



**Weston
Hospicecare**

IMPACT REPORT 2022/23



Index

“

You matter because you are you, and you matter to the end of your life. We will do all we can, not only to help you die peacefully, but also to live until you die.

Dame Cicely Saunders, founder of the hospice movement

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Introduction

Hello, and welcome to our Impact Report for 2022/23.

The purpose of this report is to record and present a summary of the services we have provided, and the difference Weston Hospicecare has strived to make in people's lives, in the prior year.

At the hospice, we are blessed to have passionate and loyal supporters who give freely of their time, skills and money. They deserve to know how their gifts are invested, what has been achieved, and the outcomes of the work funded and aided by them. Our Impact Report provides a useful overview of these in both a quantitative and qualitative sense.

Our patients, their family and friends, and other service users, can glean from this report the breadth and scale of our services, which helps to put into perspective the services they are accessing, and reveals the many varied ways in which the hospice can support and give care.

Lastly, the Impact Report is an opportunity for all of us who work at the hospice, staff and volunteers alike, to reflect on what has been achieved, not only to affirm our sense of achievement, but also to consider where we feel we can and should do more and better for our patients.

As we reflect on 2022/23 and move onwards through 2023/24, Weston Hospicecare is engaged in a strategy refresh. Front and centre of all our strategic plans are our patients and their loved ones. While ensuring we

remain sustainable, we are taking time out of our busy day-to-day activities to search inside ourselves, consider the feedback from our patients, staff and the public, and build a clear vision of where we would like the hospice to be in five years' time, and what we should do to keep developing our services and capabilities in pursuit of clinical and operational excellence.

I do hope you find this report to be useful and interesting – thank you for reading!

Yours faithfully,
Paul Winspear | Chief Executive



Why are we here?

For more than 30 years, Weston Hospicecare has given palliative care to people with life-limiting illnesses and their families in Weston-super-Mare and North Somerset completely free of charge. Our multi-disciplinary team deliver treatment for not only patients with cancer but those with other conditions such as motor neurone disease, Parkinson's disease and all other life-limiting illnesses. This is made possible by YOU, our incredible supporters, volunteers and staff. Thank you for caring for your community.

The Weston Hospicecare community covers Weston-super-Mare, North Somerset and surrounding areas. We encompass Clevedon and Yatton to the North, Cheddar and Axbridge to the East, and Burnham and Highbridge to the South.

There is a population of more than 170,000 and we are the only provider of adult hospice care services in this area. All services are free of charge for everyone, wherever and whenever they are needed.

Population over
170,000
All services are
free of charge
for everyone



Members of our Community Nurse team

Caring for our community

Weston Hospicecare has a team of community nurses who are often the first touchpoint for patients and their families.

The team liaise with patients and their families to agree the level of care and support needed. Community Nurses can make referrals to other hospice or partner services.



The difference our care made in 2022-23



In-Patient Unit (IPU)

Our 10-bed In-Patient Unit is based at Jackson-Barstow House in Uphill. The IPU is open 24 hours per day, 365 days of the year and is staffed by nurses and doctors who are there to offer a unique care plan specifically designed for our patients.

This year, a Therapeutic Garden was created and the IPU now opens straight into the courtyard via large french doors, allowing patients to be able to experience this calming, safe and comforting environment.



Therapeutic Garden



Our Day Services

Patients and their loved ones can come to our hospice for one day at a time to socialise, take part in activities and receive therapy.

This year, we have embarked on an ambitious plan to completely overhaul and broaden the scope of our Day Services and transform the setting in which this care is delivered.

This will also include the introduction of Outpatient Clinics, allowing patients to receive treatments without having to spend more time in hospital. In 2022-23, more than 1,000 of our patients and their loved ones attended our Day Services.

Demolition work to upgrade the building which houses our Day Services has been completed; work to now update and develop the site has started. This will be completed by the Autumn of 2023.



Terry, our Day Services patient

“This hospice has never stood still and there are more exciting times ahead.”

John Bailey, Director of Patient Services

Wellbeing & complementary therapies

As well as providing nurses and doctors, patients can also access a range of therapeutic treatments through our Wellbeing Centre.

Therapies include reflexology, hypnotherapy, beauty treatments and relaxation techniques. Physiotherapy and occupational therapies involve teaching techniques and are about empowering patients to allow them to maintain a good quality of life for as long as possible.



Weston Hospicecare's Wellbeing Centre Team

Helping families

Our hospice Family Support Team provides emotional and spiritual support to both patients and their families. Our Carer Support Group, Chaplaincy Service and Bereavement Care are some of the ways a patient's loved ones can be supported.

In the past year, we have expanded our services to provide counselling for

children and young people, through the appointment of a Children and Young Person Counselling Coordinator.

We have also added two counselling pods to the side of our Wellbeing Centre so patients and their loved ones can express themselves in a welcoming and confidential environment.

Patient experience

One of the ways we measure patient experience is through the 'IWantGreatCare' platform. In 2022/23, 96% of patients rated us 'very good', the highest rating. We were awarded the **Certificate of Excellence in 2023 for delivering outstanding care.**



Creating Magical Moments

We know how special shared moments can be at the end of someone's life and the treasured memories they will become for their loved ones. We will move heaven and earth to help make dreams come true even in the most difficult of circumstances.

Our patient, Steve, became too ill to see Coldplay live but was overjoyed when we arranged for a Coldplay tribute band, Coldplace, to visit the unit to perform for him and his family.



Becky's day

One of our lovely patients Becky, had a pampering day with nails, hair and make-up done by the team at Beauty Spot-South West.

Later, one of our volunteers, Arthur, dressed in black tie, served a delicious cream tea to Becky and her family before a beautiful bouquet of fresh flowers was delivered thanks to Vanda Flowers. An unforgettable day thanks to donations and the support of Westoncare's wonderful supporters.



Becky, experiencing beauty treatments at the Beauty Spot - South West

More magical moments

A lady unable to go on the safari she'd always dreamed of, so she and her family were able to spend a wonderful few nights at West Midlands Safari Park on one of their Safari Lodges.

One of our dedicated volunteers dressed up and served high tea to a patient and their family from the Ivy, Clifton Brasserie.

A young patient was able to have a meet and greet with scientist Brian Cox before seeing one of his shows.

Weston Hospicecare is first and foremost there to care for the physical, psychological, emotional and spiritual care of patients and their loved ones. But, wherever possible, the team take immense pride in arranging extraordinary moments. Such as organising for a young man to meet his idol, Professor Brian Cox. Here's what his family said about meeting the well-known physicist.

"I just want to say thank you to everyone who helped with our Brussels trip to see Brian Cox. The trip went really well and my son was totally blown away meeting Brian Cox."

This is truly a special memory for him and all of us, including all our friends and family who were so pleased for us too.

Patient's relative, March 2023.

"

Men in Sheds get a bigger shed!

Men often find it difficult to talk through feelings and emotions experienced after bereavement. Our Men in Sheds initiative allows them to make friends, share feelings whilst engaged with practical tasks alongside other men in similar circumstances.

The project has been proving so popular that it has relocated to a bigger shed off-site at the Clarence Park Cricket Pavilion.

The move means we're now able to accommodate twelve 'shedders' a day on a Tuesday and Thursday each week.



Our staff

From our cleaners and administrative staff to those on the front line, staff have committed themselves to deliver the best care to patients and families.

Claire Fisher,
IPU Manager



Abi Smart,
Community
Fundraiser



Yvonne Harris,
Receptionist

Judith Massarelli-Brine,
Shop Manager



Harry Cardno, Senior
Communication
& Marketing Officer.



Jane Andow,
Nursing Auxiliary



“My wife was fortunate to receive care from a large number of people in your team. It is impossible to single one person out because they were all, in their individual roles (community, welcoming receptionists, medical, nursing, catering, smiling cleaners), absolutely brilliant and caring. At a difficult time for my family, it was a great comfort to us that my wife was being looked after so compassionately.”

Our volunteers

We couldn't do what we do without the help of more than 700 volunteers, performing a variety of roles in the hospice, as a group of friends fundraising in their own community and of course throughout our Weston Hospicecare shops. Their contribution is worth well over £1m but is in fact priceless.

More than
700
volunteers
whose time has
contributed more
than £1 million



Liz Blyth, a volunteer for 30 years.



"I know I am part of a very caring team – I feel valued and really enjoy what I do – I hope my contribution helps with the smooth running of our hospice and makes life easier for anyone who is in there – I hope to continue doing this for a long time!"

*Longstanding volunteer
since 2014*



Our awards

In addition to the 'IWantGreatCare' Certificate of Excellence, we were named as the national **Charity of the Year** at the Business and Community Awards.



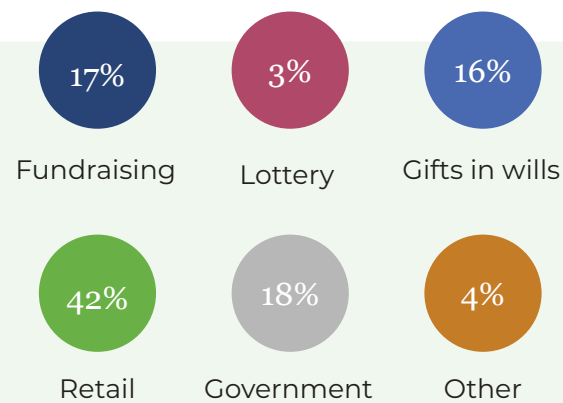
Funding and fundraising

It costs £5.5million each year to run the hospice. Just 18% of our income is provided by the government.

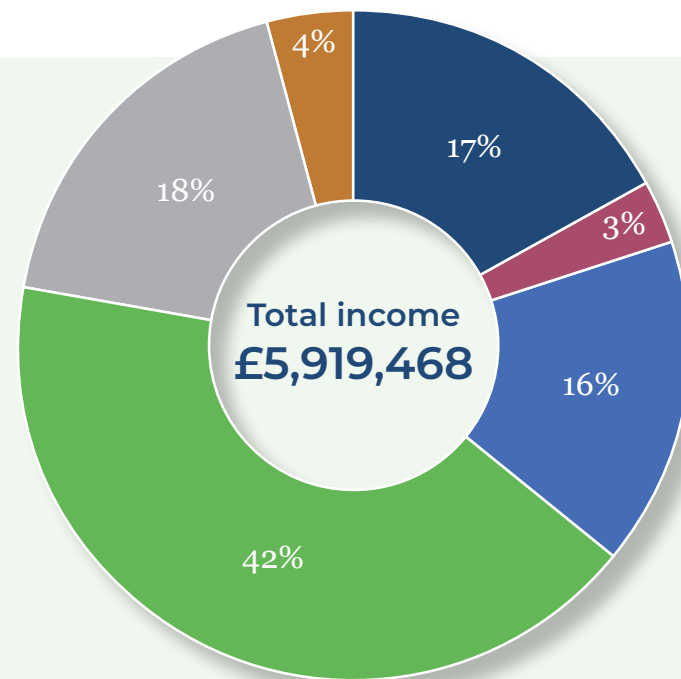
We are enormously grateful for the continued support we receive from the communities we serve.

We raise funds through individuals, Weston Hospicecare lottery, companies, trusts and grants, Community (events, schools, churches, organisations, sports clubs, groups of friends), and Gifts in Wills.

Gifts in wills represents 16% of total income and we will continue to encourage all our supporters to consider leaving a gift in their will.



Only **18%** of our overall income comes from the NHS.



Thank you

Our shops

This year, we opened our Superstore. It opened in February 2022. We also opened the North Worle store which is the largest store that the hospice has opened to date and this has significantly increased the income, with a net income of £134k in its first eight months of trade. We have started to explore new avenues for retail, including holding a successful Kilo sales, which allowed us to sell items at a much greater profit than selling to the rag merchant.

Last year, our shops raised £2.47 million and the total net contribution to our hospice for 2022-23 was £687k. We have a continued focus on gift aid, where an extra 25p goes to the hospice through each £1 raised. Whilst we have seen a huge improvement over the last twelve months on both sales and sign ups we are aware there is still room to grow this. We will also continue to focus on internal auditing and will be looking to implement a new processing system.





Looking ahead

Every year, the need for hospice services increases and Weston Hospicecare will continue to rise to that challenge by further improving and expanding our facilities and services.

In 2023/2024, the main focus is the transformation of our Day Services. We will create a therapeutic environment that is clinically practical yet has the feel and appearance of entering a wellness space or sanctuary.

It will be homely, yet modern and appeal to younger adults who are an increasing part of our patient cohort.

As part of the changes, we will be able to offer inpatient clinics, which help with holistic care, pain relief and podiatry.

The new Day Services will also see a boost to the enrichment activities we can offer, and hope to include a computer café, cookery class and an evening pub quiz. These will be available to patients, their friends and family.

Importantly, the day services will move from being three days a week to five days a week, meaning support will be available from Monday to Friday for patients and their loved ones.

Finally,

Our sincerest thanks go to everyone who has supported us this year. Your contribution, whatever that may be, time, goods or money, will have made a difference to the lives of patients and their families from within this community.

“I want to thank everyone for looking after my wife so well. The care, kindness and respect shown to her is much appreciated. As for myself, I found it a very humbling experience and a privilege to meet such a dedicated and compassionate team of people. You should be very proud of the work you do.”

Family member of an In-Patient, March 2023.

Marie and Phil's Story

I like to remember Phil as the man he was before he got cancer. He would've wanted that. He made people happy, wherever he went. Phil had been complaining about a bit of pain in his stomach. The following month he went to the doctors about it and a week later, he was diagnosed with terminal bowel cancer, it had spread everywhere.

It hurt so much to see him fall into depression. He spent most of his time in bed, breaking down. That was until Jenny Chapman, our hospice Community Nurse got him into the hospice In-Patient Unit. He needed their help to sort his head out. The IPU team cared for Phil in a way no others ever could. Their care covered us like a warm blanket. We were in a loving environment, surrounded by experts in wellbeing, mental and physical health.

It was there that we met Jen Wakefield, the Family Services Manager. She helped Phil find some light in the darkness. We really mattered to everyone at the hospice. There is nothing they wouldn't do to help us. Even John Bailey, the Director of Patient Services, came to visit Phil. They had a man-to-man chat. I have no idea what was said, but it made the world of difference and Phil came home.

Phil did have chemo and that helped for a little while, but then things got bad again. When Phil was in hospital, they realised his liver was failing and he was sent to oncology. There were Covid restrictions, which meant he'd been there, alone, for five days. I didn't want him to die there, all alone.

I called Jenny who arranged for an ambulance to take him to the hospice. He was so relieved to go there. The little things make such a difference during those precious last days and hours. There was a pull down bed for me in his room. I was fed, hugged and there was never a shortage of tea and coffee. Phil's friends were able to visit to say their farewells. But it was watching the kids say goodbye that broke my heart.

The love and care of the hospice was all around us. The housekeepers, nurses, therapists and doctors are the most wonderful people you could ever meet. They made me feel so supported and did anything and everything to make it the best it could be. I don't know how anyone could cope without the hospice.



John Bailey,
Director of Patient Services

Just five and a half months after diagnosis, Phil died with his mum and me by his side. He was 41. I stayed with him for a while, kissed him, and went home so I could be there for when the boys woke up.

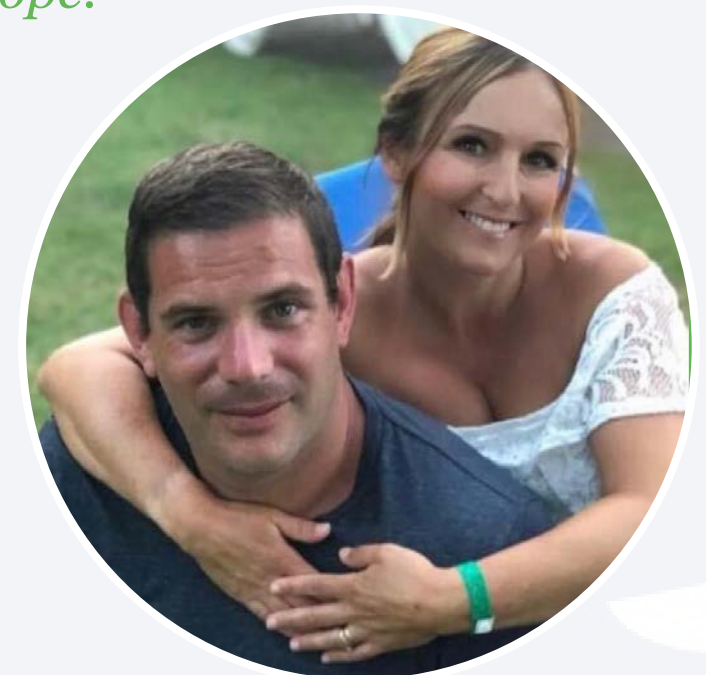
I talk about Phil every day. The boys have had bereavement counselling with Kirsty, Child and Young People Counsellor at the hospice. They always come out smiling. Phil's mum is having on-going Bereavement Support from the hospice. And I know they are there for me if ever I need them.

I've been busy fundraising for the hospice with Phil's friends and family. We've done all sorts and most recently the Moonlight Walk. It was lovely to be surrounded by other ladies who were raising money in memory of their loved ones.

And now I have the opportunity of saying thank you. Because without the support of the hospice I would not have been able to cope.



Marie, Phil and the boys



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