




ANNUAL REPORT

2018

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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 services for individuals and their families living within North East Wales and the border areas who are living with a diagnosis of a life limiting illness, delivered when possible in the location of their choice and always within the resources available to Nightingale House Hospice.

Following an assessment of physical, emotional, social and spiritual needs, services will be delivered by a multi-disciplinary team trained and competent to meet the needs of all patients, including those with complex, specialist needs.

DIRECTORS AND TRUSTEE COMMITTEE MEMBERS

Mr Medwyn Edwards (President)

Mrs Eluned Griffiths (Chair)

Dr N Braid (Vice-Chair)

Mrs A Brebner

Mr C Burgoyne

Mr R Cole

Dr J Duguid

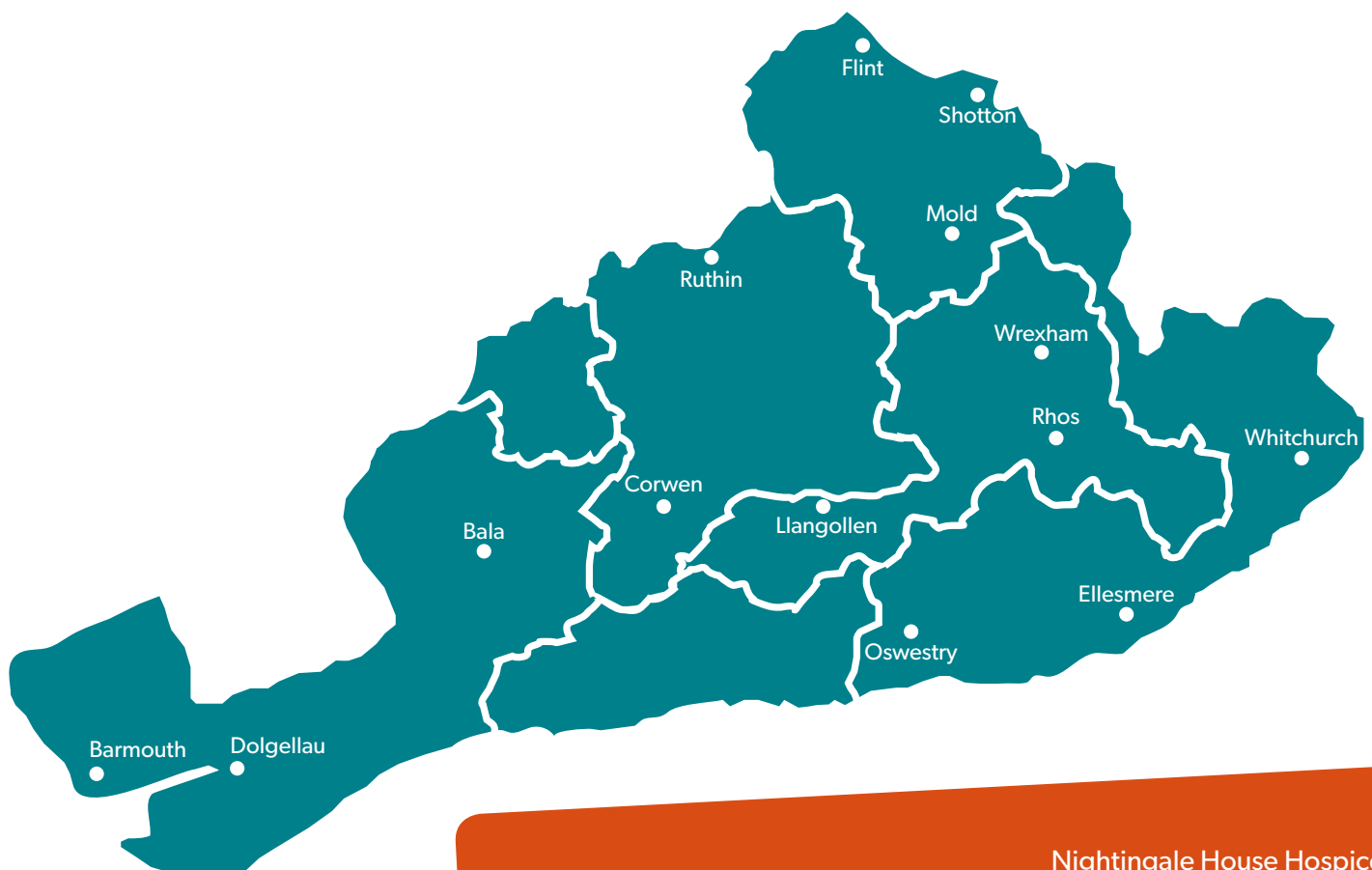
Mr G Greasley

His Honour P Hughes

Mrs J Lowe

Mr A Morse

Mrs C Varley



WELCOME

Once again I have great pleasure in presenting the Hospice Annual Report. As in all years there have been many challenges but I am glad to report that, financially, it has been a successful year. The new Income Generation strategy and team structure that was put into place at the beginning of the year has had a positive effect.

In last year's report I gave an overview of our services and highlighted the ways we serve our community. We have continued to work on a development plan to extend our services into our communities. This will enable us to reach more patients in a timely fashion. I am therefore pleased to announce that from May 2019 there will be a half day Outreach Clinic in both Mold and Chirk.

The two new initiatives that I mentioned in my 2017 report have been successful. The Heart Failure Project has now been completed and evaluated. It benefited patients in symptoms relief management and well being. The project highlighted that there is a need for this service and we are now exploring new avenues of financial support to ensure its continuance.

The formation of the Family Support Team has ensured a more effective and complete service for our patients and their families.

The hospice will soon be entering its 25th year. Looking back we can see that a great deal has been achieved and that the palliative care we offer has continued to evolve in line with new developments. The hospice movement across the UK faces difficult times as a result of economic, demographic and health service changes. Although we have been successful and have continued to develop for almost a quarter of a century, we must not be complacent. We need to demonstrate our value and the impact of our care on our patients. There are illustrations of this in the other reports.

More people are living longer with life-limiting conditions so there will be a greater need for palliative care in the future.

In real terms, our statutory funding has decreased year on year and will continue to do so for the foreseeable future. During the last year some hospices have had to close. We as a Board understand that there has to be robust governance and financial planning and that the changing needs of our community dictate that we must change and develop to meet those needs.

This year we have studied ways of improving the hospice building so that, in line with our five year strategic plan, we can deliver our services more effectively to suit the changing and future needs of our patients and increase the number of patients and their families who can access our care. The plans are complete and work starts in May 2019. We are fortunate to have the support of the Bradbury Foundation which has contributed a substantial donation towards the modernisation project.

In order to survive, we have to make proactive plans and choices for the future. Nightingale House will therefore be in a better position to deliver the palliative care that will be needed during the next 25 years, both in the hospice and in other places in our community.

As I stated last year, none of this will be possible without the continued support of you, our community.

Once again, my Trustee Board colleagues and I thank you for all your efforts and generosity. We can only deliver the best possible palliative care because of the hard work and dedication of our staff and volunteers to whom we extend our grateful thanks.

I also thank my fellow Trustees for their continued support and dedication.

Eluned Griffiths
Chair of the Board of Trustees



BEHIND EVERY NUMBER IS A REAL LIFE STORY

Stewart's personal journey with our hospice began when he was introduced to our day services, initially attending our weekly drop in sessions and receiving physiotherapy.

In so many ways it's been quite a journey over the last couple of years.

Hydrotherapy has been particularly beneficial to Stewart's overall wellbeing. Two courses have helped to stimulate and increase his appetite and motivation to eat, while building up his strength and mobility to the

point he can now walk medium distances with a walking stick. Acupuncture has also played a role in addressing some of his symptoms, as part of a wider symptom management plan. As well as physical improvements, Stewart has also enjoyed social benefits, regaining confidence and becoming more engaged over time with staff and other patients. Fatigue and breathlessness educational sessions, which equip patients to self-manage their symptoms while boosting self-esteem, have contributed to this.

Having made a living as a musician playing guitar, Stewart came to us believing he couldn't play as he used to. He wanted to join in our music therapy sessions but was resigned to 'sitting in the corner and playing percussion'.

Since 2016, here at Nightingale House, we have partnered with Nordoff Robbins, a music therapy organisation which celebrates the connection and joy music can bring to those with life-limiting illnesses, physical disabilities or emotional challenges. Nordoff Robbins therapists work to change people's lives through music and that's just what our therapist Charlotte Bailey has been doing.



“ When I first met Stewart, he told me that he used to play guitar but couldn't do it anymore because his hands 'won't do what his brain is telling them to do'. He said he would be happy to just sit in the corner and play percussion. It seemed to me that he had resigned himself to the fact that he couldn't play the way he used to, and at the time didn't think there was any value in what he could still do, and therefore didn't see how he could contribute. ”

- Charlotte Bailey, Nordoff Robbins music therapist

She explains: ***“We wanted to handle his situation sensitively so as not to shine a light on what he felt he had lost, but at the same time, having faith that it was possible for Stewart to find fulfilment through music again. It would be different, and would require gentle support, both personally and musically, but our goal has been to enable him to reconnect with his identity as a musician, to find new ways in which he could contribute to musical interactions and to have confidence in what he was still able to do. We wanted Stewart to still be able to have all of the musical experiences he had before his illness, in a safe environment away from the pressures he was used to.”***

It was during his third music therapy session that Stewart tentatively asked Charlotte to leave the guitar next to him - he didn't want to be watched at first, so she gave him some space as he started to play.

This courageous gesture of picking up the guitar was to be the first step in a journey that has seen him reinvent himself as a musician.

“We started to play music together and to get to know each other in a new capacity. We worked out which chords and styles of playing Stewart felt comfortable with, we jammed together, we arranged songs to suit him, we led others in group sessions. Thursday afternoons have become a hub of musical activity in the day-care lounge. The way Stewart comes alive when playing music is infectious and encouraging to staff and patients alike.”

In June 2017 Stewart and Charlotte performed for staff and volunteers in a marquee that was set up in the hospice grounds.

Charlotte adds: ***“More recently, Stewart has written a song, which we've recorded and produced. It's called 'Let Love Be The Ruler of Your Heart'. We felt it was important for him to have the experience of recording (as well as performing) as this is something that he'd done many times in the past as a musician. Moreover, it's a way of giving his work a lasting form and legacy for people to hear in the years to come.”***

Both Charlotte and Stewart are thrilled with the end result, and it has been received with interest and praise by staff and patients too.

“Reflecting on my experiences of the person I met two years ago, who told me he didn't play guitar any more, I was left inspired to see him sitting there, headphones on, singing and playing guitar on his own song.”

“ It's not all about me and my ego... thanks to Charlotte I now see that I can help by teaching others.”

- Stewart, Patient



BEHIND EVERY NUMBER IS A REAL LIFE STORY

OUR CARE IS PROVIDED BY A MULTIDISCIPLINARY TEAM – COMPRISING OF NURSES, DOCTORS, SOCIAL WORKERS, PHYSIOTHERAPISTS, OCCUPATIONAL THERAPISTS, CHAPLAINS, COMPLEMENTARY THERAPISTS, VOLUNTEERS, AND MORE – **WORKING TOGETHER TO SUPPORT INDIVIDUALS AND THEIR LOVED ONES.**

Below highlights of some of the type of activities the Nightingale House team delivered during 2018:



FAMILY SUPPORT

IN 2018 OUR FAMILY SUPPORT TEAM CARRIED OUT 1752 PATIENT SESSIONS BY PROVIDING SOCIAL WORK, SPIRITUAL AND BEREAVEMENT SUPPORT SERVICE TO PATIENTS, CARERS AND FAMILIES.

We understand the impact of a life-limiting illness on our patients and the people closest to them. It's why, over the years, we have developed a broad range of services to help people at what can be a very challenging time. Our staff are trained to recognise the difficulties which patients, families and carers face when someone is seriously ill.

When any of our team speaks with patients and their loved ones they offer an emotional and psychological support service, giving each person the time and space they need to talk about their concerns when circumstances are changing, helping to find ways of coping.

The social workers also support with practical concerns which may include advice regarding benefits or housing in order to help patients, carers and families who are worried about how they will cope in new and often unexpected circumstances.

The team, in particular the chaplains, also offer support around spirituality, which is often a focus for people when they are approaching the end of their life.

Another role of the Family Support Team social workers is safeguarding children and adults. This is of the utmost importance because Nightingale House has a duty of care to protect those who are deemed vulnerable or 'at risk'. This includes training up all clinical staff in this area as well as being the link between the hospice and the safeguarding regulatory bodies.

“ Our hospice is full of life, people sometimes expect a hospice to be a very sad place. Although we do deal with death, we also focus on living life to the full and making the most of the time people have left. There is so much laughter and joy around the hospice. ”

- Sarah James, Social Worker

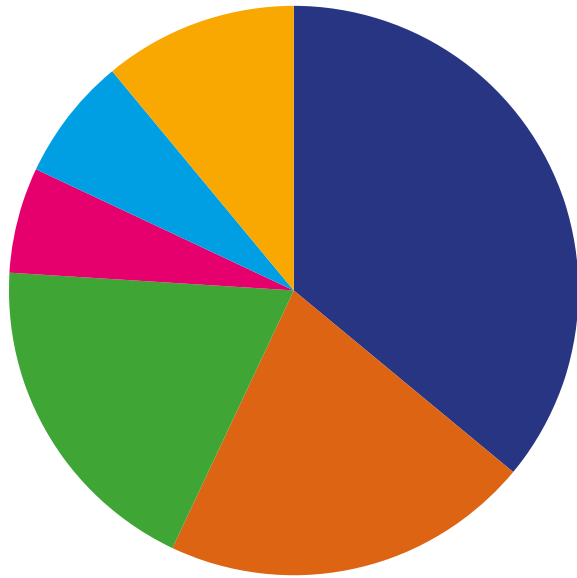
WHAT SERVICES DO WE OFFER?

- Emotional, practical and spiritual support to patients as well as offering support to families, friends and carers
- 1:1 or group bereavement sessions provide support to a patient's family or friends over the age of 18
- 1:1 bereavement sessions provide support to children up to the age of 18 in the hospice catchment area regardless of whether the person who has died is known to the hospice or not
- Providing support to help with the emotional and psychological effects of serious illness and loss
- Providing information and support for families who wish to talk to their children about what is happening
- Helping patients and their family to talk together about what is happening
- Arranging practical support for patients at home
- Acting as a link with other professionals from outside agencies involved in our patients' care
- Providing practical advice regarding financial issues, or anything else patients may be worried about
- Acting as an advocate for patients
- Carer's assessment and support for carers/family members of patients known to the hospice
- Facilitating safe and timely hospice discharges by working closely with patients and carers alongside Social Services and District Nurses

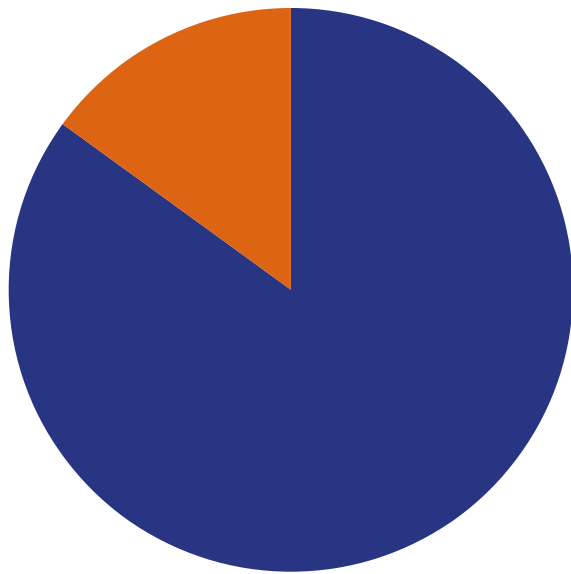
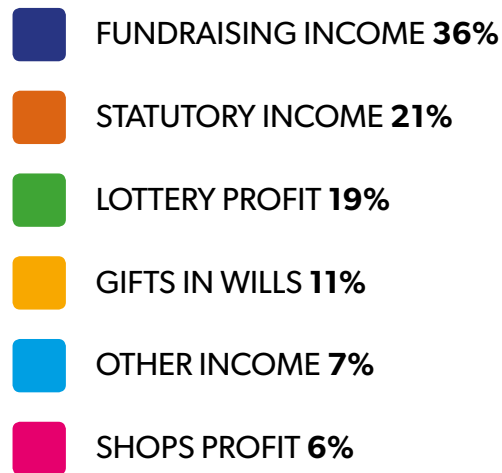


Social Workers Lesley (left) and Sarah (right) with Gary in our bereavement support room, 'Tryfan' which was kindly decorated by staff from HMP Berwyn.

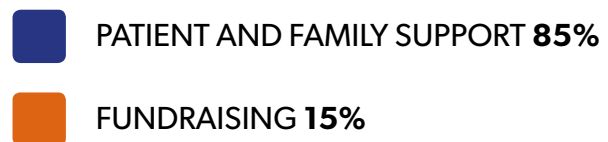
THE NUMBERS BEHIND THE STORY



HOSPICE INCOME £2.887M



HOSPICE EXPENDITURE £2.838M



WHAT CAN YOU DO?

DONATE GOODS

Our charity shops are always looking for new stock whether it's clothes, bric a brac or furniture. In 2018 our shops generated £173,758 profit (prior to Gift Aid reallocation) to support our patient services, which funded the hospice for 22 days.

HOSPICE LOTTERY

Join our lottery for just £1 a week and make a difference. This year our lottery generated £535,604 profit that was all used to support patient services, which funded the hospice for 68 days.

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