



# A YEAR OF OUR CARE

Directors and Trustee Report 2019-2020



Welcome to Ward 12



The collaboration between Katharine House Hospice and Ward 12 at County Hospital has the potential to transform end of life care for people in mid-Staffordshire



**As a charity it cost us £3.1M to provide our care**

33%



1/3rd of our funding

is from statutory sources. We need to raise the remaining 2/3rds ourselves.

### Innovating in difficult times

The end of the year was dominated by the emergence of the Covid-19 pandemic. The entirety of 2020/21 will be subject to the implications of this virus. It has and continues to impact upon all areas of the charity: the delivery of our care, retail and fundraising, and management processes.

Whilst the overwhelming sense is a negative one, there are a number of positive

advancements. We have seen much more rapid decision-making within the NHS, and a greater sense of urgency within our own staff teams. Forced to change working practices, we have seen a much greater degree of innovation in the way care staff have approached their role. Noteworthy has been the willingness to move to video-conferencing to provide greater support to nursing and care homes, the provision of counselling and support to day therapy and lymphoedema patients via telephone or video.

The core components of good end of life care is that people should receive the appropriate intervention and support when they need it and where they want to be cared for. The development of a collaboration between Katharine House Hospice and Ward 12 at County Hospital in Stafford has the potential to transform end of life care for people in mid-Staffordshire. It will increase the speed with which palliative and end of life care decisions can be made, reducing the amount of time people need to spend in hospital; increasing the time they can spend with their loved ones.

The collaboration involves consultants in palliative medicine funded by Katharine House working on ward 12, which is run by University Hospitals of North Midlands NHS Trust. The collaboration should create a seamless service between the acute hospital and the hospice's services.

**Dr. Caroline Bruckner-Holt Medical Director**

## CORONAVIRUS IMPACT

Coronavirus has and will continue to have a serious impact on our services. Our patients are clinically very vulnerable, making it essential that they are protected from the Coronavirus. Our Day Therapies had to close to face-to-face contact, but has been replaced by a vibrant system of on-line and telephone support services. Our inpatient unit has had to introduce unpalatable social distancing measures, which have reduced visiting hours.

Our community services have been at full stretch as patients and their families seek to support people in their own homes rather than have them admitted into the acute or hospice settings.





# Patients and families... at the hospice at home



Alison's sons have run in the Stafford half marathon amongst other fundraising activities for their mum's hospice



**THANKS TO YOU LAST YEAR OUR AT HOME TEAM PROVIDED 7,056 HOURS OF SUPPORT**

## WHAT ALISON DID NEXT

Alison Buckley made front page news in January as she spent Christmas at Katharine House. Here's what she has to say about her experience...

"My health threw me a curveball and I spent my Christmas in the inpatient unit. I want to say a huge public thank you to this amazing hospice after staff pimped up my room with two Christmas trees, lights, baubles, the lot. Christmas is what you make it, it's who you're with, not where you are, that matters. The staff are amazing and they just made my last Christmas as special as they could, we even sang carols. I dressed as Mrs Elf and my husband, three sons and my daughter-in-law-to-be, joined me for bacon butties, Buck's Fizz and present opening on Christmas morning.

The staff also made up a bed ready for my husband to stay Christmas Day

night and my boys were welcome to come and go as they pleased, so they could spend time with me. It was just amazing, we had a lovely Christmas. The staff here went above and beyond to make sure the people here were well looked after and enjoyed themselves."

It's places like this that don't get the recognition they should. They manage my symptoms and medication which has given me such a better quality of life. They're making it as comfortable and as good as it can be and people don't see that side as much, they think it's about death, but it's about living."



## WAYNE CLIMBS A MOUNTAIN FOR CARE

Wayne Tomlinson's wife, Val, was cared for in her final days by the Katharine House at Home team. Late last year **Wayne, 70, took on the ultimate endurance challenge with his friend Paul Polowyj and climbed to the summit of Kilimanjaro** - the highest, single, freestanding mountain in the world at a dizzying 5,895 metres. **Wayne took on the mountain in Val's memory and to help raise funds for her hospice**

Wayne said, "Doing this challenge is our way of paying them back. A way of saying thank you and showing our appreciation and love to them for what they did for us at such a difficult time.

"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 physical tasks away 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

Through his heroic effort, Wayne has raised over £10,000 for the hospice which will help to provide vital free care for other local people like Val. Wayne also very kindly offers his time to be Hospice Ambassador, spreading the word about our care services and how important they are to the community.

**THANKS TO YOU LAST YEAR OUR INPATIENT UNIT PROVIDED 2269 DAYS OF CARE WITH 143 ADMISSIONS**



### Help for Carers

**898** visits and attendances  
**£32,124** to provide services  
**£35.77** per visit/contact

### Support at Home

**7056** hours of support  
**£373,708** to run the service  
**£52.49** per visit

### PCNS

**3688** patient contacts  
(phone support and visits)  
**£201,212** to run the service  
**£54.56** cost per contact

### Lymphoedema Support

**1,685** treatments  
**£133,408** to run the service  
**£79.17** per treatment

### Day Therapies

**1853** Day Therapy Attendances  
**£358,798** to run the service  
**£193.63** per attendance

**263** Well Being Day Attendances  
**£49,921** to run the service  
**£182.21** per attendance

### Counselling & Bereavement

**1219** individual counselling sessions

### Complementary Therapy

**451** treatments for patients  
**371** treatments for carers

### In-patient Care

**2,269** days of care  
**143** admissions  
**£1,579,802** to run the service  
**£696.25** per day

We need to raise around  
**£6,000** every day  
to keep our  
services running

Last year we cared for **1,679** patients and supported their families

# Our amazing Volunteers

**We value people**

**We employed over 230 staff. 635 volunteers contributed 86,419 hours**

Katharine House Hospice simply would not exist without the volunteers who were so heavily involved in the Hospice's inaugural steering committee and we would not be able to provide the quality and variety of services we do without the ongoing passion, time and commitment of this amazing group of people who have continued to support the Charity.

The pandemic has had a major impact on the levels of volunteering. Factors include: the closure of retail shops; the need to reduce non-essential travel to work; and the age profile of our volunteers.

At the end of the 2019/20 financial year we had a total of 635 volunteers supporting the Charity (2019: 652). Although volunteer numbers have fallen, volunteering hours have increased considerably during 2018/19 the Charity benefitted from 86,419 hours of support (2019: 88,288).

**From a monetary perspective, based on the minimum wage, this has saved the Hospice over **£711,228****



**“I loved volunteering at the hospice it taught me so much. My experience helped me to get my new job” Evie Connor**



# Fundraising and shops



fundraising



**£424,694**

was raised from fundraising activities

87p

in every £1 donated was spent on supporting patients and their families

lottery players contributed a further **£221,644** which is the equivalent cost of our family support services



People left a gift in their will and donated **£114,880** funding care for 1 in 26 of our Patients

"We knew that we needed to do something to show how much we appreciated what they did for Uncle Geoff. They really do provide amazing care."

**Karen Greaves**



**We estimate the Coronavirus pandemic caused us to lose £260,000 of income from Retail and Fundraising. 2019/20**

Retail raised *giftaid* **£207,345**



**28,500**

items were sold each week in our shops contributing...

**£915,000** to our cause



were donated in the first week of our shops reopening