


SUPPORTING ONE ANOTHER

NIGHTINGALE HOUSE HOSPICE
ANNUAL REPORT 2022



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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

Mr Richard Thomas

Mr Chris Burgoyne

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.

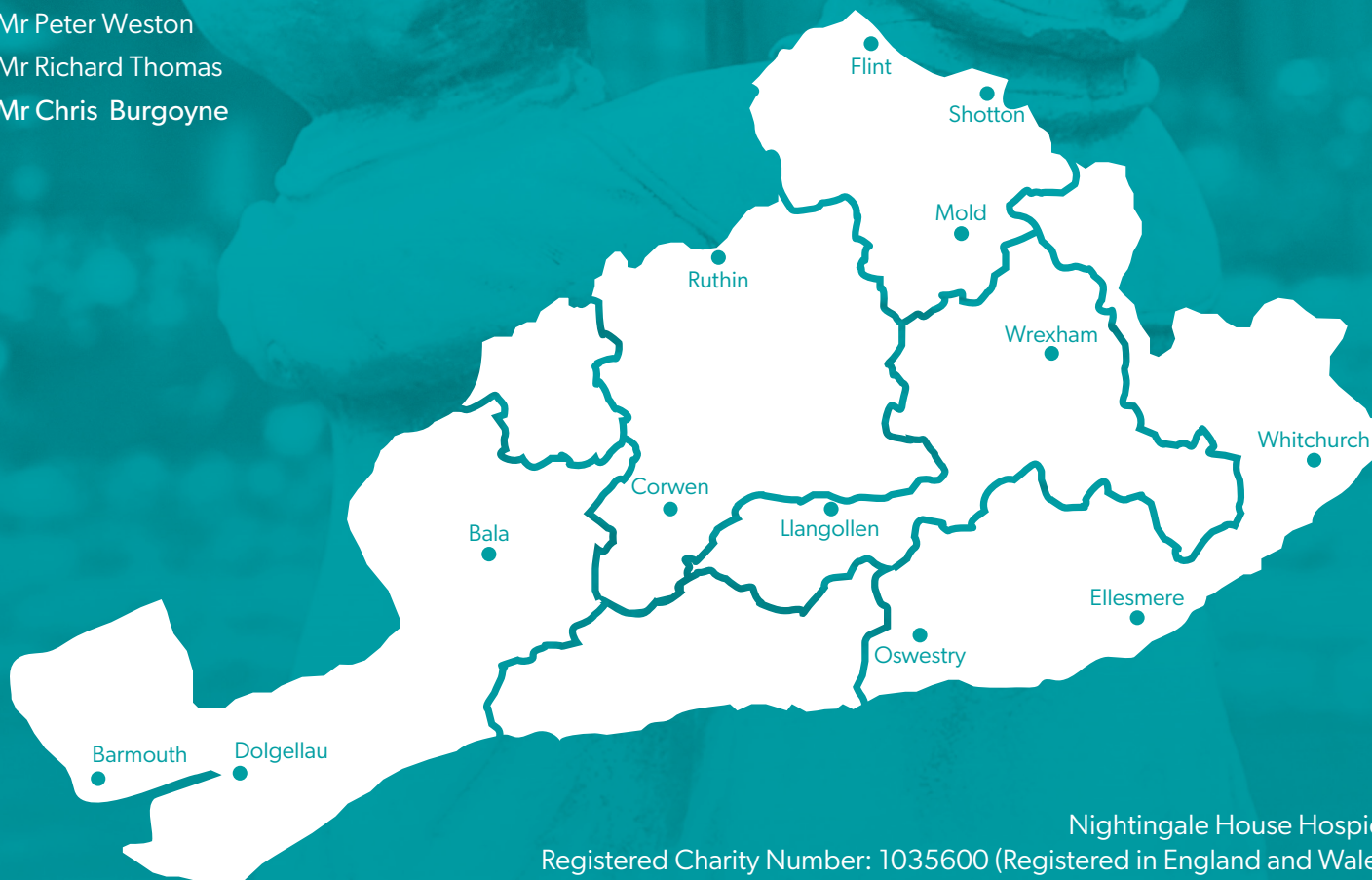
VALUES

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 has been an exciting and busy few years for the hospice with three phases of our extensive £5M modernisation programme having been completed. The new Reception area, gift shop and Bradbury Atrium have proved to be assets to the hospice patients, their families and supporters. The gym and its state-of-the-art equipment have helped considerably to improve the mobility of many of our patients. The redesigned Day Services provision, now known as the Wellbeing Centre, has a cyclical 12-week programme designed to support and provide care, information, advice and interactive activities to improve the quality of life of our patients. It is delivered by a skilled, enthusiastic, dedicated, integrated team and patient feedback is extremely positive.

The funding of the three phases of modernisation has only been possible with the grants from foundations and businesses, who have had confidence in our strategy and good governance, and the continued support of all areas of our community.

Over the past 12 months, we have been able to recruit highly qualified and skilled medical and clinical staff who have integrated well as a team. In 2022 we formed an important partnership with Supportive Care UK who provide invaluable consultant input for our medical and nursing team. Our two consultants from Supportive Care UK are providing training, support and a development programme which benefits our medical and clinical teams. Their expertise are greatly valued as well as the reliability and easy communication that is provided. These developments enable us, as an independent hospice, to not only continue to provide support to our patients and their families but to look forward to expanding our services in the future.

Also in 2022, an agreement was finally signed with BCUHB for increased funding. It still does not have equality with the funding provided to South Wales hospices by their Health Boards. It is, however, a welcome, if small, increase to our funding.

Throughout 2022, the income generation department has worked hard to try and get back to pre-Covid levels of income and our retail business has gone from strength to strength.

We are now starting work on the fourth and final phase of modernisation, that of redesigning the inpatient unit. Advances in palliative care and the changing needs of patients and their families has made this necessary. The new facilities will provide the best possible modern inpatient unit for patients, families and staff, and enable us to increase the number of patients that we can accommodate. The extensive modernisation will help us deliver our strategic aim of increasing the number of patients the hospice can offer care and support to.



The implementation of the final phase has been challenging because we were not prepared to close the inpatient unit. Our staff and volunteers, across all departments, have been exceptional in working together to reconfigure a new, temporary inpatient unit, albeit with fewer beds in a separate area of the hospice.

It would not have been possible for us to come this far without the magnificent support of individuals, fundraising groups and businesses, who, despite the continuing economic difficulties, have ensured that we can continue to be able to provide the best possible palliative care to our community. On behalf of the hospice, I thank you all.

The Board of Trustees and the Hospice's Executive Team have continued to work hard to ensure good governance and to maintain our strategic aim. My Trustee Board colleagues and I thank all of our staff and volunteers for their expertise, dedication and willingness to go the extra mile during another challenging year.

On a personal note, I thank my fellow Trustees for their continued support, expertise and commitment.

Once again, it has been a privilege to deliver this report and I feel we can look forward to the hospice continuing to provide the expert palliative care and support that its community deserves.

A handwritten signature in white ink that reads "Eluned Griffiths". The signature is written in a cursive, flowing style with a large initial 'E'.

Eluned Griffiths, Chair of the Board of Trustees

SUPPORTING ONE ANOTHER



Dr May Khaing



Dr Husna Munsoor



Nurse Consultant
Tracy Thomas



Dr Jessica Roberts



Dr Melissa Everett



Dr Charlotte Healey



Professor Matt Makin



Dr Jonathan Martin



Dr Richard Alleyne

We have formed a new partnership with Supportive Care UK, which will provide consultant cover across the hospice as well as full virtual support to our medical team, while offering out-of-hours support for nursing staff. Nightingale House doctors, GPs, nurses, and therapists collaborate with specialist palliative care consultants to provide patient-led care to the local community. This means that medical and healthcare professionals use their combined skills, knowledge, and experience to discuss the treatment of individual patients every day.

Prior to August 2022, our hospice relied upon the local health board, BCUHB, for consultant input. The new partnership with Supportive Care UK will ensure that Nightingale House has access to the very best consultant support for a sustainable model for the future delivery of patient services.

Steve Parry, Chief Executive at Nightingale House Hospice, explained, ***"The support provided by Supportive Care UK, united with the hospice's in-house medical team, means that the hospice is able to continue to deliver excellent palliative care and will open opportunities for future service expansion. The hospice is grateful to BCUHB for their consultant support over the years and is looking forward to continuing to work with the health board to ensure our mutual patients receive the very best care."***

Communication is key to delivering patient care, ensuring that the treatment being delivered is centred around the patient and their family.

"At Nightingale House, we have several group discussions about the decisions being made and what is best for the patient, which is very rewarding."
- Jessica Roberts, Nightingale House GP

The medical team at Nightingale House and Supportive Care UK are working together to positively impact patients and their family's experience using the hospice services.

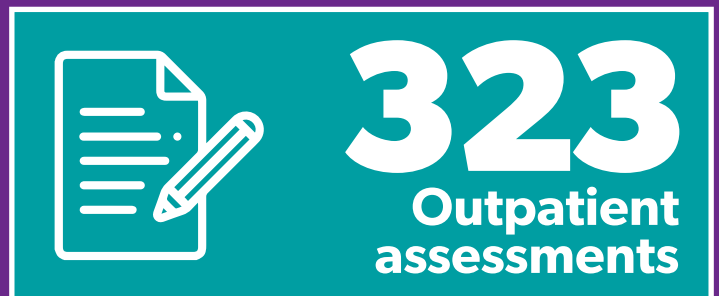
CEO at Supportive Care UK, Charlotte Healey, explained, ***"Supportive Care are delighted to have partnered with Nightingale House Hospice to provide consultant support to their existing medical team. SCUk consultants meet twice weekly to conduct Board rounds and multi-disciplinary teams as well as being on hand to provide telephone advice 24 hours per day/365 days per year, deliver bespoke training and clinical supervision."***

Pictured: Nightingale House Medical Team and Supportive Care UK Team

EVERY NUMBER SUPPORTS 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 2022.





**SUPPORTING
ONE
ANOTHER...**



With its modern facilities, our newly built Wellbeing Centre offers outpatient clinic assessments, aromatherapy massages, wellness sessions, and a range of treatments, including music and art therapy. Our services are designed to help people and their families cope with the effects of serious, incurable diseases, such as motor neurone disease, cancer, and advanced heart failure.

Many of our patients who access outpatient services, have expressed the importance of their weekly Wellbeing Centre visits, not only from a medical perspective but also for the sense of community they get when they are around people who are experiencing similar circumstances.

As a former nurse at Alder Hey Children's Hospital, Beatrice understands the importance of being with others during difficult times.

"I have heart disease, so going to Nightingale House has really helped both me and my husband. It's given him a break, and it's provided me with the opportunity to learn new skills and enjoy the sense of community that comes with being here. There's a caring atmosphere here that makes you feel... feel like you're not the only one going through this.

"You get a lot of support from other patients and the staff, we're all in it together, you know... that's how it feels here."

Before visiting a hospice, people might experience loneliness, especially if they've been ill for some time, Beatrice remarked.

"You don't have the same social interaction; you can't always get out... I felt almost frightened to be part of society, I thought... I can't do this, I can't do that - especially through Covid. Coming to the hospice makes my life seem more normal, do you know what I mean? You get very well looked after at Nightingale House... 100%."

Pictured (left): Beatrice with 'Pets As Therapy' dog 'Barney'

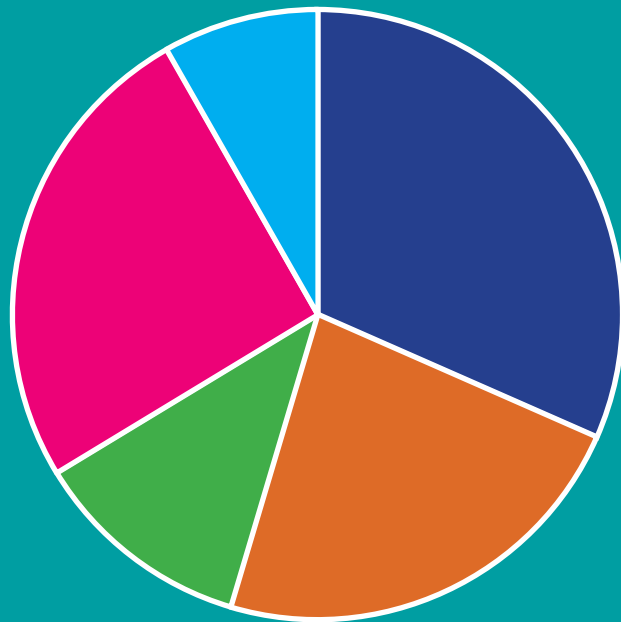
“It's great to see the patients having fun, forgetting about their troubles, and connecting with others.

When patients regain their self-esteem and confidence, everyone benefits.”

Carolyn James
Wellbeing Lead

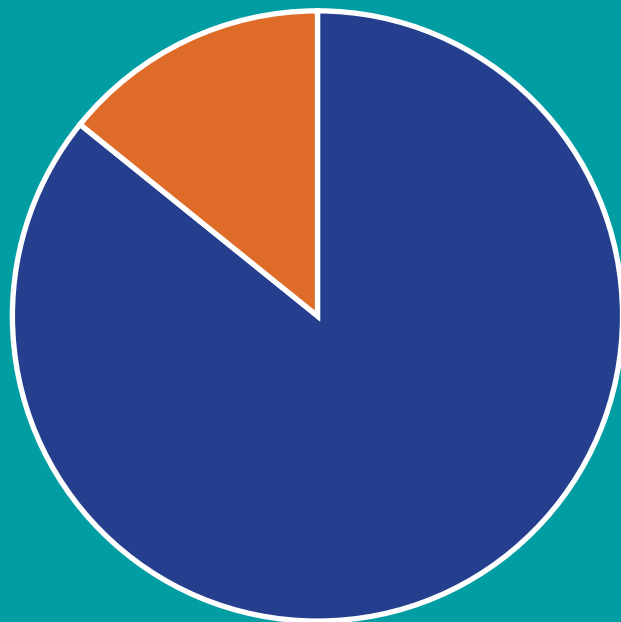


SUPPORTING THE NUMBERS BEHIND THE STORY



HOSPICE INCOME **£4.048m**

- FUNDRAISING INCOME **32%**
- STATUTORY INCOME **23%**
- LOTTERY **PROFIT** **12%**
- GIFTS IN WILLS INCOME **25%**
- RETAIL **PROFIT** (INCLUDING CATERING) **8%**



HOSPICE EXPENDITURE **£3.810m**

- 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 **£474,562** profit that was all used to support patient services, funding the hospice for **45 days**.

These figures are based on the Nightingale House management accounts as of 31/12/22. Please see companies house for consolidated accounts.