




CONTACT US

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DIRECTORS AND TRUSTEE COMMITTEE MEMBERS

Mrs Eluned Griffiths

Dr Neil Braid

Mr Andrew Morse

Mrs Joan Lowe

Dr Jenny Duguid

Mr Graham Greasley

Mrs Vicky Varley

His Honour Philip Hughes

Mrs Alison Brebner

Mr Robert Cole

Mr Peter 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 progressive and/or 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 progressive and/or life-limiting illness in our community and support for their families and loved ones.

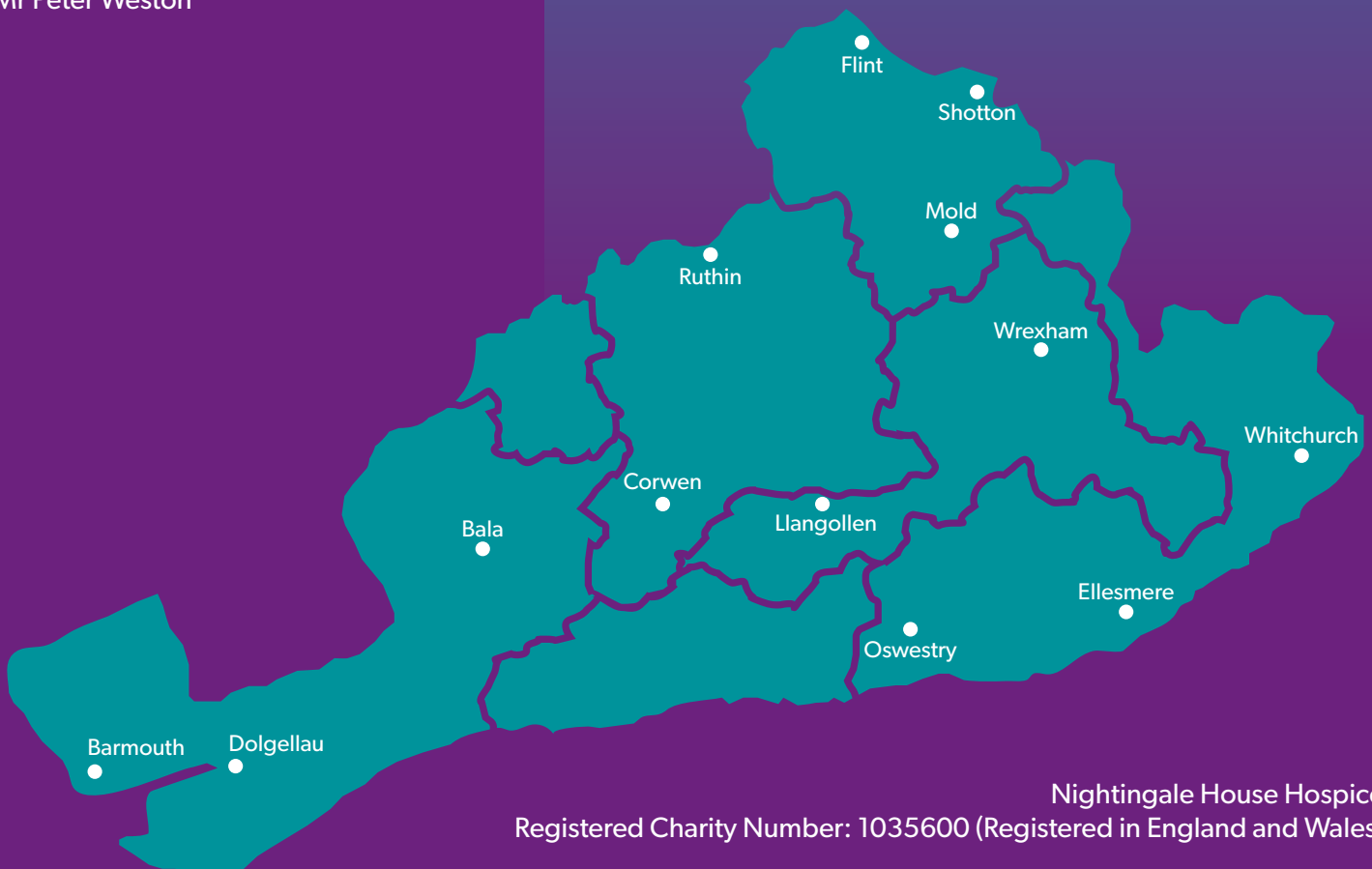
VALUES

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, Buckley, Whitchurch and Oswestry.

Fundraising 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, Leeswood, Llangollen and Mold.



WELCOME

It continues to be a privilege and a pleasure to present the Annual Report even when referring to the unprecedented challenges that we have continued to face as a result of the pandemic. Although there was a gradual lifting of restrictions, uncertainty continued, and we were unable to return fully to pre-Covid working practices.

Although our income generation activities could still not return to normality the emergency funding from the Government, reported last year, continued plus the financial support from other quarters and these helped to enable us to sustain our patient services.

We have received £1.3 million from the Welsh Government's Emergency Covid Support Scheme to Welsh Independent Hospices, the Treasury's Job Retention Scheme resulted in £370k, which was invaluable in ensuring that we were able to retain our experienced income generation team. The Local Business Rate Relief of £283k from the local authorities of Wrexham, Flintshire and Shropshire compensated for the enforced closure of our hospice shops during this period.

These, much appreciated and essential, supports were not enough on their own to ensure that our patient services were maintained.

Our fund raisers continued to come up with innovative activities, the most original being Build a Balloon. Easing of restrictions has allowed the balloon to be flown at events all over the country, promoting and raising funds for the hospice.

We also received incredible support from our community. Individuals and family groups continued to raise money by organising a variety of activities from their own homes. We are extremely fortunate to have such loyal and committed supporters without whom we would not have been able to survive the year as successfully as we have and ensure the continuance of our patient services.

The latter part of the year has seen a gradual return of our fundraising events and the opening of our shops and cafes. However, it will take time before pre-pandemic income levels are reached.

We can't emphasise enough that we are an independent charitable hospice, and it is therefore imperative that we are able to restore our income since the emergency funding supports finish at the end of this financial year.

Our clinical staff's dedication has continued and there has been a welcome easing of restrictions for patients, visitors, staff and volunteers.

There have been changes to senior clinical personnel as a result of retirement and career changes. We have been fortunate to be able to appoint a new Clinical Director from, the world renowned, Christies who has introduced recent up to the minute developments which will benefit both patients and the hospice clinical team.

During the last 25 years the delivery of palliative care has continued to evolve resulting in the need to modernise our present building. The modernisation of the day services facilities, reception area, rehabilitation centre and the development of the Bradbury Atrium are complete. The changes have been well received by patients, staff and volunteers. The final part of the modernisation will be the refurbishment of the In-Patient Unit. This will involve a financial



investment in part from the hospice and in partnership with various charitable trusts. The hospice will then have modern facilities to ensure the best possible palliative care delivery for our patients and working environment for staff and volunteers for the next 25 years.

The changes necessitated an improved parking facility, and this has now been completed.

Our 25th Anniversary celebrations were once again placed on hold and, although the Covid virus is still with us, albeit less virulent, we will be able to celebrate 25 years of hospice achievements towards the end of 2022.

I am glad to report that the ongoing negotiations with BCUHB are showing positive signs that an improved funding agreement will be reached towards the middle of 2022. It will still not have equality with the funding provided to South Wales hospices by their Health Boards, but it will be a welcome increase to our present funding.

In the next year, as an independent hospice, we will continue to rely on the support of our community. That support has seen us survive the most difficult few years we have faced, and we are extremely grateful to everyone who has worked so hard to ensure that we are still here providing much needed patient care and support.

The Board of Trustees and the hospice's Executive Team have had another very difficult year ensuring good governance and the continued strategic development of the hospice.

I thank them for their dedication and support.

On behalf of the Board of Trustees I thank our staff, volunteers, supporters and local businesses for their extraordinary efforts and generosity. This support has ensured that we are in a good position and can look forward to continuing our work caring for our patients and supporting their families.

A handwritten signature in black ink that reads "Eluned Griffiths". The signature is written in a cursive, flowing 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 2021.



158
Inpatients



371
Day Service
attendances



665
Complementary
Therapy appointments



303
Outpatient
appointments



84
Heart Failure
Outpatient attendances



499
Physiotherapy
sessions



415
Gym sessions
delivered



360
Occupational Therapy
appointments



65
Family Support
adult referrals



143
Family Support
child referrals

NIGHTINGALE HOUSE

PLANNING FOR THE FUTURE

The facilities at Nightingale House were built in 1995, 26 years ago, and provided a generalist palliative care service. At the time they were a first-class provision that met the needs of the patients and their families.

Over the years our services have developed and the hospice is now unique in delivering outpatient services for specialist palliative care in our catchment area. Without our continued and growing services these patient needs cannot be met. With an increasing demand for our services, and the limitations of the original facilities, we are modernising the premises to enable us to care for more families in the best possible environment.

The modernisation is being undertaken in 4 phases, with our patients and their families at the heart of the plans.

Phase 1 & 2

Day Services, Family Support & Rehabilitation

Phase 1 started with the relocation and restructuring of the Day Services and Family Support Services. This involved creating bright, light and airy bereavement support rooms, consultation rooms and an impressive patient lounge and dining area that opens up onto the beautiful gardens. During Phase 1 we also modernised the reception, supporter hub and gift shop area to ensure a perfect environment to welcome patients and their families.

Phase 2 then commenced which involved creating an impressive new communal space – The Bradbury Atrium, state of the art rehabilitation facilities, including a new gym area and an occupational therapy kitchen area. We also took this opportunity to create a new ambulance entrance on Grove Road to give our patients a more dignified and private arrival to the In-Patient Unit.

Start Date: 1st May 2019

Completion Date: 17th June 2020

Phase 3

Patient & Visitor Car Park

The new patient and visitor car park has been built on land adjoining the hospice. This will ensure that in the future we will be able to accommodate increased patient numbers at our site on Chester Road as referrals to the hospice continue to grow.

Start Date: 27th September 2021

Estimated Completion Date: 31st January 2022

Phase 4

In Patient Unit

The final piece of the jigsaw and the heart of the hospice is our In-Patient Unit which provides support to patients through symptom control, pain management, medical respite and end of life care. Whilst the covid-19 pandemic might have caused us to pause our plans to modernise and restructure the In-Patient Unit, it has not stopped our exciting plans from now progressing. We have provided an initial brief to local architects, TACP and they are in the process of preparing draft drawings. Every effort is being made to start these works in Spring-Summer 2023 with the aim to complete within 12 months. We want to ensure the In-Patient Unit offers the best possible facilities and space for our patients and their loved ones, for many years to come.

Estimated Start Date: Spring-Summer 2023

Estimated Completion Date: Spring-Summer 2024



Picture: Phase 3 CAD depiction of our new patient and visitor car park.

BEHIND EVERY NUMBER IS A REAL LIFE STORY

SMILING ONCE MORE

Our Nightingale House 'Child Bereavement Support Service' offers emotional support to children before and after the death of a loved one. Nine-year-olds Annabelle and Megan accessed this service, funded by BBC Children In Need, following the death of close family members.

Although the pair attend the same school they didn't know the other was accessing the same service at the same time.

Annabel's beloved 'Dada' Gareth passed away in January aged 40, and she has been supported by the hospice in helping her come to terms with his death. Megan also experienced loss with the death of her great-grandmother 'Granny Halkyn' and a number of close relatives and friends.

Their friendship has flourished as they've shared a common bond. Annabelle and Megan have been enjoying sessions based around arts and crafts and creating happy memories of their loved ones.

Annabelle said: ***"My dada's favourite colour was orange so I made an orange heart and put it in my memory box. The dream catcher I made is hanging in my bedroom. It's fun doing these activities and it has really helped me."***

Mum Ellen said her daughter was initially struggling when questioned about her loss, but the sessions have made a huge difference to Annabelle and provided a host of coping mechanisms resulting in her being more chilled and relaxed.

Megan's parents Dafydd and Rebecca felt their daughter would benefit from the opportunity to chat through her worries and fears.

Megan said: ***"I love coming to my sessions at the hospice. When I was creating my memory box and dream catcher I found it easier to chat about my worries because I was doing arts and crafts at the same time."***

“ Children and young people often struggle with grief. We work together to help them find coping mechanisms to address their worries and fears, helping them to feel less overwhelmed and happier. ”

Jackie Rowley

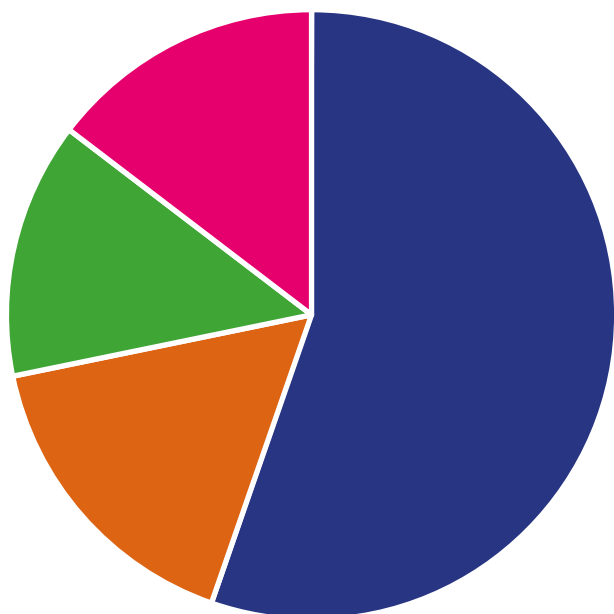
Family Support Team







Megan and Annabelle are smiling once more after benefiting from the hospice's bereavement service.



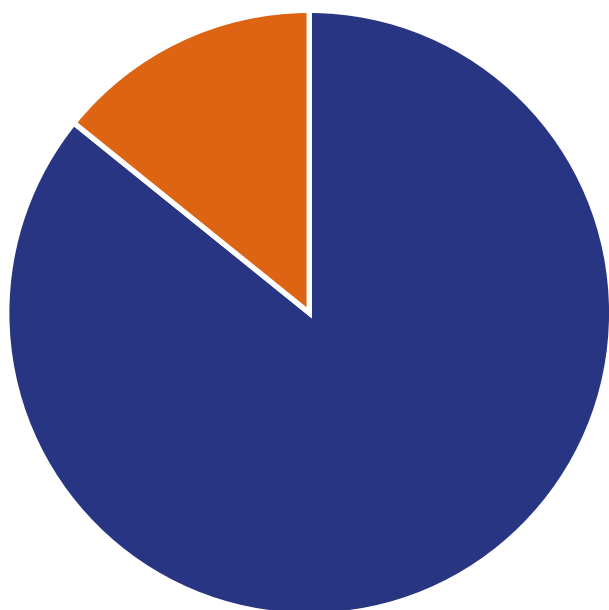
THE NUMBERS BEHIND THE STORY





HOSPICE INCOME **£3.914m**

-  FUNDRAISING INCOME **55.5%***
-  STATUTORY INCOME **16%**
-  LOTTERY **PROFIT 14%**
-  GIFTS IN WILLS INCOME **14.5%**

*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 **£3.457m**

-  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 £529,324 profit that was all used to support patient services, funding the hospice for 56 days.

These figures are based on the Nightingale House management accounts as of 31/12/21. Please see companies house for consolidated accounts.