

*When life comes full circle
we'll be there*

ST CATHERINE'S
HOSPICE

Welcome

My name is Jacqui Long and I was diagnosed with breast cancer five years ago. Last year, I was re-diagnosed with secondary cancer. I was in and out of hospital with fractured ribs, bowel and sickness problems. I was in a very low condition.

When a nurse suggested I went into St Catherine's Hospice, I was apprehensive at first. It wasn't the sort of place I wanted to go. But I did, and stayed on the Inpatient Unit. There the doctors and nurses sorted out my medicine and problems, and helped me understand what was happening to me. After two weeks at St Catherine's, I went home.

Since then, I haven't looked back. I now go to St Catherine's every two weeks, where I'm monitored by wonderful nurses and volunteers, who help with any problems I may have or things I need to discuss. In the afternoon I take an art class. It's here that I've made friends with other people who have similar problems to me.

St Catherine's is a wonderful place that should continue to have as much support as possible. It's made me a stronger and happier person, and I know I have their full support and help whenever I need it. I'd like to say a big thank you to St Catherine's Hospice.

Jacqui



Quality at heart

Quality was our main focus, and we're still driving our high standards even higher. A major part of this was enhancing our patient record system, so our teams can access important individual information about our patients even more quickly, improving our care for each person.

We place people at the heart of all we do, and we know that feedback from people we care for and their families is the most powerful way of learning what we can do better. Through our Friends and Family Test and our Voices of Experience group, patients and relatives have shared their experiences with us. Using first hand information to shape our service is invaluable, and helps ensure people really get what they need from all of us.

"My care has been absolutely fantastic. Everything has been wonderful and I feel very lucky to have been under your care".

A winning hospice

We were delighted in November when we were announced as Charity of the Year at the West Sussex County Times Awards, with volunteer Joe Brocking scooping Volunteer of the Year.

Long-term volunteer, Barbara Alderson won the Achievement Award at the Crawley Community Awards, following years of hard work for St Catherine's.

"The staff are incredible and caring and have made us all feel loved. It is a place I would recommend to everyone I know. Thank you".

Our vision

Everyone can face death informed, supported and pain free

Our mission

Pioneering standards in expert support and care for anyone facing death and bereavement

Our values

*Human
Connected
Expert
Energetic
Courageous*



Patrons, Trustees and Bankers (as at 31 March 2016)

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Nicholas Owen

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Giles Tomsett

Vice Presidents:
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Martyn Lewis **CBE**
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Barclays Bank Plc
90-92 High Street
Crawley
RH10 1BP

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The Bishop of Horsham
Andrew Wates **OBE DL**

Solicitors:
Rawlison Butler
135 High Street
Crawley
RH10 1DQ

Directors and Trustees of the Board
Chairman:
Simon Turpitt

Auditors:
Haysmacintyre
26 Red Lion Square,
London
WC1R 4AG

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Christine Maclean (October 2015)
Roy Leason
David Yates
Yogita Rajani
Barbara Williams
Anne Oates
Robin Richman
Duncan Rudkin
Dr Chris Shearn

A year in review

At St Catherine's it's important to us that every person has a choice about how they're cared for. We know that living with a life limiting illness is frightening, lonely and sometimes all-consuming. But, we're here to ease the burden.

We'd like to share some of the things we're delighted about from the last year.

We're Outstanding

In a year where we had more referrals than ever before, it's vital our patients know they're in safe hands. Our Outstanding rating by our regulatory body, the Care Quality Commission (CQC), shows just that. Our unannounced inspection in February 2016 looked at whether we are a safe, caring, responsive, effective and well-led organisation.

This achievement speaks to the contribution of everyone who works or volunteers at St Catherine's. This is a fantastic result, not just for us as an organisation, but for our local community, our donors and those we care for.

Outstanding is the CQC's highest rating and it's one that only a few health and social care organisations have achieved under its new, more rigorous inspection

"The community nurse was very sensitive, diplomatic and respectful. Very knowledgeable".



Our research

Patients and their families have been helping improve our care by taking part in research projects. These studies will improve end of life care at hospices, care homes and hospitals across the UK, by guiding practice in the future.

This is an important step for St Catherine's, giving us a better understanding of the needs of the people we care for and helping to find new, innovative ways of caring for those at the end of their lives.

"The kindness, compassion and understanding I have received from all the staff; I can think of no one thing which could have improved my experience".

I take over as Chair from Simon Turpitt at an exciting time for all of us at St Catherine's Hospice. The Care Quality Commission rated us as Outstanding, and we're waiting to learn if we have achieved a nationally recognised externally-awarded quality mark. We're also taking part in research, to help improve end of life care for future generations. These achievements show that our patients and those close to them really are at the heart of all we do.

The coming year will be even more exciting. We hope to receive permission to enable us to build a new facility at Pease Pottage, so we can help more people who need us. If planning is secured and the Board approves any commitments that emerge from planning, we'll need to run a major fundraising appeal. The Board and I will ensure St Catherine's can balance focus on this exciting future opportunity with the needs of the people we help every day. We finished the year with a small financial deficit. Our priority is to ensure we're financially sustainable and we are working together to close the gap without impacting the quality of our services, so we're here for local people now and in the future. I know I can count on your support.

We also want to consolidate our strong relationships with GPs and commissioners. We work closely alongside them and with our local acute hospitals at Redhill and Haywards Heath, ensuring we're there for people in our referral area when life comes full circle. The hospital

teams know they can discharge people home with confidence that we will provide the support they need, at the time they most need it.

No matter how much we accomplish in any year, we can and will never stop. We won't stop trying to be the best in our field, stop raising money or stop being there when we're needed during the last months, weeks and days of life. My heartfelt thanks go to all our generous supporters, volunteers and staff, who support us year after year in so many ways; we really cannot do this without you.

*Terry O'Leary,
Chairman of the Board of Trustees*



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Registered charity number 281362 and as a Company in England no.1525404.

www.stch.org.uk

In **2015-16** we cared for **2,305** people living with a life limiting illness, across 6 Clinical Commissioning Group areas



We helped **1,290** people at the very end of life



1,931 people were cared for in the comfort of their own home



38 children and young people received counselling and assessments by our team



We held **4** weddings and **12** birthday parties at the hospice for patients and their families



315 people stayed on our Inpatient Unit, some more than once



Our clinical experts took **24,339** telephone calls about patients' care



17% of the people we cared for were of working age



We had **840** volunteers working in **39** different roles across the hospice and our shops

Volunteer milestones



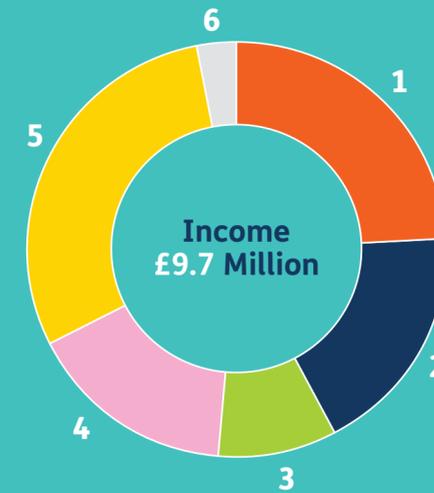
"Quality is at the heart of this place"

Care Quality Commission inspection report

of people had a diagnosis other than cancer

31%

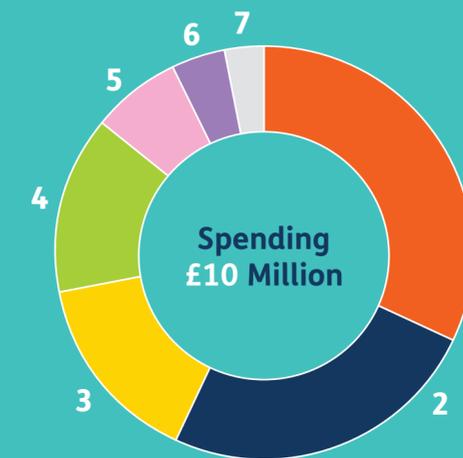
We ran 16 shops across Surrey and West Sussex, opening a new furniture store in Crawley and a new shop in Horsham.



We raised more than **£6m** from our local community to keep the hospice running. Thank you.

Income

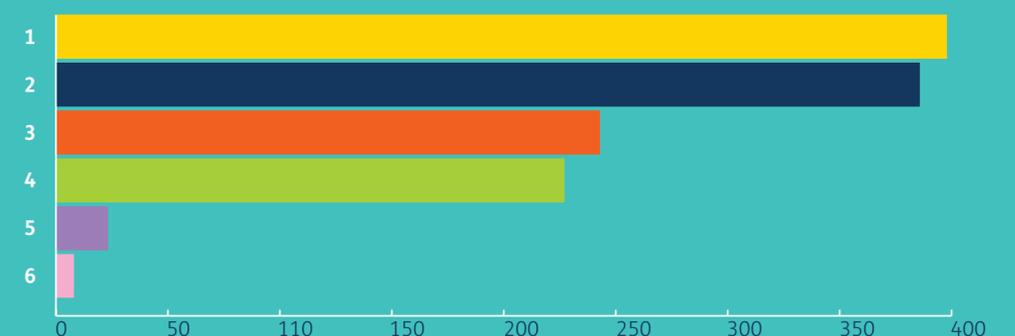
- 1: 24% General fundraising
- 2: 18% Legacies
- 3: 9% Lottery
- 4: 16% Shops
- 5: 29% NHS funding
- 6: 3% Other



Spending

- 1: 32% Inpatient care
- 2: 25% Community care
- 3: 15% Shops
- 4: 14% Fundraising and Lottery
- 5: 7% Day Services
- 6: 4% Patient and Family Support
- 7: 3% Education

Where our patients died



- 1: At home
- 2: Local care homes
- 3: St Catherine's Hospice

- 4: Acute hospitals
- 5: Community hospitals
- 6: Other