

Annual Review 2010

# Together, we make every day count



"Hospiscare cared for my Nan and the whole family - they were just incredible"

# Making a difference and living life



**Your local hospice charity makes a difference for thousands of people in Exeter, mid and east Devon. We deliver a wide range of high-quality care to ensure our patients make the most of life.**

Hospiscare is dedicated to changing attitudes, bringing choice and dignity to families and helping them through difficult times. We take a lead, we work with others and we change the lives of patients and those around them.

We provide nurses, doctors, therapists and volunteers who help patients to lead as normal a life as possible, giving both physical and emotional support.

# This year we...

**This year we have supported and made a difference to nearly 2,000 patients and their families.**

## **...got closer to our patients**

With day centres in Exeter, Seaton and Tiverton and nurses in ten different locations, Hospiscare expertise is available locally and at home – where our patients tell us they need it.

This year our nurses made hundreds more essential visits and phone calls – more than ever before.

## **...enjoyed massive support**

Double the number of women took part in our Midnight Walk and over 400 people threw themselves into our One-Mile Swim, raising over £150,000 from these two events alone.



You let us know that Hospiscare is a cause close to your hearts and gave us the support we need to continue our care.

## **...shared**

Hospiscare influences the quality of care for our patients through a programme of education for healthcare professionals from symptom management and breathlessness through to communications skills and bereavement. This year more than 600 participants shared our knowledge.

Over 100 people attended Hospiscare's key conference on spiritual care at the end of life, discovering how we provide support for the whole person.

**Jackie and Syd Storer, from Exmouth, were childhood sweethearts, marrying in their teens and raising a large and loving family. Jackie first fell ill with cancer of the womb in 2002. She was treated successfully but the cancer returned in 2009. It was inoperable. Syd then cared for his wife at home with support from Hospiscare.**

**“We knew that there was someone there for us”**

“We both believed it was best for Jackie to be as positive as possible. And to be at home,” said Syd. “Kay, Jackie’s Hospiscare nurse, helped us to achieve that. Before we met Kay the first time, we had so many worries and doubts. By the time Kay left an hour later, we felt completely different. We knew that there was someone there for us.”



### **Local nursing at home**

Kay visited Jackie at home to give her and Syd dedicated support to keep her pain free and active. Kay is part of a team of nurses based in Exmouth, who ensure there is someone on the end of the phone to provide 24-hour advice – day or night. Hospiscare has 10 teams of locally based nurses caring for families at home.



### Therapies that ease

Jackie was visited by one of Hospiscare's 60 volunteer therapists who specialise in massage to alleviate symptoms and to promote a sense of well-being.

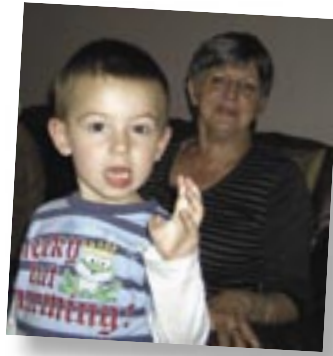
Patients and their carers can have sessions at home, at one of three day centres or one of ten Carer Support Groups.

"We still knew that Jackie was very ill but it was easier to keep going and to stay strong. Kay was honest and kind. Just wonderful.

"I had heard of Hospiscare but I had no idea how much the charity does. Jackie was given massages and the therapist would come to the house. It was wonderful.

"Kay made sure that Jackie stayed comfortable. Thanks to Hospiscare, Jackie was never afraid."

"Jackie  
was  
never  
afraid"



### Support for all the family

Hospiscare recognises that those caring for a member of their family with an illness need plenty of support too.

Syd was invited to a Carer Support Group, where he could meet other people in the same situation. Hospiscare professionals and guest experts are on hand to advise on everything from financial issues to staying healthy.

“She was completely pain-free”

“I am very keen to help more people understand what Hospiscare does. Until Jackie, I had no idea,” said Syd. “She was completely pain-free. Kay made sure that Jackie stayed comfortable.

“I went to the carers’ meetings and I found them really helpful. There was always a presentation or talk to help you take your mind off things.”

Jackie died in Syd’s arms a few weeks after meeting the newest addition to the family – her great-grandson Oliver Jack.

# "Hospiscare knows exactly what to say"

"I am absolutely numb but the marvellous thing with Hospiscare is the support has continued. Even after Jackie passed away, I have received phone calls checking how I am. That means so much to me.

"The problem with loss is people find it difficult. They tend to shy away because they don't know what to say. Hospiscare knows exactly what to say..."

Syd is now joining the Hospiscare bereavement group in Exmouth.



## Continuing care

Hospiscare doesn't stop when someone dies. We provide continued support in bereavement, helping Syd to adjust with opportunities to talk and remember.

Bereavement support is offered to the relatives and carers of all the patients who die in Hospiscare's care. The Bereavement Team consists of 41 volunteers covering Exeter, east and mid Devon. This team is trained and coordinated by our Care Manager who specialises in this area. The team supported 1165 families in this year.

# Where our funding comes from:

## Total income:

# £4,281,937

- 52%** Voluntary funding
- 28%** Primary Care Trust grant
- 13%** Hospiscare shops and Lottery
- 4%** Education income
- 3%** Investment

## Voluntary funding **£2,246,635**

Funds from donations, events, legacies, raised by our volunteer fundraising groups and from our sister charities in Exmouth Sidmouth and Budleigh Salterton.

## Primary Care Trust grant **£1,193,064**

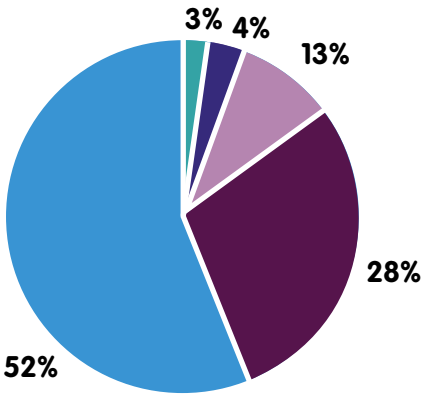
Just 28% of our funding comes from a government grant.

## Hospiscare Shops and Lottery **£563,895**

Our 17 shops and weekly Lottery provide us with a reliable income and a public presence.

## Education income **£156,587**

Funds raised from providing education to the Peninsular Medical School and from our own education programme.



We work closely with our sister charities in the coastal towns and are grateful for their significant contributions to the service. Exmouth and Lympstone Hospiscare meet our nursing costs for their area and made a donation of £10,000 towards the IPU in 2009. Budleigh Salterton Hospiscare also met all our nursing costs for their area. Sidmouth Hospiscare met all our costs for their area, including contributions towards daycare and IPU and made a generous donation of £100,000. We thank their trustees for their support.

# How we spend our money:

**Total expenditure:**

**£4,541,331**

**90%** Patient care

**10%** Other expenditure

**Patient care £4,102,954**

Hospiscare provides nurses in the community, a 12-bed in-patient unit, three day centres and a range of other care professionals.

**Other expenditure £438,377**

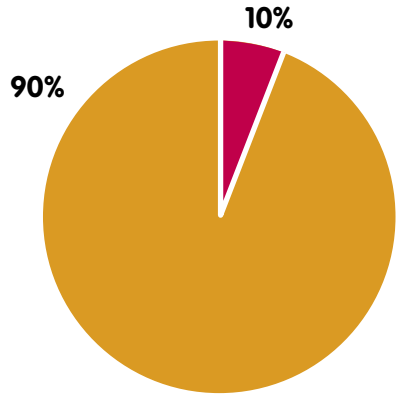
This includes audits and legal advice, fundraising, communications and governance expenses.

**In 2009/2010 we spent more than we raised drawing upon reserves carried forward in previous years.**

**Trustee statement:**

The information provided here is in a format that, in the Trustee's estimation gives the best understanding of our activities measured in financial terms. The figures are extracted from our full annual accounts which have been subject to external audit. The full annual accounts are available to download from

[www.hospiscare.co.uk](http://www.hospiscare.co.uk)



## Number of patients

In our care in the last financial year:

**1,975**

**Patients by service\***

Community	1804
Day care	182
Hospice	290
Hospital (Royal Devon and Exeter)	490

(\*note that some patients occur under more than one service)

**Patients in the community by location**

Axminster and Seaton	176
Budleigh Salterton	127
Crediton	134
Exeter	445
Exmouth and Lympstone	219
Honiton	124
Okehampton	124
Ottery St Mary	84
Sidmouth	170
Tiverton	190
Out of area	1

200

people toured our hospice  
in Exeter to find out more

1,000

327

admissions to the hospice ward

With your help,  
we claimed over

**£120,000**

through the  
Gift Aid scheme

There were

**2,747**

patient

attendances at our **3** day centres

Carer support meetings were held in **10** different locations

Over

**£285,000**

raised by our

**17**

charity shops

volunteers gave **£1,000,000** worth of time

**1,165 families** provided with bereavement support

**1,658 visits**  
made by the  
Hospiscare team  
at the RD&E Hospital

Our community nurses made

**13,967**  
visits to patients at home, and  
**12,931**  
supporting phone calls



**A thousand volunteers are at the heart of Hospiscare's service**



**In our hospice, day centres and visiting patients at home**

**Raising funds in 17 charity shops**

# Volunteers make all the difference



**Giving personal care and attention**



**Making a difference with finishing touches**

# Every fundraiser is special



**Everyone who raises funds for Hospiscare has a reason – sometimes they want to support a local cause, or they know someone we cared for. Often the reasons are personal and very powerful. Katie Dearden took part in the Midnight Walk to remember her Mum.**



400 people took the plunge in the Hospiscare One-Mile Swim

“I fundraise for Hospiscare because I want people just like my mum to have the opportunity to be cared for in the way she was.

“Mum was going to be kept in hospital until Hospiscare stepped in. She was allowed to come home and one of the nurses would come every morning and check her medicines and talk to her about how she was feeling.

“I could hear her laughing with the nurses - that made me feel really happy, as they were treating her as a friend and not just as a patient. At the hospice the nurses welcomed her and were so friendly not just to her, but the whole family. The treatment, surroundings and nurses were just incredible. Everyone that knew my mum thought that there was no better place for her to be.”

Thousands of people joined together to raise funds for us this year in hundreds of different ways. Thank you for helping us make every day count.

# Thank you for taking the time

We can't say thank you enough to people who take the time to raise funds, tell people about Hospiscare or volunteer to help.

Thank you to all the businesses this year who have raised over £100,000 as well as providing services, products and volunteers.



Local branches of companies like Jewsons, Morrisons, Waitrose and Clydesdale Bank as well as local businesses such as Mitchelmores LLP and the Exeter Friendly Society have worked with us to give something back to the community and really benefit from their staff working together with a trusted local charity.

Special thanks to our tireless volunteer fundraising groups who raise funds all year, every year and represent Hospiscare in our area.

"I want you to help me raise money, so Hospiscare can help other people. The patients are treated with love, care and respect."

**Laura Moxey,**  
**raising funds in memory of her Grandad Don Thomas.**

## You can help us continue to care

This year, thousands of individuals, groups and businesses have raised funds for their local hospice and had fun at the same time!

We need to raise 65% of our £4.5m running costs from the local community.

This year, about 12% of our funding came from the gifts people left us in their Will. You can be one of the generous people who make a pledge and remember Hospiscare. Or you could choose to make a small, regular gift each month. However you choose to give, you can help us continue to care.



# Next year we will...

**We are determined to continue providing high-quality services despite the challenges of the economic climate. We can't do this without your help. Together, we will be there for families when they need us.**

## **...reach out**

We are engaging new areas of our community with a Young Fundraisers group, developing ways to support young volunteers and communicating with local businesses and individuals through Facebook and Twitter.

This is helping us to break down some of the myths about hospices, and surprise people with the range of support Hospiscare can provide.

## **...work smarter**

At Hospiscare we constantly ensure all our resources are used in the best possible way. To enhance care for patients in their own homes we are improving the mix of skills in our

community teams, and enriching all our departments with the abilities of volunteers.

## **...continue to make a difference**

We make a real difference every day. We will continue to bring our unique care and commitment to patients and their families, and encourage the recognition of the positive difference that we make.

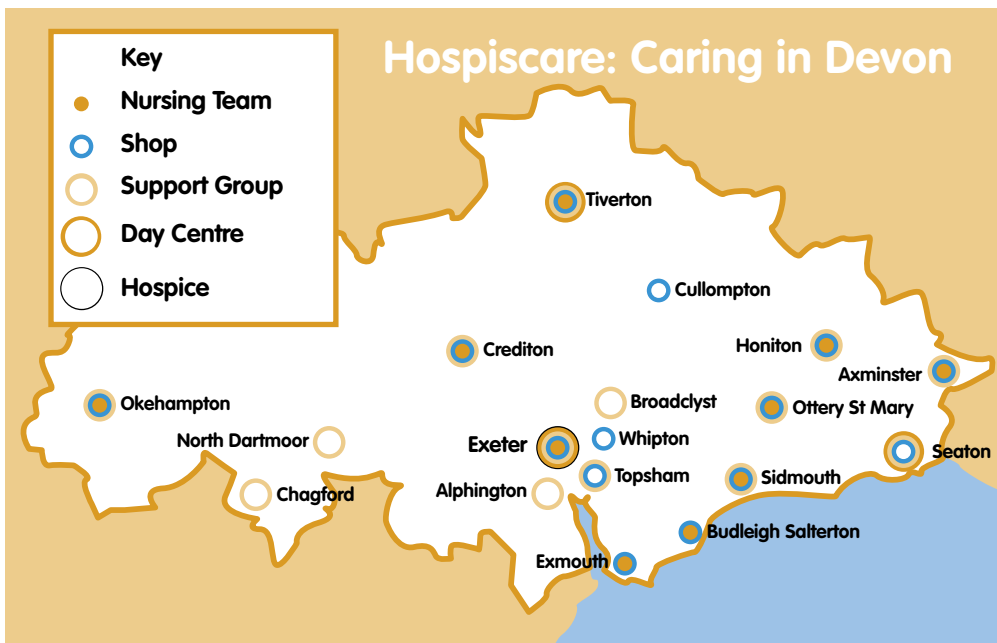
## **We are relying on you**

Every penny you raise counts. We rely on you to remember your local hospice, and to give, support and donate in whatever way you can. See [www.hospiscare.co.uk](http://www.hospiscare.co.uk) for inspiration to get involved and make that one simple step to support Hospiscare this year.

# Hospiscare: Caring in Devon

## Key

- Nursing Team
- Shop
- Support Group
- Day Centre
- Hospice



## Board of Trustees

Patrick Beasley, **Chairman**  
Peter Day, **Vice Chairman**  
Ann Scurfield, **Treasurer**  
Jeremy Filmer-Bennett  
Ken Lancaster  
Nick Agg-Manning  
Mavis Seeley  
Hugh Savill  
Elizabeth Neill  
Ruth Hawker  
Andrew Smith  
Roger Cawse

**Patron:** Lady Clifford of Chudleigh

**President:** Revd. Dr John Searle

**Vice Presidents:** Jean Kingdon,  
Baroness Elizabeth Butler-Sloss,  
Patrick Morris.

**Honorary life-members:** Penny Anning,  
Michael Baker, Roy Hancock, Jill Pettitt,  
Revd. Dr John Searle, Pam Smith,  
Peter Jackson.

## Caring in Devon



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[www.hospiscare.co.uk](http://www.hospiscare.co.uk)

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