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**St Catherine's Hospice**  
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Care  
 Compassion  
 Understanding

St Catherine's Hospice  
 Annual Review 2008/9



**St Catherine's Hospice is a charity dedicated to providing specialised end of life care and support to local people and their families, friends and carers.**

St Catherine's is more than just a building – it is a philosophy of care. We believe that alongside expert medical and nursing care, a person's practical, emotional, social and spiritual concerns should be cared for as well.

We care for people, both in the hospice building and in their homes – in fact, over 70 per cent of patients are cared for at home, with opportunities to attend day hospice, but without a stay.

Patients and their families are at the centre of everything we do. We listen and acknowledge their fears, worries and concerns and respond to the issues that are causing them anxiety.

This highly personal, holistic approach to a person's care takes time, skill and experience, plus a highly inter-disciplinary approach to resolving problems.

All our care is free and is only made possible through the generosity of our supporters and volunteers.



**Care at home**

Our team of community nurses and our practical 'hands-on' nursing assistants visit people in their homes. Specialist nurses work alongside existing healthcare providers to provide input and advice on pain management and symptom control and encourage patients and families to access our support services for practical, emotional or spiritual help.



**Care on our wards**

We have an in-patient unit with two wards and we try to make the environment welcoming and relaxed. We staff the wards to nurse up to 18 patients, allowing nurses more time to spend with patients and visitors. Each ward has single rooms, two four-bedded bays and deep jacuzzi baths. Most of the rooms open out onto the garden and paved patio area to allow easy access to the peace and tranquillity of the gardens. We also have two relatives' rooms where family members, friends and carers can stay overnight. Our wards also offer an important training environment for medical and nursing students.



**Day Hospice**

Our day services at Crawley and Caterham combine a social day out for patients with an opportunity for them to share concerns and feelings about their illness and circumstances in a friendly and supportive environment. Attending day services gives patients with incurable illnesses the opportunity to take part in Creative Living and Fatigue Management groups, receive complementary therapies, counselling, spiritual support and advice on welfare issues. The day also allows carers a short break.



**Patient and Family Support**

Offered on the wards, in our day hospice or in people's homes, our counsellors, welfare advisor, spiritual care team and therapists, supported by trained volunteers, help patients and families preparing for and coping with bereavement, grief and loss.

**Lymphoedema Clinic**

Our Lymphoedema Clinic provides advice and treatment for patients who have swelling, commonly caused as a result of surgery or radiotherapy for cancer. Managing the condition with compression hosiery, exercise, skin care and self-massage can be critical to restoring a person's self-confidence.

**Self-help groups**

We facilitate a range of self-help groups to help people manage their situation and gain support from others in similar circumstances.



**Support staff**

There are many people behind the scenes whose input is invaluable, enabling the multi-professional team to do its work. From housekeepers to maintenance staff, from fundraisers to kitchen assistants, all our staff know the true meaning of hospice and live it every day. We aim to demonstrate a shared purpose, whilst respecting individual differences and recognising individual potential.

**Volunteers**

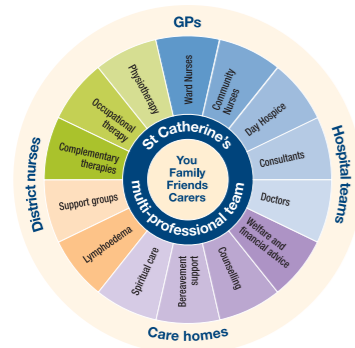
We remain indebted to our volunteer base of over 600 people who give their time and talents to support a wide range of hospice activities. They make an enormous contribution, either as individuals or as members of Friends of St Catherine's fundraising groups, and are an integral part of our service.



**Education & training**

We strive for excellence in all we do. Our dedication to continual learning and development in the field of end of life care underpins the high quality care and expertise for which we have a valued reputation.

St Catherine's is committed to being a teaching hospice, and to sharing knowledge with healthcare professionals and other organisations to ensure that hospice care benefits are wide-reaching. We invest in the education and training of our own staff and volunteers, and we collaborate with the wider healthcare community to increase knowledge and best practice in end of life care. St Catherine's has a purpose built education and training centre with an extensive library.



**Our multi-disciplinary team provide a holistic, personalised approach to the care of our patients and their families and carers.**

**The creation of a significantly expanded community nursing service, in response to the changing needs of patients, was the main focus of our development during 2008/09.**

This service is designed to care for people in their own homes so that patients and their families have more choice where and when they receive end of life care. The move to a seven days a week service spanning more hours of the day, and with a practical 'hands-on' nursing component, has marked a period of significant transition for the organisation. The service was launched in January and is still developing, but initial feedback from patients and families has been overwhelmingly positive.

Marie Curie Cancer Care's decision to close its specialist palliative care facilities in Caterham meant that patients in the Tandridge area of Surrey were suddenly faced with the prospect of having no end of life care services. Through negotiations with Marie Curie

Cancer Care and Surrey PCT, we agreed to extend St Catherine's care to this area and now take all referrals from GPs across East Surrey. It is testimony to the hard work and dedication of St Catherine's staff, and those staff and volunteers previously working for Marie Curie Cancer Care, that the needs of patients remained at the forefront and the service transferred smoothly in early April 2009.

With the exception of the new Surrey contract, traditional grant-funding arrangements with PCTs continue, and there has been little evidence of the adoption of properly funded formal contracting. It has made the challenge of sustaining voluntary income even harder, particularly in the current economic climate.

Despite the publicity generated by the launch of the Government's End of Life Care Strategy, and the extra funding invested in the NHS over recent years, the direct benefit to hospices has been minimal.

The Government has recognised that hospices deliver high standard end of life care, which is valued by the general public, but it is an ongoing challenge for hospices to maintain that recognition at a local level.

In spite of ongoing funding uncertainties and the challenges that have arisen during the year, St Catherine's has continued to respond effectively to the growing need for specialised end of life care within our local communities. 2008/09 marked the first year of our delivering the three-year strategy, and we are working to meet the agreed goals and objectives, resulting in some notable progress which we highlight in this document.

These achievements reflect the tireless work and loyalty of our staff, volunteers, Trustees and all those who support St Catherine's financially. All these efforts ensure that local people receive the highest possible standard of end of life care. Thank you all for your ongoing commitment to our hospice aims.

Rosemary Cowley  
Chairman *CBE*

Shaun O'Leary  
Chief Executive

**"St Catherine's isn't just bricks and mortar. We provide care in all sorts of settings, with patients needs and wishes at the heart of all we do."**

Shaun O'Leary



## Our Goals

St Catherine's has established six broad organisational goals for a three year period.

We are now working to objectives to meet these goals and our progress is summarised in this annual review.

St Catherine's will enable the delivery of end of life care to the highest possible standard

St Catherine's will be a key resource for our community to learn about death, dying and bereavement

St Catherine's will seek to influence the improvement of funding for, and access to, end of life care

St Catherine's will seek to advance knowledge and develop practice in palliative care

St Catherine's will aim to become increasingly reflective of the community it serves

St Catherine's will ensure its long-term financial stability in order to deliver its charitable objectives in future

## Delivering end of life care to the highest possible standard

Jen Wise was referred to St Catherine's after choosing not to continue with aggressive cancer treatment.

It was a very difficult decision but one that she hasn't regretted, thanks to the care she receives from the hospice.

Most importantly, the support given by St Catherine's enables her to focus on much-valued quality time with her close-knit family and friends.

"Having a community nurse caring for me at home has helped so much. She is friendly and supportive, and sees that I have everything I need."

Jen has also received valuable advice from the hospice welfare advisor on benefits and tenancy issues. "It's so nice to have someone working on your behalf to get things done," she explains.

The sessions that Jen has had with one of St Catherine's counsellors have also been beneficial. As well as helping her personally, Jen is reassured by the knowledge that the counselling team can offer support to the rest of the family at any time if they need it.



**"Nothing is too much trouble for anyone at the hospice, though the staff must be so busy, you feel as though you're the only one they're looking after. You only have to ask once for something and it's done."**

Jen Wise  
St Catherine's Patient

## our care

During the last year, St Catherine's has significantly expanded its end of life care, extending both the range and scope of services we offer and the geographical area we serve.

This expansion coincided with a period when national debates around end of life care intensified, following the publication of Lord Darzi's review of the NHS in summer 2008. For the first time in the history of the NHS, end of life care was identified as a distinct area of health care and it is now one of eight work streams of health care reform which will be overseen at a national level.

This was closely followed by the publication of the Government's End of Life Care Strategy for the next 10 years, establishing the structures for defining and improving end of life care services at a local level.

Hospices have an excellent reputation for high standards of care which is recognised by Government. St Catherine's existing services and our approach in developing community care match the expectations of the Government's end of life care strategy which focuses on a need for patient choice, their preferred place of care; and co-ordination of care across local services.

The expansion of our community services is in response to increasing demand from patients for more choice about the care received at the end of life and the desire to have more control over how, when and where it is delivered.

In addition to specialist advice and support services for people in their own homes, we are now introducing practical 'hands-on' nursing care to our range of services. We envisage that a full nursing team, with the capacity to provide intensive care and support seven days a week, 365 days a year, will avoid unplanned, unnecessary and potentially distressing admissions to hospital and the hospice in-patient unit, and meet patients wishes to be cared for in the familiarity and comfort of home.



(top) Our nurses care with compassion and understanding  
(above) Our garden is a tranquil and welcoming place for visitors



**Demand for end of life care is rising and the hospice serves a large geographical area – a population of 550,000 – with the number of people aged over 75 years predicted to increase by 20% in 2016.**

As improved medication and treatments prolong life, people are now living longer, but often with complex conditions requiring intensive support.

Our new ways of providing care for our patients is a response to these changing needs and increasing demand.

Much of the last year focused on the consultation and preparation for the community care team expansion, which has required significant capacity building to enable us to deliver a seven days per week community service. The first phase of the new service was launched in January 2009.



"It is a privilege to care for someone at this very important time and care for them as they leave this world. It is very important to try to make it right, right until the very end."  
St Catherine's community nurse

We now have two community care nursing teams caring for patients across Crawley, Horsham, Mid Sussex and East Surrey. The teams are developing their remit incorporating:

- A visiting and telephone service **seven days a week**, 365 days per year
- The introduction of **practical 'hands-on' nursing care**, in addition to specialist nurses providing advice and support: a full nursing team with a broad range of skills
- Effective use of our team resources to provide **timely and responsive care and support** for increasing numbers of patients and those with more complex needs – a flexible and tailored package of care at a time when most needed
- A fully integrated approach to meeting patient needs **in partnership** with local PCTs, GPs and other healthcare professionals.

**“With all the visits from my St Catherine’s community nurse, and coming to Day Hospice, my life suddenly changed... they gave me a new lease of life.”**

St Catherine's enhanced home service will deliver the following patient and community benefits:

- Real choice for patients and their families over place of care
- Effective pain and symptom management '24/7'
- Prevention of unnecessary in-patient unit and acute hospital admissions
- Increased patient and family control throughout the dying process
- Families better informed and supported before and after their loved ones' death.



The hospice's kitchen and coffee shop, and the Crawley coffee shop all received five star food hygiene ratings from the council

### **In-patient unit**

During the year we have refurbished Heaselands Ward and also the mortuary. The ward refurbishment allowed for the creation of a larger family room, which has been much appreciated by patients with younger children and/or large families. A new patient call bell system was installed, with the enhanced option of using sensors, thus improving safety and security, which has been particularly beneficial for patients who are confused or have limited movement.

### **Patient and Family Support**

There has been an upward trend in counselling referrals, and a growth in the number of bereavement and pastoral care volunteers.

### **Day services**

The major refurbishment of Day Services, completed in 2008, successfully created a relaxing environment. Over the year we have been running a broader range of creative and therapeutic activities using this space most effectively for the increasing numbers of patients attending day services.



The counselling team provides support for patients and families at any time before or after bereavement

**St Catherine's is committed to building and sustaining relationships with the wide range of community groups within our referral area through patient and family care, education and fundraising.**

This year we appointed a Community Fundraiser to work specifically with faith groups and schools in West Sussex and also East Surrey.

The PCC (Parochial Church Council) of Nuthurst & Mannings Heath has supported St Catherine's for several years, contributing over £12,500. Christ Church URC in Crawley adopted St Catherine's as one of its three chosen charities for 2009.

In addition to the main Tree of Light remembrance ceremony in December, several churches throughout the area held services to provide people with a local venue where loved ones could be remembered.

As part of a planned hospice programme with schools, a Consultant and Ward Sister from St Catherine's visited students at a Crawley school to discuss the concept of 'a good death'.

They spoke to Year 10 and 11 pupils studying medical ethics as part of their GCSE Religious Studies coursework.

"It was good to be able to talk to teenagers at a stage when they are beginning to think about their own views on important topics and to explain the role of palliative care," said Consultant Patricia Brayden.

Three Crawley schools showed their business skills in an Enterprise Challenge project which raised nearly £2,500 for St Catherine's. The teams from Holy Trinity, Oriol High and Manor Green schools were asked to be as enterprising and resourceful as possible to raise a target of at least £350 each. They drew up business plans and marketing strategies and organised a variety of activities.

"As a parent I was extremely proud of my daughter and the other teams achievement in raising funds for a charity like St Catherine's Hospice. This gave an ideal opportunity for young people to be involved in a caring community whilst acquiring and developing new business skills."

## A key resource for our community to learn about death, dying and bereavement

Identifying and integrating the best aspects of hospice care into all of St Catherine's educational activities remains a priority.

During the last year there has been a much broader range of participants attending the Education and Training Centre courses and we have continued to develop partnerships with local healthcare providers and associated professional groups, including GPs, Community Nurses, Care Home Staff and Social Services Carers.

The five 5-day courses included in the education prospectus were quality marked by the Universities of Surrey and Brighton through their Recognised Educational Quality (ReQ) process, providing a direct link into university programmes for those who are seeking to enhance their professional and personal development.

For example, we delivered a two-day programme for West Sussex Social Services carers who were able to increase their knowledge and understanding of key issues around end of life care which will enhance their future work as healthcare professionals.

**"The workshop was invaluable for me. It has made me question certain aspects of my communication skills and made me much more aware of solutions in my working environment."**

Course participant



## Influencing the improvement of funding for, and access to, end of life care

At the beginning of 2009, it was decided that St Catherine's would expand our existing specialised end of life care for people in East Surrey, following Marie Curie Cancer Care's decision to close its hospice in Caterham.

In undertaking this commitment we were confident that we could offer the same level of specialist care we already provide, without compromising the services to our current patients across Crawley, Horsham, Mid-Sussex and other parts of Surrey.

St Catherine's received additional funding from Surrey PCT and consulted with GPs, patient representatives and local campaigners to ensure that our provision of care would meet community needs.

Our expanding community team is caring for local people at home. We are running day services from a base in Caterham, as well as also providing inpatient and day services at our hospice in Crawley.

As a result of the recent contract secured with Surrey PCT to extend its services, St Catherine's is now a major independent end of life care provider in Surrey.

*Image:* The launch of St Catherine's fundraising initiative in the Tandridge area



**“The intervention by St Catherine's has been greatly appreciated by the local community. The fact that the hospice is providing local day services, as well as community and in-patient care, will undoubtedly make a really positive difference to the lives of local people.”**

Peter Ainsworth  
East Surrey MP

photo supplied by courtesy of Surrey Mirror

### Public opinion survey

We aim to improve our community's understanding of the various aspects of death, dying and bereavement, and how this relates to our role as a provider of specialised end of life care.

A survey on the public's attitudes to death and dying was undertaken to mark St Catherine's 25th anniversary and World Hospice Day in October 2008. The aim of the survey was to improve our understanding of local people's information needs.

A key finding was that 83% of respondents believe that death and dying is not discussed enough in Britain. Many of the survey responses indicated that a significant number of people felt ill-equipped to deal with the practical, emotional and spiritual issues raised by terminal illness and bereavement.

Such responses reaffirm that St Catherine's has a key role to play in giving people the vocabulary and confidence needed to talk about bereavement, and preparing them to accept and prepare for the normality and inevitability of death.

### Recruitment

St Catherine's recognises the importance of reflecting our community as widely as possible through our workforce and worked to achieve this by reviewing our recruitment advertising strategies, and implementing a number of changes, such as an increase in the use of on-line recruitment, local job fairs and centres.

These strategies resulted in the general profile of the workforce changing during the year. Together with the rapid recruitment resulting from the new Surrey PCT contract, the workforce has grown by around 12%. The staff team now includes a wider age profile, with a higher proportion of male and ethnic minority employees than previously employed.

As a result of changed recruitment tactics, we have also broadened the age range, ethnicity and skills base of our volunteers.



(top) Clinical Administration is critical to the work of our hospice (above) Afshin Razak and Anjali Kadam are volunteers in the coffee shop above our Crawley charity shop

### Building external networks

We have continued to strengthen our links with healthcare professionals in the local community in various ways.

An integral aspect of the preparation for our expanded community care services included the establishment of regular meetings with local PCT community nursing provider managers locally. Even during times of considerable service upheaval, the hospice has been represented at Gold Standards Framework meetings in local GP practices, to monitor the care of patients in the local community.

The aim of the Gold Standards Framework is to develop a locally-based system to improve and optimise the organisation and quality of care for patients and their carers in the last year of life.

Joint meetings with West Sussex hospice Chief Executives and the West Sussex PCT Commissioner were established during the last year, in acknowledgement that our shared local agenda should receive higher priority.

We now have effective, regular managerial and clinical meetings between West Sussex hospices and the West Sussex PCT.

In Surrey, our staff became actively involved in PCT-led end of life care mapping and planning processes.

Following the decision by Help the Hospices to become the umbrella organisation for all independent hospices in the UK, St Catherine's signed up to membership. We have actively participated in consultation and skill-sharing events, and hosted regional consultation meetings.

St Catherine's made written submissions to the Fit for the Future consultation (local reorganisation of the hospital sector), and we also coordinated, with other West Sussex hospices, a detailed response to the consultation on Quality Standards for End of Life Care.

Last autumn St Catherine's Chief Executive, Shaun O'Leary, was invited to give an address at a reception at the House of Lords on behalf of the Friends of East Sussex Hospices (FoESH) (pictured above right). His speech highlighted the knowledge and expertise of independent hospices and their wish to be actively involved in shaping the future of end of life care.

### Developing internal knowledge

St Catherine's recognises the importance of identifying skills gaps



Baroness Julia Cumberlege, other Sussex hospice Chief Executives and Lord Darzi of Denham

within the organisation and establishing objectives to develop knowledge and improve the care that we provide.

As part of this process, LEO (Leading Empowered Organisations) training was introduced during the last year. All line managers participated in the programme, and the second phase included a broader range of staff. Strands of organisational development work identified during this training have been picked up and progressed by a group of staff working across the hospice.

The establishment of agreed, stated competencies for all nursing staff within the inpatient unit was undertaken and, by the end of the year, had been agreed for two out of three grades of nursing staff.

## Advancing knowledge and developing practice in palliative care

St Catherine's recognises the importance of nurturing the knowledge and expertise of junior doctors who wish to develop their skills in palliative care, and offers three four-month placements each year.

Anita Raina believes that her medical training at St Catherine's will have a significant impact on her future work as a GP.

"In General Practice you can see the patient's journey from the beginning to the end and there are many parallels between this and palliative care," she explains.

Her experience of working with the hospice team has enabled her to develop specific medical skills and knowledge. Equally important is the emphasis on communication skills and a holistic approach which addresses not just the medical issues affecting patient care, but emotional, social and practical factors too.

"At St Catherine's, all aspects are considered and explored with regard to the patient and their carers, which is fantastic," says Anita.



**"I feel there is a strong link between palliative care and General Practice in terms of continuity of care, the community approach and the value of empathetic communication skills."**

Anita Raina  
Junior Doctor



**“By volunteering, I’m giving something back to the community, but I’ve also gained a lot from this as well.”**

**Luke Foster**  
St Catherine’s Volunteer

## Becoming increasingly reflective of the community we serve

The original motivation for Luke Foster to start volunteering at St Catherine’s was that it would stand him in good stead for his future career in medicine.

However he soon realised that he was gaining much more from the experience than he’d anticipated. As a result, he has spent one evening each week for the last two years working in the hospice kitchen.

“I’ve really come to enjoy my time here and there’s a different atmosphere to what I’d expected; even though it’s a hospice there’s a relaxed, homely feel about the place,” 19-year-old Luke explains. “I really like meeting the patients because they are generally positive and upbeat, even in their circumstances.”

About 600 volunteers give up their time and contribute their skills and knowledge to ensure that our services continue to run smoothly. In total, they clock up over 1,600 hours per week – the equivalent of employing 42 full-time staff at £614,000.

## OUR RESOURCES

**St Catherine’s needs to raise £4.7 million in voluntary income each year to fund our services.**

As a local charity we rely on the local community for the lion’s share of our funding and we are incredibly grateful to all those who raised funds for the hospice during the year.

We are acutely aware of the current economic pressures that face us all and are focussed on careful financial management to ensure that we remain equipped to deal with the challenges ahead.

During 2008/9 the fundraising income exceeded our expectations by £133,000, raising over £1,217,000 net income, plus £317,000 net from the St Catherine’s lottery. Despite the difficulties faced by the retail sector as a whole, the hospice’s trading company which oversees 13 charity shops within our referral area ended the year with a net income of £418,000.

A significant amount of our voluntary income is generated through annual hospice fundraising events, as well as a wide range of activities organised and supported by many individuals, groups and organisations in our community.

### Midnight Walk

In June 2008 St Catherine’s held our first women-only Midnight Walk which was a resounding success. 850 women followed a 13-mile route through Horsham, raising £124,000 gross income.

### Flora London Marathon 2008

Forty runners took part in the London Marathon on behalf of St Catherine’s, successfully completing the 26-mile course and raising over £60,000 gross income.

### Local community

The local community continued to provide amazing support. From schools and faith groups to open gardens and pantomime horse racing, local people raised £179,000 in gross income to support St Catherine’s.

### Corporate support

We are delighted to be supported by Varian Medical Systems who chose St Catherine’s as their charity of the year. As well as this, the continued success of the Dragon Boat Festival raised over £60,000 gross income.



(top) Participants in the Midnight Walk 2008  
(middle) The popular Dragon Boat Festival  
(above) The Varian team presenting a cheque to St Catherine’s Hospice



The start of the Sussex Weald Bike Ride (top) and the Crawley 10k Race (above). Crawley Friends group members Tina Lardent, Mary Dunn and Judy Pyle (main picture).

### Trust highlights

We are extremely grateful to the Trustees of grant-making charitable trusts and foundations for their support totalling £207,000. A capital project to build and equip an extension to accommodate our expanding community nursing team was generously supported through grants totalling £89,500 from four of the UK's leading trusts: the Ernest Kleinwort Charitable Trust; the Henry Smith Charity; the Garfield Weston Foundation; and the Clothworkers' Foundation.

We also received excellent support towards the costs of our initiative to develop an end of life care education and training partnership with local care homes. This was thanks to several funders, including the Rayne Foundation; the Vintners' Company Charitable Foundation; the Worshipful Company of Actuaries' Charitable Trust; and the Gatwick Airport Community Trust.

Many charitable trusts supported our ongoing patient care, including the Kate's Trust; the Freemasons' Grand Charity and the Sussex Masonic Charities; and the John Stuart's Nursing Charity. We also received continued support from a number of local trusts and funding received through other grants schemes, such as Burgess Hill Town Council and the Mercury FM Charity Appeal.

### Regular donations

A regular gift to the hospice makes a real difference as it helps us to plan and develop services with some funding reassurance. During the last year:

- 9,500 people regularly played our weekly lottery, donating over £507,000 in gross income towards patient care
- 1,000 people responded to our winter appeal raising over £33,000 in gross income
- 976 people supported us with a regular gift raising £128,000 in gross income

### St Catherine's remembered in wills

The hospice is critically reliant on legacies and in 2008/9, gifts in wills accounted for around 20% of our total income at £1,396,000. Eight individuals donated the residue of their estate and a further 48 people left St Catherine's a specific gift totaling £192,000. We also have notification of an additional £213,000 yet to be received.

**Our thanks to everyone who donated to St Catherine's this year – your support is vital and very much appreciated.**

## Ensuring our long-term financial sustainability

Supporting St Catherine's is certainly a family affair for some of the members of the Crawley Friends group.

Judy Pyle first became actively involved with the hospice about five years ago, which led her mother Mary Dunn and sister Tina Lardent to follow her example.

The three women raise funds for St Catherine's in numerous ways – through race nights at a local pub, helping out at major events such as the annual Dragon Boat Festival and Sussex Weald Bike Ride, and taking part in collections outside local stores.

They stressed the importance they place on contributing to a local charity so that patients and families receive "that extra bit of care" that might not otherwise be available. Belonging to a Friends group enables them to make a positive difference – and it's fun too!

We are extremely grateful for the unwavering support and commitment shown by all of our Friends groups, who held a range of successful events throughout the year, including street and house to house collections, raising £168,000 gross income.

**"I know of people cared for by the hospice who've had so much help and support, not just during their illness but through the care for their family even after bereavement."**

Judy Pyle  
Crawley Friends



In the last 25 years, St Catherine's has cared for more than 13,000 patients and their families, friends and carers.

**1** Actor Edward Fox at a campaign meeting with the Duke of Richmond  
**2** Her Majesty Queen Elizabeth the Queen Mother with the greeting party in 1982  
**3** The official opening of Beeches ward  
**4** The Duchess of Kent signs the visitors book  
**5** Fundraisers about to take part in the 10th anniversary abseil  
**6** BBC newsreader Martyn Lewis with St Catherine's nurses  
**7** HRH The Princess of Wales visits the hospice  
**8** Sports personality Jimmy Hill launches the lottery  
**9** The new Education and Training Centre opens  
**10** Chairman Rosemary Cowley with The Duke of Richmond and New Horizons Chairman Molly Finch-Hatton at the 21st anniversary Garden Appeal  
**11** The popular annual Dragon Boat Festival raises thousands each year  
**12** Our blue bag scheme to encourage quality shop donations is launched in 2006.  
**13** The expanded community service is launched in 2009, with team leaders Linda Henson and Sandra Cabral.

happy 25th anniversary



1978

A group of nurses see the need for a local hospice and join forces with others in the local community to begin campaigning



1983

Our first patients are admitted to the ward. The second ward opens the following year



1986

The specialist community care service is established, and our first charity shop also opens



1988

The Day Care Service begins, offering patients and their families the chance to have a break, receive care, specialist assessment and hospice support



1990

The New Horizons Appeal is launched which aims to raise £3 million, giving St Catherine's a secure financial base for future planning



2004

A Garden Appeal is launched to improve the areas outside the wards and day hospice, and to provide easier access for patients in wheelchairs or beds



2009

We expand our community care services and extend the care across East Surrey



2009



2009



2009

Income 2008/9 (£)	
Legacies	<b>1,396,000</b>
Trading	<b>1,414,000</b>
Donations	<b>1,192,000</b>
Events	<b>636,000</b>
Hospice Lottery	<b>507,000</b>
Education and Training	<b>26,000</b>
NHS Grants	<b>1,168,000</b>
Investment	<b>124,000</b>
Other Grants	<b>268,000</b>
Miscellaneous	<b>29,000</b>
<b>Total</b>	<b>6,760,000</b>
Expenditure 2008/9 (£)	
In-Patient Care	<b>2,177,000</b>
Community Care	<b>967,000</b>
Daycare	<b>296,000</b>
Patient and Family Support	<b>248,000</b>
Education	<b>492,000</b>
Trading	<b>996,000</b>
Fundraising & Publicity	<b>665,000</b>
Events	<b>228,000</b>
Hospice Lottery	<b>190,000</b>
Governance	<b>69,000</b>
<b>Total</b>	<b>6,328,000</b>

Referrals by diagnosis (%) <i>(excluding Lymphoedema patients)</i>	
Cancer	<b>87</b>
Non Cancer	<b>13</b>
Referrals by Primary Care Trusts	
West Sussex PCT	<b>561</b>
Surrey	<b>210</b>
East Sussex/Other	<b>43</b>
Referrals by area	
East Sussex	<b>12</b>
Surrey	<b>220</b>
West Sussex	<b>561</b>
Other	<b>21</b>

Referrals by age (%) <i>(excluding Lymphoedema patients)</i>	
19 – 24	<b>0</b>
25 – 64	<b>214</b>
65 – 74	<b>175</b>
75 – 84	<b>289</b>
85 and over	<b>136</b>
Place of death	
Home	<b>201</b>
Hospice	<b>185</b>
Hospital	<b>188</b>
Other <i>(e.g. nursing homes)</i>	<b>74</b>



in 2008/9

**814** new patients referred to St Catherine's for hospice services (excluding lymphoedema patients)

Our lymphoedema clinic supported **412** patients, including **115** new referrals

Overall, the hospice team supported **1,843** and their families, friends and carers in the year

**994** patients were cared for by our community nursing team and at any one time, the community nursing caseload was **330** patients

**4,818** home visits were undertaken by our multi-professional team

The team made **12,992** phone calls to patients and their families providing advice and support

The day services teams undertook **2,030** consultations

**247** patients received complementary therapies

The inpatient unit cared for **283** patients in the year

**347** admissions to our wards in the year with a bed occupancy rate of 85 – 87%

The Patient and Family Support Team supported **945** people in the year

**355** home visits were made by our bereavement volunteers

Around **620** people attended Time to Remember during the last year

**942** healthcare professionals took courses at the Education Centre



*(top)* Our lymphoedema clinic  
*(above)* Our hospice kitchen

**Patron**

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The Duchess of Kent *GCVO*

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90-92 High Street  
Crawley RH10 1BP

**Solicitors**

Rawlison Butler  
Griffin House  
135 High Street  
Crawley RH10 1DQ

**Auditors**

Kingston Smith  
Surrey House  
36-44 High Street  
Redhill RH1 1RH

**“What St Catherine’s has done for us is beyond words. I don’t have to be afraid of dying because I know I will be cared for and made comfortable until the end, whether that is here at home or at the hospice.”**

Doreen, St Catherine’s patient



INVESTOR IN PEOPLE

St Catherine’s Hospice Ltd.  
Registered as a Charity no 281362 and  
as a Company in England no.1525404.  
Registered Office: Malthouse Road,  
Crawley, West Sussex RH10 6BH



Front, inside front and inside back cover photos show patients attending day services