position was also improved by the reversal in the performance of the investments, which gained £45k.

## Expenses



## Our Running Costs

£1.5 million per year  
 £125,000 per month  
 £28,840 per week  
 £4,110 per day  
 £171 per hour  
 £2.85 per minute





Painting with a day care patient

# Our Voluntary Workforce

■ Katharine House Hospice believes that by offering a diverse choice of voluntary roles all our volunteers are *rewarded* with the “feel good factor” at the end of their duty.

This is borne out by the fact that so many people stay with us over the years and we recognise their achievements by presenting long service awards. These come in the form of certificates for five years and special lapel badges for ten years.

In 2003 we had two volunteers, husband and wife, Joan and Norman Potter, who had each “clocked up” a staggering 15 years of voluntary service and were *rewarded* with certificates to commemorate this achievement. Both Joan and Norman are still actively involved in several voluntary roles within the Hospice and clearly do get that “feel good factor”!



Preparing to take a day care patient home



Reception duties

28% of the Hospice team of volunteers has been *rewarded* with long service certificates and badges and we hope that they too will go on to match Joan and Norman’s achievement.

Volunteering opportunities continue to grow and they attract people from a variety of backgrounds and with a range of skills. They come together for a common purpose – Katharine House Hospice patients. Therein lies the real *reward*!

*"I will take more than I could ever give back"*

Katharine House Hospice Volunteer



A volunteer in one of our 9 shops



A patient and volunteers enjoying a simple foot massage

**Administrative Support**  
**Arts and Crafts Volunteers**  
**Bereavement Volunteers**  
**Cash Counters**  
**Clerical Assistants**  
**Computer Users**  
**Day Care Volunteers**  
**Drivers**  
**Drop-In Volunteers**  
**Envelope Stuffers**  
**Finance**  
**Fundraisers**  
**Gardeners**  
**Horticultural Therapy**  
**Hospice at Home Volunteers**  
**Kitchen Assistants**  
**Librarians**  
**Patient Care Volunteers**  
**Poetry Readers**  
**Receptionists**  
**Shop Volunteers**  
**Simple Massage Volunteers**  
**Tea Bar Assistants**  
**Yoga**





## Where The Money Comes From

### ■ Where the Money Comes From

The annual cost of running the Hospice is now £1.5 million and, with contributions from the Health Authority currently providing only 15% of this, we rely heavily on voluntary contributions. Our patients and their families are able to access our specialist care services thanks to those organisations, groups, individuals and businesses who support Katharine House Hospice through our shops, Lottery and fundraising ventures.

### ■ Individuals

Local people yet again supported us in numerous ways, from sponsoring a light on our Christmas tree, joining our Circle of Friends, visiting one of our nine shops, making a regular donation by standing order or having a flutter on our inaugural Snowball Draw. More people than ever also took advantage of the tax-efficient ways to support us by getting the tax man to do his bit – in particular by Gift Aiding their donations or by donating direct from their salary. There were also those individuals who made a donation as a tribute in memory of someone who had passed away, and those who remembered Katharine House in their will by leaving a legacy to the Hospice.



### Thank You

We rely heavily on voluntary contributions to enable us to go on providing our specialist palliative care services. The commitment of our supporters is humbling, and all donations, great and small, help to improve the quality of life and overall wellbeing of our patients every day. A sincere and heartfelt thank you to everyone who supports Katharine House Hospice.



*“Without the generous support of the individuals, groups and businesses in our community we would be unable to go on caring for local people year after year”*

Lisa Taylor, Head of Fundraising



### ■ Community Groups

Local community groups and clubs, including Churches, Schools, Brownies, Choirs and Rotary Clubs, all worked together to raise funds for Katharine House. At any one time there was a local group organising a collection or an event on our behalf, setting up a syndicate for our Lottery, or displaying a Katharine House Hospice collecting tin. Yet again we were supported by individuals and groups who were prepared to go to great lengths to support us – from Land's End to John O'Groats, The Pennine Way, the 3 Peaks of England, Scotland and Wales and even the Sydney Harbour Bridge. Some community groups sent Katharine House Christmas cards to raise funds – and others made a donation NOT to send Christmas cards.

### ■ Businesses

Our aim is to build long term, mutually beneficial relationships with our corporate supporters, by matching the needs of the Hospice with the individual objectives of each organisation. We made significant progress in developing and maintaining links with our business community in 2003/04. We received support from local companies in the form of gifts in kind, employee fundraising, corporate sponsorship and Charity of the Year fundraising activities.

### ■ Grant-Making Trusts

In past years Katharine House has received substantial support from several grant-making trusts and charitable foundations, and 2003/04 was no different. We received contributions ranging from £300 to £35,000, which helped us to buy vital items of medical equipment or were used to help us meet our running costs. These gifts, many of which are regular contributions, lay the foundations onto which we are able to plan the future of our care services.



Cartridge Recycling  
Christmas Cards  
Circle of Friends  
Collecting Boxes  
Collections  
Corporate Support  
Foreign Currency  
Fundraising Events  
Gift Aid  
Grand Draw  
Grant-Making Trusts  
House to House  
Legacies  
Light up a Life Appeal  
Lottery  
Payroll Giving  
Personal Donations  
Regular Giving by Standing Order  
Schools Fundraising  
Shops  
Snowball Draw  
Sponsored Events  
Support Groups  
Tea Bars  
Tributes In-Memory



# Recognition of Support

Julie French, Managing Director of In-Corporate Coaching & Training, who raised money by running the London Marathon.

## ■ Thanks to Trusts

**Our thanks to the following Trusts and Charitable Foundations for their support this year:**

- Baron Davenports' Charity
- Queen Elizabeth's Grant
- St John's Hospital, Lichfield
- The Garfield Weston Foundation
- The Harding Trust
- The Henry Smith Charity
- The Strasser Foundation

Thanks also to those trusts who wish to remain anonymous.

## ■ Corporate Roll of Honour 03/04

**Our thanks to the following companies for their support:**

- ABB Power
- Andrew Wilson Wines Ltd
- AP Webb Plant Hire Ltd
- Areva T&D UK Ltd
- Asda Stores Ltd
- Barry James Photography
- Barnett Ratcliffe Partnership
- Bentley Jennison Chartered Accountants
- BNi Stafford
- Currier Ltd
- Domino's Pizza
- Foxes Biscuits
- Enabling Computer Supplies
- Flying Ducks
- Francesco Group
- Friel Construction Ltd
- George Street Press
- Goodyear
- Greswolde Construction Ltd
- Hand Morgan & Owen Solicitors
- Hixon Airfield Services
- In-Corporate Coaching & Training
- Jenkinsons Caterers (Stafford) Ltd
- John Tractor (Tractor Parts) Ltd
- Lloyds TSB
- Mike Thompson (Stafford) Ltd
- Millar Sandy
- Mitton Marketing Solutions
- The Moat House Hotel Acton Trussell
- NFU Stafford
- Nick Ray Counselling and Psychotherapy
- Office Opportunities
- Pickering and Butters
- Pritchard & Associates Ltd
- RBS Office Supplies
- Regent Travel of Stone
- Rowneys
- Sandy & Co.
- Stafford Chamber of Commerce
- Stafford Rangers
- Staffordshire Newspapers Ltd
- The Swan
- Traction
- Truview
- Unitec Ceramics Ltd



# Hand Morgan & Owen solicitors

*"We are proud to be actively contributing to the hospice care provided for our local community"*

Senior Partner, John James



**From left to right:** Jennifer Woodyard - Associate, Quality Manager, Catherine Cammock - Solicitor, Elderly Client Adviser, Peter Harris - Associate, Chartered Tax Advisor, Patrick Farrington - Partner, Katharine House Hospice Company Secretary, Nigel Pepper - Partner, John James - Senior Partner.

On behalf of everyone at Hand Morgan & Owen we are delighted to sponsor the Katharine House Hospice Annual Review.

Our partnership with the Hospice is fitting for a number of reasons, not least the similarities between our two organisations.

We both have an experienced team of professionals serving our local community, we strive to provide the best possible support to those people who access our services at a time when they need it most, and we run our organisations with a mix of innovative thinking alongside traditional prudence.

Supporting our local Hospice is an extension of the ethos that underpins all of our activities, that is, to maintain a community focus in all that we do.

**Hand Morgan & Owen**  
Solicitors

Telephone 01785 211411 or see our website [www.hmo.co.uk](http://www.hmo.co.uk)



*“As soon as I arrived I knew that this place was all about life - and living it to the full until the very last moment - whether that is for a few years, a few months, or a few days”*

A Katharine House Hospice Patient

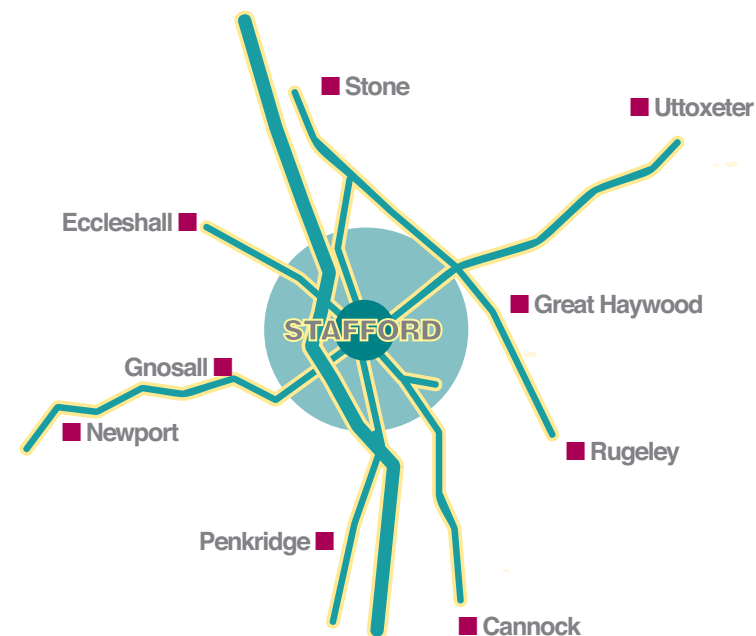
#### ■ Katharine House Hospice Trustees 2003 / 2004

-Mr Tony Burgess  
-Mr Mike Cutler  
-Mr Patrick Farrington  
-Mrs Jan Boulter  
-Mr Bill Crisp  
-Dr John Gibson  
-Mr John Grant  
-Mr John Gregory  
-Mr Christopher Lee  
-Dr Stuart Lloyd  
-Mr Neil McKellar  
-Lady Mitting  
-Mrs Norma O'Neill  
-Rev'd Jeffery Reynolds  
-Mrs Kathleen Simon  
-Councillor Colin Wilkinson

*Chairman*  
*Vice Chairman*  
*Company Secretary*

#### ■ Patrons:

-The Lord Lieutenant of Staffordshire Mr James Hawley  
-Morag Lady Stafford  
-Right Reverend Christopher Hill Bishop of Stafford  
-Reverend Bishop Pargeter Roman Catholic Bishop of Birmingham  
-Mrs June Tonge  
-Mr William Cash M P



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