



ANNUAL REVIEW 2009/10

*Caring, Supporting, Inspiring*

katharine  
house  
hospice   
embracing life and living



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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.

We continue to support the Hospice in memory of a much missed colleague who sought their care and support last year.

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*"This year I have had chemotherapy, treatment for my lymphoedema and spent a week in respite care. I also learned to paint at Katharine House Hospice."*

## **A word from a patient**

**I would like to welcome you to this annual review as Katharine House has welcomed me. The Hospice makes a real difference to my life and that of my family.**

I was diagnosed with cancer back in 2004, and it has since progressed. The illness puts a lot of strain on me and my family, and as a result of my condition my husband needs to do everything for me. Katharine House provides a lifeline that helps us both - a visit to the hospice gives my husband a rest, and allows me to relax and leave my tears at home.

With so much happening in my life this year, one of the highlights was learning to paint! I started with flowers, and then a large plate arrived in Day Care. I said to the team - *"I would like to paint that plate for Katharine House"*. It gave me a real sense of achievement and took my mind off my illness - I would also like to think I was giving something back.

I look forward to visiting Day Care, and I have even enjoyed my respite stays in the In-Patient unit. Painting is just one of the activities I enjoy during my visits to the Hospice - I have even been known to enjoy a game of bingo and a drink!

Katharine House is important to me and my family. The staff, the volunteers and my fellow patients are wonderful. I would like to thank them all.

**Mrs Margaret Marsden**

*Day Care patient and keen artist*

## Caring... An In-patient's story - Christina Smith

The room was filled with the laughter and fun of a family get together, talk of delayed flights due to the ash cloud and the usual updates on friends and relatives in Ireland. Family stuff. However this was a reunion with a difference, rather than a catch up over dinner, or a trip to the pub, the venue was the Hospice In-patient unit and everyone had come to visit Christina.

Christina very kindly allowed us to capture the scene; a beautiful, happy family portrait with Katharine House nurses. The resulting photograph was used in the promotion of our Sponsor a Nurse appeal - to date that image has helped to raise over £17000. Christina's willingness to help the Hospice was nothing new

- for many years she tirelessly raised funds and awareness for Katharine House Hospice.

Christina was a breast cancer sufferer for a number of years, the cancer became aggressive over Christmas 2009 and from then on she spent a lot of time at the hospice - spending her birthday, her daughter's birthday and a wedding anniversary as an in-patient.

Christina's husband, Peter Smith says *"The care Christina received was second to none. My daughters and I literally lived at the Hospice for a fortnight whilst she was very ill and Katharine House Hospice nurses helped Christina with pain relief and explained everything that was going on. The team gave us the support to carry on our lives whilst Christina was in their care".*

The care that Katharine House Hospice provides to local people like Christina helps them to come to terms with their illness. The care that is provided extends to supporting families caring for a loved one or coping with the pain of bereavement.

Peter said *"we know that as a family Katharine House is there for us if we need support".*

In her own way Christina is continuing to help Katharine House Hospice care for people like herself.



## Day Care and Drop In

The nurse led Day Care team work with people to improve the quality of their life by providing support and specialist care. Drop In provides informal support for patients coping with the challenges of their condition without the need for referral from a health care professional.

### *Coffee, cards and conversation*

A friend recommended Drop In Day Care to me, and I can certainly recommend it to others. Cancer changes your life - and it means a lot to me to be able to speak to people who are going through the same thing. Everybody is lovely here.

#### **Carole Allen**

Drop In Day Care



### *I never realised it was free*

People don't often realise that reflexology and massage are free of charge at Katharine House and also little things like your partners being welcome. It is a lovely place with great atmosphere - I shall be taking part in this years Midnight Walk - my daughters and grand daughters will be pushing me in a wheelchair!

#### **Jane Audin**

Drop In Day Care



## KEY FACTS

-  Katharine House Hospice provides free care services for people suffering from all progressive illness - not just cancer.
-  The Hospice provides free support to families and carers
-  The Hospice helps people live to the full in the time they have left - in fact 50% of people leave the Hospice after a stay in the In-patient unit.



## Supporting...

### Supporting families and carers

It is not just patients who need care but also the people who are caring for them. The Carers Group provides emotional and practical support for these people.

The group offers carers the opportunity to relax, unwind, make new friends and talk to someone who appreciates the challenges of being a carer. Carers are welcome to 'drop in' on Thursdays between 10am-4pm for advice and support on a one to one basis.

Our counselling service helps patients and their relatives, when facing the changing stages of their illness and life circumstances. The Hospice team also provides specialist bereavement counselling support for families.

*The simple act of talking and sharing experiences can be extremely beneficial.*

**Delphine Howarth, Counsellor**



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Inspiring...

### An inspiring place to work

Katharine House Hospice is an inspiring place to work. Whether a full time member of staff or a volunteer kindly giving up their time - all are united in helping to help local people with progressive illnesses live their lives to the full.

Volunteers form the backbone of a growing organisation - this year saw a record **55,629 hours** donated to a number of Hospice departments and retail shops.

*It is a pleasure to work for Katharine House Hospice, every day brings something new - but all of them revolve around helping people.*

**Marketing and Communications Manager**



*I am very proud to say I work for Katharine House Hospice it is such a happy, positive place.*

**Senior Fundraiser**



*"We have all known or know people with progressive illnesses, I wanted to help by doing something worthwhile with my retirement"*

**Lesley Bennion, volunteer**

# Major landmarks 2009-2010

2009-2010 has seen a period of transition for the Hospice, with investments being made in care and in the retail division in particular:

## **Big Shop opens 3rd July 2009**

Our Big Shop opened in June 2009. Aptly named, the Big Shop offers Big choice and Big value whilst making a strong contribution to the Hospice.

Based in Cannock, the Big Shop offers a huge selection of furniture, household goods and clothing.

## **Eccleshall shop opens 15th September 2009**

The Katharine House Hospice shop opened in Eccleshall in 2009. The shop, has rapidly become a popular destination for shoppers looking for quality fashions and accessories. Since opening, the shop has gained the title of "the department store" in Eccleshall - as it stocks everything from china to designer labels and furniture.







Lymphoedema care  
fulfilling a  
growing need



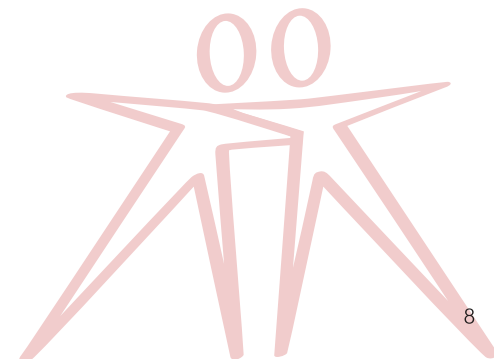
Commitment to care





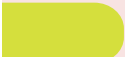


### Lymphoedema, a growing service

The growing requirement for local lymphoedema care services has called for a greater investment in this area. Provision of Lymphoedema care is becoming increasingly important to our community, just to put this in perspective; from April 2008 to March 2009 744 Lymphoedema treatments took place at the Hospice, the same period 2009/2010 has seen this figure grow to 1074 - a huge increase of over 44%. The Hospice has acquired 150 Weston Road to develop as a specialist lymphoedema clinic which will provide a vital resource in coping with the increasing demand for this vital service.

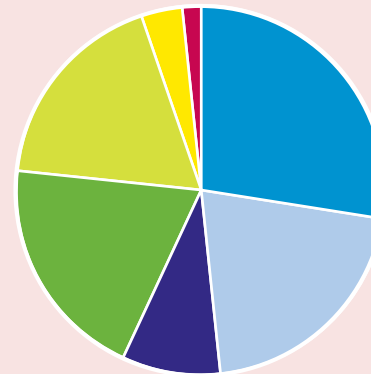
### Legacies - Fuelling a commitment to care

Legacies have an enormous impact on the provision of our services. The purchase of our new clinic at 150 Weston Road was largely made possible with substantial financial support from legacies

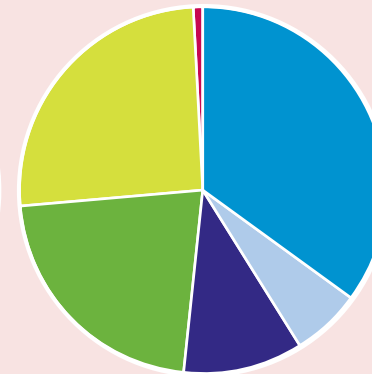


	2008/09	2009/10
	£	£
 Donations, gifts, fundraising	761,192	764,591
 Legacies	567,164	134,956
 Lottery	236,755	229,468
 Retail	544,240	479,224
 Statutory Sector	497,872	555,768
 Donation in kind	100,000	-
 Other	39,193	18,106



### Where our money came from...



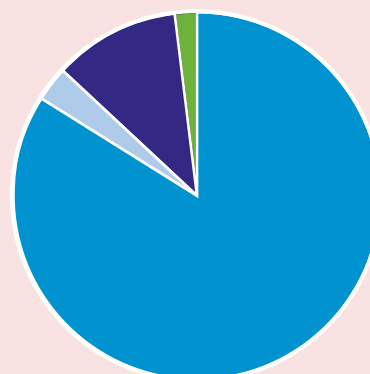
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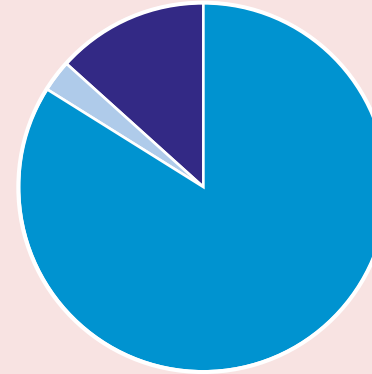
2009/10

 Care	1,739,218	1,806,727
 Governance	58,133	57,088
 Fundraising	230,759	282,998
 Building refurbishment	39,025	-

### How we spent it...



2008/09






2009/10



## Moving into a new decade of care...

### A final word from our Chief Executive

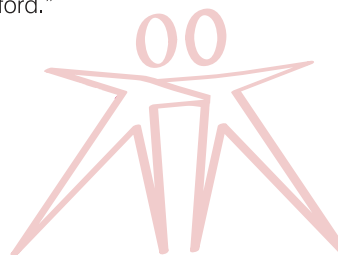
2009/10 was predominantly a year of planning and laying the foundations for the future development of Katharine House. Looking forward into 2010/11 we will see some of these initiatives beginning to bear fruit.

-  We will see the commencement of a new community service. The Hospice at Home team will provide short periods of care in people's own home during periods of acute crises when other providers are unable to make provision at short notice. It is specifically aimed at ensuring patients have a real choice about where they will receive care. It will enable patients to avoid unnecessary admission to the Hospice or hospital and it will support the early discharge of patients back to their own homes.
-  We will double the size of our lymphoedema services when we transfer these to the new premises to be known as Katharine House Clinic.
-  We will enhance our bereavement services through a close partnership with Stafford and District Bereavement and Loss Support Service and through the provision of increased hours for counselling.

Beyond 2011 we face an uncertain environment as sweeping changes will affect the way the National Health Service commissions our services, but we believe these changes will create many opportunities for organisations willing to embrace their implications.

"One thing is certain Katharine House Hospice's trustees remain focussed on the enhancement and development of end of life care services for the people of Stafford."

Richard Soulsby, Chief Executive



*“One thing is certain Katharine House Hospice's trustees remain focussed on the enhancement and development of end of life care services for the people of Stafford”*

**Richard Soulsby** *Chief Executive*

# *You can help...*

**Katharine House Hospice in a number of different ways.**

## **JOIN OUR WEEKLY LOTTERY**

- All proceeds go towards nursing care at Katharine House Hospice.
- Every week someone will win £2000, £125, £75, £50, £25 and 145 winners of £5.
- Play weekly for just £1 and support Katharine House Hospice.

## **FILL A BAG AND BRING IT TO OUR SHOPS**

1 bag of donated items could pay for 3 hours of nursing care at Katharine House Hospice.

## **RECYCLE YOUR FURNITURE AT KATHARINE HOUSE SHOPS**

A sofa could pay for one full day of care for a patient at Katharine House Hospice.

We collect for FREE, please call for details.

## **MAKE A DONATION**

Every penny really does help us. If you would like to make a donation please call us 01785 270808 or donate online at [www.khhospice.org.uk](http://www.khhospice.org.uk)

## **VOLUNTEER**

Volunteers represent a vital component of the Hospice service. For patients and families, they bring a personal touch and for the Hospice, volunteers bring a diverse range of skills and life experience.

call **01785 254645** fax **01785 247803** email: [enquiries@khhospice.org.uk](mailto:enquiries@khhospice.org.uk) web: [www.khhospice.org.uk](http://www.khhospice.org.uk)

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