




NIGHTINGALE HOUSE HOSPICE  
ANNUAL REPORT 2020

## CONTACT US

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## 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

Mr P Weston

## 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.

## VISION

To provide excellent, personalised and compassionate care for those living with a life-limiting illness in our community and support for their families and loved ones.

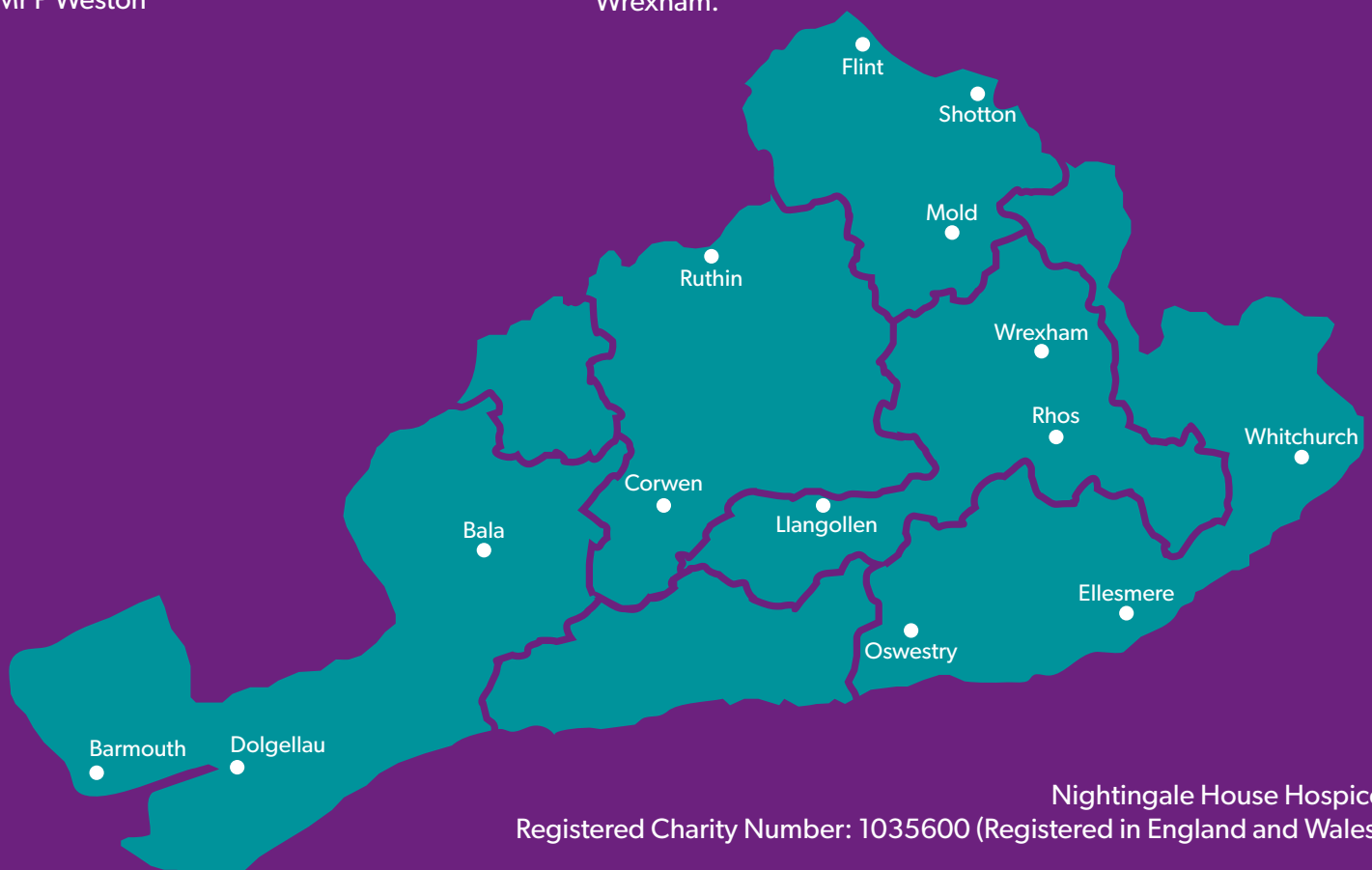
## VALUES

Values apply within every setting, interaction between staff and volunteers, how we treat patients and families, how we engage with partner organisations, supporters and suppliers. At all times we strive to be **compassionate, inclusive, honest, respectful, and proactive.**

## 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, 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, Chirk, Corwen, Hanmer, Lavister, Leeswood, Llangollen, Mold, Rhos and Wrexham.



# WELCOME

It is always a privilege to present the Annual Report. The country has been in lockdown for almost all of 2020 therefore this report is unlike any previous ones.

The lockdown restrictions had an immediate effect in making traditional fundraising activities, retail and catering operations impossible and resulted in a £1.5m fall in our expected income for the year. The shortfall was compensated in part by the emergency funding released by the Welsh Government, the Job Retention Scheme and the local councils' Business Rate Relief.

Our statutory funding continued to decrease in real terms and our negotiations with BCUHB, which have been ongoing for almost 2 years, have not, as yet, provided a realistic model to fund the services that we provide the Health Board or equality with the funding provided to the South Wales hospices by their Health Boards. Increased pressure, through the media, is now resulting in progress and we hope to report that a satisfactory funding model will be in place by 2021.

The lockdown has not prevented our income generation team or our supporters from generating funds. They have risen magnificently to the challenge, from successfully adapting existing fundraising activities to creating new innovative initiatives. Details of these fundraising activities are to be found later on in this report. We are thankful that our lottery has continued to be well supported and has provided essential monies during this difficult time.

The clinical staff's dedication and professionalism enabled them to surmount the challenges they faced and in-patient services continued but with the use of PPE and visiting restrictions being necessary for the safety of patients, visitors, staff and volunteers.

Day Services and Family Support Services could not operate in the hospice, but patient contact continued with telephone and video consultations giving much needed care, information and support to our patients and their families. Last year we also introduced a new "Direct Referral Service" at the hospice to respond to the pandemic and ensure patients and their loved ones access our services in a timely manner and this is now an established service that will be here to stay.

2020 was to be a celebration of our 25th Anniversary and the official opening of the new modernised areas of the hospice. These celebrations have had to be placed on hold for the foreseeable future. The refurbishment has been a huge success, providing the improved facilities needed to cope with the changing needs of our patients and families. We look forward to being able to welcome our community to view the new facilities.



*"Thank you all for your exceptional support during an exceptional year."*

Our priority throughout the year has been to ensure the financial survival of the hospice in order to maintain patient services. This has been managed only with the exceptional support of everyone involved with the hospice. This support has been wide ranging, not just in the form of innovative fundraising, but helping to raise staff morale with gifts of PPE, food, drink, ice cream and even the local police turning up unannounced to clap their appreciation. We cannot thank everyone enough for showing such kindness.

We have to keep emphasising that we are an independent charitable hospice which means that we are dependent on generating our own income to survive. The emergency funding support will be reduced and finally ceased so it is imperative for us to restore our normal income streams.

My colleagues and I on the Board of Trustees thank our staff, volunteers, community and local businesses for their extraordinary efforts and generosity during the worst year of our existence. You have ensured that Nightingale House is still here providing the palliative care and support its community needs.

I also thank my fellow trustees for their support and dedication in facing and overcoming the many strategic challenges posed during 2020. In the next year we will continue to need as much support, in whatever form that you can give, to ensure that Nightingale House can look forward to providing the highest standard of palliative care to its community for another 25 years.

A handwritten signature in black ink that reads "Eluned Griffiths". The signature is fluid and cursive, written in a professional style.

**Eluned Griffiths, Chair of the Board of Trustees**

# BEHIND EVERY NUMBER IS A REAL LIFE STORY

OUR CARE IS PROVIDED BY A MULTI-DISCIPLINARY 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 is a snapshot of the activities our team delivered in 2020.

From March many of our usual face to face activities became virtual to respond to the Covid-19 Pandemic.



**167**  
IN-PATIENTS



**230**  
24HR HOSPICE ADVICE  
LINE CALLS TAKEN



**163**  
FACE TO FACE DAY SERVICE  
ATTENDANCES



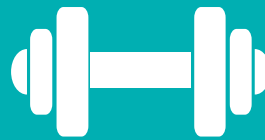
**279**  
COMPLEMENTARY  
THERAPY SESSIONS



**51**  
HEART FAILURE OUT-PATIENT  
ATTENDANCES



**501**  
PHYSIOTHERAPY SESSIONS



**159**  
PATIENT GYM SESSIONS



**502**  
OCCUPATIONAL  
THERAPY SESSIONS



**77**  
ADULTS REFERRED TO THE  
FAMILY SUPPORT TEAM



**114**  
CHILDREN REFERRED TO THE  
FAMILY SUPPORT TEAM



**289**  
EDUCATION ATTENDANCES



**35**  
BREATHLESSNESS  
MANAGEMENT SESSIONS



**46**  
ACUPUNCTURE SESSIONS



**771**  
PATIENT'S VIRTUAL/  
TELECLINIC ASSESSMENTS



**154**  
OUT-PATIENT APPOINTMENTS



**633**  
CARERS VIRTUAL/  
TELECLINIC ASSESSMENTS

# CARING THROUGH COVID 19

Nightingale House Hospice have made substantial changes to how we operate in response to the Covid-19 pandemic. The team at Nightingale House have had to navigate new ways of working, which has altered the way many of our services are delivered.

## PATIENT SERVICES

In-patient services have continued throughout the pandemic and Day Services, Family Support, Rehabilitation and Heart Failure Services have been adapted and precautions taken to ensure our patients can still safely receive the care they need. To protect the patients, their families and the staff at Nightingale House during lockdown the hospice introduced the following measures and changes ;

- Introduction of visitor restrictions and the use of face masks by all staff and visitors
- Introduction of virtual and teleclinic assessments for Day Service Patients and their carers
- Introduction of virtual and teleclinic bereavement support
- Temporary suspension of art, music and complementary therapy, hydrotherapy and aromatherapy
- Heart Failure patients staying connected with the hospice through digital technology
- Patients getting virtual support for Rehabilitation services
- Use of digital technology for Heart Failure patients to stay connected with the hospice

However, throughout 2020 when restrictions eased, we were able to see a small number of patients face to face and allow a few more visitors on the In-Patient Unit.

## RETAIL & CAFES

The pandemic forced our charity shops and cafes to close their doors for a large part of 2020 so we began to look at new ways of generating income;

- We introduced a successful new food delivery and collection service 'Meals Matter' that brings in much needed funds and provides high quality food for our community

- eBay and other e-commerce platforms provided alternative ways to sell our high-quality second-hand goods
- We launched a new pop up gift shop that travelled across our catchment area when restrictions were eased

## FUNDRAISING

During the coronavirus pandemic, many traditional fundraising activities such as sponsored mass participation events, overseas challenges, fairs and dinners were cancelled or postponed, meaning our fundraisers came up with creative new ways to raise money. These included;

- A brand-new campaign was introduced, Build a Balloon, which involved support from business and individuals by sponsoring panels on Nightingale House's very own hot air balloon
- Virtual events which included: a Duck Race, quizzes and walks to name but a few
- The introduction of a successful Summer Super Draw
- The launch of our own Nightingale House Gin in partnership with Shropshire Gin Distillery
- 'Santa Calls' - an alternative to a Santa's Grotto where families booked in a Zoom call with Santa

## TRANSFORMING THE WAY WE WORK

The Covid-19 outbreak has delivered an indiscriminate blow to our hospice and we have had to implement major changes to maintain high quality palliative care within our catchment area.

During the pandemic we launched a new Direct Referral service at the hospice. This service is for people with a palliative care need, conditions like cancer, MND and heart failure, requiring assessment or treatment by our hospice team. This was introduced to relieve pressures on the NHS and enable patients to access hospice services earlier and quicker. This service has proved valuable to our community and something that is now an established core service at Nightingale House Hospice.

*“The hospice is facing its biggest challenge since opening 25 years ago.”*

- Eluned Griffiths, Chair of the Board of Trustees



# BEHIND EVERY NUMBER IS A REAL LIFE STORY

## ANDREA'S JOURNEY

When a patient enters the hospice for the first time our team want their experience and that of their family to be a positive and comforting one.

A patient's journey to Nightingale House is often mirrored by that of their loved ones, as they all try to deal with their own feelings and emotions.

Andrea Gardiner's first encounter with the hospice was in 2014 when her mother Sylvia was admitted as an in-patient as a result of Motor Neurone Disease (MND). It was a precious time where Andrea and her family were able to visit Sylvia whenever they wanted.

That lasting impression of the care Sylvia received became a beacon of hope for Andrea when she herself was given a cancer diagnosis. Andrea's experience of the care and the environment meant she felt comfortable embracing the entire ethos of the hospice, as she had already seen first-hand what was on offer for patients with life-limiting illnesses.

When Andrea, aged 51, of Llangollen was diagnosed with Stage 4 Ovarian Cancer in 2019 she underwent multiple operations and chemotherapy treatment and was able to access additional help and assistance from the team at Nightingale House.

Andrea was told she was cancer free in 2020, but her complex condition meant her secondary cancer was undetected by normal blood tests and scans. Following a lengthy stay in hospital the married mother of two quickly realised the hospice could offer her extra help.

Last year Andrea said: *"When our mum was poorly and could no longer be supported at home, she came to Nightingale House as an in-patient. Everyone was so welcoming from the moment she came through the doors and the nursing team were just amazing in dealing with her illness. I remember how kind they were to us as a family, taking the nursing away from us and allowing us all to enjoy quality time with her in those final weeks and days together, without worrying about her personal care and medication."*

Before lockdown and once restrictions were lifted Andrea was able to access services like aromatherapy and massage as a day patient, as well as the support service, giving her the time to talk about her own illness and come to terms with her diagnosis.

Andrea's sister Pamela Davies said the hospice also supported them as a family: *"We knew we could ring or pop in and talk about our own fears and sadness regarding Andrea. We knew how wonderful the staff were after*

*caring for our mum - there was always a warm, caring and understanding atmosphere."*

At the time Andrea said: *"I am very lucky I am surrounded by wonderful family and friends and an amazing GP Dr Tanner, who help and support me, but it has been invaluable to me that I have been able to reach out to Nightingale House Hospice for help and guidance and to be able to chat to someone like Sarah in the Family Support team. Even though I am at home they are on the end of the telephone for help and advice if any of us need it."*

*"It really is an incredible place - it's changed so much even from when my mum was there and is such a calming atmosphere for everyone, which is what you need at times like this. It makes you appreciate the importance of such facilities in our community and how vital fundraising is to keep it going."*

Andrea sadly passed away peacefully at home in January 2021 but her sister Pamela said *"She knew that she had a place where she could go and discuss her illness and where we as her family could ring, pop in or talk about our fears and sadness regarding Andrea. We can't thank Nightingale House Hospice enough for everything they did for us during two difficult periods in our family's life and we are eternally grateful for the support we received."*



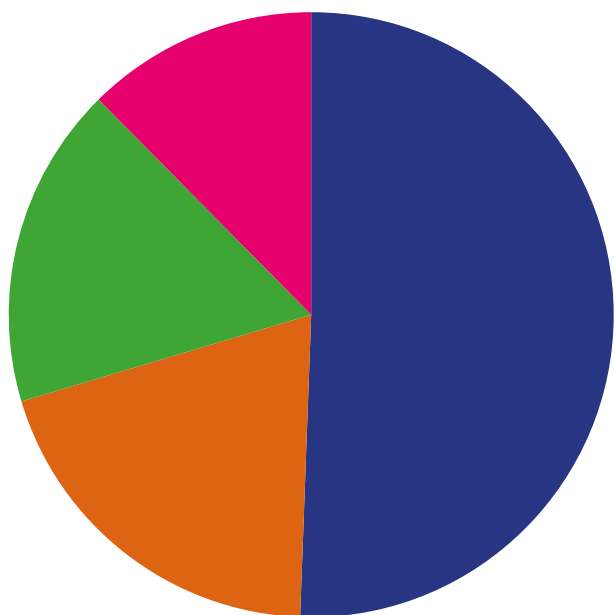
**Pictured: Andrea with friend Claire Quant.**





ANDREA GARDINER  
1969 - 2021

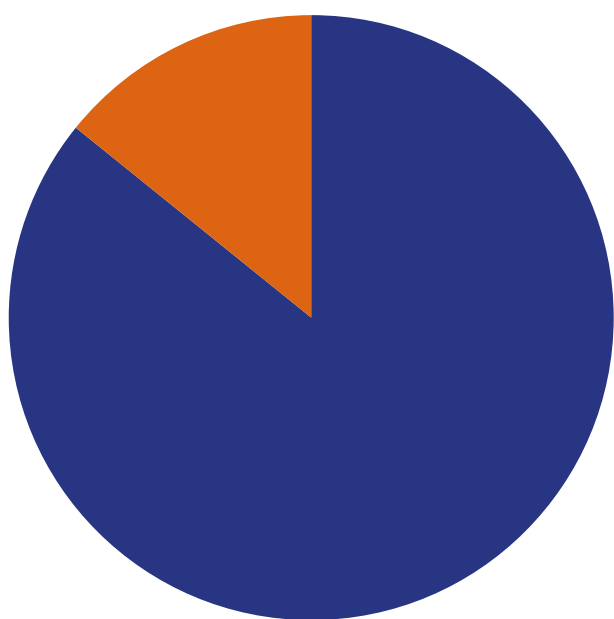
# THE NUMBERS BEHIND THE STORY



## HOSPICE INCOME £3.172M

- FUNDRAISING INCOME **51%\***
- STATUTORY INCOME **20%**
- LOTTERY **PROFIT 17%**
- GIFTS IN WILLS INCOME **12%**

\*Fundraising Income includes; Fundraising, events, retail and catering. It also includes funds received for the job retention scheme, Welsh Government, and local authority Covid-19 emergency funding.



## HOSPICE EXPENDITURE £3.166M

- PATIENT AND FAMILY SUPPORT **86%**
- FUNDRAISING **14%**

## WHAT CAN YOU DO?

### VOLUNTEER

We rely on the support of volunteers to provide the best possible care for our patients. Every volunteer within the hospice believes in the work we do and is moved by the impact they make on our patients and their families lives.

### HOSPICE LOTTERY

Join our lottery for just £1 a week and make a difference. This year our lottery generated £546,188 profit that was all used to support patient services, funding the hospice for 58 days.

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