



**ST CATHERINE'S
HOSPICE**

Full Circle Appeal

**OUR ACHIEVEMENTS
AND AMBITION 2018-19**



Last year, our amazing supporters, volunteers, partners, and staff made a difference to over 2,450 terminally ill people and their family and friends. We're very proud of that, but we know there's still more local people who need our care. With your support, we can make sure that nobody in our community faces death and loss alone.

Thank you

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"We want to help more people in our community to have the best death possible."

WELCOME

Just over 35 years ago, a group of local people decided care for people dying in their community wasn't good enough. So they built your local hospice. And we've been building a reputation for excellence ever since. Now, we want to provide even more care, and be there for everyone in the future.

Looking back over the year, I'm very proud of everything that St Catherine's has achieved. And I hope you feel equally proud to support us. It's only thanks to you that we're able to do our work across our community. For that you have my heartfelt gratitude.

Last year we cared for more people than ever before. And with the ongoing support of our Full Circle Appeal, launched in May 2018, we continued to grow our income. This is crucial if we want to help more people who need us and deploy services that make a real difference.

Every year, there are approximately 5,600 deaths in the area. Around 4,000 of these people would benefit from hospice support. But at the moment, we're only able to help one in three people who need us. *Only one in three.*

Demand for our services is only going to increase as our local population ages so we've been making changes to help us meet this demand. And to support more people in our community to have the best death possible.

Building your new hospice

Over the last year we've also progressed our new hospice plans. Once built, our larger hospice will allow us to do more to meet the growing need for excellent end of life care.

To inform our build and understand local people's views, earlier this year, we undertook Sussex and Surrey's biggest end of life care survey. Thank you if you took the time to respond. Reading through many of your honest responses was tough because it struck me how much information and support is still needed for so many.

On page 23 you can read some of the experiences people shared. I hope these will motivate you, as much as they motivate us at the hospice, to improve things. Because dying has to be better for local people. It has to be better than some of the experiences shared.

Refreshed strategy

That's why we've spent considerable time and energy developing our six year strategy and setting out our aspirations for the development of our services and wider activities. We're confident these plans will; help us grow our income, reach more people, improve end of life care, and move towards our vision of a world where everyone can face death informed, supported and pain-free.

Only together can we make end of life care and support better for people in our community. While our strategy to 2025 is ambitious, with your support, it's possible. I hope you will join us in making it a reality.

Giles Tomsett,
Chief Executive

"MUM HAD SOMEONE WITH HER WHEN IT MATTERED MOST"

SANDRA'S STORY

"You never forget the death of your parents – the memories always remain. Having been very close to my Dad, it was terribly hard to see him in hospital towards the end of his life. I could only visit him during official visiting hours, and the nurses just didn't have time to get to know him or give him personalised care. It wasn't their fault, they did the very best they could."

So I was relieved when my Mum was admitted to St Catherine's Hospice when she became terminally ill with Leukaemia. There were no set visiting times so I could see her whenever I liked. She was never just another patient in a bed, the hospice nurses got to know the things she liked best. They always told her everything that was happening, and she felt comfortable and safe."

I never had to worry about Mum like I worried about Dad. I also knew I could trust St Catherine's to call me the second anything changed. And I still remember the phone call telling me I should come to the hospice as soon as I could."

I put down the phone, panicking. I needed someone to look after my young son and rushed to a kind neighbour who was able to take him in. Then I dashed to the hospice, numb with fear."

"The kindness of those nurses in my darkest time meant everything to me."

As I walked up the ward to Mum's room, I steeled myself. But when I arrived there I realised I was too late. Mum had already died."

I was absolutely devastated but through my tears I saw two nurses sat either side of Mum's bed holding her hands. They had been with her the whole time. And they were still there when I arrived. I knew then that she hadn't died alone."

The kindness of those nurses in my darkest time meant everything to me. To see them holding Mum's hands was the biggest comfort. Thanks to St Catherine's, Mum had someone with her at the moment it mattered most."

Remembering it still moves me to tears. Everyone deserves to die with someone by their side. Nobody deserves to die alone. By supporting the hospice, you're making sure more people have the humanity, compassion and outstanding care their nurses provide. Nurses like those who made the memory of my Mum's death the best it could be."

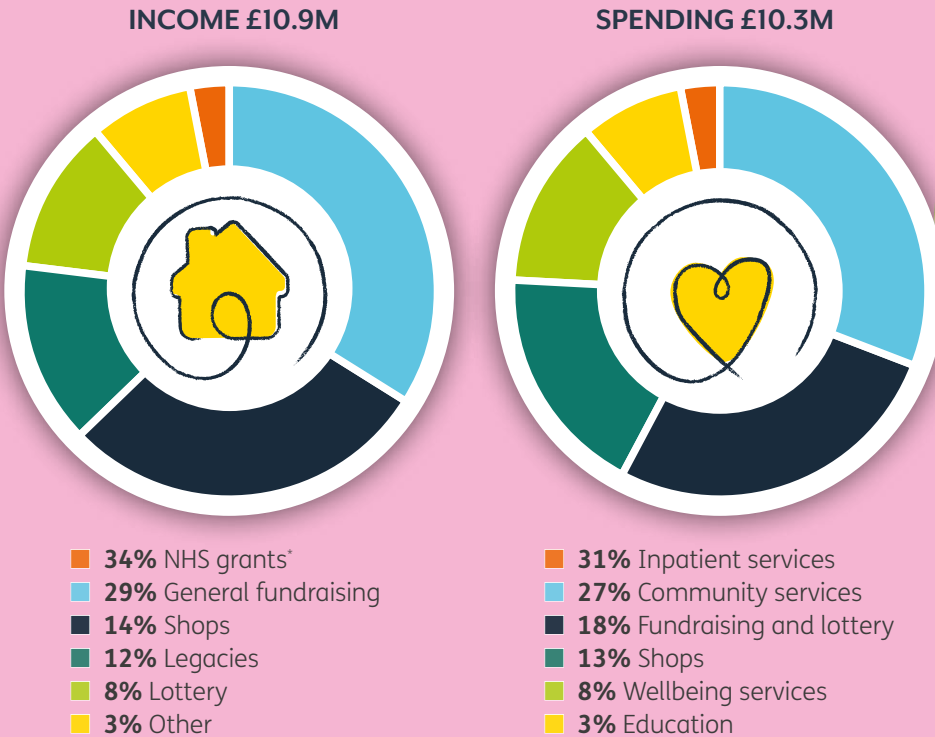
IN 2018-19, WE
CARED FOR
MORE THAN
2,450 PEOPLE

Discover more at
www.stch.org.uk

A YEAR IN REVIEW

FINANCIALS 2018-2019

Only a third of our income is provided by the NHS so we rely on the generosity of our local community. Thanks to you last year we raised £10.9m for St Catherine's.



These figures exclude income and expenditure associated with the new hospice development.
*Includes agreed delayed contractual payment from previous year.



71 CHARITABLE TRUSTS AND FOUNDATIONS GAVE US GRANTS TO HELP FUND OUR SERVICES AND EQUIPMENT

11 FRIENDS GROUPS HELPED US RAISE FUNDS AND AWARENESS OF OUR EXPERT WORK ACROSS SUSSEX AND SURREY

27 TOWN AND PARISH COUNCILS GENEROUSLY DONATED GRANTS TOWARDS OUR CARE

Discover more at www.stch.org.uk



2018-19 ACHIEVEMENTS

We can only provide our care thanks to the generous support of volunteers and people like you in our community. Your support helps us to be there for local people when life comes full circle. Thank you.

OUR VOLUNTEER CAR DRIVERS
DROVE 32,500 MILES
BRINGING PEOPLE TO AND
FROM THE HOSPICE

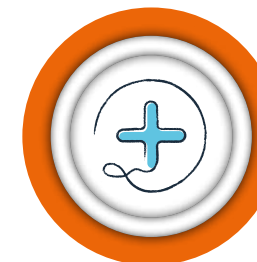
AROUND 22,000 DRINKS
WERE SERVED BY VOLUNTEERS
FROM OUR DRINKS TROLLEY

1,241 VOLUNTEERS
SUPPORT OUR HOSPICE
IN 49 ROLES

Discover more at
www.stch.org.uk/volunteer



30% OF PEOPLE WE
CARED FOR HAD A
DIAGNOSIS OTHER
THAN CANCER



WE HELD AROUND 4,450
APPOINTMENTS WITH
PATIENTS AND CARERS
AT OUR HOSPICE



WE HAD 1,434
NEW PATIENT
REFERRALS



WE MADE MORE
THAN 10,450 VISITS
TO PEOPLE IN THE
COMFORT OF THEIR
OWN HOMES



WE PROVIDED 390
PATIENTS AND FAMILY
MEMBERS WITH
SPIRITUAL CARE



WE RECRUITED
55 PEOPLE TO
RESEARCH STUDIES



WE'LL BE THERE
WHEN LIFE COMES
FULL CIRCLE



OVER 1,000 SUPPORTERS RAISED
MORE THAN £150,000 AT OUR
ANNUAL MIDNIGHT WALK

RAISING MONEY

The only way to achieve our ambition of being there for everyone is to keep raising more money. And every supporter, donor and partnership is vital to us, because without the generosity of people like you, we wouldn't be able to provide our care.

As supporters you're at the heart of everything we do. Without you our hospice couldn't exist. Our nurses couldn't visit patients, our counsellors couldn't offer a comforting ear, and our doctors couldn't help people manage their pain. By supporting us, you're making a difference to terminally ill people and their family and friends, in your community, when it matters most.

£1million raised for our new hospice

That's why we're so grateful for the support so many of you have shown to our Full Circle Appeal. When we launched our appeal last year we knew it was ambitious. But it was necessary. Because we need to reach more people than the one in three we can currently. The Full Circle Appeal was launched to help us raise £20 million, including the £5 million we need to open the doors of our new home in Pease Pottage.

In a year we've already raised an **incredible £1 million** towards our new hospice. This is thanks to significant donations from individuals, Trusts and our local community. We've also had a £1 million contribution towards our new hospice from our long standing supporters, the New Horizons Committee. Their generous donation will help support our long term future and allow us to care for more people.

Caring for more people is why our appeal remains as important today as it did on launch day. We remain confident, that with your continued support, we'll raise the money we need to do this.

Funding future care

Gifts in wills are a vital source of income that allows us to provide more by funding the care of one in four patients and families. A gift in a will is a simple way for people to help make sure we're there for future generations.

To make a donation please visit
www.stch.org.uk/donate

"JIM DYING WAS THE WORST POSSIBLE THING"

MARIANNE'S STORY

"My husband Jim had kidney disease for over a decade before he died. We came to St Catherine's right at the end of his life - he was only at St Catherine's for 48 hours. But even in that short time the nurses really got to know us and understood exactly what we needed."

When Jim was in hospital staff used to call him William

It was strange for both of us, as although Jim was christened William, nobody ever called him that. At home, at work, with our family, he was always Jim. I used to think, who's William? I'm married to Jim! Nobody in hospital ever asked if Jim would like to be known as something different, but when we arrived at the hospice, we were asked straight away what Jim liked to be called. From then on he was Jim again. Being known by his nickname helped Jim to feel more at home, and to maintain his dignity and self-respect. It helped me too.

Jim dying was the worst possible thing but St Catherine's was the best possible place for it to happen.

The hospice's support meant a huge amount to me and my family

That's why I'm including a gift to them in my will. It's my way of saying thank you for the care Jim had, and for the kindness the hospice showed our family. Leaving a gift was an easy decision and it reassures me that St Catherine's will be around to look after other people in decades to come.

Everyone deserves dignified end of life care like my Jim had. This is my way of helping make sure more people get that."

1 IN 4 PATIENTS ARE CARED FOR
THANKS TO GIFTS LEFT IN WILLS



LAST YEAR,
£1,352,000 WAS
RAISED FROM
GIFTS IN WILLS

Thank you

Discover more at
www.stch.org.uk/remember-st-catherines-will

FUNDRAISING HIGHLIGHTS 2018-19

Our amazing supporters took part in bucket collections, baked cakes, donated to or visited our shops, danced to tribute bands, made monthly gifts and supported our appeals, pounded the pavements for marathons and our Midnight Walk, and abseiled down buildings. Thanks to our community's incredible efforts more people will have expert hospice care in the future.



**WE SOLD 378,869 ITEMS
IN 15 SHOPS ACROSS
OUR COMMUNITY**



**37 PEOPLE LEFT US A GIFT
IN THEIR WILL. THIS HELPS
US PROVIDE CARE TO ONE
IN FOUR PEOPLE**



**120 BRAVE SUPPORTERS RAISED
£35,000 IN AN ADRENALINE
PUMPING, 100FT ABSEIL,
INCLUDING OUR FIRST EVER
NIGHT TIME ABSEIL**

Discover more at
www.stch.org.uk/support-us/events

“ST CATHERINE’S BECAME THE CENTRE OF OUR WORLD”

ANNE-MARIE’S STORY

“My mother-in-law, Diane, was diagnosed with breast cancer that spread to her stomach and bones. At the same time her husband Martin, my father-in-law, was diagnosed with advanced throat cancer. It was a horrendous time for our family, but St Catherine’s became the centre of our world.

Diane was desperate to go home

At first Diane and Martin were in hospital together but home was her sanctuary. Thanks to St Catherine’s she was able to get back there and get the symptoms of her illness under control.

When Diane became too ill to stay at home she went to the hospice. I have four children, and I was worried how I’d manage, but the hospice playroom and garden were great as it meant they were never stuck sitting at their Nanny’s bed. The different spaces gave them somewhere to escape the tears and pain and helped make things feel more like home.

Being together was really important

While Diane was at St Catherine’s, Martin was still in hospital. Martin and Diane had been married 50 years so being together was really important to them. Hospital doctors brought Martin to St Catherine’s to visit Diane. Their kindness in doing so was incredible. Visits weren’t easy, as Martin was so ill himself, but they were very precious. Picturing Diane and Martin sitting together, holding hands, in St Catherine’s garden is something I’ll always treasure. St Catherine’s made another of Diane’s wishes come true too, by allowing us

to bring a horse to visit her. She and Martin spent happy time together feeding him in the hospice car park.

St Catherine’s got Diane home again

She passed away surrounded by her family. It was exactly how she’d wanted her death to be. Shortly after Martin deteriorated too. He didn’t want to die in hospital so he returned home. St Catherine’s were a constant support. They helped with equipment and were always on the end of the phone. We never felt stuck or scared because the hospice was there 24/7. They made Martin as comfortable as possible, and made his death feel as normal as possible for our children.

St Catherine’s helped put our family back together

Diane and Martin died 10 weeks apart. My eldest son, Jake, found losing his Nanny and Granddad particularly hard. He struggled with his anger so he started counselling at the hospice. Counselling gave him a safe place to share his feelings. And taught him how to manage his grief. After his Granddad died I was so proud of how Jake supported his own Dad. He held him and said, “Your tears are important. You’ve got to let them out.”

Although I didn’t want Diane or Martin to die, their deaths couldn’t have been any better. And that makes a huge difference to how my family feels now. We feel honoured we had the hospice’s support twice. We hope more families can have it in the future.”



Diane and Anne-Marie



Diane and Martin



Diane and Martin



**WITH YOUR SUPPORT, LAST
YEAR WE CARED FOR EVEN
MORE PEOPLE.**

WE PROVIDED EVEN MORE DAY HOSPICE AND
COUNSELLING SESSIONS. AND OUR DOCTORS,
NURSES AND THERAPISTS VISITED EVEN MORE
PEOPLE IN THE COMFORT OF THEIR OWN HOMES.



"I found that carers were surprised (and pleased) to be asked how they were doing. They thought the hospice would be all about the patient, with less regard for those around them."

HOW WE'VE IMPROVED OUR CARE

In May 2018, we launched our Full Circle Appeal, to raise £20 million, so that nobody in our community has to face death and loss alone. This ambition has underpinned all of our work across the last year.

Making sure we meet the needs of the people we care for, and reach more local people is at the heart of all we do. So working with patients, staff, volunteers and healthcare colleagues, we've reviewed our existing services to see how we can develop these to do even more in the future. As a result we've added new care services and expanded our expert teams.

WE'VE PROVIDED:

MORE HIGH QUALITY HOME CARE FOR PATIENTS

Since 2016, we've been working with the West Sussex Continuing Healthcare Team to provide patients with practical support at home. This could include helping them to have a shower or bath, preparing them light meals and snacks, or assisting them with light housework like washing up. We've also been part of a pilot, with other local hospices, to explore how we can make sure that personal care, given to terminally ill people in the community, is of a consistently high standard. **Last year, we provided over 4,000 hours of care (compared with 2,341 hours in 2017/18).**

 Discover more at www.stch.org.uk/our-services

BETTER SUPPORT FOR CARERS

We recognised that supporting people who care for their loved ones to improve their confidence and resilience can make a positive difference to more people in our community facing death and bereavement.

Thanks to funding from Horsham Hospital League of Friends we've been running a pilot project with carers in the Horsham area. We've identified their individual needs by using a validated carer needs assessment tool, and drawn up action plans to support them with the challenges of caring for someone they love.

As part of this work we created a new 'Hospice Neighbour' volunteer role. Hospice Neighbours will help people with practical tasks like collecting prescriptions, hanging out the washing and changing the bed sheets. They'll also offer emotional support by providing a listening ear. We've already started to recruit for our first Hospice Neighbour volunteers. We hope their support will ease some of the stress of caring for someone with a terminal illness and help local carers to feel less alone.

We'll be using learnings from our pilot project to help inform the development of our future carer support services too.

WE PROVIDED 379 EMOTIONAL CARE SESSIONS TO PATIENTS AND FAMILY MEMBERS



MORE THAN 1,500 INDIVIDUAL PATIENT WELLBEING SESSIONS WERE DELIVERED

ENHANCING OUR PATIENT AND FAMILY SUPPORT TEAM SERVICE

Following a large increase in referrals, especially for counselling which increased by 10 referrals per month last year, we've improved the way we work. This has allowed us to see more people and meet more of their emotional, social and spiritual needs.

We provided **around 700 patients and family members with welfare advice** to help ease some of the financial and practical burdens a terminal diagnosis can bring. And we continued to support people with their spiritual needs. This helped many patients and families achieve a sense of peace and understanding.

INCREASING CAPACITY OF OUR EDUCATION TEAM

Our mission is to pioneer standards in expert support and care for anyone facing death and bereavement. But we know we can't do this alone.

We're committed to working in partnership with other healthcare professionals. To improve care for more terminally ill people, to increase the number of people we reach, and make it easier for people to navigate the healthcare system.

Last year, we expanded our education team. This allowed us to share more of our specialist end of life knowledge externally, and work with the integrated care home team in Sussex to develop end of life care champions.

Delivering expert training

Helping other people to develop their skills, knowledge and expertise, to collectively improve standards of end of life care, has remained a priority for us.

Last year we delivered courses for health professionals on advance care planning, verification of expected death, end of life care, and care of the dying resident.

We continued to host student nurses and medical students on placements; increasing their skills and confidence.

And we're also working with statutory, charitable and higher education sector partners to deliver an education programme on domiciliary care (with other Surrey hospices), and develop a degree module on long term conditions and palliative care, in partnership with Martlets Hospice and the University of Brighton.

VOLUNTEER-LED SUPPORT

More than 1,000 volunteers support us to provide our physical and emotional care, and to raise more money.

Our new five year volunteering strategy focuses on enhancing our services to reach further into our community, and recruiting the right volunteers for the right roles.

INVESTING IN OUR NEW HOSPICE

Thanks to a generous donation of five acres of land at Pease Pottage from Bill Bridges, and a £6 million gift left in a will from John Shemeld, we're well on our way to fulfilling our long held dream of building a larger hospice. So far we've raised **over £12m of the £16m** required to build our new home, and with the continued support of our community we should be able to move in early 2022.

OUR COMMUNITY RAISED OVER HALF A MILLION POUNDS IN THE FIRST YEAR OF THE APPEAL FOR OUR NEW HOSPICE

Discover more at
www.stch.org.uk/newhospice

With significant input from staff, volunteers, and our hospice user group, Voices of Experience, we've now completed and gained planning approval for our new hospice design, and started to think about how we honour the legacy of our current home as we prepare to move to a bigger one.

Enhanced care facilities

Our new hospice will provide more privacy for patients and families. There will be 24 single suites, each with an en-suite, and each room will look out over a secluded, landscaped garden. This will keep every person connected to the natural environment, something we know many people cherish.

Our Day Hospice will also be larger, allowing space for more people to join us for longer periods of time, and extra space for wellbeing sessions. There will be more capacity for our doctors, nurses and therapists to see people in clinic. And more counselling rooms and dedicated quiet spaces too. In addition, there will be improved staff welfare facilities and room

for hosting and running educational events. This will help us build upon the training we're already delivering.

While we're very proud of the progress we've made, we know there's much more to do. So we've developed our strategy which we introduced in our last Annual Review. Focusing on six areas, we're thrilled to share the progress we've made on pages 26-29. We know, with your continued support, that we can do even more for terminally ill people in our community. And make sure, that in years to come, more of our family, friends and neighbours can have expert end of life care.



“WE WERE BOTH MADE TO FEEL SO WELCOME”

RITA'S STORY

“My husband Ken was a big man with a big heart. He'd do anything for anybody. And he made the most of life.

Ken was first diagnosed with oesophageal cancer in 2011. He had chemotherapy and radiotherapy and for a while we thought he'd beaten it. But in 2014 his symptoms returned. He was in a lot more pain so he was referred to St Catherine's.

When we were first told about the hospice we didn't like the idea at all. It seemed so final. But Ken told me “I'll try anything. I just need my pain under control in whatever time I've got left.”

When we arrived at St Catherine's there was a sense of trepidation

But as soon as I walked through the doors I thought how wonderful it was. We were both made to feel so welcome. And most importantly the team got Ken's pain under control. That was a huge relief for us both.

Thanks to St Catherine's Ken returned home again once his pain was under control. He continued to have visits from the St Catherine's team but unfortunately his pain relief was short lived. Ken's cancer was on the move, and we began struggling at home so hospice nurses suggested Ken go into St Catherine's again.

Ken spent his last Christmas there and it was absolutely amazing. In spite of what was happening it was such a happy place. I even shared Christmas dinner with Ken in his room.

When Ken became less well he wanted to be back home

And St Catherine's made it possible. They arranged equipment and we still had support from nurses. Ken fought to the bitter end. But thanks to St Catherine's he was able to fulfil his wish of dying at home. And I was able to be there holding his hand.

For the first six months after Ken's death I went about in a bit of a fug. I realised I needed some help so I had counselling with a lovely lady from the hospice once a week. It helped enormously. I talked, cried and offloaded at my counselling sessions and left my baggage there.

I volunteer in St Catherine's Caterham shop now because I want to give something back. When Ken died he was only 69 and I was only 63 so I couldn't give up. It would have been an insult to Ken and everything he went through if I just flitted away. There's more living for me to do.”



**OVER 46,500
TELEPHONE CALLS
WERE MADE TO
PATIENTS AND
CARERS**



**NO ONE SHOULD HAVE TO
FACE DEATH AND LOSS ALONE.**
THANKS TO YOU, WE HAVE ACHIEVED SO
MUCH. BUT THERE IS SO MUCH MORE TO DO.

WHY ST CATHERINE'S NEEDS TO HELP MORE PEOPLE

End of life care affects everyone in our community and it's vital that it's right. Because there's only one chance to help someone have the death they deserve.

At the moment we aren't able to be there for enough people who are dying. And we can only help one in every three people who need our expert care and support.

We asked our community about end of life care

Earlier this year we sent the biggest ever survey on end of life care in Sussex and Surrey to more than 250,000 householders. We asked people in our community, living across the areas where we provide care, to share their personal experiences of end of life with us. We wanted to hear how end of life care had been for them and their loved ones so we can seek to improve their experiences through our strategy. And we were overwhelmed that so many people took the time to share their thoughts with us.

More is needed

But we found reading through responses really difficult. **Many of them showed with stark honesty what we already know – that we need to help more people.** Because there's only one chance to get death right for someone. And more local people deserve a better death than they're getting.

We've shared a couple of the comments we received from our survey overleaf. Reading these motivates us to do even more. And we hope they also motivate you to continue to support St Catherine's because there are always more people who need us.

Supporting the Full Circle Appeal, you'll help provide even more care and make even more of a difference to terminally ill people and their family and friends when they need it most. Thank you.

"More local people deserve a better death than they're getting"

END OF LIFE CARE NEEDS TO BE BETTER FOR MORE LOCAL PEOPLE

We're born surrounded by love, our deaths should be the same.

We know we need to do more so we've been asking our hospice community – our staff, volunteers, donors, supporters and Voices of Experience group, made up of people who have experienced our hospice's care, what things matter most to people when they're facing death and loss. We've been using their feedback to help make sure, that in the future, we can deliver the best possible care and support to more people in our community.

SURVEY RESPONSES:

"It wasn't explained that my wife was terminally ill until the day before she passed away."

"When my Dad was given a terminal diagnosis we felt very alone. Care was very disjointed and we had to fight for help."

"Both my parents died in hospital. Everyone was so concerned to 'save' them, they didn't stop to think about their dignity and quality of life. In the end they both died on their own in a place away from home. They'd both expressed a wish to die at home."



APPROXIMATELY
4,000 LOCAL PEOPLE
WOULD BENEFIT
FROM HOSPICE CARE
AS THEY APPROACH
THE END OF LIFE
EACH YEAR

Discover more at
www.stch.org.uk/fullcircle



**TODAY WE CAN CURRENTLY ONLY
REACH ONE IN THREE LOCAL PEOPLE.**

WE KNOW THIS NEEDS TO CHANGE SO WE'VE
MADE PLANS THAT WILL ALLOW US TO PROVIDE
MORE CARE AND SUPPORT TO OUR COMMUNITY
IN THE FUTURE.

LOOKING FORWARD...

The way that people are dying is changing. Their medical needs during different stages of their illness, and the needs of those closest to them, are changing too. And this affects the way we provide care.

Our plans are only possible with your continued support

Care is more complex

Many people we care for have more complex care needs than before. This means they're often under our care for longer, putting pressure on our beds and our community teams. But their needs are so complex they can't be managed elsewhere. This means we don't always have room to help other people who have less complex medical needs, but who still need us.

People have several conditions

Increasingly, we're having to help our NHS and social care community colleagues support people with several different conditions too. Many, but not all, of these people live in care homes, with different professionals providing their care, leading to inconsistency. And some of them are unnecessarily admitted to hospital as

they approach the end of their lives because professionals looking after them haven't felt confident discussing their end of life wishes with them or their families. If they had been given the choice, some of these people may have preferred to remain in their own home or care home and die there.

To manage some of these challenges, and help more people, we've created six future priorities:

- Sharing our expertise in providing complex care whilst making the best possible use of the additional space at Pease Pottage
- Increasing our hospice beds to 24. This will allow us to provide respite care and 'step down care' (taking people out of hospital)

- Aligning our community service to NHS community provision and working alongside health and social care colleagues to provide end of life care

- Working with others to meet the needs of people with multiple medical conditions, particularly those in care homes, as they approach the end of their lives

- Enhancing our wellbeing services so more terminally ill people can have as good as possible quality of life for the time they have remaining





- Improving carers' confidence and resilience so they can provide the best possible care and are supported throughout bereavement.

Working alongside supporters and donors like you, we'll roll out our plans to close the gap between the number of people we're currently caring for and everyone who needs us.

We'll continue to lead and champion end of life care, to share our expertise, and to raise more money. With your help we can provide even more for our community in the future.



OUR STRATEGY 2019 - 2025

OUR VISION	A world where everyone can face death informed, supported and pain-free.					
HOW WE WILL ACHIEVE IT	Provide outstanding care and support to more people, underpinned by education and research with a commitment to working in partnership.					
WHAT WE WILL DO TO IMPROVE END OF LIFE CARE	Build on our current level of expertise and develop services to take full advantage of the additional space at our new hospice.	Increase provision to 24 beds and provide for respite and/or step down care.	Align our community service with NHS community provision and work alongside health and social care colleagues to provide end of life care.	Work with others to meet the needs of people with frailty and multiple conditions, particularly those in care homes, as they approach end of life.	Enhance wellbeing services so more people facing end of life can have as good a quality of life as possible for the time they have remaining.	Improve the confidence and resilience of carers to help them provide the best possible care and support them throughout bereavement.
WHAT WILL SUPPORT IT	 Champion and lead end of life care.	 Realise the potential of our people.	 Develop premises fit for serving our community.	 Raise the income to serve our community now and in the future.		
OUR VALUES:	HUMAN EXPERT COURAGEOUS CONNECTED ENERGETIC					

PROVIDING MORE CARE

New advanced nursing roles

We're creating new advanced nursing roles on our wards. These will build upon our current expertise, provide enhanced career development for our nurses, and allow us to staff more beds at our new hospice.

Improve our telephone advisory and rapid response service

So that it can act as a single point of access for all incoming referrals. This will help us provide urgent assessment and give people more consistent support.

Work with others

We've always worked with others, but it's become more important than ever that we work with our external colleagues. We'll continue to work in collaboration with the NHS to highlight the needs of people facing

end of life. And we'll continue to support health care colleagues so they feel more confident identifying people in the last year of their life. Their improved confidence will give more people a chance to have honest conversations and plan ahead, and make sure more of them die in their preferred place.

Collaborate closely with primary care networks

Working alongside local GP practices and other professionals, our community teams will make sure our services are fully aligned with other community care teams. This will give people at home better integrated care. Working more closely with our colleagues will also allow us to support more people with frailty and diseases other than cancer. This will take us closer to our Full Circle ambition of making sure no one has to face death and loss alone.

Wellbeing

For many people our care makes a big difference in enhancing their wellbeing and helping them to cope. Our Day Hospice, Therapies and Patient and Family Support Teams already do a lot to support people's wellbeing. But we know we could do so much more.

Improving our wellbeing services is a genuine chance for us to reach more people facing death and bereavement. And get closer to our vision of making sure everyone faces death informed, supported and pain-free.

During 2019/20 we'll review our wellbeing services and look to provide more diversity by extending our existing services for patients and carers and piloting new initiatives. This will help meet the emotional, social and spiritual needs of more people in our community.

Hospice collaboration

During 2019/20 we'll also work with six other Sussex hospices on four initial areas:

- External Education: Developing a common approach to supporting care homes – This will improve the confidence of staff providing end of life care, meaning more people will have better care
- Workforce: Developing a common approach to apprenticeships (including nursing associates)
- Workforce: Developing common management and leadership development programmes
- Developing common service impact data and delivery insights.

PLANNING FOR YOUR NEW HOSPICE

Our ambition of providing more care and support for our community is underpinned by our dream of a bigger hospice. To make sure we can achieve all that we need to, we need to work together. It's only with the support of donors like you that we'll be able to realise our hospice's full potential.

Doing so is vital. Because too many local people aren't currently getting the hospice care they need. Too many families are struggling. And too many people are dying without our expert help.

Getting ready to move to our new home

Our planned move to a bigger hospice at Pease Pottage is a crucial part of our strategy. And will take us one step closer to achieving our dream of reaching more than one in three people.

Our new home will allow us to care for more local people thanks to an extra six beds. These beds will mean that we can offer respite and step down care in the future. Offering step down care means we'll be able to move more people out of hospital and make sure that more patients and families face death and loss with our expert support.

And whilst we can't take away the fact that people are ill, we can help make sure they experience as good as possible quality of life for the time they have remaining. Our larger hospice will help us do this by giving us more space.

We're currently planning so we can start building our new hospice in 2020. We are consulting with our community ahead of moving, and using findings from our end of life care survey to help us plan out our future services.

A hospice isn't just a building

Alongside this, we're committed to making sure our new home continues to offer the feelings of safety, comfort and homeliness that many people have experienced at Malthouse Road. Our bigger building is scheduled for completion in early 2022, and we look forward to welcoming everyone into our new home. A hospice isn't just a building, it's a way of caring, and we're thrilled that in the future we'll be able to care for more people at St Catherine's.

Building our teams

With more beds and space at our new hospice, we'll be building capacity in our expert teams and realising the potential of our people. This includes utilising our volunteer's skills to provide more wellbeing care, and rolling out a people plan to develop our staff. This will allow us to build upon our existing care, and make sure we're ready to give more people the quality end of life care they deserve in the future.

*Without you, we simply couldn't achieve this.
Thank you.*

WE RECEIVED OUR FIRST GIFT FOR OUR NEW HOSPICE FROM THE 7TH CRAWLEY BEAVERS!

The group were the very first supporters of our new hospice appeal when they donated £200 from a bake sale towards our new building. Yvonne Seetayah, Leader of the 7th Crawley Beaver Colony, said, "St Catherine's gives so much to people who are really, really desperate, so we wanted to give something back. Supporting the new hospice was a lovely way for the Beavers to do this."



Discover more at
www.stch.org.uk



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Full Circle Appeal

*So no one has to face
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