

**ST CATHERINE'S
HOSPICE**

*We'll be there when
life comes full circle*



**St Catherine's Hospice
Annual Review 2016-17**

Welcome

It's an honour to lead St Catherine's Hospice, a local charity with a big ambition; to help everyone face death informed, supported and pain free. We're one of the leading providers of end of life care and support in Sussex and Surrey, and without us, life would be much more challenging for terminally ill people and their family and friends.

A lot of people think St Catherine's is just a place where people die, but it's much more. It's about living. For many people St Catherine's helps, it's not the end, it's really just the start of the next phase of their life. This is certainly what my wife Jenny and I experienced. Jenny died in the care of St Catherine's in 2014 after being diagnosed with terminal cancer, and it was my experience then that inspired me to volunteer as Chair of Trustees.

Jenny and I directly experienced the care and compassion St Catherine's provides when they supported her in the comfort of our own home and during a final week at the hospice. The hospice's expert care enables people to make the best of the time they have, and then when death is inevitable, to as far as possible, be without pain and discomfort. That is what St Catherine's gave Jenny and me, and perversely, in many ways, our final months together were some of the best of our 45 years.

I know from my experience that St Catherine's work extends across and into our local community. The approval of plans for a new, larger hospice at Pease Pottage means the hospice's long held dream to support more people for many years to come is one step closer to reality.

In November 2016, there was also the public roll out of our new identity, including a new Vision, Mission and Values, a new website and a different way of speaking about our work. These changes are helping us ensure more people are aware of how we can support them when life comes full circle, and how their donations fund our crucial work.

We're proud of our many achievements and we hope you also feel proud to support us. As we look towards St Catherine's exciting future, I know I can rely on you to go on this journey with us and that means a lot; without you we simply couldn't be here.

Terry O'Leary
Chairman of the Board of Trustees



We're There for Everyone

Traditionally, people think of hospices as only helping those under their care, but at St Catherine's, we exist to make life easier for everyone in our local community. Our vision is for a world where everyone can face death informed, supported and pain free. By working digitally and connecting with our community we're able to provide our expert support to even more people who need us.

Digital bereavement toolkit

At St Catherine's we don't shy away from difficult conversations, because if we can't be courageous when talking about death and dying, then who can? To help people feel confident talking about bereavement we co-created a nationally acclaimed, digital bereavement toolkit (www.unum.co.uk/bereavement).

Developed in partnership with Unum, the innovative toolkit, which includes fact sheets and digital animations, helps businesses provide bereavement support to employees. It has received multiple awards including Rehabilitation First's Training Award and the Vocational Rehabilitation Association's Research and Education Award, and has also received prestigious endorsement from the National Council of Palliative Care, who host it on the homepage of their Compassionate Employers Programme.

Public bereavement groups

Held across our local area in partnership with local churches, our bereavement groups help people cope with the loss of a loved one, and feel less alone by bringing them together socially to share memories, offer help and advice, and listen and learn from each other's experiences of bereavement and grief.

"The bereavement group's been really helpful, I've made some great friends and I can't praise the hospice enough for helping run this group."



Providing Quality, Expert Care

Making sure we provide the people and families we help with high quality care is central to all that we do, because they deserve nothing less. We're always striving to do better and improve the quality of our services, so that we continue to be the best we can be, not only for the people we care for, but for all of you who support and sustain us.

National recognition

We were thrilled when our Infection Prevention and Control Group (IPCG) was shortlisted to the final three for a Team of the Year award at the national Infection Prevention Society (IPS) Awards.

The team's shortlisting recognised the innovation they've taken towards preventing infection across our hospice, including developing robust procedures and educating colleagues with online and face-to-face training.

We were also delighted to be a runner-up for a national Third Sector Compassion award which acknowledged the different ways we've embedded compassion at St Catherine's. This includes working with a group of patients and carers to learn and improve from their experiences, as well as supporting our staff to ensure they can provide compassionate care to others.

We hope these achievements make you proud to be part of St Catherine's, and inspire you to offer us your support - **Thank you.**

Sharing our expertise

We've been proud to share our knowledge about all aspects of our care including audits, volunteering, fundraising, education, and bereavement at national conferences and events.

Conferences provide us with much more than just a chance to share our expert work. We use them as part of our continuing professional development to pioneer standards, and pick up new ideas about service delivery, volunteer involvement and reaching out to different communities, so we can make sure we're there for even more people who need us in future.

"Although my sister passed away at home, we were comforted that St Catherine's were always at the end of the phone for advice. The hospice team were absolutely exceptional 24/7."

Pioneering Standards

Our mission is to pioneer standards in expert support and care for anyone facing death and bereavement, and we know we're better together when it comes to improving end of life care.

Research

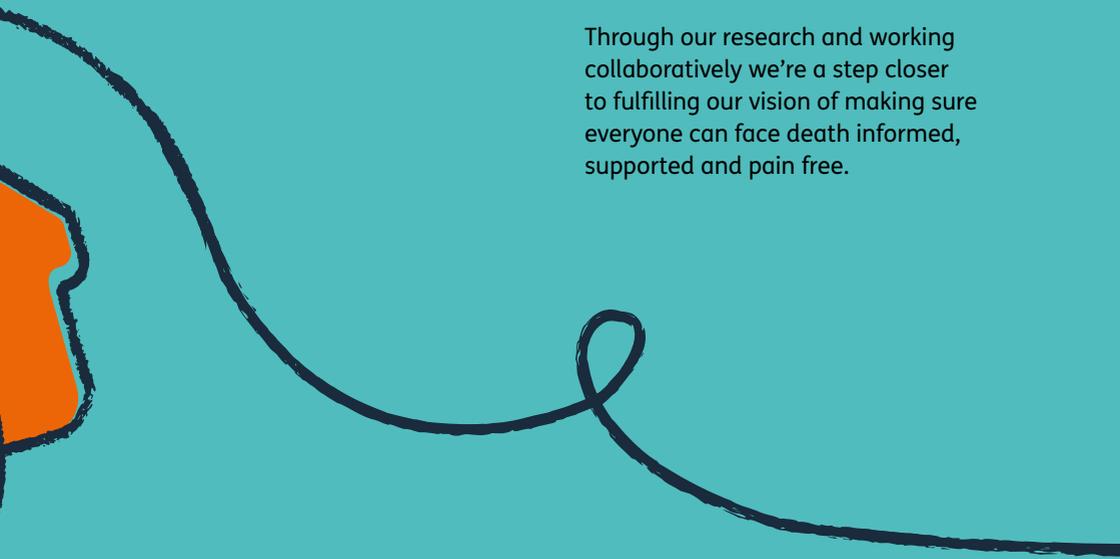
We have a dedicated research nurse and we're currently involved in three research studies, and developing plans for two new ones. Research is vitally important in improving and guiding future practice. It also enables us to provide better care by giving us an enhanced understanding of people's needs. Our commitment to research helps us shape the future of hospice care, and allows us to find innovative ways of looking after people at the end of life.

Influencing end of life care

We work collaboratively with other healthcare professionals to share our knowledge and we're proud to influence regional policy and palliative care research through expert roles. Our Chief Executive, Giles Tomsett, represents Sussex hospices on the local NHS Sustainability and Transformation Board and sits on the Kent Surrey and Sussex (KSS) Academic Health Sciences Network Living Well for Longer Board. Our Medical Director, Dr Patricia Brayden, is the Clinical Lead for End of Life Care for East Surrey Clinical Commissioning Group (CCG). In this role, she works alongside colleagues to ensure that providing high quality end of life care remains integral to the development of our local care system.

This means we're able to make a positive impact on everyone who needs end of life care - not just at our hospice, but in local hospitals, in the community and nursing homes too.

Through our research and working collaboratively we're a step closer to fulfilling our vision of making sure everyone can face death informed, supported and pain free.



Raising Money

Every year we care for around 2,000 people. This is only made possible thanks to the generosity of our supporters who help us raise much needed funds.

This support is vital. NHS funding only covers a third of what we need to deliver our expert care, the rest is raised through energetic fundraising by people in our local community, local businesses, at flagship events like our Midnight Walk and Dragon Boat Festival, through gifts left in wills which fund the care we provide to one in four people, and our shops across Sussex and Surrey. Our shops are crucial in raising public awareness of our work across our catchment area and in generating funds, and we're extremely grateful to our shoppers and donors.

Last year our supporters collectively raised more than £7.5 million, and we're particularly proud that a local Charity of the Year partnership with Gatwick Airport became the most successful in our history.

Our volunteers are much valued, too. Without their support we wouldn't be able to put on our events or hold fundraising collections. Last year alone their time was worth more than £425,000 to our hospice.

Every supporter, every donation and every partnership is important to us - **Thank you.**

"Help us be there for an honest word in the early days and a strong shoulder in the hard ones."



Ken's Story

"My wife Mairead was special. She was vivacious, beautiful and caring, and she didn't just care for my family and me. She also cared for local terminally ill people during her five years working as a Nursing Assistant at St Catherine's Hospice.

In July 2016, Mairead was diagnosed with cancer. It was devastating news but she fought against it. We all did, coming together as a family to raise money for immunotherapy. When we discovered there was nothing more we could do, Mairead was adamant that she wanted to come to St Catherine's to be cared for by colleagues she'd once worked alongside. For me, there's no greater endorsement of St Catherine's care. Mairead didn't want to be anywhere but the hospice because here, she knew she would pass away informed, supported and pain free; and that our family would be looked after too.

Thanks to St Catherine's and Mairead's colleagues expertise and compassion, we were able to spend precious time together as a family during her final days, and I will always treasure the memories the hospice helped us create.

Since Mairead died, life hasn't been the same and will never be the same again. I've taken comfort from raising, with the help of family and friends, more than £7,000 in her memory so St Catherine's can help other people. For me, the money we've raised is a fitting tribute to my caring, compassionate wife.

None of us know whether we'll ever need St Catherine's care. It's down to all of us to make sure that our local hospice can be there for everyone who needs it.

Without St Catherine's, I honestly don't know where I'd be. The love and support my family and I have been shown has made one of the hardest times of my life a little easier - for that, I will always be incredibly grateful.

Thank you for supporting St Catherine's, and for making sure that your local hospice, and Mairead's colleagues, can be there when life comes full circle."



Patrons, Trustees and Bankers (as at 31 March 2017)

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Nicholas Owen

Vice Presidents

Rosemary Cowley **CBE**

The Rt Hon Sir Peter Hordern **DL**

Martyn Lewis **CBE**

Peter Lusher **MBE**

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The Rt Hon Sir Nicholas Soames **PC MP**

The Rt Revd Mark Sowerby, **BD, AKC, MA**

The Bishop of Horsham

Andrew Wates **OBE DL**

Directors and Trustees of the Board

Chairman:

Terry O'Leary - Appointed June 2016

Christine Maclean

David Yates

Yogita Rajani

Barbara Williams

Anne Oates

Robin Richman

Dr Chris Shearn

Catherine Blackburn - Elected October 2016

Torben Harris - Elected October 2016

Alison Livesley - Elected October 2016

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 **St Catherine's Hospice Crawley**

 **@StCHospice**

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