



Impact Report

2020-2021

A year of resilience





What we do

St Wilfrid's Hospice is a registered charity, providing high-quality, holistic support for people with any life-limiting illness towards the end of their lives. We also support their families and carers. This is in the hospice building, in patients' homes and local care homes.

While some of our funding comes from the NHS, over 70% of the £17,000+ a day we need comes through fundraising, donations and Gifts in Wills.

Where we are

We serve a population of around 235,000 in Eastbourne, Seaford, Pevensey, Hailsham, Uckfield and Heathfield and all points in between.

Our vision

Our vision is of a community where people talk openly about dying, live well until the end of their life and where nobody dies alone, afraid or in pain.

Our values

Compassionate We care about each other. We will go out of our way to recognise when someone needs our help or support and will respond to the very best of our ability.

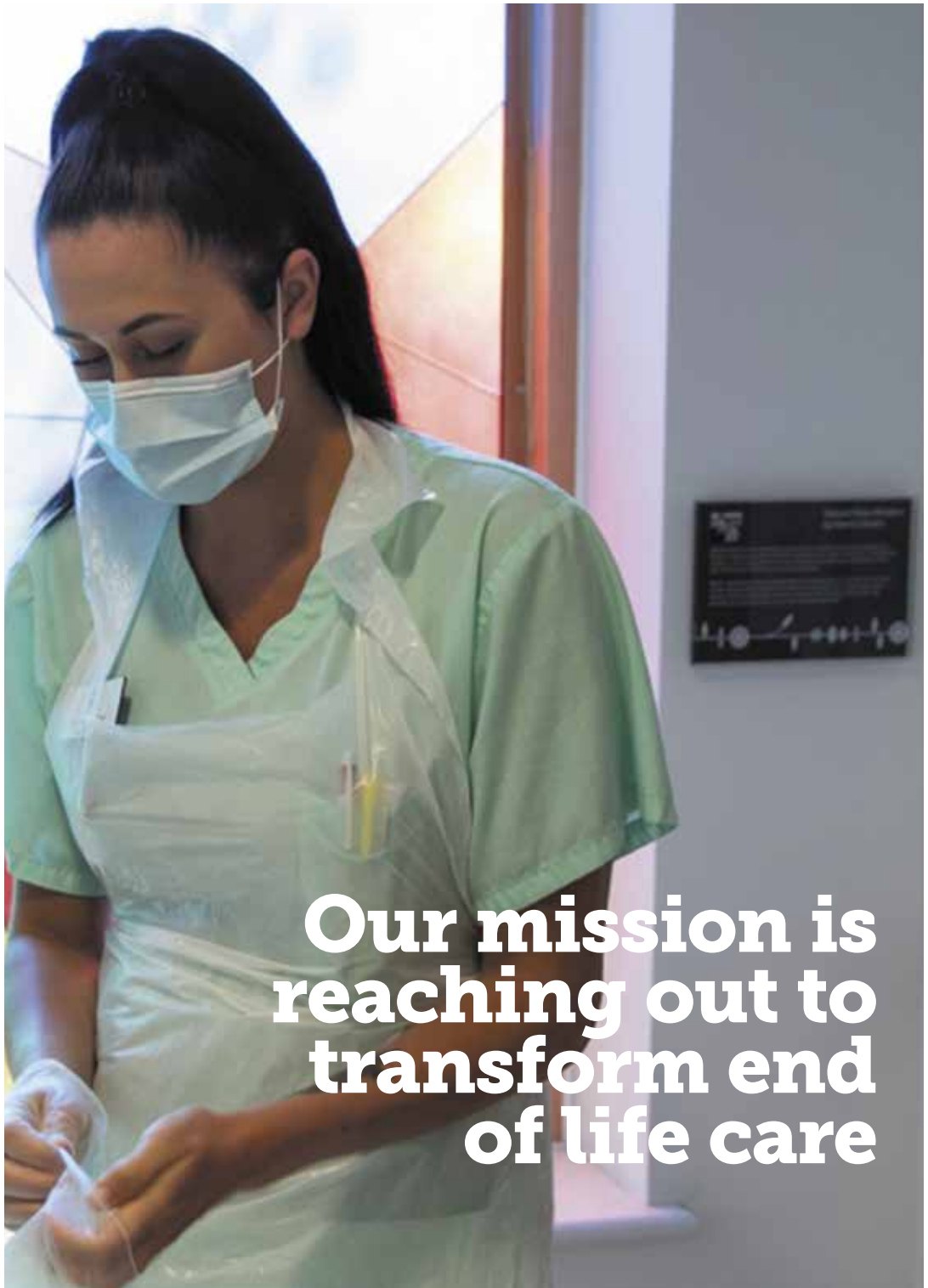
Professional We use our knowledge and skills individually and collectively to deliver the best service possible to those we support. We proactively seek to improve and enhance our skills, taking pride in developing ourselves and others.

Progressive We're forward looking and thinking. We pursue opportunities to improve and find better ways of doing things through new ideas and approaches.

Respectful We treat people with dignity and respect, always acknowledging and respecting people's individuality. What makes us different makes us better.

Thank you so much for all that you do for us





**Our mission is
reaching out to
transform end
of life care**





This is what we do!

Roy Steadman is supported by St Wilfrid's in his home in Westham, near Eastbourne.

Our teams of staff work with patients, ensuring they live as well as possible until the end of their lives. **These are the people involved in the care of Roy and his carer, wife Liz.**

Helen Davidson
Community Nurse Specialist (CNS)



'I see patients in a clinic at the hospice or in their own home when they are referred. I meet with them and their family and let them tell me their health story to date.

'I met Roy and Liz at home to assess his physical, mental, and spiritual health to ascertain what his priorities were and to see what intervention needs to be made. I can help to put things in place – like a Blue Badge for Roy.

'I can offer reassurance that we care for patients with dignity and respect to ensure they remain comfortable and peaceful.'

Laura Hanaghan
Registered Nurse



'My role of a Community Nurse is to support patients in their own homes.

This extends to the family or those others who are closely involved in the patient's care. I also work closely with our Multi-Disciplinary team to establish a patient's goals and ways we can support them to achieve them.

'I have been involved with Roy's care for a while now; I visit him regularly and offer advice on medication and symptom control as well as giving emotional support to him and Liz.'

Angie Panteli
Complementary Therapies Lead



'The team of paid therapists and volunteers provide treatments such as aromatherapy, reflexology, massage, reiki and relaxation – supporting patients holistically and with specific symptoms.

'As part of a bespoke one-to-one telephone relaxation programme, we can guide patients through relaxation and visualisation techniques. We sent a "breathe easy" aroma stick to Roy for inhalation – it can be used when feeling breathless and as an aid for sleep.'





Andrew Carstairs
Occupational
Therapist



'I support people to maximise their independence. Roy's situation is an excellent example of how rehabilitative palliative care can support someone to live an active and "normal" life. Roy was starting to struggle with things like getting in and out of bed, safely getting into the shower, sit to stand transfers and getting into the garden. We have worked together to solve these issues, to solve Roy's level of independence.'

Rachel Pepper
Counsellor



'I provide support to patients, carers and bereaved relatives of patients who have died. Counselling provides clients with a safe space to express, reflect upon, process and explore their thoughts, feelings and behaviours with someone who is impartial and non-judgemental.

'Last year I saw Liz who was able express some of the challenges that she was facing in caring for Roy.'

Gordon Martin
Community
Support
Volunteer



'As a CSV you visit or chat with the patient you are matched with on the phone. It gives the patient some friendship and gives the main carer some respite.

'Roy and I have done some painting, played Scrabble and visited various cafés. During lockdown, I called Roy two or three times a week. I consider him a good friend. It's a fabulous scheme.'

Roy and Liz were also supported by:

Brendan Russell
Physiotherapist

'Physiotherapists aim to maximise people's physical potential, as well as helping to manage symptoms like fatigue, pain and breathlessness.'

'Roy attended our "Independence through exercise" gym group to help work on his strength and balance, and then our "Maintenance gym" with our wonderful volunteer, Denise and we've also supported him with strategies to help manage shortness of breath.'

Debbie Smith
Spiritual Support Lead

'My role is to support a person's life story, the essence of their spirituality, regardless of any religious affiliation.

'When health declines patients and families can wrestle with questions and uncertainty about the meaning of life, the meaning of illness, what is happening to them, what happens after death and how loss can be faced. Listening to Roy's has enabled him to find peace and an improved quality of life.'

Find out more about the staff and volunteers at the hospice at @peopleofstwilfrids on Instagram



A year of resilience

2020
/2021

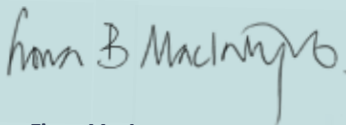
It has been an unprecedented and momentous year.

Our overall reach increased yet again as we provided support to over 2,300 patients and carers. We were pleased to be able to extend bereavement support for any death in our catchment area, something that will continue.

Covid forced everyone to deal with quite extreme situations, in their personal as well as their work life. For some, it was coming to terms with working from home. For others, it was the pressures of delivering care in a pandemic, adapting to the complexities of PPE, which restricted the intimacy of care that is such an important part of palliative care. Our core values – compassionate, professional, progressive and respectful – were brought to the fore during the past year like never before. I want to express enormous thanks to our staff and volunteer team, who have been simply brilliant.

We began the year with a huge amount of uncertainty about our income streams, and yet we ended it in a much better position than we could have imagined, thanks to wonderful support from our community combined with high legacy notifications and extra one-off funding from NHS England.

In 2021 we celebrate St Wilfrid's 40th anniversary we recognise all that have been achieved, while building our services to reach more people in the years ahead, in particular our diverse communities.



Fiona MacIntyre
Chair of the Board of Trustees



You told us!

The annual VOICES survey helps us to improve our services

A nationally-validated service evaluation and quality assurance tool, VOICES (Views of Informal Carers – Evaluation of Services) is used by a number of hospices throughout the UK. It seeks to obtain the views of bereaved carers about the quality of care provided by a hospice to patients and families before the patient's death, and to themselves in bereavement. St Wilfrid's sends a VOICES questionnaire out to bereaved family members within the three months following their relative's death.

The St Wilfrid's VOICES Survey 2020-2021 achieved a response rate of 37.35% compared to 22.39% for the previous reporting period

86% of respondents said they were extremely likely to recommend St Wilfrid's Hospice to friends and family if they needed similar care and support

80% felt that they and their family got as much advice and support from the Community Team as they needed when caring for a relative or friend

83% of respondents felt the care they received from the Inpatient Team was outstanding or excellent

'I cannot fault any aspect of patient care at St Wilfrid's. Although he was only there for less than a week before he passed, it was the happiest that he had been in the last two months of his life.'

'Always very friendly and reassuring – plenty of opportunity to ask questions. Responded with compassion.'

'It takes the weight off, someone to share the load with, someone with experience, who knew what was coming.'

'The whole team from St Wilfrid's who were involved could not have been better. The family are truly grateful for the hospice support.'

'The team of Nurses and carers were a huge support and enabled us to grant my husband's greatest wish – that he could stay in his own home. They provided equipment and daily nursing care. We are more than grateful.'

'Her mental health was poor when she went in for a week, but she really bucked up during the week and I strongly believe that's what gave her another few months with us. We were so impressed.'

The year in pictures

Here's what our year really looked like

There is no doubt that 2020-2021 was a year unlike any other, but the people who make up St Wilfrid's: its patients, families, staff and volunteers are also unlike any others.

This is how the year panned out for them...



30th March 2020

'We started to offer many of our services online or on the phone. Bereavement Support was expanded to anyone in the catchment area, not just those bereaved through the hospice. It continues to be available to all.'



1st May 2020

Our clinical teams worked tirelessly throughout the pandemic, but our community stood by them, often donating food, drinks and other treats.



8th May 2020

To mark the 75th anniversary of VE Day, **our Head Gardener Kevin Loveland made this beautiful tribute** which stood proudly outside the hospice.



20th May 2020

Gill Siggs has been volunteering at St Wilfrid's for over 10 years. She moved from being a Community Support Volunteer to a Host to support the hospice at the start of the pandemic.



28th May 2020

In May 2020, **Pam Baisden made a miraculous recovery after contracting the coronavirus.** Her story was featured on BBC South East Today and BBC Radio Sussex.



1st July 2020

Aida Parvaneh is a refugee from Iran who arrived in 2015 speaking very little English. She volunteers as a Host at the hospice though has recently been offered a scholarship to study Biomedical Science at Roehampton University.



9th July 2020

Kathy Gore from Friends of Sussex Hospices completed the 26 walks of the Sussex Hospice Trail in July, stopping at every hospice in Sussex including St Wilfrid's.



12th July 2020

A group of football-loving friends from Eastbourne ran the virtual distance from Eastbourne to Wembley Stadium and back (190 miles), raising over £5,700.



20th August 2020

June Liggins donated her 'final quilt' to our Fundraising Team in May 2020 and the story had a very special ending after an online auction in August.



7th September 2020

Alison Beale raised around £2,000 for the hospice after she started making face masks during the first lockdown.



13th September 2020

As part of her rehabilitation, Pam Baisden took part in the Virtual Starlight Stroll, walking four miles around her local area, and completing the final distance at the event itself.



5th October 2020

During Hospice Care Week, we highlighted what it takes to provide end of life care. Staff and volunteers shared what it means to them to work at St Wilfrid's Hospice throughout the week.



9th October 2020

After the original event was postponed, Jail & Bail: The Great Escape saw eight prisoners locked up, two at a time, with 30 minutes to solve a riddle. Whoever solved the riddle first won their freedom.



13th December 2020

Our Lights of Love service looked a little different in 2020, but we were still able to remember together with an online service delivered from the beautifully-lit hospice garden.



2nd January 2021

We started our 40th Anniversary Year by hitting a fantastic milestone on Facebook. By liking and sharing our posts, our supporters are helping us to raise awareness of our work.

Reflecting back, looking forward

There is no doubt that it has been a challenging year, with our main focus on keeping core services going throughout the pandemic.

Here's what we did

Priority Extend our community nursing presence across the week and develop 'mini hubs' matched to Primary Care Networks.

Progress We set up the mini hubs and the Community Nursing Team continued to visit people at home 7 days a week all through the pandemic, achieving almost 5,000 visits. Overall community contact (face to face, phone and video) increased by 39%.

Priority Set up a project to improve end of life support for people with learning disabilities.

Progress We recruited a specialist learning disability nurse, and the project will run throughout 2021.

Priority Set up a tele-mentoring support service for care homes in conjunction with other Sussex hospices.

Progress A tele-mentoring hub was set up as a collaboration among the 7 Sussex hospices and the first cohort of care homes trained.

Priority Keep developing pre- and post-bereavement counselling support.

Progress We extended the counselling support service to the whole community and were able to support both children and adults when someone died from any cause.

Priority Improve the way we identify and support carers' needs.

Progress We improved our carer assessment procedure and provided direct support to over 500 carers.

Priority Increase the number of patients being matched with Community Support Volunteers, offering befriending and practical support.

Progress We continued to provide support by phone, video and face to face when we could, matching 137 people with a volunteer befriender.

Here's what we plan to do

✓ **Keep expanding the Community Nursing Team** to offer support from 7am to 10pm, seven days a week.

✓ **Rebuild our Living Well activity** with a focus on rehabilitative palliative care and community engagement.

✓ **Continue to offer a whole community counselling support service.**

✓ **Consolidate and build on digital healthcare support** where it can improve reach and responsiveness.

✓ **Redouble our efforts** on workforce wellbeing to maintain resilience.

✓ **Make the most of the 40th anniversary** to re-engage with our community.



Service in numbers

Statistics about the services we provided in 2020-2021



The impact of our services

We work with our patients to put together an adaptive care plan for their needs, creating a meaningful way forward for them.

2,322

patients and family members supported



The Inpatient Unit

There are 20 en suite rooms around a central courtyard garden. Patients are admitted for short stays and while some will die in the hospice, many have their symptoms brought under control and are discharged.

255
patients

267
admissions

Average stay
20 days



Living Well Service

The Living Well Service, providing group support, physiotherapy, occupational therapy, complementary therapies and more, had to be adapted during the pandemic as the hospice was closed to everyone apart from inpatients. Many sessions took place over video or telephone calls.

773
patients supported

4,571
contacts



Patient and Family Support

Bereavement Counsellors and Social Workers supported our patients and their family members through completely uncharted territory. Indeed, Bereavement Support was expanded to cover support for anyone in our catchment area who was bereaved.

1,774

bereavement support sessions to **615 patients** and family members

399

face-to-face sessions with our Social Workers

114

children and young people were helped by The Seahorse Project



Community Team

Clinical Nurse Specialists, Nurses and Healthcare Assistants who support patients and their families at home and in local care homes. They liaise closely with Primary Care Services such as the patient's GP and District Nurses.

1,483

patients supported

4,879

visits



Care at Home Team

The team delivers personal care to enable patients to stay at home.

7,423

visits made



24/7 Nurse Line

Telephone advice and support line for patients, their families and carers and healthcare professionals.

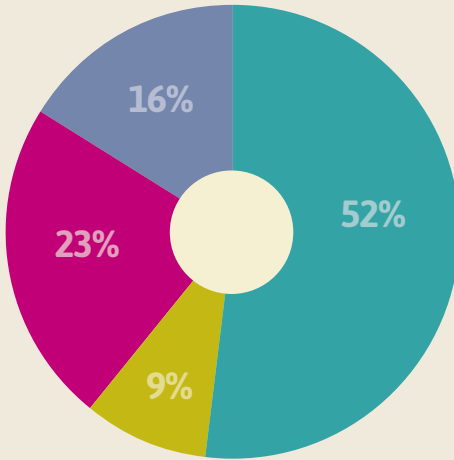
19,256

calls answered

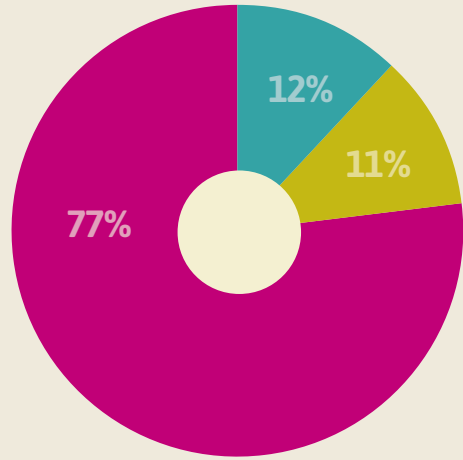
Making it count

How we fund our care

Income



Expenditure



Fundraising **Trading, lottery, other**
NHS **NHSE funding for Covid-19**

Go to stwhospice.org/about-us/publications
to see our full accounts

What your money has done...

These are just some of the ways your money has been spent



£30

pays for an
inpatient's meals
for a day



£60

pays to **run a hospice**
car, used to visit
patients, for the day



£112

pays for a **Nurse on**
the IPU for 24 hours



£540

pays for **24 hours**
of patient care in
the hospice

Did you know...?



£5.78
was made,
for every **£1** spent
on **Fundraising**



£3,944,875
was left to us through
Gifts in Wills



8,277
donors, gave
21,976 gifts



£20,000
largest
single donation



£700,000
largest
gift in a will



£61,907
was raised by **507**
people who took part
in the **Starlight Stroll**
They collectively
walked **2,028** miles



£17,000
the cost per day of providing our
services free to patients and their families

Please continue to support our work!

Statutory funding from the NHS makes up only 30% of what we need to provide free care to local people. **Can you help? Go to stwhospice.org/donate or call 01323 434241. Every penny helps. Thank you.**

Gifts in Wills are vital to our work

Gifts in Wills are St Wilfrid's largest single source of income. These kind, thoughtful gifts – often left in a will made many years before – have been the foundation of 40 years of local hospice care. These gifts, carefully saved over many years, allowed us to build our brand-new hospice building in 2013. They gave us financial security when the pandemic began, making it possible for us to maintain all our services in the most difficult times we have ever faced.

This is how a typical legacy gift of £55,662 was spent in 2020-2021:



Caring for Patients at Home **£15,585**

was invested in our Community Nursing and Care at Home service and paid for 389 specialist home care visits to local people



Inpatient Unit **£18,368**

Funded two whole days of care for every patient on our Inpatient Unit last year



Patient and Family support **£2,230**

Funded our team to offer counselling and spiritual care and bereavement counselling for patients preparing for living with the death of a family member



24/7 Nurse Line **£1,669**

Funded our service offering 24-hour expert advice and support to patients, families and healthcare professionals

Mr R very kindly left a 'residuary' gift to St Wilfrid's of £55,662
Here's how his generosity delivered – and is still delivering – vital care to local people



Living Well Service **£2,226**

This funding made it possible for them to improve patients' mobility and independence through physiotherapy and occupational therapy



Patients' Comfort **£9,462**

was spent immediately to replace specialist mattresses and air pumps for some of our inpatient beds; ensuring comfort, support and a good night's rest for our patients



Doctors **£6,122**

Supported our Doctors and their expert palliative care, enabling patients to enjoy their best possible quality of life

Celebrating our people

Our people matter and this year has been a real challenge for so many of them

Staff numbers remained fairly stable across the year, but that does not tell the story of how our staff had to adapt to new ways of working. We managed to keep all core services going and expanded some, such as bereavement counselling. Our clinical team and other frontline professionals rose to the challenge of providing compassionate and professional care, despite the constraints of PPE and a greater use of digital consultations. Non-clinical staff adapted quickly to working remotely for the main part and kept the organisational wheels turning.

Volunteers have been a big part of the Covid story, too. Find out how they have supported St Wilfrid's over the page.

THE BOARD OF TRUSTEES

Working together to guide the hospice's ambitions, helping us to provide the best hospice care



Fiona MacIntyre
Chair



Jane Butler
Chair of the Clinical Governance Committee



Karen Planterose
Chair of the Audit Committee



David Turner
Chair of the Income Generation Committee



Duncan Adams



Alan Breeze



Lauren Chambers



Dr Janet McGowan



Vicki Morrey



Dr Mark Barnes



Giles Meyer



Melanie Richardson

LEADERSHIP TEAM

Setting our goals and steering the hospice's course so that we can provide the best care possible



David Scott-Ralphs
Chief Executive Officer



Dr David Barclay
Medical Director



Andrea Dechamps
Patient & Family Support Director



Pam Russell
Development Director



Colin Twomey
Clinical Services Director



Vinyo Aidam
Finance & IT Director

Our Very Special People (VSPs)

Over the past year, volunteers, the hospice VSPs have been a vital part of our COVID response.

Many continued to provide hospitality to patients on the Inpatient Unit, doing whatever was necessary to keep patients safe and supported. When the shops were able to re-open, others helped to sort and sell pre-loved items to bring in vital income for the hospice. And volunteers have kept the hospice gardens looking beautiful. Thanks to every single one of them. We are also grateful for those who had to step back, but continued to support us from home.

At the end of March, there were over 300 volunteers supporting the hospice and over 400 different roles filled where volunteers did more than one role.



137 patients and carers were matched to a Community Support Volunteer or Telephone Befriender. That's approximately 3,562 telephone calls and home visits. This equates to approximately 2,152 hours of support and companionship to our patients and carers

26 new Bereavement Support Volunteers were recruited – on average, these volunteers provide 185 support interventions a month

Volunteer hosts have provided over 19,000 hours of support – that's over 11,904 cups of tea made

The volunteer gardeners have planted over 4,000 spring bulbs and cut 500 miles of grass



Could you be a VSP?

We're always looking for new faces to join our team and we have a variety of interesting roles on offer. Think you might be interested? Find out more and apply online at stwhospice.org/volunteer. We'd love to hear from you.

Please support us!

As a charity, we rely on your help so we can be there for more local people. **How could you help?**

Host or join an event

Over 70% of our funding comes from the local community, so that means every bake sale, fun run, skydive – and much, much more! – makes a big difference. See stwhospice.org/events to sign up for an event or phone 01323 434241 to discuss your fundraising idea with our friendly team.

Join our lottery

From just £1 a week, you'll be in with a chance of winning £2,000 each week, as well as a rollover that reaches up to £25,000! Run by the Local Hospice Lottery, you can find out more at stwhospice.org/lottery or ring the team on 0800 3160645.

Volunteer with us

Do you have a few hours a week you could donate to us on a regular basis? We are recruiting volunteers across a range of roles in our shops, hospice, and in the community. Find out more opposite.

Leave us a gift in your will

Our Make a Will month takes place in September each year. Leaving a gift in your will – whether a percentage of your estate or a fixed sum – is a wonderful way to ensure your gift helps future generations.

Make a donation

It costs over £17,000 a day to ensure we're there for those who need us. Support St Wilfrid's with a regular gift, a one-off donation or by giving in memory of a loved one. If you Gift Aid your donation, we are able to claim an extra 25p for every £1 donated – at no cost to you. See stwhospice.org/donate for further details.





Thank you!

St Wilfrid's Hospice
is 40 years old and
you have helped us
get here **1981 to 2021**



St Wilfrid's Hospice

Can you help us to help more local people?

Please donate online at stwhospice.org/donate

stwhospice.org / 01323 434200

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 [@stwhospice](https://www.instagram.com/stwhospice) [@peopleofstwilfrids](https://www.instagram.com/peopleofstwilfrids)

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