





ANNUAL REPORT

2017


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OUR CATCHMENT AREA

Our stores are at the heart of our local community and the catalyst to successful fundraising. We have shops in Wrexham, Mold, Shotton, Cefn Mawr, Rhos, Buckley, Flint, Whitchurch, Ellesmere and Oswestry.

Support Groups have become the face of our hospice out in the community, acting as ambassadors for our cause. We are fortunate to be represented in the following areas: Bala, Corwen, Hanmer, Lavister, Leeswood, Llangollen, Mold, Rhos and Wrexham.

MISSION STATEMENT

To provide a specialist palliative care service for patients with specific life-limiting illnesses living within the catchment area of North East Wales and the border areas and to support their families in a caring environment.

This will be undertaken by a specialist trained multi-disciplinary team who provide symptom control, assessment, terminal care, and ongoing emotional support for relatives and carers, bereavement support, education and information.

DIRECTORS AND TRUSTEE COMMITTEE MEMBERS

Mr M Edwards (President)

Mrs E Griffiths (Chair)

Dr N Braid

Dr J Duguid

Cllr J Lowe

Mr A Morse

Mr C Burgoyne

Mr G Greasley

Mr P Maddocks

His Honour P Hughes

Mrs V Varley

Mr R Cole



Wrexham Hospice and Cancer Support Centre Foundation
Registered Charity Number: 1035600 (Registered in England and Wales)

WELCOME

I have great pleasure in presenting the Hospice Annual Report for 2017. It has been another challenging year but also a transformative one.

The theme of this year's report is 'finances from a real world perspective' and we hope to give an insight into what we do and a greater understanding of the scope and scale of our activities and the challenges we face on a daily basis.

Firstly I want to provide an overview of our services, to highlight the many ways we serve our community.

Our services include the provision of inpatient and day care units, rehabilitation, Monday drop-in sessions, spiritual, pastoral, bereavement and social support.

Each patient's care is overseen by a multi-disciplinary team consisting of nursing, physiotherapy and occupational therapy staff as well as a family support team, complementary therapist and volunteers. This provides complete palliative care and support to the patient and family.

We continue to be adaptive and innovative to ensure that we provide high-quality care which evolves to meet the changing needs of our patient during their life-limiting illnesses. We, therefore, work closely with specialist groups, such as the Motor Neurone Disease Association. These partnerships help our clinical and nursing teams to stay at the forefront of patient care and service provision.

It is important that we find new ways to extend our services to more patients and their families.

On 1st March 2017, we launched a befriender group in Coedpoeth, our third, building on the work of those groups already successfully running in Llandderfel and Llangollen. The befriender service is important because it provides a person who is isolated or vulnerable the support of a trained befriender to help them maintain vital links with their community.

In 2017 we also launched two new initiatives: Firstly, our Heart Failure Project, in partnership with BCUHB and St James' Place Charitable Foundation, to deliver outpatient clinics for heart failure patients with complex and rapidly changing needs, along with a heart failure focus group.

Secondly, we combined our social work and chaplaincy teams to form 'The Family Support Team' to provide a more improved, timely and complete service for our patients and their families.

To further enhance our specialist care we have implemented a development post for an advanced nurse practitioner to provide a new opportunity for existing staff to extend their knowledge and skills and become non-medical prescribers, adding value to our ability to respond to patients' symptom needs and pain management.

Delivering all our services more effectively and extending them further into our community is an integral part of our continued development plan. None of this is possible without the continued support both financially and time-wise of you, our community.

My Board colleagues and I thank you for your loyalty and generosity which ensures that Nightingale House Hospice can continue to provide the best possible palliative care. We also extend our grateful thanks to our hard working and committed staff and volunteers for delivering the high level of care and support to our patients and their families. I also thank my fellow Trustees for their support and dedication.

Eluned Griffiths
Chair of the Board of Trustees



BEHIND EVERY NUMBER IS A REAL LIFE STORY

Eddie Foulkes (pictured) was initially signposted to our drop-in service by the Cancer Information Centre after being diagnosed with prostate cancer in 2012 and four years later he received the devastating news that the disease had spread to his bones. Eddie plucked up the courage to find out what support we could provide.

Eddie began visiting our hospice as an outpatient and then later on was referred to attend daycare. He then accessed many of our services including daycare, Cuckoos, inpatients, physiotherapy rehabilitation, chaplaincy, the family support team, art therapy and complementary therapy.

"I used the hydrotherapy pool a lot at first as my legs lacked strength. I then had complementary therapy which I really enjoyed."

We helped Eddie identify his needs, controlled his pain and helped him with mobility through hydrotherapy and physiotherapy. When his symptoms stabilised he was discharged but still attended our Cuckoos Group, where patients who have been discharged from daycare can still meet socially to support each other. Eddie loved the people he met through Cuckoos and eventually became the group chairperson which gave him a sense of purpose.

"It's a place that's so full of life. I was very shy, if I'm honest, but I've learned to make friends. I've been brought out of my shell."





“Eddie was well known to everyone in the hospice and is sorely missed.”

-Kay Ryan

As his condition became more serious, he was referred back to daycare so his symptoms could be monitored and his pain controlled.

Eddie loved art therapy and felt a great sense of achievement from his work with our art therapist, it boosted his confidence and self esteem.

“I have always enjoyed art so taking a course at the hospice and learning some new techniques was fantastic. I’m proud of what I have achieved.”

He got great comfort from visiting the chapel when he attended daycare, even though he did not consider himself religious.

“I go to the chapel which helps me a lot, we go as a group. I was never a churchgoer, but I get comfort from it now.”

Eddie was held in high esteem by staff, patients and volunteers because of the way he managed living with advanced cancer and the way he helped and encouraged others when things were not going so well for them.

“Without the hospice and all the amazing staff and volunteers I don’t know where I’d be.”

**EDDIE FOULKES
1958 - 2018**

BEHIND EVERY NUMBER IS A REAL LIFE STORY



20

ART THERAPY SESSIONS



45

INPATIENTS
RETURNED HOME



97

ADULT BEREAVEMENT
SESSIONS



110

CHILD BEREAVEMENT
SESSIONS



119

NEW INPATIENT
ADMISSIONS



139

INPATIENTS



146

MUSIC THERAPY SESSIONS



272

24HR HOSPICE ADVICE
LINE CALLS TAKEN



285

HYDROTHERAPY
SESSIONS DELIVERED



319

PEOPLE ATTENDED
TRAINING SESSIONS



325

MONDAY PROGRAMME
ATTENDANCES



423

OCCUPATIONAL
THERAPY SESSIONS



1016

COMPLEMENTARY
THERAPY SESSIONS



1040

DAYCARE ATTENDANCES



1161

PHYSIOTHERAPY SESSIONS



103,670

VOLUNTEER HOURS
DONATED



£13

FEEDS A PATIENT
FOR 1 DAY



£42

FUNDS 1
BEREAVEMENT SESSION



£500

KEEPS THE AMBULANCE ON
THE ROAD FOR 1 MONTH



£7,422

RUNS THE HOSPICE
FOR 1 DAY

FOCUSING ON REHABILITATION

IN 2017 WE CARRIED OUT **5203 PATIENT SESSIONS**, A LARGE PORTION OF WHICH INCLUDED REHABILITATIVE CARE. EDDIE FOULKES, LIKE MANY OF OUR PATIENTS, ACCESSED A VARIETY OF REHABILITATION SERVICES.

Eddie played a big part in determining his individualised rehabilitative care plan. We focus heavily on personal goals and provide a culture of enablement, through which the multidisciplinary hospice team supports patients to achieve their priorities. It promotes choice, independence, autonomy and dignity. This approach enables people with life-limiting palliative conditions to live as independently and fully as possible.

We work towards achieving patients goals through a supportive programme of rehabilitation. This can include teaching and advising on exercises, regular practicing of functional tasks and support and advice on adjusting to changes in health and personal circumstances.

Our rehabilitation team consists of an occupational therapist, a senior physiotherapist, a physiotherapist and two therapy assistants.

WHAT SERVICES DO WE OFFER?

- Hydrotherapy
- Gym sessions (incl. Wii Fit)
- Breathlessness management
- Fatigue management
- Relaxation
- Pain management (incl. non-medicinal pain management via TENS and acupuncture)
- Manual handling advice

“ One of my biggest regrets is not using the hospice physiotherapy services when I had the initial choice. I used another service provider to begin with but they weren't able to help me.

I'll admit I was reluctant to go to a hospice, but I have benefitted from everything the team have done for me, they are so professional and friendly. ”

- Patient Steve Bates (pictured right)

Every Monday we run a drop-in programme which provides access to specialist advice, information and support for patients and those close to them. The sessions offer an opportunity for people to speak to someone about their worries and concerns. In addition to our Monday drop-in programme we run a heart failure clinic every Tuesday for people with advanced heart failure conditions. We have three, one hour out-patient appointments which allows enough time for people to discuss complex symptoms and their individual needs with a heart failure clinical nurse specialist and our out-patient services co-ordinator.

EXAMPLES OF MONDAY PROGRAMME ACTIVITIES:

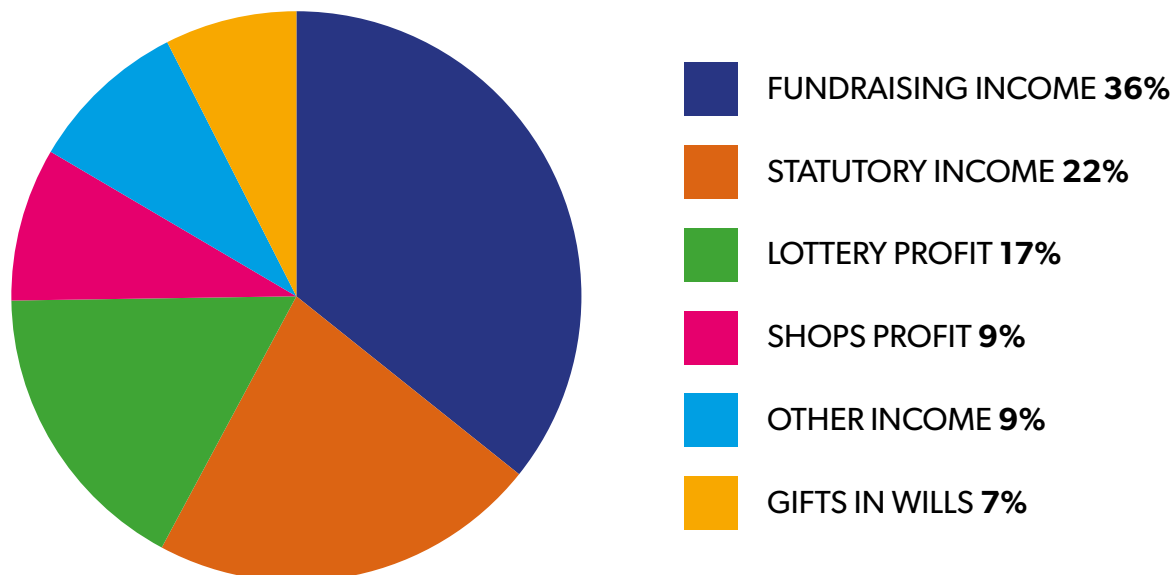
- Important conversations
- How to control breathlessness
- How to build up your resilience
- Managing fatigue
- Keeping active
- How to relax and have a good night's sleep

The overall aim of our rehabilitation service is to assist and support people to continue living at home for as long as possible with independence and dignity.

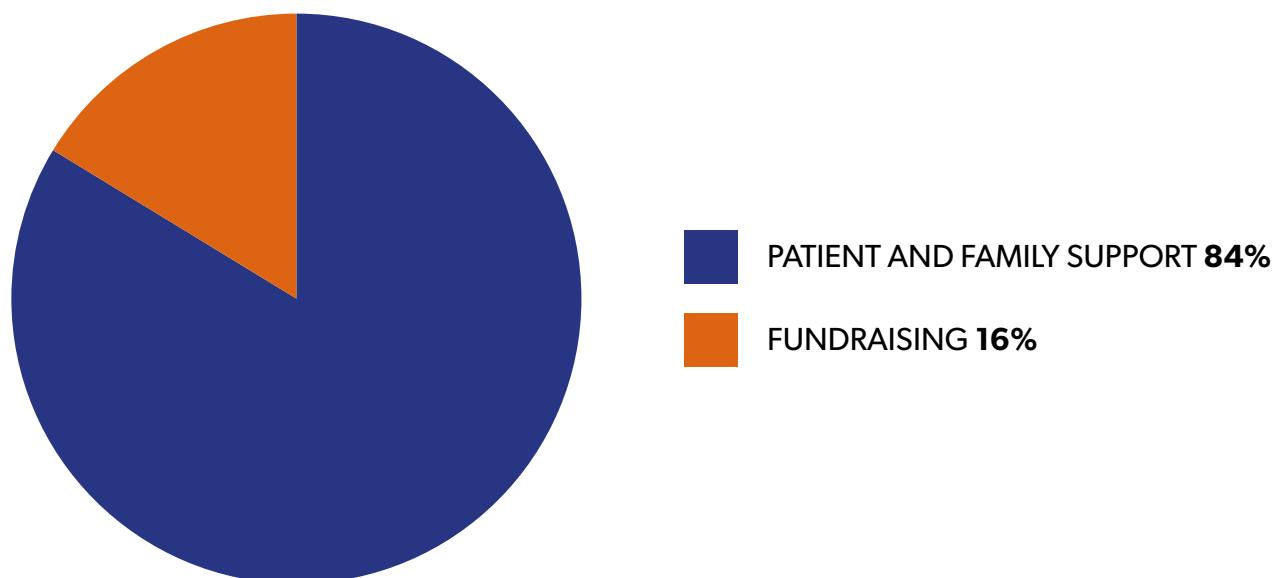


THE NUMBERS BEHIND THE STORY

HOSPICE INCOME £2.743M



HOSPICE EXPENDITURE £2.709M



WHAT CAN YOU DO?

DONATE GOODS

Our charity shops are always looking for new stock whether clothes, bric a brac or furniture. In 2017 our shops generated £238,707 (prior to Gift Aid reallocation) to support our patient services, which funded the hospice for 31 days.

HOSPICE LOTTERY

Join our lottery for just £1 a week and make a difference. This year our lottery generated £464,467 profit that was all used to support patient services, which funded the hospice for 60 days.

Full details of the consolidated accounts can be found at Companies House.