

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 a top prize of £1000, with a second prize of £200, third prize of £100 and 140 winners of £5.
- A bumper £3000 prize draw every quarter - weekly lottery players will be automatically entered.
- 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.

You can even donate by mobile phone text.

TEXT: **Kath24 £2** to **70070** donate £2.

You will be charged at your operators standard rate for text plus donation.

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.



ANNUAL REVIEW 2010/11

We've come a long way together



call **01785 254645** fax **01785 247803** email: info@khhospice.org.uk web: www.khhospice.org.uk



Katharine House Hospice, Weston Road, Stafford ST16 3SB Reg charity no 1011712

Like us on Facebook - Katharine House Hospice Stafford

Why not deal with the sharpest legal minds...

ORJ
SOLICITORS LLP

www.orj.co.uk

- Company/Commercial
- Commercial Property
- Litigation/ADR
- Personal Injury
- Family
- Residential Conveyancing
- Probate
- Wills and Trusts

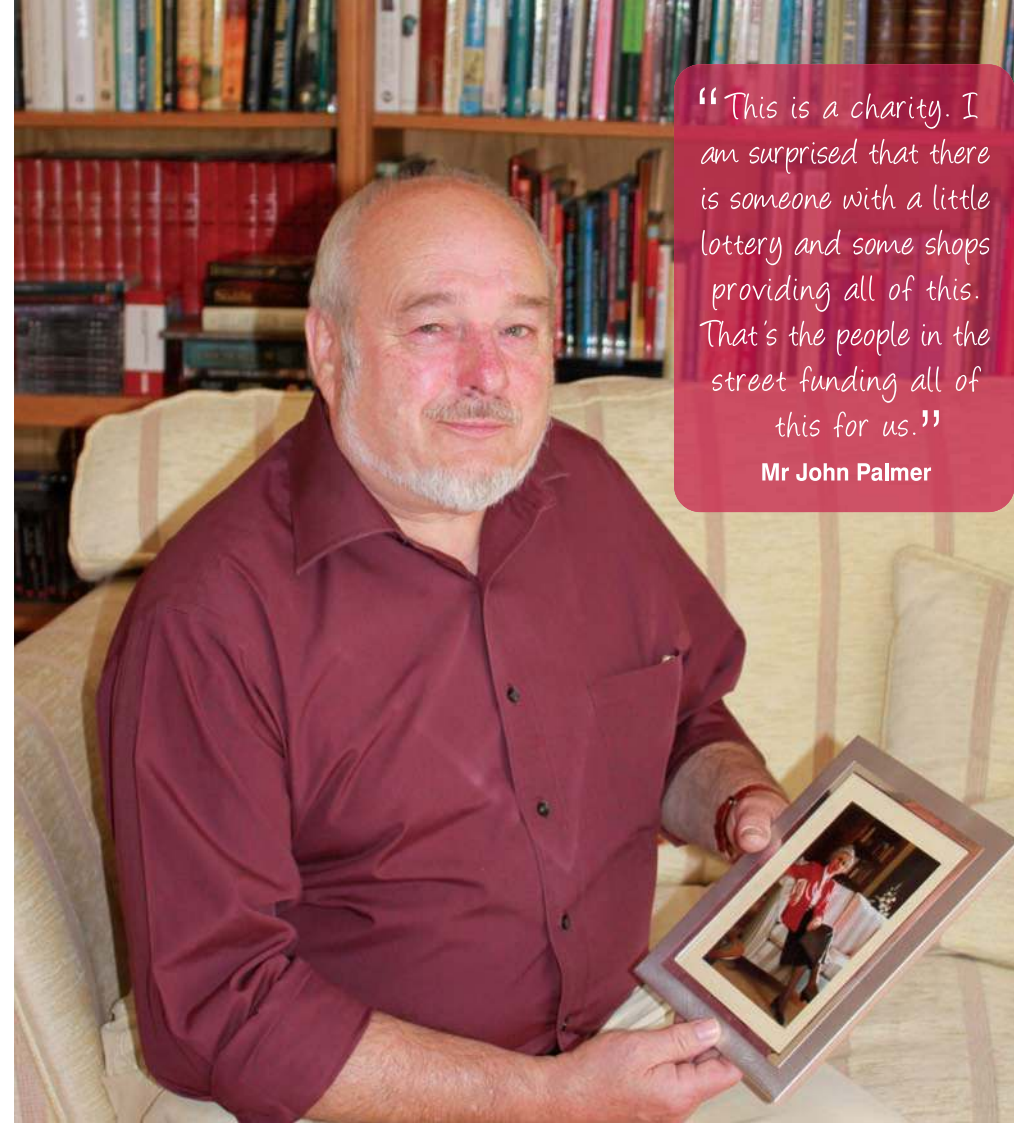
ORJ Solicitors, in line with our ongoing commitment to Katharine House Hospice, are delighted to again sponsor this year's Annual Review.

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

ORJ Solicitors LLP, Queensville House, Queensville, Stafford ST17 4NL

Tel: 01785 223440 **Email:** lawyers@orj.co.uk

A legal 500 Company



“This is a charity. I am surprised that there is someone with a little lottery and some shops providing all of this. That’s the people in the street funding all of this for us.”

Mr John Palmer

Introduction...

When I was asked to write a few words in this annual review I thought, this is easy, and it could have been if I hadn't had so many wonderful memories flooding into my mind. This is a much condensed version of only part of what I would have liked to say.

“Faith, hope and charity, these three. But the greatest of these is charity...”

Marie passed away peacefully the night of February 3rd 2011, she had battled hard for over three and a half years with metastatic breast cancer, having tumours in the lungs and then the brain. It was her wish to die at home and I promised that she would, but in December 2010 we were finding it hard to cope. A suggestion from our Macmillan nurse led to meeting the At Home team from Katharine House. Initially they only came two or three times a day, then all day and finally for all twenty four hours. We both overcame having strange people in the house and within a few visits began to regard them as friends. My wife was a charming, talented, practical, intelligent and dignified lady and the Team reflected this in ways I cannot express, except with one word... charity – the other word for it is love – always personal. It is heartfelt.

Charity does not stop with putting your hand in your pocket; it means employing the faculty of the imagination to realise that other people's cares and joys are as real as yours.

Katharine House has become very important to me and our family; I wish to thank the staff, the volunteers (both on and off site), the people of Staffordshire and MY TEAM.

Mr John Palmer

In-Patient Unit Celebrates 10 Years - September 2010

10 years ago this month the In-patient unit officially opened its doors at Katharine House Hospice. To mark the momentous occasion a number of events took place throughout the birthday year – which included a £10,000 lottery draw a 10k run on 10/10/2010 and a special birthday celebration in Stafford Victoria Park.



10k run on 10/10/2010



10 years of vital care



Our £10,000 birthday draw winners

10
years



Katharine House Clinic Opened - March 18th 2011

The specialist Lymphoedema clinic at 150 Weston Road was officially opened on March 18th by Member of Parliament for Stafford constituency Jeremy Lefroy. The clinic also provides a base for the Hospice counselling team. Both the clinic reception and lymphoedema service are supported by volunteers.

"It was a great honour to be invited to open the new clinic, which will help patients to carry on their normal lives with much reduced pain and discomfort. I know that it will meet a huge need. I would like to pay tribute to all the groups who have contributed and to everyone whose hard work and determination makes the running of the Hospice possible, enabling it to provide all its services free of charge. They are all greatly valued by the people of Stafford."

Jeremy Lefroy, MP for Stafford Constituency

"Bereavement counselling is an essential part of any Hospice's services, but it can be difficult for people to return to the main Hospice when their relative or friend has died at the Hospice. The counselling room in the clinic is an ideal solution."

Delphine Howarth, Bereavement Counsellor



The clinic (previously a veterinary practice) was purchased thanks to a large gift left in a Will, and its facilities were funded by a large Department of Health grant and support from charitable trusts, representatives were present as guests on the opening day. The opening was both a celebration of the clinic and also a thank you to the people that helped to fund it.



What is Lymphoedema?

Katharine House Clinic offers specialist care for local people with a condition called lymphoedema which is caused by a breakdown of the body's lymphatic system. Lymphoedema is often related to life limiting conditions such as cancer - but this is not always the case. The condition leads to painful and debilitating swelling of the tissues under the skin due to the build-up of lymphatic fluids. The Hospice team of specialist lymphoedema nurses treat the condition through regular massage and pressure treatments to allow the patient to carry on their normal lives without (or with less) pain and discomfort. In 2010 over 1400 treatments took place and the requirement is growing by more than a third each year.



At Home service Launches September 13th 2010

It is hard to believe that the At Home service is at the time of writing, only just approaching it's first anniversary. Since officially launching back in September 2010, the At Home team has swiftly become completely invaluable - providing previously an unavailable choice - end of life care for people in their own homes. For families the support it provides is measureless - affording support for carers to carry on caring whilst managing the other day to day pressures. Like all care provided by Katharine House Hospice this vital service is offered completely free of charge - funded largely by the kindness and generosity of the local community it serves.

At Home: Since launch...

- A team of 12 full time Health Care assistants are on call 24 hours a day - 7 days a week
- Has received 172 referrals from healthcare professionals
- Our team have arrived in the patient's home as little as 20 minutes after the referral was received
- Delivered care to 161 patients and their families
- Provided over 1700 home visits
- The numbers of non-cancer patients being cared for are rising

Source: At Home team up to end of June 2011



"It takes off so much of the pressure from families when they realise that someone is there for them. Families can be involved as much or as little as they wish in the loved one's day to day care."

Wendy Hoare,
Healthcare Assistant At Home Team

"Every family that we have worked with can't believe the support the At Home service gives them. It enables carers to keep their loved ones at home until the end of their life. We help to remove the stress and worries and fulfil patient and family wishes."

Ken Gofton, Healthcare Assistant At Home Team



It's the little things that make the difference...

Every Penny Counts

To honour a promise made to his dying mother, Mrs Sandra Hodgkins, supporter Simon Hodgkins gave up smoking and started to put his cigarette money into a Katharine House home collecting box. Mrs Hodgkins sadly died at the Hospice in September 2009 - since then Simon has raised an astonishing £3500 from 21 collecting boxes for Katharine House whilst honouring his mother's wish.

An hour makes such a difference

During an hour our care team can achieve so much when it comes to supporting patients. An average hour for a nurse at Katharine House can include personal care, talking, easing pain, comforting and reassuring patients and their families. Care is provided with the sole aim of helping patients to live their lives to the full in the time they have left. For carers it is often the little things such as having a meal prepared by the At Home team or their loved ones enjoying crafts and relaxation in the Day Care Unit that helps them to carry on caring. Our annual Sponsor A Nurse appeal highlights how much an hour of nurse's time, costing just £11.95, can mean to the lives of patients and their families. The 2011 appeal saw almost 1,700 nursing hours being sponsored by supporters - with every penny going directly to care.

"They provide all the patient care you could possibly think of as well as things that you don't even think about such as washing up and ironing shirts."

Mr John Palmer, carer



*Simon Hodgkins
turning coins into care*



*An hour makes such
a difference*



*Katharine House
Stone shop*



*Stafford's Lord
Lieutenant presents
the award*

Turning second hand items into first class care

In tough economic times people can still support the Hospice in many ways – vital care can be funded by clearing out the clutter at home and donating items to be resold in our shops. 1 bag of donated items can be transformed into 3 hours of vital nursing care.

Our shops are providing an exceptional contribution to Hospice care. The visitors, donations and sales at the recycling centre and Cannock Big shop in particular are rapidly growing. All our shops offer VAT free shopping and allow local people to furnish their homes and expand their wardrobes for less.



*Celebrating our award
winning volunteers*

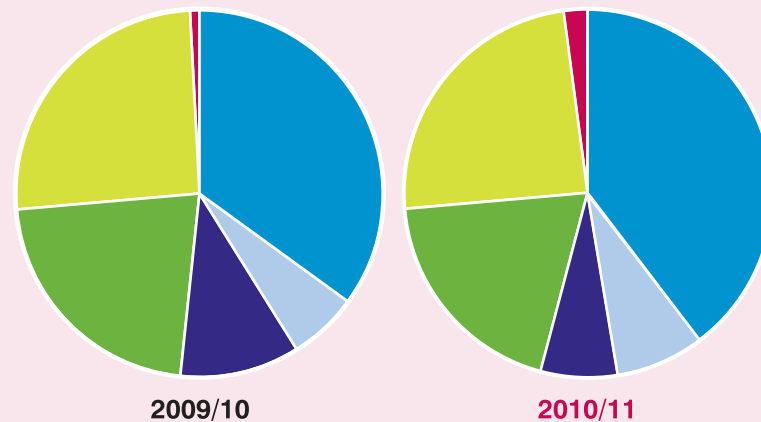
Volunteers

What greater donation can we receive than time? Without the help and support of volunteers Katharine House could not function. Over 600 volunteers support the Hospice and Hospice shops and each one has an important part to play in the provision of our services. 2010 saw their hard work recognised as they were awarded with the Queen's Award for voluntary service - the highest accolade volunteers can receive.

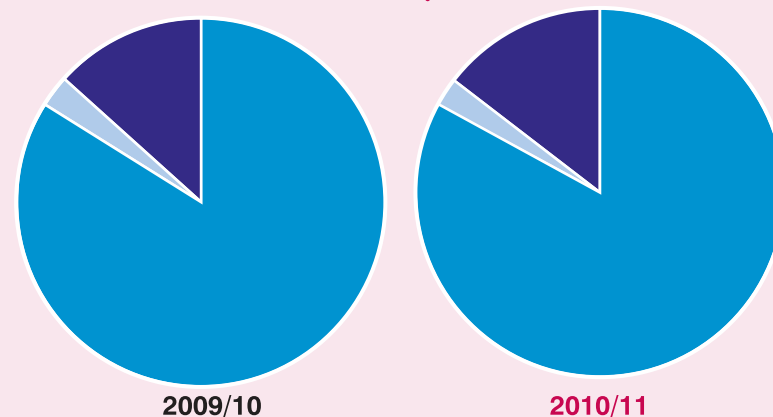


	2009/10	2010/11
	£	£
 Donations, gifts, fundraising	764, 591	1,379,983
 Gifts in Wills	134,956	265,995
 Lottery	229,468	230,614
 Retail	479,224	668,436
 Statutory Sector	555,768	843,219
 Other	18,106	68,880

Where our money came from...



How we spent it...



A Success story in difficult times...

A final word from our Chief Executive

2010/11 has seen the fruition of a number of our strategic objectives. The highlight has been the development of a new At Home Team. We are grateful for the vision and support of the local health services and grant giving trusts which has helped to fund and support the operation of the service. It is a service designed to provide a rapid response to families' request for assistance, enabling either discharge from institutions or the prevention of unnecessary and distressing admissions. On occasions we have been able to get healthcare assistants to patient's houses within half an hour to provide support. This can be instrumental in enabling a patient to realise his or her wish to die at home.

We have also refurbished and moved into the Katharine House Clinic. We have moved some office based staff across the road from the hospice to the upstairs of the clinic - freeing up valuable space in the hospice - for example for the At Home team. Downstairs we have provided much more suitable accommodation for the lymphoedema service - increasing the number of treatment rooms from one to two. Since moving to the clinic in November 2010 the numbers of patients being treated has increased by 75% and with additional staff resources now planned for 2011 the upward trend should continue. We have also been able to establish an off-site counselling room - particularly useful for bereaved relatives who may not wish to return to the hospice itself.

Like all healthcare organisations, we have had to re-register our services with the Care Quality Commission. We subsequently had a full inspection of our services and I am pleased to say we received an extremely positive report with the inspector having no requirements for us. My congratulations and thanks to all those who manage and provide services to our patients - including the catering and cleaning staff who were praised and the many volunteers who contribute so much to our delivery of services.

Financially, as you can see opposite, both retail and fundraising had outstanding years. The support from our local community, companies, retail customers and grant giving bodies has left us in an improved financial situation, especially given the much more equitable support offered by South Staffordshire Primary Care Trust.

The coming year, 2011/12, will generally be a year of consolidating recent developments and preparing plans for the future development of the hospice. Clearly Katharine House, like all organisations, must address its future within the context of extremely turbulent economic circumstances. Whilst we are all experiencing uncertain times the trustees are confident that Katharine House is robust enough to continue to pursue vigorously its strategic objectives.

Richard Soulsby, Chief Executive



“Whilst we are all experiencing uncertain times the trustees are confident that Katharine House is robust enough to continue to pursue vigorously its strategic objectives.”

Richard Soulsby Chief Executive