

Corporate Roll of Honour 2008/09

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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 The Moosaii D M Lockhat Charitable Trust The N Smith Charitable Settlement The Paget Trust Paycare Charity Trust Percy Bilton Charity Queen Elizabeth's Grant The Roger Whitfield Foundation The Rowley Trust Stafford Sir John Sumner's Trust 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
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We are grateful to the following individuals for remembering us in their will:

Thomas John Henry Carey Constance Darley Robert Arthur Frayne Mary Hugall 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



1996

Lottery launched



2000

First patient admitted to in-patient unit

2001

Drop in day introduced



2005

Respite for Carers commences



2009

Future...

March 1993

Day Care Unit service begins



1997

First shop opened



2002

Lymphoedema clinic opens



2004

Formal support for carers through the Carers Group launched



2007

Day Care capacity increased from 12 to 15 patients

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

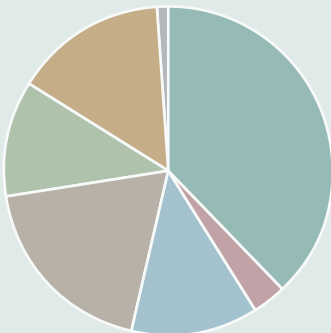
“One of the day care patients was always joking with me that he wanted a Knickerbocker Glory. You should have seen his face when I presented one to him one day!”

Sally, Cook

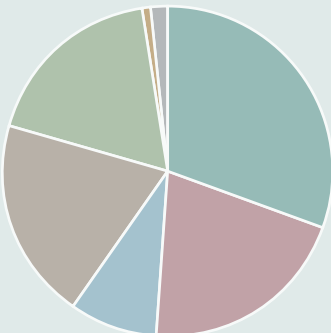


Where Our Money Came From

2007/08



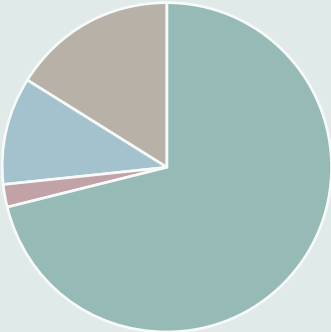
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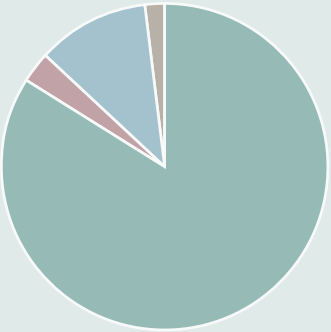
	2007/08	2008/09
Donations, gifts, fundraising	£762,845	£839,259
Legacies	£65,362	£567,164
Lottery	£253,450	£236,755
Retail	£382,429	£544,240
Statutory	£230,103	£497,872
Building appeal	£302,145	£21,933
Other	£19,095	£39,193

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