

Annual Review 2014/15

"Building a Community Hospice — Fit for the Future"



Greenwich & Bexley
community hospice

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and Chief Executive

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Thank you



Message from our Chairman and Chief Executive

This Annual Review reflects on the 21st year of care and support provided by Greenwich & Bexley Community Hospice and looks into the charity's future plans which aim to ensure that we are able to continue to serve dying people in the local community for years to come.

The Hospice continues to face challenges in particular those related to the difficult financial climate. This remains a concern for the Hospice and where possible we are implementing efficiencies to ensure we achieve financial balance going forwards, which is particularly difficult when there is increasing demand for our care and support. Further service expansion will be unachievable without additional investment from our commissioners and additional voluntary support from the community.

Despite challenges, we have made positive steps to ensure we are prepared for the future; the development of the Hospice building began in January 2014 and plans are in place for when the building is completed in June 2015. The introduction of the Hospice Assessment and Coordination Team is the first of these. We anticipate that the opportunities our building expansion provides will help us to reach more people who need our care and support as well as helping to raise the profile of the Hospice in the community. The

extension will also provide an excellent facility to provide even more training for professionals in palliative and end of life care.

Overall our clinical staff continue to try to improve the quality and responsiveness of our services by extending the hours of admission to the inpatient unit, reduce waiting times and increasing occupancy. We are also sustaining the trend for more people being supported in their own homes, achieving home or the hospice as the place of death for 77% of people.

All of the care and support we provide is only possible through the generosity of local people, community groups, businesses and trusts, and we remain extremely grateful for the contribution made by new and longstanding loyal supporters. Thank you to our dedicated staff, volunteers and supporters for all they do to ensure we are able to provide quality care for local dying people wherever and whenever it is needed.



Chairman
David Robson



Chief Executive
Kate Heaps



“ I just wanted to take the time to say a huge thank you for all your help and understanding over the past two years. I honestly don't know what I would have done without your help and support, and most of all your time; you really did help me through what was a very hard time for me... I am sure you will continue to help others in the future the same way you helped me. ”

Person using Hospice Counselling service

About the Hospice

The Hospice is the main provider of Specialist Palliative and End of Life Care within Greenwich and Bexley Boroughs; supporting people with life-limiting illness wherever and wherever they are to make plans about their future and supporting them to ensure that the choices they make are achieved, whenever possible. For this reason we provide advice, care and support at Queen Elizabeth Hospital, Woolwich, in people's homes and care homes and in the Hospice itself in Abbey Wood.

By providing expert symptom control to manage pain and other physical problems; helping people to access practical and social support including benefits and housing advice and by promoting people's emotional and spiritual wellbeing, we aim to ensure that the people we care for achieve the best quality of life maximising however much time there is left. The Hospice does not just provide free holistic care and support for the person with life limiting illness; we also provide support for many local families and friends through caring and in bereavement.

The Hospice multi-professional team work hard to support the wider health and social care team, sharing their expert knowledge and skills with staff working in other settings as well as training and inspiring students who are embarking on their careers; ensuring that as many people as possible benefit from the expertise of the Hospice approach.

It costs over £7 million per year to fund the care we provide and with only 39% of Hospice funding coming from the NHS in 2014/15, we rely on the community's support to provide the additional £4 million we need to continue our work. We are extremely grateful for the loyal and generous support of local people, businesses, organisations, schools and community groups, who enable us to continue to provide high quality, compassionate care, advice and support to dying people when they need it most.



“ My Mum received calls from the Hospice offering a bereavement service and to make sure that us as a family were ok and was advised of what help is available should we need it. We are just managing to cope by helping each other, but it is comforting to know that there is someone we can contact if needed and it is a nice feeling knowing there is support out there even after a few months of losing Dad. ”

Voices Questionnaire response

Achievements in 2014-15

- We **supported more people** to die at home and in the Hospice (if this was their choice) by providing **more flexible and joined up** care, supporting more people to be discharged from hospital and increasing the number of admissions to the inpatient unit in the 'out of hours' period. For patients known to our community services, **77% were supported to die at home or in the Hospice**.
- We **continued to develop quality monitoring** across the Hospice by improving routine reporting and communication of this to clinical staff.
- We continued to **routinely send out surveys** to the next of kin of everyone who died under our care and **reviewed and acted** upon their feedback.
- We developed even more **volunteering opportunities** across the Hospice and reviewed the training and development we provide to volunteers.
- We continued to **work with prisons in Greenwich** to provide care and support for prisoners with life-limiting illness and development of prison healthcare staff.
- We made **significant headway with our planned building development**, improving and expanding the facilities on the Hospice site to meet the future needs of the organisation and the people we serve.
- We continued to **strengthen our relationships with GPs and other commissioners** of care, highlighting any unmet need and the importance of sustainable levels of NHS funding, with a view to developing a partnership approach to service development.
- We took small steps towards becoming a **Research Active Hospice** and participated in three studies during the year.
- We appointed a **Nurse Consultant** to improve palliative and end of life care for the 'older old' across Greenwich and Bexley.

Providing Care for Local People

The Hospice offers 24 hour care and support in the community across the London Boroughs of Greenwich and Bexley. In 2014/15 our community services made 5,681 visits and 25,686 'phone calls to 1,276 people in their own homes. 23% of these people had a non-cancer diagnosis.

- Of the 743 people who died under the care of the community team, 77% were able to die in their own home, care home or in the Hospice.

The Hospice team based at Queen Elizabeth Hospital, Woolwich plays an important role in educating and advising hospital staff as well as supporting patients and their families in hospital.

- The small hospital team made 3,208 visits to 746 people who were patients in the hospital, 34% of these people had a diagnosis other than cancer and 54% of people supported by the Hospice hospital team were discharged to another place of care.

The Hospice rehabilitation team, work with Hospice nurses and doctors to encourage a rehabilitative approach across all of our services.

- 579 people attended an outpatient appointment for rehabilitation or lymphoedema care, 59% of these had a non-cancer diagnosis.

During the year 311 people were cared for in Woodlands, our Inpatient Unit, an increase of 4% on the previous year. They were helped with achieving pain and symptom control, care in the last days of life, emotional and spiritual support and respite care; around a third of these people were discharged home.

- The direct cost of providing care in Woodlands for the year was £2,085,064.

Shornells, our Day Hospice offers day care for up to 25 patients a day, three days each week. During the course of this year 168 people were cared for, with 2,487 attendances.

- In 2014/15 we began a review of outpatient care, including Day Hospice and have plans to develop the service in 2015/16.

The Hospice aims to meet all the needs of its patients whether this is physical, emotional or spiritual. The Counselling Team, Social Worker, Chaplain and volunteers helped to ensure that the holistic needs of patients, their families and friends were met.

- We continued to offer counselling support to patients, relatives and carers both before and following bereavement.





Meet the Team

Michael Power, Estates Manager

“ I joined the Hospice in 2012 following 25 years of experience in the building and construction industry. I lead the Estates Team, and along with my assistant, Steve Avery we are supported by many hardworking volunteers. My role is to oversee all aspects of the construction and maintenance of all Hospice buildings including the Hospice itself, off-site buildings and shops. My job is varied; I source and secure the best price possible for all utilities and services and we try whenever possible to do work in-house which often saves time and money; I oversee the buying, maintenance and servicing of all Hospice vehicles and most importantly in my role as Health & Safety and Fire Safety Officer, I ensure the Hospice, its patients and staff are safe, as well as regularly delivering training on these subjects.

Steve joined me in January 2014, he is multi-skilled and can turn his hand to virtually anything. No two days are ever the same and we all work well to ensure the Hospice continues to function as it should. The Hospice grounds are extensive and it takes a dedicated team of volunteers to ensure the gardens are kept neat and tidy and remain a quiet and beautiful place to sit and enjoy.

I was the Project Manager for the new extension project, and was a member of the planning team, liaising daily with the site manager to solve issues as they arose, I ensured everything went according to plan.

Working for the Hospice gives me the feel good factor and allows me to give something back while being an integral part of an important support team. ”

Amy Facer, Physiotherapist, Rehabilitation Services

“ I joined the Hospice in August 2014, having previously worked across a range of clinical specialities within district general hospitals for seven years. My interest in palliative care came from my time spent working as a volunteer at another hospice, which I found hugely rewarding and which led me to move into this field.

I work as part of the Rehabilitation Team, alongside the Occupational Therapist. My role as a Physiotherapist involves assessing and treating patients on Woodlands, in Day Hospice, out in the community and those attending the Hospice as outpatients.

My role is to help people to improve or maintain their physical function, enabling them to be as independent as possible, for as long as possible.

Individually tailored exercise programmes, group exercise classes, advice on managing symptoms such as breathlessness and fatigue, and the provision of walking aids are just some of the ways in which physiotherapy can help people achieve a better quality of life.

During the year the Rehabilitation Team were delighted to have input into the planning of a purpose built rehabilitation gym, which will provide an excellent environment for the people under our care. Having a dedicated space will enable the team to offer a range of group activities, as well as one-to-one sessions using the specialist exercise equipment.

“A Chef would come to the bedside every morning and ask about food — what she would like and explain what was being cooked. This was very reassuring when feeling so poorly”

Family of person cared for in the Inpatient Unit


The gym will also contain a kitchen area where people can practice tasks before being discharged from Woodlands to ensure that they will be able to manage safely within their own home. With these new facilities, there is great scope for developing rehabilitation services, making the team very excited about being able to offer an even better level of support. ”



Volunteering

The Hospice continued to benefit from the regular voluntary support of over 570 people. Hospice volunteers bring with them a diverse range of skills, expertise and life experiences all of which helped to create the special atmosphere that exists within the charity. Collectively, volunteers gave over 95,000 hours of their time during the year, including almost 1,000 hours of corporate support. This is an 8% increase on last year and equates to 58 full-time workers or in monetary terms, at least £869,250.

During the year we actively sought to promote volunteering, attending recruitment fairs and speaking to community groups including the Women's Institute and the University of the Third Age. Our new patient facing volunteer training programme was established and will continue and we hope to develop a recognition scheme for skills acquired in our shops in 2015/16.

A photograph of four volunteers, three women and one man, wearing maroon t-shirts with 'FCA' logos, working in a garden. They are holding orange-handled garden shears and smiling at the camera. The background is filled with green foliage.

Volunteers gave over 95,000 hours in total and raised at least £869,250.

“ Volunteering at the Hospice enabled me to see the amazing work they do for the community. I gained new insights in caring for dying people, whilst being able to enhance my skills and previous office experience. ”

Jenny, administration volunteer

“ I have done many new things since I started volunteering. What I love most is the community feel; it helped me settle in right away. It's been personally very satisfying volunteering here. I won a Jack Petchey Award through my school and it was mainly due to my volunteering and fundraising for the Hospice. ”

Krishna Kumar, Woodlands Café volunteer

“ Volunteering is an amazing opportunity. I was surprised by how wonderful it is, I didn't realise the Hospice would be such a happy, cheerful place and I feel very privileged to be here. I've gained hugely from it. ”

Nigel Singleton, Day Hospice volunteer





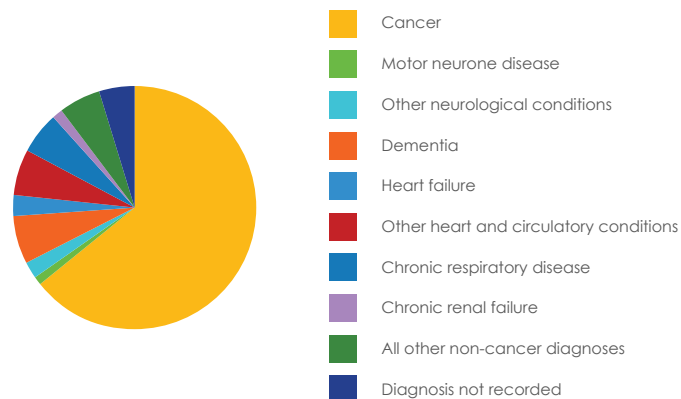
“ I cannot fault the Hospice in any way. The people we had contact with were exceptional and always went above and beyond the call of duty. Thank you everyone for all your help. ”

Family of person cared for at home

Reaching the Whole Community

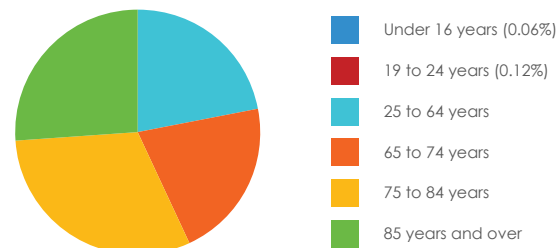
Care Beyond Cancer

The Hospice continues to strive to reach people with a diagnosis other than cancer. Overall, 31% of people accessing Hospice support had a non-cancer diagnosis. During the year there was a threefold increase in the proportion of people with dementia who gained support from the Hospice; this will continue to grow as we develop more partnerships in caring for people with dementia and their families.



Serving people of all ages

The majority of people we cared for were over 65. In 2014-15, 57% of people were over 75, and 26% were over 85 (5% more than the previous year). Due to the changes in population, we are expecting to see a marked increase in caring for the 'older old' in the next 10 – 20 years. People in their 80's or older, are more likely to live alone and have multiple conditions, including dementia, and therefore be more frail and have complex needs. We are working hard to ensure that older people get the same access to high quality care and this is already having an impact.



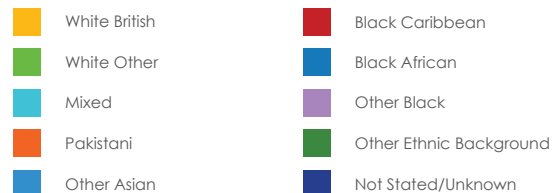
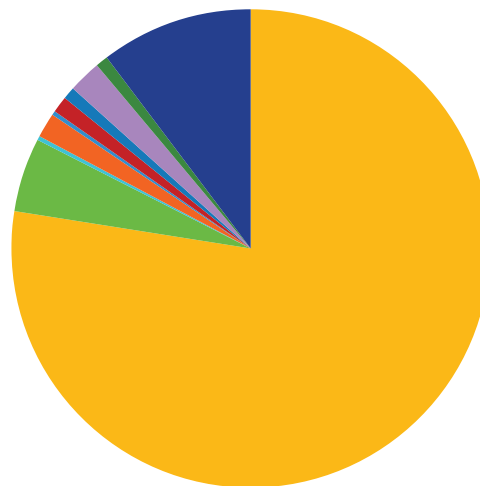


“ (We) would like to thank you very much for all the love, help, care and attention you all gave to mum and the family at a sad time. ”

Family of person cared for in the Inpatient Unit

Black, Asian and Minority Ethnic Communities

The Hospice reaches out to the whole community and continues to make links with leaders of black, Asian and minority ethnic communities. Our community services and work in the hospital help us to reach out to more people who may not historically have accessed Hospice care. We will continue to strive to develop Hospice services to meet the needs of the whole community in Greenwich and Bexley.





Income and Expenditure

Despite some short term funding to support additional inpatient capacity over the winter, we saw NHS income reduce by 1% from the previous year. We continued to review NHS funding with commissioners throughout the year.

Overall there was a decrease in fundraising income in 2014/15, however we saw significant growth in some areas and are confident that on-going work building a solid foundation will reap rewards in 2015/16.

We saw a marked increase in individual giving, community events, sports and challenges. Gift Aid claims increased by 36% without costing the donor a single penny more.

Hospice organised events continued to foster a true community spirit in both Greenwich and Bexley Boroughs. Events such as the Mini Marathon, Moonlit Walk and Coffee Mornings were particularly successful and raised significant income for the charity. More people chose to raise funds individually on the Hospice's behalf and we are always grateful for this support. The first Open Garden Festival took place during the year and was hugely successful and very much enjoyed by the garden owners.

"We were delighted to support Greenwich and Bexley Community Hospice at their annual Mini Marathon. The event helped to raise much-needed funds and increase awareness of the Hospice which is such a vital part of the local community."

John Payne Estate Agents Manager, Doug Norris

Legacy gifts which we receive from Wills continued to be an important source of income for the Hospice. We are grateful to the local solicitors who continue to support Free Will Weeks and have been crucial in raising awareness in the community.

We have continued to develop a proactive approach in applying for grants from charitable trusts and foundations. Income from this source is largely restricted to specific projects such as our building project, equipment and service development.

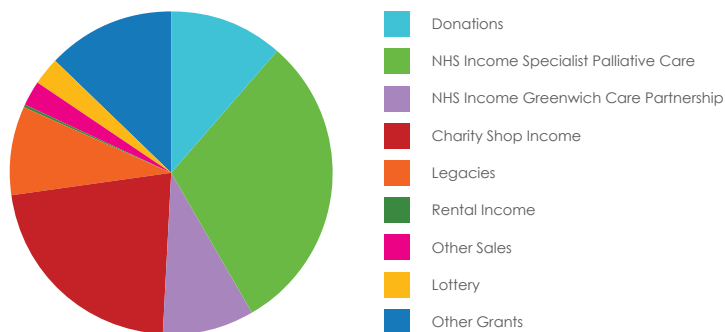
Despite the economic climate, our shops had a successful year with a 17% increase in total income compared to the previous year; this was largely due to our new unit in Lower Belvedere and an increase in Gift Aid on donated goods.

"Thank you for all your help and support for making my husband's last days comfortable."

Wife of patient in Queen Elizabeth Hospital



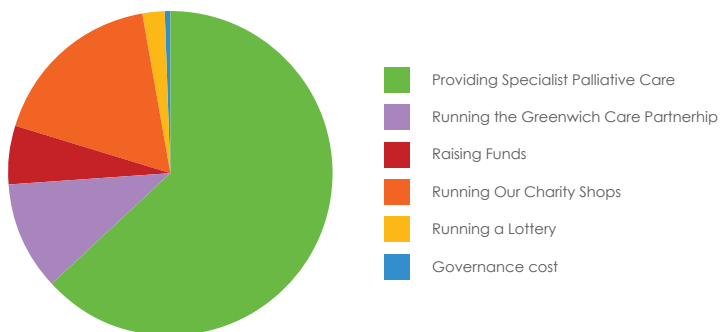
How we raised our money...



Where our money came from in 2014/15

Donations	£983,138
NHS Income Specialist Palliative Care	£2,606,756
NHS Income Greenwich Care Partnership	£800,000
Charity Shop Income	£1,889,408
Legacies	£755,748
Rental Income	£15,384
Other Sales	£226,056
Lottery	£231,700
Other Grants	£1,088,844
Total	£8,597,034

How we spent our money...



How we spent our money in 2014/15

Providing Specialist Palliative Care	£4,935,538
Running the Greenwich Care Partnership	£828,793
Raising Funds	£470,841
Running Our Charity Shops	£1,342,723
Running a Lottery	£172,916
Governance cost	£35,711
Total	£7,750,811

Looking to the Future

During 2015 – 16 we will:

- Provide **leadership in palliative and end of life care** across the local area, continuing work with commissioners to ensure end of life care services are available to meet the needs of the whole population and the Hospice receives appropriate levels of NHS funding
- **Aim to achieve financial stability** including building the Hospice reserves so we are able to continue our care well into the future
- Continue to **develop our clinical services** to ensure they meet the needs of the whole population, making the most of our new facilities and partnerships
- Ensure **quality across all services** through robust internal monitoring and patient and carer feedback
- Continue to review **our model of outpatient care**, including Day Hospice and develop the services we provide
- Continue to develop **new and sustainable voluntary income streams** and strengthen existing ones
- Complete the **Hospice extension** and raise the remaining funds towards the **development of our kitchen and gardens**
- Continue to build **strong partnerships** across the health and social care system to improve access to those from black, Asian and minority ethnic communities, the 'older old' and people with non-malignant disease
- **Implement a new coordination 'First Contact Centre'** at the Hospice to ensure that services are efficient, flexible and responsive to meet patient need
- **Support staff and volunteers** to develop their practice and provide a quality service through investment in training, robust supervision and line management





“ Just knowing that I could pick up the telephone and whenever possible someone would listen and help was a wonderful comfort and helped ease some of the stress. ”

Wife of person cared for at home and in the Hospice

Thank you

Trusts and Foundations

Florence Nightingale Aid in Sickness Trust
The Joan Seeley Pain Relief Memorial Trust
Mrs F E Hinton Charitable Trust
Santander Foundation
The Thomas J Horne Memorial Trust
Woolwich and Plumstead Relief in Sickness Fund
Royal Borough of Greenwich
London Borough of Bexley

Community Groups:

The Freemason's Grand Charity
Westwood Masonic Centre
St James Watermead Lodge 8097
The Rotary Club of Bexley
The Rotary Club of Sidcup
Knights of St. Columba, Council 118
Bexleyheath Golf Club, Ladies Section
Sidcup Golf Club
Ruff Diamonds Golf Society
Birchwood Golf Club
Christ Church Erith
The London Pearly Kings and Queens Society
Bexley Manor Nursery School
Belvedere Sports & Social Club
Eltham Leisure Centre
St Thomas More Club

Businesses

Broadway Shopping Centre
Pad Creative
Marks & Spencer
Hospice UK
Willmott Dixon
Coolings Garden Centre
John Payne
Bella Italia
Prime Place
Monkey Biz Tattoo Studio
ING Bank N.V., London Branch
Barclays Bank
Tesco Charity Trust
Team Co-op Blackfen
J Sainsbury PLC
UBS Ltd
Lloyds Bank Foundation
John Lewis
Crook Log Surgery
AIM Mechanical Services Ltd
Natwest
Franky & Benny's Cutty Sark
Bexleyheath BID
Anthony Holden Crofts & Co
Ferndale Foods
McMillan Williams Solicitors

Gough, Clinton & Broom
T G Baynes
Fairstone Financial Management Ltd
R G Solicitors
Woolsey, Morris & Kennedy Solicitors
Hughes-Narborough & Thomas
Grant Saw
Institute of Cemetery and Crematorium Management
Eltham Crematorium
The Co-operative Funeralcare
Prince of Wales Public House
Sydney Arms Public House

Clinical Commissioning Groups

NHS Bexley
NHS Greenwich

Individuals

Bobby McGuane
Alan White
Anne Seakins
Peter Stothard
Alan Canning
Moonlit Walk Hospice Nurses and friends
Beryl Baird
Cllr Howard Mariner, Former Mayor of Bexley
Our Hospice Friends



For further details of
Greenwich & Bexley Community Hospice:

email us at info@gbch.org.uk
call us on **020 8312 2244**

visit us at www.communityhospice.org.uk

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Greenwich & Bexley
community hospice



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