



In late 2013, we moved some of our non-care teams into new premises, The Business Centre on Staffordshire Technology Park. This enabled us to release space at the hospice by bringing many of the organisation's income generation and support functions off the hospice's overcrowded site. This has freed up spaces elsewhere and enabled us to develop the income generation functions. We have been able to reconfigure the use of the rooms upstairs at the hospice to create more space for the community team, and a room for doctors. In the clinic we have created an additional counselling room upstairs and a third lymphoedema room downstairs.

This year also saw the development of a much larger retail unit in Newport, and latterly we have opened a much larger store in Stafford.



Catherine (left) and new Director of Nursing Services Jackie Kelly

September 2014 saw the retirement of Catherine Howlett. For over 12 years Catherine was our Director of Nursing Services

and her contribution to the work of the hospice has been immeasurable. Her most important contribution was almost unseen – the establishment of the culture that our care teams have developed; a culture that puts patients at the heart of what we do and encourages co-operation across the hospice's multi-professional team. This culture supports service delivery that is very responsive to patients' needs.

The immediate future will see us extend our lymphoedema services with the new clinic room coming into use.

Thereafter the future is very unclear. Our local hospital, Stafford, is to be merged with the University Hospital of North Staffordshire. This will mean an unsettling time for clinicians in the local health economy. However, it also creates some fresh opportunities to review how we are working with the local hospital and early discussions are promising.

Four local NHS Clinical Commissioning Groups from Stafford, Cannock, Stoke and North Staffordshire are tendering out the provision of end of life care. This tender is consuming management time to ensure we are involved in a response from a consortium of providers. Whilst this causes some threats to the third of our income that is derived from the statutory sector, the need for changing the way end of life care is delivered in mid-Staffordshire is compelling and this hospice is pleased that our local NHS commissioners have made this a high priority.

It is the view of this hospice that if we continue to focus on delivering high quality services to patients and families, then any contractor in the future should want to work with us.

Furthermore, a radical rethink could vastly improve the provision of services to our local communities and as a charity it is our responsibility to engage with such a transformation, not resist it.

The one thing that has remained constant throughout the last 25 years is that our Hospice is built on the support of the local community. Without this support, both in time and money, this hospice would not exist

Dr Richard Soulsby



25 years of care
**katharine
house
hospice**

embracing life and living since 1989

Onto the next 25 years





This year is Katharine House Hospice's 25th Anniversary year. The organisation has flourished since its inception as Stafford Hospice at Home in 1989. Initially we were a volunteer run home care service, then in 1993 we began offering day services and by 2000 we were providing inpatient care. Since then our support of patients has developed through the provision of lymphoedema treatments, carers support, bereavement support, and a community care service in peoples' own homes. All of these services are offered free of charge.

Throughout the development of the hospice we have continued to respond to what our patients need.

The day service has transformed into a day therapies services, with the provision of social work support, occupational therapy, physiotherapy, complementary therapy, chaplaincy, as well as specialist medical and nursing advice. We opened a drop in service, but after 6 years it no longer seemed to offer what most patients needed, so it was replaced by a wellbeing day, which has grown steadily.

As a charity, the main tension for the hospice has been to balance the resources available with the services we can provide. In the early years it was the growth of the lottery and fundraising that enabled the services to expand. Latterly it has been the growth of statutory sector funding and the retail department that has sustained the development of the charity.



But the economic climate is tough at the moment, both public sector and personal incomes are under pressure, and yet our need for funding continues to grow.

The external environment within which this hospice operates has changed considerably over the last 25 years.

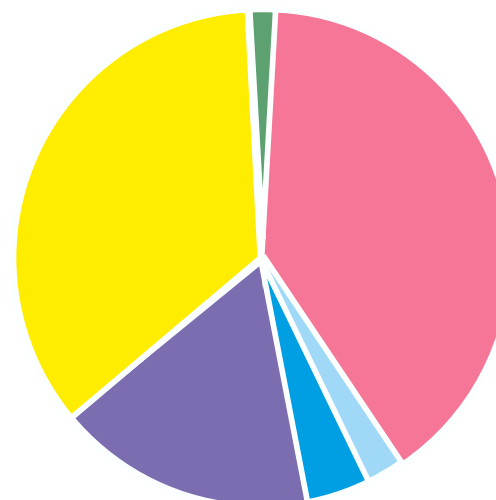
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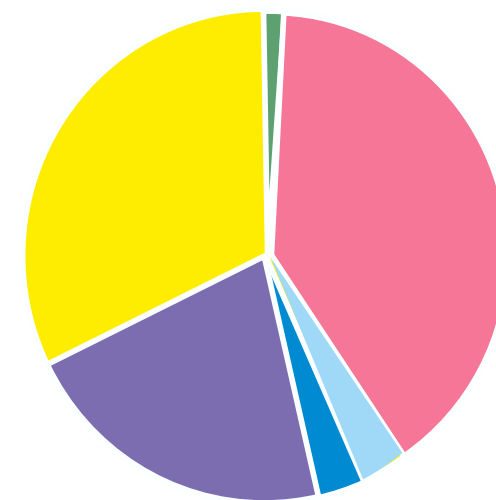
Without this support, both in time and money, our hospice would not exist. We now have over 600 volunteers working in the hospice and in retail; we have tremendous support from many local companies and groups; and the people of Stafford, Cannock and surrounding areas continue to donate money to the hospice and goods to our shops.

Without their generous support we would not be able to provide the services that we do.

Where our money came from..



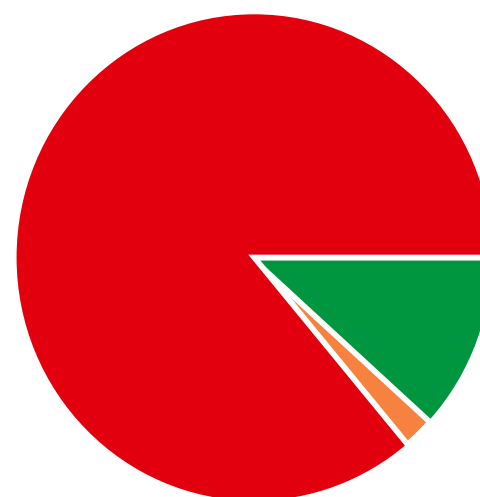
2012/13



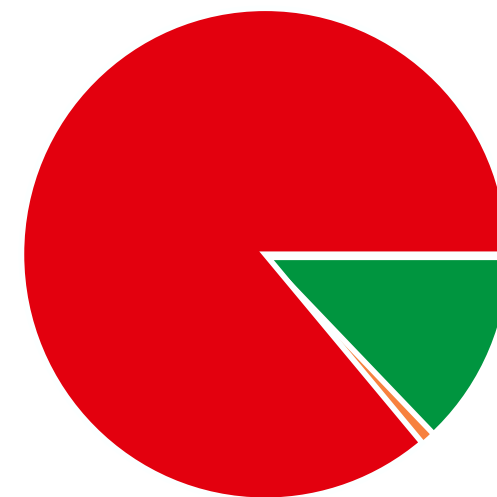
2013/14

2012/13 £	2013/14 £
1,089,047	1,005,970
997,090	1,018,644
672,917	843,242
213,655	207,771
103,281	170,105
31,027	36,210

How we spent it.....



2012/13



2013/14

2012/13 £	2013/14 £
2,677,206	2,721,680
352,158	394,166
55,185	45,068