




ANNUAL REPORT
2019

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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 R Cole
Dr J Duguid
Mr G Greasley
His Honour P Hughes
Mrs J Lowe
Mr A Morse
Mrs C Varley

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, 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.



WELCOME

Once again it gives me great pleasure to present the Annual Report. It is an opportunity to reflect on 2019's achievements across the organisation.

Writing this 2019 report in the middle of a pandemic which has and will have such a detrimental impact on the hospice's future in 2020 is difficult since so much was achieved in the last year. 2019 has also been a financially successful year. Although, in real terms our statutory funding continues to decrease, the new Income Generation strategy and team structure saw a welcome increase in income. This together with volunteers, support groups, local businesses and individuals delivering wide ranging and innovative support has ensured that, in a continuingly challenging financial environment, we finished the year in a strong position. We are truly indebted to our community.

Phase 1 of the modernisation programme was started and completed with minimum disruption. We thank Read Construction for the professional and sensitive way in which they carried out the work. Facilities have been greatly improved for our patients, their families and our volunteers and staff. Phase 2 was started in November 2019 and completed in July 2020. The modernisation ensures that Nightingale House is in a better position to deliver palliative care, both in the Hospice and in the community for now and in the foreseeable future.

The successful Heart Failure project I reported on last year has resulted in the provision of a Heart Failure Clinic which has been of great benefit to patients by providing relief, wellbeing and support.

I also mentioned in the 2018 report that in order to survive we have to make proactive plans and choices for the future. This year two working groups, consisting of trustees and executive team members were set up, one to review the changing needs of inpatient care and its delivery and the other to review the retail arm of the business. The resulting new strategies are in the process of being implemented. If we are to meet the changing and increasing demands on our services we have to adapt and change, otherwise we will not be able to deliver the highest standard of palliative care to our community or be able to fund its delivery.

Hospices continued to face difficult times as a result of an ageing population, health service changes and economic challenges before the impact of Covid-19. This year some hospices had to close. We are now in uncharted territory but I am confident that the support of the community, good governance and the continued dedication of staff and trustees will ensure Nightingale House's survival.

The Trustee Board and I thank all our staff and volunteers for their hard work and dedication and our community for its exceptional support. This teamwork has resulted in 2019 being a successful year for the Hospice enabling our patients and their families to receive the best possible care.

Once again, I thank my fellow trustees for their continued support, dedication and expertise.

Eluned Griffiths
Chair of the Board of Trustees



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 some of the types of activities the Nightingale House team delivered during 2019.



DAY SERVICES

IN 2019 OUR HOSPICE RECEIVED 881 DAYCARE ATTENDANCES, HELPING PEOPLE TO ADJUST TO THEIR ILLNESS AND INCREASE THEIR SELF CONFIDENCE.

In 2019, we undertook a major modernisation programme on our Day Service facilities, after nearly 25 years since the hospice was first built. The purpose of the modernisation was to enable us to care for more patients living with a life limiting illness, provide support to more families and to ensure this care is delivered in the best possible environment. The modernisation has transformed the hospice building, giving it a fresh, bright and modern look and most importantly, a welcoming atmosphere for the people we care for.

People can access our Day Services if they have a life limiting- condition and our services are deemed an appropriate intervention for their condition. They can be referred by a GP, district nurse, nurse specialist, community physiotherapist or any health professional involved with their care. Alternatively, they can access our services by getting in touch with us direct on 01978 316800 and we can follow up the detailed paperwork with district nurses and/or GP practices after the call.

Following referral, we make contact to offer an initial assessment with one of our specialist team. During the assessment one of our specialists will talk to the person about how their illness is affecting them and their family.

The initial assessment appointment is maybe an hour long which gives our specialist palliative care team the time to use their knowledge effectively to ensure we provide high quality care to every patient. We are able to build in the extra time needed to meet their needs and that of their families.

“ All our staff are meticulous about the level of care they provide to each and every patient. We are fortunate that they have the time to ensure we leave no stone unturned. ”

To find out more about our services and how you can access them please get in touch with us by calling **01978 316800** or simply dropping into the hospice between 9am and 4pm Monday – Friday.

WHAT SERVICES DO WE OFFER?

- **PHYSIOTHERAPY**
Our physiotherapists take a person centred rehabilitative approach in enabling individuals to maintain or regain strength, movement, endurance and functional independence.
- **HYDROTHERAPY**
The warm water and buoyancy helps stimulate circulation, and makes exercise easier and potentially more effective. It can help with rehabilitation for pain and symptom management, relaxation and relieving muscular pain.
- **COMPLEMENTARY THERAPIES**
Our therapists look to help restore physical, mental, and spiritual well-being while reducing symptoms and relieving pain. Types of complementary therapies include Homeopathy, Reiki, Acupuncture, Massage therapy, Aromatherapy and Reflexology.
- **PSYCHOLOGICAL THERAPIES**
We have developed a broad range of services to help people at what can be a very challenging time. Our family support team can help patients identify when some extra or different help is needed.
- **MINDFULNESS**
Practicing Mindfulness can be effective for both patients and caregivers, including volunteers. It's can help people to deal with emotional and physical pain and distress.
- **MONITORING AND STABILISATION OF SYMPTOMS**
The aim of our clinical team is to achieve the best quality of life for patients. This can involve controlling pain and other symptoms, for example nausea, vomiting, constipation and breathlessness.



The modernisation allows for flexibility of space, creating large spaces when needed, but also having light and airy private rooms for patients and families.

BEHIND EVERY NUMBER IS A REAL LIFE STORY

LINDA IS A SHINING EXAMPLE OF WHAT WE DO BEST

Linda came to our hospice to manage her symptoms between her chemotherapy treatments in hospital. Her journey became a wonderful example of how Nightingale House helps patients with their life-limiting illnesses at a time when they need it most.

The mother of one from Buckley, Flintshire was already receiving treatment in hospital for secondary cancer and having started to struggle with lymphoedema she opted to become an inpatient at the hospice for two weeks to manage her symptoms. At the same time Linda was also receiving treatment at the Shooting Star Unit in the Maelor Hospital.

Linda embodies what the hospice stands for - a positive and calming environment where care is free for those who need it, living within our catchment area. Her experience of Nightingale House inspired her to undertake a fundraising campaign for the hospice and the Shooting Star unit. To date Linda's incredible challenge has raised over £4800.

Linda had challenged herself to undertake a sponsored walk and broke her fundraising targets weekly, despite having to change her challenge on doctors' orders.

She had planned to walk 91 steps - the length of her garden - twenty times, but a change in her chemotherapy treatment meant she was no longer strong enough to sustain such a walk. Instead, Linda opted for a sponsored head shave in her room at the hospice dressed as Wonder Woman, as doctors told her it was likely she would lose her hair following treatment.

Linda was diagnosed with breast cancer in 2012 and secondary breast cancer in 2019 that had spread to her hip and spine. In April she was told the cancer had spread to the base of her skull.



Linda pictured in her room prior to the sponsored head shave



Linda and her son Nathan share a passion for football, pictured here sharing their love of the sport at a match in Mold. Linda calls Nathan her 'gift from God' after she was told she only had a 5% chance of conceiving after being diagnosed with endometriosis in 2006. Five months later she found out she was pregnant.

She said: *"The care I have received since this latest development in my cancer treatment has been second to none and I want to give something back both here at Nightingale House and at the Shooting Star unit.*

"Twenty lengths of my garden doesn't sound a lot but it would have been for me at the moment. I went into hospital expecting my doctors to tell me they would not give me any more treatment but when they said I was to have more chemotherapy I could not believe it.

"At this point I thought I have to give something back to these people who are helping me. As the sponsored walk is off the cards and it is likely I am going to lose my hair anyway I thought I'd change my challenge to a charity head shave."

Linda, who has a 12-year-old son Nathan and is a parent representative for Buckley Town Colts FC, where Nathan is a team member says she is not a 'what ifs' sort of person and is embracing life. "I don't know how long I have left but the 12 years I have had with Nathan have been the happiest for me. I am determined to continue to fight for more time with my son.

"Nightingale House is truly a special place. I opted to come here to manage my lymphoedema following a spell in hospital. Nothing is too much trouble for the staff and they will sit and listen to me even if I think I'm talking rubbish. They listen to the stories of my life and how Nathan was my miracle baby at the age of 43 when I was told it was unlikely I would have children. I thought I was on the menopause and then found out I was eight weeks pregnant. These stories and Nathan make me the person I am and the Nightingale team give me the time to listen without judgement."

Nightingale House Challenge Events Co-ordinator Bethan Scott said: *"We are in awe of Linda's determination to complete this incredibly brave challenge. I have read many of the comments from supporters on Linda's JustGiving page and the words inspirational, brave, strong, amazing and positive appear throughout. Thank you and the very best of luck, from everyone at Nightingale House Hospice."*

" I hope more people will donate so that I can support the medical teams that have helped my health improve in the last few weeks and give me that little bit longer to spend with my beautiful boy, who is my absolute hero. I am overwhelmed by the amount raised already and thank everyone from the bottom of my heart."

- Linda, Nightingale House Hospice Patient



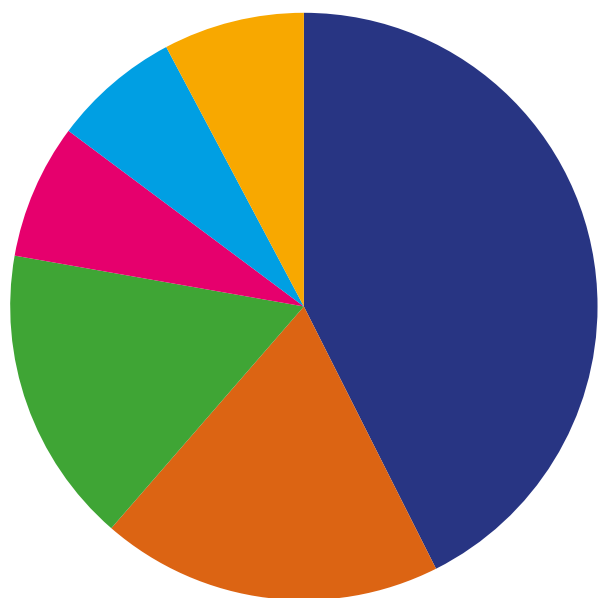
Wonder woman Linda after completing the full sponsored head shave.

DID YOU KNOW?

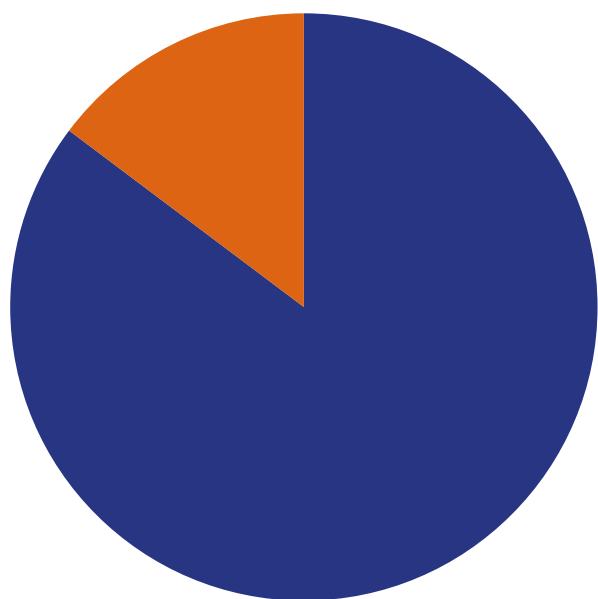
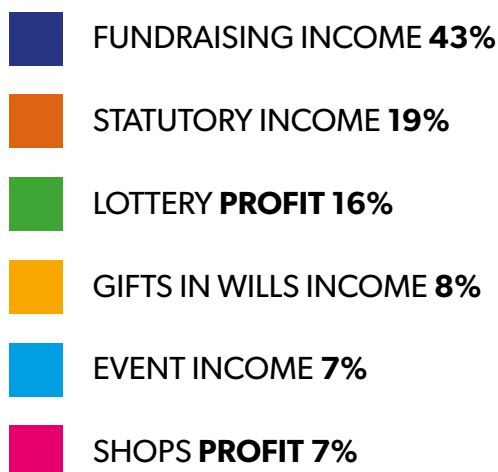
We run a direct admissions service at the hospice. Patients and their families don't need a doctor's referral to ring us as we can follow up the detailed paperwork with district nurses and GP practices after the call.

We are finding that it takes the stress off patients and their families who are under tremendous strain anyway. To get in touch about a direct admission please call **01978 316800**.

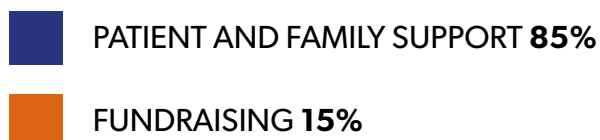
THE NUMBERS BEHIND THE STORY



HOSPICE INCOME £3.271M



HOSPICE EXPENDITURE £3.089M



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 2019 our shops generated £243,164 profit (prior to Gift Aid reallocation) to support our patient services, which funded the hospice for 29 days.

HOSPICE LOTTERY

Join our lottery for just £1 a week and make a difference. This year our lottery generated £536,125 profit that was all used to support patient services, which funded the hospice for 63 days.

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