



Annual Review **2015/16**
Building a Community Hospice - Fit for the Future

Contents

3 Message from our Chairman and Chief Executive

5 About the Hospice

7 Achievements in 2015/16

8 Providing care

9 Our volunteers

12 Reaching our local community

22 Income and expenditure

27 Looking to the future

30 Thank you



Message from our Chairman and Chief Executive

Greenwich & Bexley Community Hospice has been serving people in Bexley and Greenwich boroughs since 1993, and we continue to provide high quality care and support to people with advanced illness, and their families and friends, in their own homes, in care homes, in hospital, and in the Hospice.

We are constantly striving to raise the profile of the Charity, challenge perceptions of hospice and palliative care, and showcase the range of activities offered by the Hospice. In this Annual Review, we reflect on the different relationships local people have with the Hospice, and look forward to our care provision in the future.

The Hospice continues to adapt and use its resources to meet local need but, as competition for charitable support increases and in a difficult fundraising and statutory financial climate, we are working harder than ever to ensure people know the Hospice is their local charity, that we are here to help them, and that we need their support as much now as in the early days.

In June 2015 we completed our capital development project which was started in 2013/14. Hospice staff, volunteers and service users were involved in this project throughout design and delivery and the additional space offers new and improved ways of working for

our rehabilitation, community services, and education teams. It also offers a chance to increase community engagement through the use of our Community Hub as a space available for use by all the community.

Our clinical staff continue to develop services offered to local people, providing flexible and integrated community support and enabling more people to be discharged from hospital. This has meant that, for people who died who were known to our community services, 79% were supported to die at home or in the Hospice in 2015/16.

We are only able to provide the care and support we do because of the generosity of local people, community groups, businesses, and trusts. We are extremely grateful for the contribution made by new and long standing loyal supporters. Thank you to our dedicated staff, volunteers, and supporters. You make it possible for us to continue to provide quality care for local people, wherever and whenever it is needed.



Chairman
David Robson

Chief Executive
Kate Heaps



“ I wanted to say a very big thank you for your care and kindness during my dad's illness. Both he and my mum really looked forward to seeing you. You are a star and helped all of us to cope during a very difficult time. We miss him every day. ”

Daughter of man cared for by Specialist Community service

About The Hospice

The Hospice is the foremost provider of specialist palliative care to the London Boroughs of Greenwich and Bexley. Our services cover an area of 40 square miles, with a population of over 500,000 people and include areas of wealth and extreme deprivation.

Hospice staff and volunteers care for adults with a wide variety of chronic and terminal conditions. Most patients also have informal carers, all of whom can also access support to enable them to care for their loved one. Last year, we cared for over 2,500 people and were supported by many more members of the community through donations, legacies, trusts, and at our many fundraising events.

The Hospice does not charge for its services and only about one third of our funding comes from the NHS. This means we depend on the generosity of, mostly local, individuals, trusts, organisations and businesses to raise almost five million pounds annually – so we can continue to provide care to people when it matters most.

The growth in our Hospice services over the past few years has been tremendous, with provision of care and support now spanning across the whole patient journey. These developments have all been in response to local need. The Hospice has moved from a service which focuses on care delivery in a building, to one which provides care in whatever setting it is required; this includes care in people's homes, in care homes, in the local prisons, in hospital, and at the Hospice in Abbey Wood.



“ The support we had from the Community Care (GCP) Team was wonderful. Although it was only for 10 days all the team were caring, helpful and very supportive and myself and all our family were very happy our mum never had to spend her final days in a hospital. ”

Family of woman cared for in the community

Achievements in 2015/16

- We supported more people to die at home and in the Hospice (where this is their choice) by providing flexible and integrated support and by enabling more people to be discharged from hospital.
- We continued to improve quality monitoring across the Hospice, participating in a national patient safety audit and implementing outcome measures in many services.
- We continued to develop volunteering across the Hospice, embedding volunteer support into our care coordination service.
- We completed our large capital development, improving and expanding facilities to meet the needs of the organisation and the people we serve.
- We introduced a new Hospice Assessment and Coordination Team to reduce waiting times and involve people in planning their care.
- We developed and launched an End of Life Charter for people in Bexley and Greenwich boroughs.
- We launched a project, with funding from St James's Place Foundation, to improve end of life care for people with dementia and their families.
- We delivered a number of funded, innovative projects for clinical education and role development through our involvement in the South London Hospices Education Collaborative and continued to develop other projects for implementation in 2016/17.



Providing support

The Hospice offers 24-hour care and support to people in the London Boroughs of Greenwich and Bexley. In 2015/16, our community services made 14,053 visits and 26,790 phone calls to 1,420 people in their own homes (an increase of 11% on 2014/15). Of these people, 24% had a non-cancer diagnosis. Of the 846 people who died under the care of the community team, 79% 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 5,009 visits to 860 people (an increase of 15% on 2014/15). 38% of these people we supported had a diagnosis other than cancer (34% in 2014/15) and 58% were discharged to another place of care (54% in 2014/15).

The Hospice rehabilitation team work with Hospice nurses and doctors to encourage a rehabilitative approach across all of our services. 618 people were seen as outpatients across rehabilitation and

lymphoedema, 61% of these had a non-cancer diagnosis.

During the year 368 people were cared for on our Inpatient Unit, an increase of 18% 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 the unit for the year was £2,191,244.

Our Day Hospice offers day care for up to 25 people a day, three days each week. 144 people were cared for (reduction of 15%), with 2,223 attendances (a reduction of 11%). We are working to increase our volunteer driver numbers in Day Hospice to increase activity in the future.



Our Volunteers

Volunteers work across all areas of the Hospice, including trustees, gardeners, fundraisers, shop workers, patient drivers, receptionists, hospice neighbours and therapists.

More than 578 people are registered as volunteers with the Hospice, and collectively gave more than 115,000 hours of their time. These volunteer hours include 1,458 hours of corporate volunteering in the year. In total the volunteer hours are equal to 70 full time workers for one year, or a financial donation equivalent to around £1,250,000.

We are grateful for the contribution of our volunteers, not only in time or money saved but in skills and expertise. We are proud and greatly encouraged to have such a wide range of volunteers from teenagers to people in their late 80s – all of whom offer their time to the Hospice.



“ ‘I’d like to say that everyone we met was as helpful as they could be in the situation. The nurses who visited regularly, took the time to get to know my husband and put him at ease. Resources are scarce so it was wonderful to have the same carers on a regular basis. Overall it was a good service, managed with compassion and humanity.’ ”

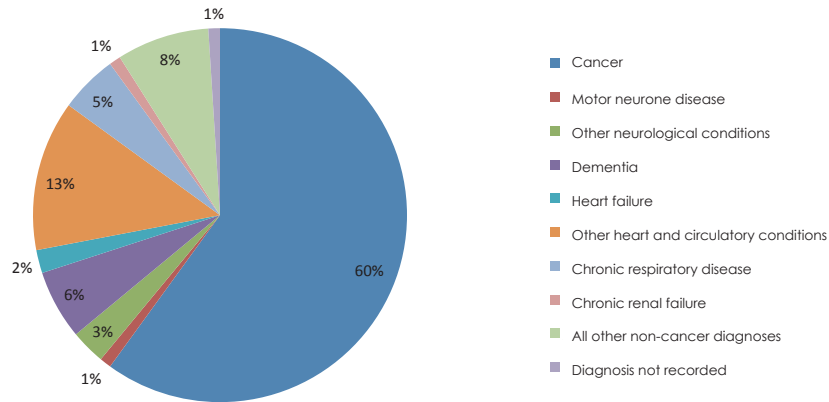
Wife of man cared for by Greenwich Care Partnership service



Reaching the local community

The Hospice continues to strive to reach people with a diagnosis other than cancer. The overall proportion of non-cancer activity has increased to 40% with the biggest growth in 'other heart and circulatory conditions' and 'all other non-cancer diagnoses'. Although the percentage of people with a dementia diagnosis has remained the same, there has been a 50% increase in the number of people supported who had a primary diagnosis of dementia.

The Hospice provides care to anyone with a life limiting illness, who is over 18, and is a resident of Bexley or Greenwich boroughs. The majority of people we care for are over 65. In 2015/16, 53% of the people we cared for were over 75 (52% in 2014/15) and 23% were over 85 (21% in 2014/15). The overall proportion of people over the age of 75 increased, because the number of people supported by the Hospice increased overall, and the actual number of people supported by the Hospice increased by 33% during 2015/16.







“ Thank you all so much for looking after my dad in his final four weeks. Nothing was ever too much trouble for the amazing staff even when I was on the phone late at night bombarding them with questions. The work you do is incredible. As a nurse myself, I appreciate the demands of the role but your staff went above and beyond. Thank you all for being amazing. ”

Daughter of man cared for on Inpatient Unit

“ I feel extremely lucky to have been admitted to Greenwich & Bexley Community Hospice. The caring attention of all staff cannot be put into enough words of gratitude from me. The food is wonderful and cleanliness is 100%. Would definitely recommend to everyone. ”

Person discharged from the Hospice Inpatient Unit

“ I found this visit very helpful and the lady who came was very nice to both myself and my mother. She was kind and explained everything very well and told me I could contact her at any time if I needed to which is very comforting to know. ”

Daughter of woman cared for by Hospice Dementia Nurse Specialist






**Civic Recognition of
Outstanding Achievement**
*In accordance with the decision of
the Council, this certificate is awarded
in Recognition of Devoted Service
given to the Community by
Greenwich and Bexley Community Hospice*

Dated this 26th day of April 2016.

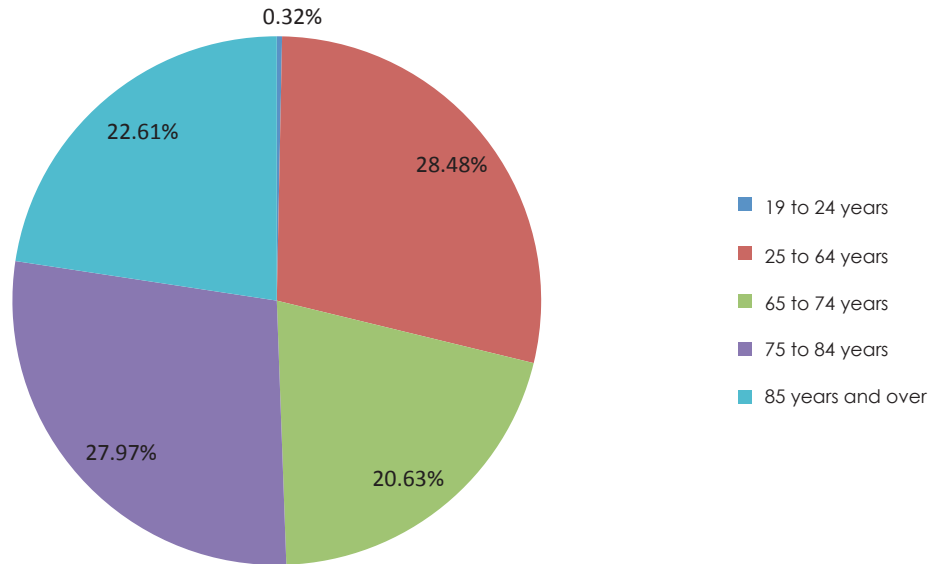
Signed: Lynda M. Manning
Councillor, South East London
Member of the Council Executive Office



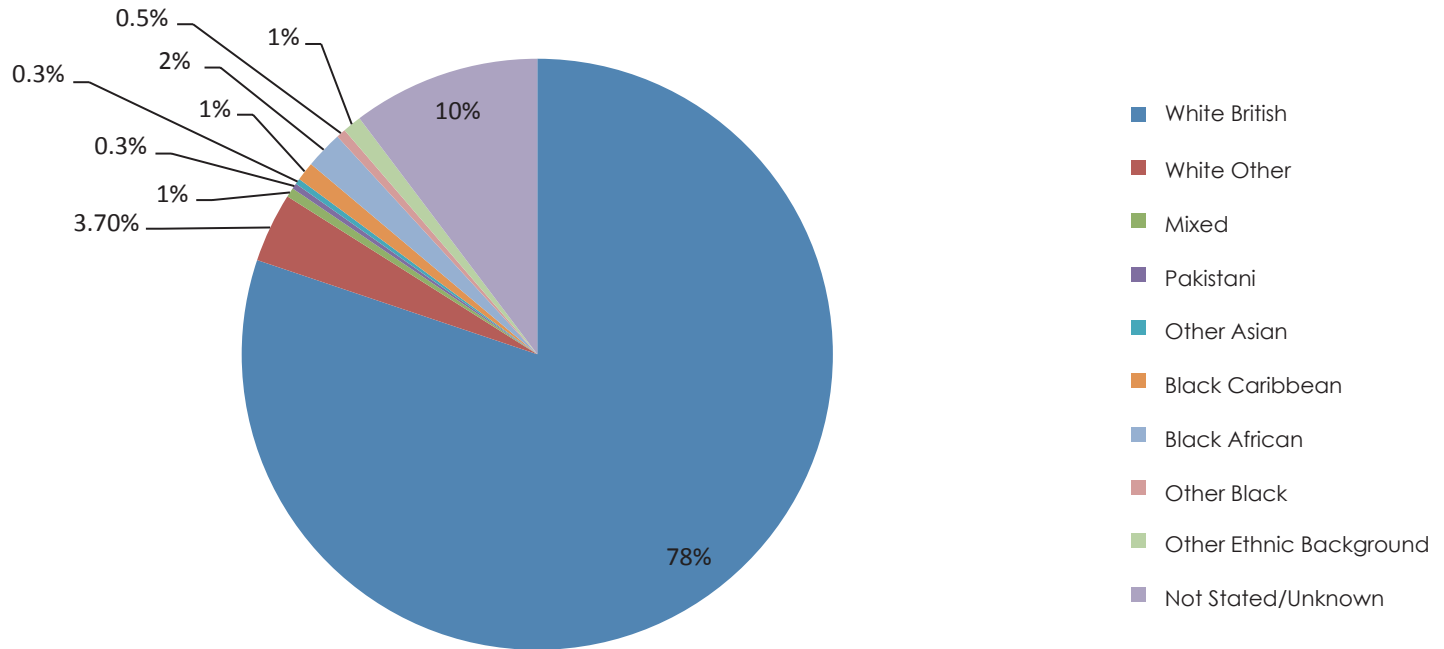


Age of Patient or Client

The Hospice has continued to reach out to and work with leaders of black, Asian and minority ethnic communities – as well as faith groups. Our community development and work in the hospital help us reach out to people who may not historically have accessed a Hospice service. We will continue to develop these relationships in the future.



Service User Ethnicity





“ I enjoy visiting and socialising. The food is delicious and very nutritious. The care team are very attentive and activities are well organised and appropriate. I have really enjoyed coming with the driver who picks me up. ”

Person who attends Day Hospice

“ Thank you so much for the care I have received through your counselling service. I think you provide wonderful support to so many in the community but for myself this service has been a lifeline. I personally am struggling to come to terms with the loss of my young son, and with it, the complete changes in circumstances and family. My counsellor has been instrumental in keeping me afloat at this extremely sad and tragic time. Thank you for offering this service to me, I am truly grateful. ”

Woman supported by Counselling Team



Income and expenditure

During 2015/16 the Hospice undertook a restructure of the management of our voluntary income departments, resulting in the retail and fundraising departments being brought together under one Head of Income Generation.

Despite the economic climate, our 17 charity shops had a successful year with the retail trading results showing a 6% increase in total income compared to the previous year. This was facilitated by the opening a new shop in Plumstead, and a continued increase in Gift Aid on donated goods.

Fundraising income increased slightly by 4%. A number of factors influenced this: an increase in income from community events and community groups, business campaigns, In Memory giving, and Major Gifts.

Although there was a reduction in income from Sports and Challenges and Trusts and Foundations income, two Hospice-organised events were very successful and have become popular additions to the local community calendar. Our children's Mini Marathon raised





“ Thank you for the care and kindness you showed all our family. We give our heartfelt thanks. ”

Family of person supported by Hospice Hospital Team

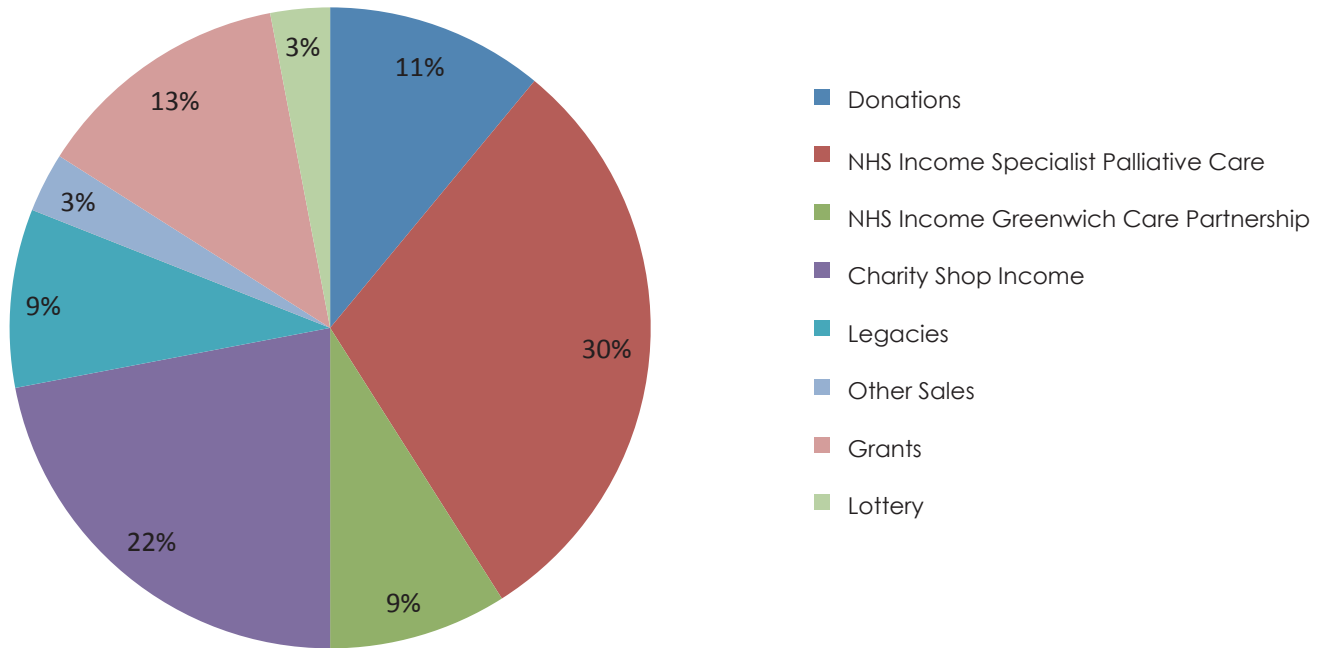
£64,110 (23% up on the previous year), and the Hospice's inaugural Colour Run raised £40,651 against a budget of £20,000.

Legacy gifts from Wills continue to be a significant source of income for the Hospice, and we are grateful to the local solicitors who support the Free Will Week campaigns, increasing awareness of the importance of legacies to the Hospice among our supporters and the local community.

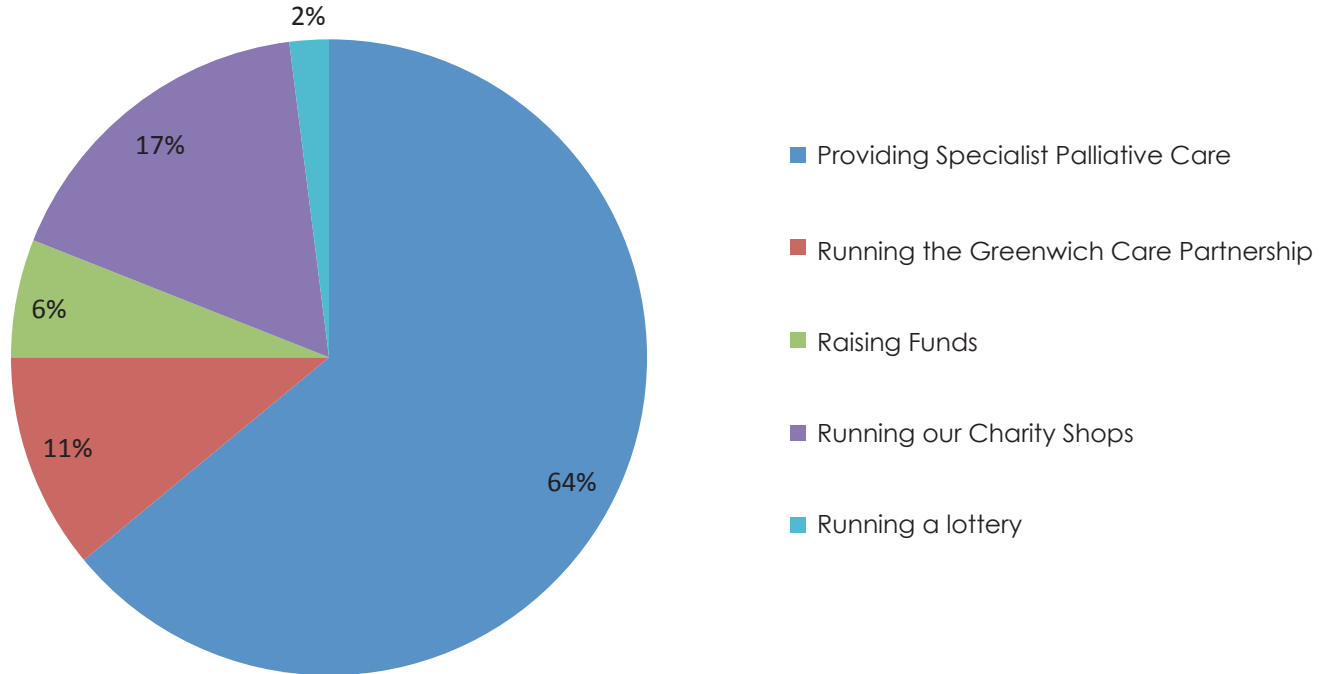
Support from local businesses saw a significant increase, both in Charity of the Year and Local Business Partnerships, with an increase of 89%.

People continue to fundraise for the Hospice and we are grateful for their support. Income from people taking part in the Virgin London Marathon totalled £27,379 and treks and challenges taken on autonomously by supporters raised £38,721.

Where our money came from



Where our money was spent



74 pence in every pound was spent on care

“ Although in the end the original purpose was not fulfilled because my tumour enlarged and I got weaker, while waiting for a corset to be made/adjusted to suit me, I cannot fault any of the persons involved in helping me. Everyone worked hard doing their best to improve the quality of my life including exercises to strengthen my body for as long as possible. Thank you all very much. ”

Person receiving support from Rehabilitation team

“ Well, where to begin? We want to thank you for all your help, support, time, encouragement, friendship over the last 2 ½ years. I don't know what we would have done without you. Never have you not failed to always help or solve any issues/ problems we have had. You have helped each and every one of us and always wanted to do so. I'm sure the next year is going to be a tough one again but knowing we have you with us on this awful journey means so much to us all. Thank you is not enough. ”

Family supported by Hospice Social Worker



Looking to the future

We will continue to:

- **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
- **ensure quality and standards** across all our services
- **develop our clinical services** to ensure they continue to respond to local need and improve access to Hospice services, particularly for those who are currently underrepresented
- **develop new streams of voluntary income** and strengthen existing ones
- **develop our communications** to ensure people are able to access appropriate care when and where they need it
- **evaluate the Hospice's Advanced Dementia Service** and develop a business case for the future of this service
- **support staff and volunteers** to develop their practice and provide a quality service

- **work with the South London Hospices Collaborative and Health Education South London** to develop and deliver robust end of life care education.





“ This is a place of comfort and place of safety. I wouldn't have changed my life or world without this lovely, great, fantastic Hospice, everyone here is a joy and a real pleasure to know. ”

Support received from Stepping Stones



Thank You

Trusts and Foundations

Childwick Trust
Mrs F E Hinton Charitable Trust
Hospice UK
The Joan Seeley Pain Relief Memorial Trust
London Borough of Bexley
Lynn Foundation
Percy Bilton Charity
Rank Foundation
Royal Borough of Greenwich
ShareGift
St James Place Foundation
The Thomas J Horne Memorial Trust
Woolwich and Plumstead Relief in Sickness Fund

Community Groups

Belvedere Sports & Social Club
Bexleyheath Golf Club, Ladies Section
Bexley Manor Nursery School
Christ Church Erith
Eltham Leisure Centre
The Freemason's Grand Charity
Knights of St. Columba, Council 118
The London Pearly Kings and Queens Society
The Rotary Club of Bexley
The Rotary Club of Sidcup

Ruff Diamonds Golf Society
St James Watermead Lodge 8097
St Thomas More Club
Sidcup Golf Club
Westwood Masonic Centre

Businesses

AIM Mechanical Services Ltd
Anthony Holden Crofts & Co
Barclays Bank
T G Baynes
Bella Italia
Bexleyheath BID
Broadway Shopping Centre
Coolings Garden Centre
The Co-operative Funeralcare
Crook Log Surgery
Cutty Sark
Eltham Crematorium
Fairstone Financial Management Ltd
Ferndale Foods
Franky & Benny's
Grant Saw
Gough, Clinton & Broom
Hospice UK
Hughes-Narborough & Thomas

ING Bank N.V., London Branch
Institute of Cemetery and Crematorium
Management
John Lewis
John Payne
Lloyds Bank Foundation
Marks & Spencer
McMillan Williams Solicitors
Monkey Biz Tattoo Studio
Natwest
Pad Creative
Prime Place
Prince of Wales Public House
R G Solicitors
J Sainsbury PLC
Sydney Arms Public House
Team Co-op Blackfen
Tesco Charity Trust
UBS Ltd
Willmott Dixon
Woolsey, Morris & Kennedy Solicitors

Clinical Commissioning Groups

NHS Bexley
NHS Greenwich

Individuals

Beryl Baird
Alan Canning
Our Hospice Friends
Cllr Howard Marriner, Former Mayor of Bexley
Bobby McGuane
Anne Seakins
Perry Smith
Peter Stothard
Villiers family
Alan White



For further details of Greenwich & Bexley
Community Hospice

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Greenwich & Bexley
community hospice

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Charity No. 1017406