

IT'S ALL THANKS TO YOU

**HOW YOUR
SUPPORT MAKES
SUCH A DIFFERENCE
TO OUR CARE**





WE
CAN'T
DO IT
WITHOUT
YOU...

THANK YOU FOR HELPING US PROVIDE ANOTHER YEAR OF KATHARINE HOUSE HOSPICE CARE.

We're here for people with life-limiting conditions. We provide vital free care for patients and families in mid-Staffordshire – wherever, whenever they need it in their community, their homes or at the hospice.

The nature of our care is constantly changing. We increasingly care for patients with both complex and multiple conditions.

This year, community Palliative Care Nurse Specialists, previously employed by the Midlands Partnership Foundation Trust, transferred to the hospice care team. This allows us to extend our palliative care and end of life services further into the heart of our community.

We wanted to share with you the story of our care through the eyes of our patients and families. Without your help we could not continue to touch the lives of people like Alison and Wayne and so many others each year.



LAST YEAR
WE HELPED
**1302 PATIENTS
AND THEIR
FAMILIES,**
THANKS TO YOU
**WE DID NOT
CHARGE A PENNY
FOR THIS**

THANKS TO YOU,
WE CAN MAKE
ALISON'S DAY.

ALISON BUCKLEY

'The first time I was approached about coming to Katharine House Day Therapies I was like, **'Katharine house, it's a Hospice. Isn't that what it's about, old people and dying?'**

When I came here, it was so different to what I thought it was going to be. It is a room of women who are all living with life limiting or terminal illness. You get to talk and share your experience - I have some truly amazing friends but they can't really ever understand what I am going through. And they want to try and understand, but they can't. Coming here has given me the ability to talk to other people who are really poorly and that in itself is so helpful. We might have different diseases but fairly similar symptoms, shortness of breath, fatigue is a major one regardless of what illness you've got.

We get to do amazing things here. We make things like cards, crafts and cakes but it's all about the friends you make while you are here. It's not just the one day, that Tuesday when I come in, it helps me every day. I've just been in hospital and my friends at the hospice had been sending me messages to cheer me up.

When one of us is poorly, we're there for them and it's lovely to have that support from people who know what you're going through.

“What does
Katharine
House mean
to me?
**It's changed
my life,
that's what
it's done.**”

Even better, you get fed and watered too. You have your breakfast in the morning if you want to, you have a choice of a three course meal and, get this - you can have it with a glass of wine or a gin and tonic. It doesn't have to be the soft stuff! It's lovely, there's a choice of deserts and you get to sit down and have a meal with everybody. It's been so important to me, I don't actually know where I would be if I hadn't started coming here to Katharine House.'



AS AN INPATIENT...



'When you talk about planning the future, or the shortness of your future, your friends can't understand that. They don't want you to talk about sorting out your funeral and what you want to be able to do at the end. We need to plan, we need to get all that done, put it aside and think - right I've done all the hard stuff and all the not nice stuff. Now I just want to get on with living my life. The staff and volunteers work so hard to support us on good days and bad days - I can't put into words what it means to me now to be part of Katharine House Hospice. Now I just want to get on with my life and really live.'

The lovely ladies, volunteers and members of staff that work so hard here to support us on our good days, our bad days, and I can't put over, I can't even put into words, what it means to me now to be a part of Katharine House.'

'A few months ago, I ended up being very poorly and ended up in the In-patient unit and they told me I'd be coming in for a stay in the hospice. I did actually think then 'this is it, this is me, I'm going to die here'. It wasn't anything like that. Coming into the In-patients' unit is not just for the end of life where you come to die, they manage your symptoms. Before I came in here, my day was spent coughing uncontrollably all day. I couldn't even say a sentence. I couldn't talk.

I came in here and with the kindness and the support of the palliative Doctors, they put me on medication and they have now given me a better quality of life.

“ It's actually a gift to come into Katharine House Hospice. ”

I can talk now without coughing most of the time but they have given me that quality of life so **whatever time I have left now, I've got quality of life to spend with my family and friends and do the stuff that I want to do.**

And they were just so amazing and so supportive and yes I did think if you come into a hospice, especially if you come into the In-patient Unit, that it's, that's the end.

But they do so much more than that, a lot of it is respite, a lot of it is management of symptoms, symptom management. It's there to help give you a better quality of life so that you can carry on living. It's not all about the dead or dying, a lot of it's about the living and giving you that life. It's actually a gift to come into Katharine House.'



LAST YEAR DAY
THERAPIES SAW
**2,053 ATTENDANCES
AND 238 WELL BEING
DAY ATTENDANCES**
THE IN-PATIENT UNIT SAW
**176 ADMISSIONS WITH
2,454 DAYS OF CARE**

WE'RE IN YOUR COMMUNITY



Wayne's wife, Val, started on her journey with Katharine House shortly after her diagnosis in 2016, when she began to attend Day Therapies once a week. In October 2018, Val's condition deteriorated and after a long stay in hospital she was discharged to go home. Here Wayne shares his experience of using the Katharine House At Home Team to support him in providing her care.

“They don't just make the days better, **they make them good and you're left with better memories.**”
Wayne Tomlinson

‘I was really frightened when we left the hospital. Looking after someone at this stage of their life isn't easy; you can only manage for so long. When the Hospice At Home Team started to visit, they helped me to get my head back together again, because I could see that Val was being looked after properly.’

‘At one point, after several bad nights with very little sleep looking after Val, the tiredness started to take over. The At Home Team kindly offered to come in and look after Val during the night, so that I could get some sleep. I was reluctant at first as I felt I should be the one there for Val, but in the end I agreed.’

After the first night-sit, waking up after having had a decent night's sleep, I felt like a different person’.

My wife Val had wonderful big eyes and a lovely smile. She was an attractive, gorgeous woman and thanks to the help and support given to us by the At Home Team, she was allowed to be who she was until the end and I had that until her last day’.

‘The Hospice At Home Team made everything easier, for us both. They weren't just there to look after Val, they were there for me too. They were interested in me as a person and having a laugh and a joke with someone at the worst time is really quite precious. They also took away physical tasks from me so I didn't have to worry about doing things that didn't come naturally to me. It was an opportunity for me to be me and, because I wasn't the carer, I could be Val's husband.’

“I really looked forward to the knock at the door, the dog barking and the laughter from the nurses as they came in. **Having someone there at the end to support you pulls you back from absolute darkness.**”
Wayne Tomlinson

LAST YEAR
WE PROVIDED
**8,049 HOURS OF
SUPPORT AT HOME**

IT COST £439K TO
RUN THE SERVICE -
£64.49 PER VISIT



COORDINATING COMMUNITY CARE; MEET THE PCNS TEAM

January saw the community Palliative Care Nurse Specialists (PCNS), previously employed by Midlands Partnership Foundation NHS Trust (MPFT), join the Katharine House care team to support the needs of patients and their families in the community. Fully integrating the team into our care services means we can offer a more responsive, effective and co-ordinated service to patients and their families at an earlier stage in their care.

“Our role isn’t just about the patient, very often we are supporting the extended family – mums, dads, wives, husbands, partners and children.

We cover 11 GP surgeries across the region and between us we have over 100 patients on our caseload. We don’t work alone, we involve other team members whether that be a GP, the hospice team or district nurses and we have very good support from our Consultant, Kirsten Tay, who provides excellent support for us.

THE PCNS TEAM
HAS MADE **851**
PATIENT CONTACTS
(PHONE SUPPORT AND
VISITS) THIS YEAR

IT COSTS **£206,465**
TO RUN THE
SERVICE

At the beginning, we offer support with coming to terms with the diagnosis. We’re always open and approachable and we are sensitive to each individual patient. What suits one person about their level of understanding about their diagnosis and their prognosis

would be completely different from another. Palliative care is about living the life that you have but also thinking, for those that are more advanced, about the way things change and how we can best support them.

Support services from Katharine House Hospice include counselling, Hospice at Home team and Embrace and Day Therapies. As we’re making our first assessment these are all the things that we’re summing up, we’re pulling it all together.

Some patients prefer to stay at home but some people feel safer in an environment where there’s 24 hour access to support. Some people will need to come into the hospice if it is difficult for us to control their symptoms at home.

The Hospice at Home team is incredible, they are the backbone of the palliative providers in the community. We can see what the need is and we come back and say, “This is happening, can you help?” and they always manage to pull something out the bag, even when they’re incredibly busy.

Maggie Brennan
PCNS



WE'RE HERE FOR THE BIG DAY – EVERY DAY



Anna, a patient and her partner Mike, wanted to get married – the hospice teams worked together to make their special day happen. Lisa Anthony, Psychological Therapies Lead, explains:

“When Anna first talked about wanting to get married I spoke to the local Anglican minister and one of our chaplaincy volunteers, who is an ordained minister, about how we organise an emergency wedding, preferably in Church. Anna decided that that wasn't quite right - it was complicated and it wasn't what she wanted - so she decided to have a commitment ceremony instead and then think about having either a civil or a Church wedding further down the line, if that was possible.

Anna needed somebody to lead a service that was not religious and wasn't going to be a legally binding thing. I got that job.

Anna, Mike and I worked together, they had clear ideas about what they wanted in a ceremony. They wanted poems and I helped to write them into a service. The nurses and healthcare assistants in the In-patient unit were all fantastic. They were really helpful in helping Anna think about where it might be held, decorations, what she wanted, how it might look. One of the shops sent some dresses over for her to try on, one of them was the dress she wore on the day.

There was a day when she had 3 or 4 dresses hanging up and all the staff and other patients who were in, were voting on their favourite, it was a whole fashion show, it was really lovely. Various doctors and nurses donated things and brought them in for her.

The ceremony took place at The Crown in Stone. The staff there were just wonderful, it was short notice but they were great.

Our care team made it possible for Anna to leave the hospice for the day – staff made it possible for her to leave that and actually go out for the day. We timed everything with the Crown so she could have all the medication she needed in the morning, get ready, go over and then finish getting ready there. She came back to the hospice for a rest afterwards. It was a really lovely day with her family and friends from the hospice – even Day Therapy patients came along to help her celebrate.”



LAST YEAR OUR FAMILY
SUPPORT SERVICES PROVIDED
**1,597 SESSIONS OF COUNSELLING,
COMPLEMENTARY THERAPY AND
BEREAVEMENT SUPPORT.**



VOLUNTEERS

Our volunteers, who vary in age from 14 years old to over 85, bring with them a diverse set of life experience, passion and enthusiasm. We are immensely proud and appreciative of all of our volunteers and have large numbers who have completed and have been recognised for long service (in excess of 5 years). During 2018/19, 69 of our volunteers were acknowledged for long service, including 1 volunteer who has completed 25 years of voluntary service, 3 with 20 years of service and 14 with 15 years of service. Also in 2018/19, we hosted 23 work placements for students who are required to secure a placement in support of their studies. In addition, we hosted 14 individuals who completed Duke of Edinburgh awards at Bronze, Silver and Gold levels.

These youngsters have not only provided the hospice with valuable time, but have taken away an invaluable perspective and understanding of hospice care that will help guide them both personally and with their future career choices.

COULD YOU VOLUNTEER?

**CALL US
NOW ON
01785 254645**

WE HAVE AN
EXCITING AND
FULFILLING ROLE
FOR YOU IF YOU
HAVE A FEW
HOURS TO SPARE.

LAST YEAR,
**OUR 652 VOLUNTEERS
PROVIDED 86,419 HOURS
OF SUPPORT.** HAD THE
CHARITY HAD TO PAY
MINIMUM WAGE FOR THAT,
**IT WOULD HAVE COST US
ALMOST £638,000.**

WHAT DOES IT TAKE TO PROVIDE OUR CARE?

Last year, it cost £3.1m to provide our care services; we supported 1302 patients and families all provided free of charge. We receive almost a third of our funding from the NHS; the rest we need to raise with help from our caring local community. There are so many ways in which you can help! Appeals, events, shops, a weekly lottery, all combine to keep our services running.

We're in your high street - drop in and donate!

£129,239
was raised
by retail
gift aid.

Last year, 28,500 items that you kindly donated were sold in our shops each week, contributing £900k to our care. Another £129,239 was raised by retail gift aid. Every bag of clothes, item of furniture or other unwanted items can be turned into first class care. www.khhospice.org.uk/shops

Blooming Marvelous

This summer we had 1,000 forget-me-nots beautifully displayed within the pleasure gardens at Shugborough Estate, each flower representing a special person being remembered by a loved one. This wonderful display has raised over £27,000 for the Hospice and will provide crucial support to local people with life-limiting illnesses.

This wonderful display has raised **over £27,000 for the Hospice.**





546 brave warriors
took on our
Extreme Warrior
event

Going to extremes

546 brave warriors took on our Extreme Warrior event in March, raising a huge £47,000 towards our vital free care. Extreme Warrior is returning in 2020 due to overwhelming demand. The event was sponsored by Western Power Distribution who, like many of the kind businesses who support us each year, allowed us to maximise funds for care.

A lasting gift

The care for 1 in 7 of our patients is kindly funded by gifts left in wills. If you would like to find out how you can leave a small gift to the hospice, **call us on 01785 270808.**

We're all winners

6,835 lucky winners of our Weekly Lottery and annual Snowball draw received £90,000 in prizes. Players contributed £194k over the year - funding our entire family support services!



Lottery
contributed
£201,503
over the year



BECAUSE OF YOU...

WE'RE HERE FOR LOCAL PEOPLE WHEREVER, WHENEVER THEY NEED US



Anyone is welcome to take a tour of the hospice – to arrange a tour or to find out more about our care and how it is funded

CALL
01785 254645
OR VISIT
KHHOSPICE.ORG.UK

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Registered Charity Number 1011712   