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Message from the Chairman

Malgwyn Davies



“

The year ebbed and flowed dictated again by the rhythm of the pandemic. We commenced the year with similar trepidation to the previous year but with a little better idea of what to expect in terms of the vagaries of the pandemic. We now had well defined policies and practices for providing services with the safety of all our patients, staff and volunteers in mind. We were determined to maintain as far as possible all our services and make the best use of new technology to ensure continuity. Sadly we had no option but to suspend opening our day centres for a period of time because of the risks involved of spreading the disease to vulnerable people.

”

Whilst we were confident about service delivery generally, we were particularly concerned, as ever, with the financial health of the organisation. Even though we were aware that some help may have been forthcoming from central and devolved government, we remained vigilant about fundraising. Whilst I must praise St David's staff for their continued enterprising approach, I have been genuinely humbled by the way our volunteers and the public generally have rallied around and been so magnificent in providing their invaluable support.

We have managed to maintain our services by delivering to our patients AND their families our quality services, ending the year in a fairly strong financial position and well placed to weather any future storms. I must place on record my appreciation for the contribution that all our volunteers, employees, including the Senior Management Team, and the

Board of Trustees have made which has contributed to the year's successful outcome.

In this my last full year in office, I cannot let the moment pass without stating that it has been an immense privilege to have been part of such a wonderful and clearly much loved organisation for fifteen years, nearly twelve of which as Chairman. The support received from the community at large is testament to the esteem in which St David's is held. I am constantly reminded of the full extent of this high regard when I am given the opportunity to read extracts from the many letters of appreciation received from family members, often I might add with a tear in my eye.

I wish St David's Hospice Care, in all its many facets, all the very best for the future.



Our Mission Statement

To provide and continue to develop a free and comprehensive specialist palliative care service of excellence throughout the unitary authorities of Caerphilly, Monmouthshire, Newport and Torfaen and within certain areas of South and Mid Powys, for people, their families and carers, facing a progressive life-threatening illness which is no longer curable.

This service recognises the needs of the whole person and is given in co-operation with other agencies. Furthermore, we aim to provide an educational resource using the special expertise and skills of St David's Hospice Care.



Message from the Chief Executive

Emma Saysell



Dear friends,

2021/22 presented the hospice with new issues to confront whilst we all tried to gain some normality. The pandemic brought new challenges for us, especially in retail, fundraising and the care of our patients.

Some of the uncertainty over our financial stability was soon addressed by Welsh Government and we are sincerely grateful to them for all their support and understanding. Without doubt, a positive outcome from the pandemic is the increased partnership working we have developed with the Welsh Government and the NHS.

As the country re-opened, we were able to resume services such as day hospice and increase face to face therapies. Although the past two years brought many difficulties, we are keen not to lose what we have learnt during the pandemic and are now using digital platforms in various guises to benefit patient care.

We were thrilled to restart our fundraising events and they were a great success. It was so lovely to see friends and supporters of the hospice all joining in together to raise vital funds for patients and their families.

Our shops had worked tirelessly during the year responding to necessary restrictions as they came and went – I would like to sincerely thank all the staff and volunteers for all their support and flexibility.

This year was our Chairman's last full year in office and I would like to thank him for his tremendous support and commitment to St David's Hospice Care. His twelve years in office have seen a dramatic change in service provision and I would personally like to thank him for the wise counsel he has given over the years, along with his unfaltering encouragement and dedication to St David's Hospice Care.

Finally, I would like to thank our Board of Trustees for their guidance and vision, the Senior Management Team who constantly give over and above of themselves and all the wonderful staff and our committed and enthusiastic volunteers.

How we Started

In 1979, Heulwen Egerton, a nurse tutor at Newport's Royal Gwent Hospital set up the Gwent Hospice Project Group. The group was made up of like-minded individuals who were concerned at the lack of palliative care available to the people of Gwent. In its first year of operation, St David's cared for six patients.

Services available from St David's Hospice Care:

- Clinical Nurse Specialists in Palliative Care, attached to designated GP practices
- Hospice at Home service - 24-hour nursing care at home
- Family support
- Social workers
- Welfare rights advisors
- Complementary therapies
- Unicorn Service - support for children
- Complementary therapy out-reach clinics
- 15-bed in-patient hospice
- Carers groups
- Education service
- 24-hour on-call service
- Specialist equipment loan
- Support for care homes
- Bereavement care
- Chaplaincy
- Music therapy

“There ought to be a place like St. Christopher's Hospice here in Gwent.”

Student Nurses, Symposium on the Care of Dying Patients, 1977.



This is What we Do

St David's Hospice Care is committed to providing bespoke, individual 'free' care for all our patients and their families. We work alongside patients and hope to support them at the most difficult times of their lives.

Our aim is to ensure patients have choice about the care they receive, where they receive it and ensure it's the most appropriate care for them and their family. St David's Hospice Care has been providing community based hospice care for people with cancer or other life-threatening illnesses, and their families, since 1979.

Care is provided to people living within Caerphilly, Monmouthshire, Newport, Torfaen and within certain areas of South and Mid Powys. In June 2013 St David's Hospice Care took over the management of St Anne's Hospice which means that, should the need arise; patients can receive care in the in-patient hospice in Newport.

The need for St David's Hospice Care's services continues to increase year on year and last year more than 3,386 patients and families were cared for by St David's, more than 25 per cent of whom had a non-cancer diagnosis. Last year more than 38,000 hours of care were provided by St David's 'Hospice at Home' service, enabling patients to remain in their own homes if that is their choice. More than 99 per cent of patients who received Hospice at Home care were able to die at home, or usual place of residence (England and Wales average was 47 per cent in 2020).

St David's Hospice Care wishes to provide our patients with real choice about where they receive their care and their place of death and, across the whole service, 75.5 per cent of patients were able to die in their usual place of residence (home or care home) if that was their choice.

Last year, more than 329 families were referred to the Unicorn Service, which enables children to receive additional support at what is probably one of the most difficult times of their lives. St David's Hospice Care is aware that it is vitally important for children to receive appropriate bereavement support. This service is therefore not restricted to children of St David's patients, but referrals can also be made for children who may have experienced the sudden death of a close relative.

Naturally the cost of providing such high levels of care does have financial implications for the charity. In order to raise much needed funds St David's Hospice Care has 37 trading charity shops, a weekly lottery, and organises many fundraising events throughout the year. St David's Hospice Care is indebted to the local community for their on-going support and is sincerely grateful for any financial contributions towards the work of the Charity.





We're Getting There

The last twelve months presented a new chapter in the pandemic which has continued to place demands on the hospice from various quarters.

Welsh Government announced early in the financial year that they would continue with the emergency funding which gave us assurance to continue to offer the same levels of services to patients pre-pandemic.

PPE was supported by Aneurin Bevan University Health Board and our Health and Safety Manager worked tirelessly to ensure plentiful and appropriate supplies.

The clinical teams continued to deliver services within the parameters of Welsh Government guidelines.

In September 2021 we were able to re-open our Day Hospices and by the end of the financial year the Day Hospice was operating normally.

Pressure, however, continued throughout the year with staff sickness and the need to isolate.

Fundraising events by the end of the year were back up and running but retail took more time to recover.

The main focus of the work of St David's Hospice Care is to provide 24-hour supportive palliative nursing care in patients' own homes via our Clinical Nurse Specialists, Hospice at Home team, our In-Patient Hospice, our Day Hospices and to provide support through our Family Support Team.

The Hospice aims to meet this objective by:



Putting patients and their carers first

- Delivering excellent high quality and responsive care, free of charge at the right time and in the right place
- Providing bespoke care that meets the individual needs of patients, carers and their families
- Working with Health Boards and other health and social care professionals to support and care for those who need our service

Striving to be the best at what we do

- Aspiring to always exceed quality standards for all aspects of the care and services that we deliver
- Listening and responding to the needs of our patients and communities to keep them at the heart of everything we do
- Being a developing and learning organisation through evaluating our delivery and sharing best practice

Strengthening our foundations as a charitable organisation

- Making the best use of existing resources to ensure efficiency and effectiveness
- Maximising and diversifying our income generation to fund and develop our services

Engaging with our communities

- Working with and developing mutually beneficial relationships
- Building on and enhancing our excellent reputation and profile
- Being committed to widening access and being inclusive



Looking forward

- Responding and adapting to external influences and changing in a timely manner
- Being innovative and pro-active leaders in our field
- Developing a hospice for the future by always seeking to improve methods and practices

Supporting and empowering staff and volunteers

- Developing a workforce with the skills and ability to deliver our purposes
- Creating a supportive, respectful, listening environment for our valued staff and volunteers



Meet the In-Patient Hospice Team



Rachael Buttweiler
In-Patient Hospice Manager

Where do you work and how long have you worked with St David's Hospice Care & what does your job entail?

My name is Rachael Buttweiler, I am the manager of the In-Patient

Hospice and have been for 8 years. My current job role is to oversee the running of the specialist hospice, manage the team of 35 nursing staff and ensure our patients receive a high standard of care.

What has been a memorable highlight or memory for you over the years working at St David's Hospice Care?

Most memorable highlight for me: is coming to work for St David's, as this

has been the best professional decision that I have ever made as I am happy and thankful every day I work here

What do you do outside work?

Outside of work I look after my family and enjoy socialising.

What three words best describe St David's Hospice Care?

Amazing, caring and outstanding!

What's a typical day for you?

A typical day for myself is to deal with the general running of the hospice, ensure our staffing levels are correct for the needs of our patients, organise admissions and discharges into the In-Patient Hospice, by liaising with the clinical nurse specialists and to support the staff working in the In-Patient Hospice.



Emily Turner
In-Patient Hospice
Health Care Assistant

Where do you work and how long have you worked with St David's Hospice Care?

I have worked in the In-Patient Hospice since 2019.

What does your job entail?

Providing assistance to my patients with hygiene needs, feeding, support with using walking aids and walking with patients. Also ensuring patients that require pressure relief to maintain their skin integrity is given in a timely manner. Performing observations including blood sugar monitoring and reporting back to the registered nurse.

What's a typical day for you?

Following the allocation of patients, I ensure that they all have fresh water, chat with them to see what they would like in regards to hygiene needs if appropriate. Deliver breakfast and assist with feeding if needed and this is replicated at lunch and supper time. Perform observation in readiness for the registered nurse to review. Report to the registered nurse any change in a patient's condition if observed. Maintain dignity with all patients at all times.

What do you do outside work?

Walking my dog, holidays, socialising with my family and friends.

What three words best describe St David's Hospice Care?

Holistic, respectful, compassionate.

What has been a memorable highlight or memory for you over the years working at St David's Hospice Care?

Helping support a patient and his wife in preparation for a wedding that was arranged on special license.

Meet the In-Patient Hospice Team



Karen Pritchard **In-Patient Hospice Sister**

Where do you work and how long have you worked with St David's Hospice Care?

I have worked for St Davids since 2018, initially as a staff nurse progressing to Deputy Sister then subsequently Sister in 2021.

What's a typical day for you?

There is a handover initially to doctors with an overnight patient

update then patient allocation of staff nurses and health care support workers. Liaising with doctors throughout the day regarding any change in treatment plans for patients. Supporting relatives and being a point of contact for all staff, patients, visitors and family.

What has been a memorable highlight or memory for you over the years working at St David's Hospice Care?

Taking part in the Light Up A Life event in December 2021 was very special.

What do you do outside work?

I enjoy spending time with my family and socialising with friends.

What three words best describe St David's Hospice Care?

Compassionate. Caring. Professional.

What does your job entail?

Overseeing the running of the In-Patient Hospice in conjunction with the Hospice Manager. Ensuring that high quality patient care is delivered at all times and also developing and supporting staff.





Paula Slimmon
In-Patient Hospice
Registered Nurse

Where do you work and how long have you worked with St David's Hospice Care?

I have worked in the In-Patient Hospice since April 2021.

What does your job entail?

Delivering high standard of patient care including administration of

medication, meeting holistic needs and also supporting the patient and family during difficult and challenging times.

What's a typical day for you?

Following allocation of patients by the Senior Nurse in Charge, I review my patients and attend to hygiene needs, working closely with healthcare support workers. I report any changes in condition to the medical team. I also prepare and administer all medication including syringe drivers. I support colleagues within the unit and also the patients and their families.

What has been a memorable highlight or memory for you over the years working at St David's Hospice Care?

Helping with preparations for an early Christmas for a patient and their family.

What do you do outside work?

Holidays and walking my dogs. My favourite hobby on days off is going around the charity shops!

What three words best describe St David's Hospice Care?

Caring, compassionate and supporting.

Meet our Volunteers



Jean Woolfall Volunteer

What volunteer job do you do?

I volunteer in the fundraising department and help out with events as well as having the yearly Big Brew event.

When did you start?

I started volunteering in 2012 which is when my husband died.

What's your background?

I am retired and have 3 daughters and 5 grandchildren whom I help a lot, I very much enjoy my sewing as well and during the pandemic I made over 300 masks which all proceeds went to St Davids. I get a lot of satisfaction by helping out.

Why do you choose to volunteer at St David's Hospice Care?

I choose St Davids as they were brilliant when my husband was dying and needed palliative care. They not only helped care for him but they helped sort me out with my finances as well. It's not till you need the service you realise the work that they do. So if I can help in any way I will as they do rely a lot on volunteers.

What do volunteers bring to the charity?

Volunteers are a lifeline to St Davids but also other charities, as they need volunteers very much to continue their good work.





Wendy Gould Volunteer

Fourteen years ago, I walked past Wednesday House in Caerleon, a premises that previously housed an estate agents, and noticed a sign placed in the shop window asking for volunteers for the opening of St David's Hospice Care shop. I thought "I could do that; I would like to give something back."

Fifteen years ago, my Uncle passed away, in the year leading up to his death, his care was laid at my door. His wife was quite frail mentally and

he had no children. I was advised by the GP and Consultant about St David's end of life care. St David's were amazing supporting me with night care for several months before he died. I experienced the same amazing end of life care eleven years ago when St David's nurses assisted me in the care of my partner in our home before he died.

I was the first volunteer at Caerleon Village shop and helped Lucy Hopkins (shop manager at the time) and Jenny (area manager at the time) They trained me in how to use the payment system, how to sort through donations, how to greet customers, how to price and present items. We all have different skills to bring to the team. It was identified that I had a flair for presenting the shop. So, my life as a volunteer had begun.

I feel that we all have different life skills and that we bring them together and share them. Us volunteers don't just work together we socialise together. We celebrate Birthdays, Christmas and other high days. We also get involved in village

activities such as the scarecrow competition. We have made many friends at the shop. We have seen many little ones grow up and old friends pass away.

My volunteer job has filled my life with friendship, fun, a sense of purpose and kindness when I have needed support. I have been lucky enough to have worked with two excellent managers. Lucy Hopkins who left to work at Blackwood Shop. During the past 5 years Emma Hacker has managed our shop.

Emma came to the shop young, shy and not very experienced but has now developed into an excellent, innovative and committed manager who works extremely hard. Emma is also kind and a confidant to some people; I and all our volunteers support her 100%

I for one would be lost without my job.

Our People

President

The Lord Lieutenant of Gwent,
Brigadier Robert Aitken CBE

Vice Presidents

Mr J Capel
Mr R Noble, OBE DL OStJ

Patrons

Mr Adam Jones
Mrs Sian Lloyd
Mr Rick O'Shea

Our Trustees

Malgwyn Davies CStJ (Chairman)
Mrs Margaret Van de Weyer
(Treasurer)
Mrs Judith Child
Dr Chris Gaffney
Mr Michael Hine
Dr John Holland
Mr Jim Thompson
Dame Rosemary Butler DBE
Mr Jeremy Felvus
Dr Robert Bracchi
Reverend Elaine Hills

Meet our Trustees



Our longest serving Trustee, Michael Hine

What is your involvement with St David's Hospice Care?

I am currently a member of the Board of Trustees, which meets every 2 months. There are a number of Committees which feed in to the main board, and I am pleased to be able to assist on the Retail Committee, which supports the comprehensive range of shops sited across the area served by St Davids Hospice Care. These provide the primary source of essential income for the charity, and so are led by a Retail Manager, and staffed by teams of managers, ably supported and assisted by a veritable army of brilliant volunteers.

How long have you been involved?

Some 25 years now.

What do you enjoy about being involved with St David's Hospice Care?

St Davids has continuously been able to pride itself as being a service that is free at the point of delivery. To achieve this aim, I have always believed that any knowledge and experience that I have to offer is equally free and available whenever it is needed. The challenges that the retail world have, and continue to, provide - both through COVID and

now those currently being experienced today - makes it all the more important to maintain a buoyant and exciting experience for the thousands of our shopping customers.

Best memory of being involved with St David's Hospice Care?

There are so many, but perhaps the most memorable was a response to a serious funding need which arose in the early 2000's. Shortly after 9/11, sixteen supporters of St David's boarded a plane at London Heathrow to fly to China to take part in a sponsored 'climb' of several sections of the 'Great Wall'. It was no holiday - rather a very strenuous but fulfilling experience, which resulted in a much-needed major injection of funds for the charity through generous sponsorship of each member of the team.

What are you doing now?

Enjoying a busy retirement in west Wales, whilst still retaining regular contact and involvement with St David's, mainly by way of attending board meetings and volunteering with Rotary colleagues at events such as Newport Fun Runs.

What best describes St David's Hospice Care?

Still one of the area's best kept secrets in some ways - so much of what we do is in a behind-the-scenes supporting role of families throughout our area. Our In-Patient hospice in Malpas is one of the finest in the country, built in answer to an urgent need to provide an invaluable and complementary extension to our well established and respected Hospice-at-Home service.

How did you get involved?

As a result of a close family bereavement in the mid-1990's, for which St Davids provided me some essential support at the time, I wanted to offer my retail and property management experience to help the then management of the small shops division. In time, this role grew and I was privileged to be asked to join the Board of Trustees.



Our newest Trustee, Robin Hall

How long have you been involved?

About 16 years professionally through work and as a volunteer and as a Trustee since 2022.

What are you doing now?

Busy as ever with the day job of Managing Director of Kymin Financial Services Ltd in Newport.

What do you enjoy about being involved with St David's Hospice Care?

It is a privilege to be involved in an organisation that makes such a difference to not only to patients but also to their families at a very difficult time in their lives. Bringing my skills and knowledge of running several businesses to help in the strategic development of the organisation and to help it adapt for the future.

What is your involvement with St David's Hospice Care?

I am a Trustee, sit on the Retail and Fundraising committees as well as being a volunteer.

How did you get involved?

Initially I became involved with St David's Hospice Care through work, but since then, I have helped as a volunteer and taken part in many events over the years, including the Three Peaks Challenge, Monmouth Raft Race and the 10,000 steps a day challenge in May.

Best memory of being involved with St David's Hospice Care?

It has been great to involved in and see the charity evolve and grow from strength to strength over the years, especially to see the opening of the fantastic facilities at Blackett Avenue. My best memory, however, is probably taking part in our first raft race and halfway down the Wye the raft broke up. As a team we had to get to the end either by walking the riverbank or swimming to the finish.

What best describes St David's Hospice Care?

A highly professional and ever evolving organisation that is both caring and supportive to its patients and staff.

The Day in the Life of a Shop Manager



Emma Hacker Shop Manager, Caerleon

I started working for St David's Hospice Care in January 2017 as a mobile manager. After working in several different shops for 6 months I was fortunate enough to become manager of St David's Hospice Cares Caerleon Village shop.

My main role as shop manager is to generate income so that St David's Hospice Care can continue offering their services. This income is achieved through accepting donations, sorting through those donations, presenting the donations, working with volunteers and by having excellent customer service skills.

One of the reasons why I love being a charity shop manager is that there

is no such thing as a typical day. With the never knowing what stock might turn up on a daily basis, it certainly makes my job interesting. Every week we have an extreme range of items donated all the way from designer clothes, gold jewellery and vintage tea sets to broken photo frames, puzzles missing pieces and smelly old socks.

With the help of my volunteers, we sort through all these donations good and bad to ensure that the shop is well stocked and presentable. Without the volunteers the shop wouldn't run. Each volunteer brings their own skills and experience to the shop. As well as the hours they put in helping me create a successful shop they offer me support when a day has been challenging, wisdom, friendship, laughter and most importantly cake!

I cannot thank the team of volunteers that I have enough. We as a team have managed to increase the shops takings since I first started there 5 years ago.

I don't just see myself as a charity shop manager. Working in, what we call ourselves the hub of Caerleon, I go above my job description. I am a tourist guide, a coffee shop recommender, a giver of dog treats, a friendly and sympathetic ear, a seamstress, a caller of taxis and even a fashion advisor.

Caerleon is a special place to work. There is a real sense of community which we at the charity shop are at the heart of.

Update from St David's Chef



Paul Evans Chef

Where do you work and how long have you worked with St David's Hospice Care?

I work as a chef in the Blackett Avenue kitchen and help with the daily running of the cafe. I have been with SDHC for just over a year having joined in August 2021.

What does your job entail?

Menu planning for the week ahead, buying all the fresh produce and ingredients, preparing and cooking a three-course meal for approximately 10-15 Day Hospice patients each day.

Buying and overseeing the daily running of the In-Patient Hospice café. Preparing buffets for special events such as the St David's AGM and the Queen's Platinum Jubilee celebrations.

What's a typical day for you?

I arrive at work at 7.30am to start preparing the food. Day hospice patients are provided with breakfast on arrival which can range from a fruit platter and homemade toasted current loaf to pastries and cereals. Lunch preparation then begins with the starter served at around 12.30, followed by the main course at 12.50 and dessert at 1.15pm. Then it's time to clean everything up!

What has been a memorable highlight or memory for you over the year working at St David's Hospice Care?

I've enjoyed meeting different people, staff and patients. Being my own boss in terms of being able to plan menus and buying quality fresh ingredients.

The feedback I have received on my food from the patients has been really positive and I like to hear what's been enjoyed so I can prepare it again.

What do you do outside work?

I enjoy gardening but with a new grandson (10 months old) and another grandchild on the way (due November), three daughters and a son, most of my spare time is taken up with family get togethers and barbecues.

What three words best describe St David's Hospice Care?

Approachable, Caring, Compassionate

I spent 26 years working in the armed forces (Royal Navy), I have found the perfect job at St David's Hospice Care.

Fundraising

Every year we are extremely grateful for all support that we receive, in order to support St David's Hospice Care. This year it has been great to see 'real' life events returning after the virtual substitutes during the pandemic.



Newport Half Marathon (A)

Although the 2021 Admiral Virtual City of Newport Half Marathon was a great success it was lovely to be back in the City Centre this year. The atmosphere was buzzing and everyone enjoyed an amazing morning, raising lots of money for the Hospice.

Kate reaches new heights for Hospice Care and one of our Clinical Nurse Specialists (B)

Kate recently took part in a Charity Skydive and has currently raised over £800, you can support her effort here if you feel you would like to contribute towards her fundraising effort.

Well done Kate from all at St David's Hospice Care.

St Pierre Ladies Captains Day tee'd off nicely (C)

Hilary Matheson is this year's ladies Captain and we were grateful to be her chosen charity to support this year. Hilary particularly wanted the money raised at Lady Captains Day to go towards the work of the Children's Bereavement Project, also known as the Unicorn Service which is run by St David's Hospice Care.

A great day of golf was had by all who took part. Pro Golfer Liam Bond also gave up his time to tee off the 18th Hole for anyone who wanted to donate £5 to make sure he got them a good score. Hilary will continue to support the hospice throughout the year and there will be more fundraising to come.

Coleg Gwent (D)

Coleg Gwent ILS Department in Ebbw Vale would certainly give Alan Sugar something to talk about with their latest enterprise. The "pop-up" retail shop which is solely run by the staff and students of the ILS department have been working hard to set up, stock and run their very own retail shop.

The shop is made up of nearly new goods and sold to students and staff on the campus. They open every Wednesday and everyone gets a chance to play a role in making the shop a success. From cleaning the goods, stacking and displaying, sales and balancing the money are all ways in which the students are learning the basics of enterprise. They also have a tuck and smoothie shop running alongside which is proving popular. All money raised will go towards the work of St David's Hospice, as Coleg Gwent's chosen charity in 2021/2022. In the 3 weeks they have been open they have raised over £300.

Ashleigh from Gilwern Primary School (E)

Ashleigh from Gilwern Primary School, Year 4, took on a mighty challenge by climbing 3 local Mountains totaling 25 miles in 11 hours - a huge challenge for an 8 year old to undertake!

Ashleigh completed this task to raise money for the schools fundraising drive for St David's Hospice as part of Gilwern "Around the World".

We had the pleasure of presenting Ashleigh with a certificate for raising an amazing £650 and hearing all about the great fundraising the school are doing.

The Bluebelles Fundraising Group (F)

"We are very proud to keep on fundraising in memory of Jackie and Steve. We really can't thank all our supporters enough. It has been really difficult during the pandemic and we have had to cancel a few events. We managed to do Christmas and Easter Raffles with people paying online. Also, last year, we had coffee mornings outside in a garden, for a few people.

"We have set ourselves a target of raising £80,000, with no timescale. We are running an Easter Raffle at the moment and hopefully we will be having a quiz night in June. We have held quiz nights, music nights, walks, raffles and coffee mornings to raise the funds.

"We're thrilled that we have reached the milestone of £75,000 for St David's Hospice Care and just know Jackie would be very proud of what we have achieved in her and Steve's name."

Trustee Jim Thompson, of St David's Hospice Care, said:

"I and everyone at the hospice continues to be astounded at the tremendous work Bluebelles have put in to raise £75,000 for the hospice. I know Jackie and her dear son Steve would have been thrilled to bits and very proud of their momentous achievement. It's amazing what the Bluebelles have done. Thank you for all your very hard work."

Fundraising

South Wales Car Show 2021

Sponsored by St. Joseph's Hospital

The inaugural South Wales Car Show, took place in August 2021. The event saw over 200 cars and 3000 attendees. The day was a mixture of various vehicles on display including Supercars, commercial, vintage, car clubs, motor cycles and much more.

As well as cars we offered something for the whole family including bars, street food, kids corner, live music, entertainment, craft stalls and local produce.



Kolor Dash

Sponsored by Western Power Distribution

The Kolor Dash is a fun 5k run, walk or jog around Tredegar Park, Newport with the added touch of brightly coloured powder paint and entertainment provided by our different stations on the route.

Stations

- Powder paint
- Foam
- Water
- Glitter (Biodegradable) for the first year ever!
- As well as having music along the way and at the start/finish line



The Acorn Dalmatian Bike Ride 2021

Sponsored by Acorn Recruitment

With a rolling start at the Caerleon Cricked Pavilion, heading out into Gwent. There were 5 routes available, ranging from 10 miles to 58. The annual bike ride took place in August 2021. The riders head back to The Priory in Caerleon for a family finish festival, with music good food and a lot of fun.



Patient Story: The Rees Family



Our mum was diagnosed with Oesophageal cancer in October 2020 and heartbreakingly passed away in March 2021. We cannot thank St David's Hospice enough for the support they showed to us as a family, but most importantly to our mum. They allowed her to retain control of her life, right up until her last moments, and that is something that we will all be, and we know mum was, forever grateful for.

We decided to do a family fun day fundraiser at the local rugby club in Caldicot in September 2021. We wanted to raise money for Ochre, the oesophageal cancer research charity – as if we had known the symptoms/ there had been better equipment locally to be able to assess the cancer, mum's cancer may have been caught sooner and we may not have lost her. But we also wanted to raise money for St David's Hospice – the care, kindness and support that our mother received from the staff of the hospice and community was second to none.

In total we raised a whopping £7,917, much more than we could have dreamed of but an amount that we are so grateful for. We are so happy that we have been able to raise almost £4,000 for each of these fantastic charities, we just hope that this money can go towards helping other families that are going through the horrible situation that we have been through.

Thank you again St David's Hospice, we are forever grateful.

Patient Story: Wariars Carys



Carys was our beautiful, strong, honest, funny, and truly inspirational friend who in the midst of the first lockdown in 2020 was diagnosed with Stage 4 bowel cancer. We were unbelievably proud of her positive mind-set and her determination in continuing to live her life fully.

It's so hard when someone close gets a cancer diagnosis, there's a desire to do something useful while never fully being able to comprehend what that person

is going through. Sadly, it's something that a great many of us has experienced.

What we do know about is the importance of friendship and standing side by side no matter what life throws at us. We've a long history of support, laughter and love over a lifetime of friendship and this is stronger than ever as we supported one of our best friends as she faced the big C head on.

So, our mission was raise awareness for bowel cancer and to raise vital funds for 2 charities that were dear to Carys' heart - Awyr Las based in North Wales, and St David's Hospice Care in South Wales, both of which provide local cancer care and rely on fundraising to continue their fantastic work.

We walked from Anglesey, where we all grew up and met at school, to Bettws Newydd - where Carys lived with her husband and 2 girls. A total of 144 miles were walked and Carys was so happy to see us finish the challenge and was so proud of the money raised, however sadly she passed away soon after. Carys was a truly remarkable person and she will forever be in our hearts.

How We are Funded

All our care is provided **free of charge**. However it costs **£12,700** every single day to provide that care.

The Hospice receives funding from the NHS and The Welsh Government to support our work. The Hospice augments this public funding with donations from the general public, legacies and grants from trusts.

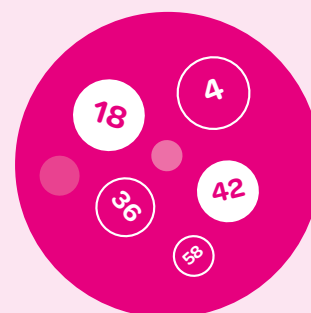
In addition the Hospice operates three core fundraising activities:



Running a network of charity shops



Organising fundraising events



Operating a lottery

In 2021/22 the Hospice was able to reopen its shops and begin trading again. We were able to run some fundraising events on a limited basis. The Hospice received income from the Job Retention Scheme to support furloughed employees and continued to receive substantial emergency support from Welsh Government.

How Funds Can be Spent

£32

will provide a patient with a relaxing complementary therapy session

£89

can provide a bereaved relative with much needed support from our Bereavement Team

£132

funds a patient's visit to our Day Hospice providing a friendly and comfortable place to meet and gain support from others

£140

pays for a Clinical Nurse Specialist to visit a patient and their family twice a week to help stabilise their symptoms

£225

provides one night of Hospice at Home care allowing relatives to have a peaceful night's sleep

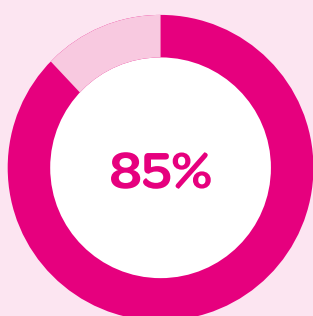
£495

pays for one nights care in our in-patient when patients need it most

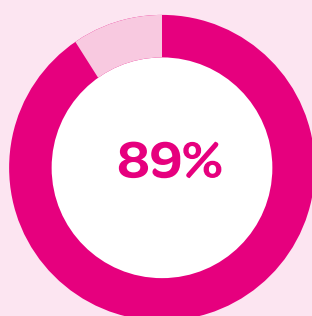
£1,100

pays for a syringe driver to help manage symptoms in a comfortable way.

Clinical Statistics



On average, **85%** of patients died in their preferred place (2020/21 88%)



On average, **89%** of patients were cared for in their preferred place (2020/21 91%)



2,227 calls were received by our on-call out of hours service (2020/21 – 1,742)

Clinical Nurse Specialists (CNS)

3,386 patients helped this year (2020/21 – 3,455)

2,095 new referrals (2020/21 – 2,143)

Hospice at Home Service

38,440 hours of Hospice at Home care (2020/21 – 48,137)

Family Support Team

695 Bereavement Team sessions (2020/21 – 710)

329 families referred to Unicorn, the children's bereavement service (2020/21 – 236)

In Patient Unit

208 Admissions (2020/21 – 195)

16 Average length of stay (2020/21 – 15)

57 % Average bed occupancy (2020/21 – 52%)



It's a very relaxed environment. The staff are wonderful – they take the time to explain things and go the extra mile. Please keep doing what you're doing. ”

In-Patient Hospice Feedback

Annual Review Finance

This Annual Review which includes summarised financial statements comprises extracts from the Trustees' Report, a Statement of Financial Activities and a Balance Sheet for the year ended 31 March 2022 but it is not the full statutory financial statements. This Annual Review has not been externally scrutinised and may not contain sufficient information to allow for a full understanding of the financial affairs of the Hospice.

The full financial statements from which the summarised financial statements were derived were approved by the Trustees on 28 July 2022 and were subsequently submitted to the Charity Commission.

Our auditor has issued an unmodified report on the full financial statements and on the consistency of the Trustees' Report with those financial statements.

Copies of the full financial statements, including the Trustees' Report and the Auditor's Report, may be obtained from the Hospice's website or the Charity Commission's website.

Statement of Financial Activities 2021/22

	Unrestricted funds 2022 £000	Restricted funds 2022 £000	Total funds 2022 £000	Unrestricted funds 2021 £000	Restricted funds 2021 £000	Total funds 2021 £000
Income						
Donations and legacies	1,756	125	1,881	1,877	59	1,936
Charitable activities	2,815	94	2,909	3,529	-	3,529
Other trading activities	3,772	-	3,772	1,823	-	1,823
Investments	37	-	37	28	-	28
Other	98	-	98	1,721	-	1,721
Total income	8,478	219	8,697	8,978	59	9,037
Expenditure						
Raising funds	3,233	6	3,239	2,792	-	2,792
Charitable activities	4,452	185	4,637	4,579	48	4,627
Total expenditure	7,685	191	7,876	7,371	48	7,419
Net gains / (losses) on investments	-	-	-	102	-	102
Net income	793	28	821	1,709	11	1,720
Transfers between funds	8	(8)	-	6	(6)	-
Net movement in funds	801	20	821	1,715	5	1,720
Reconciliation of funds:						
Total funds brought forward	14,387	48	14,435	12,672	43	12,715
Total funds carried forward	15,188	68	15,256	14,387	48	14,435

Balance Sheet 2021/22

	Group 2022 £000	Group 2021 £000	Charity 2022 £000	Charity 2021 £000
Fixed assets				
Tangible assets	8,472	8,632	8,614	8,776
Investments	1,627	610	1,627	610
	10,099	9,242	10,241	9,386
Current assets				
Stock and work in progress	58	47	5	2
Debtors	1,520	2,376	1,581	2,419
Cash at bank and in hand	4,239	3,355	4,230	3,354
	5,817	5,778	5,816	5,775
Liabilities				
Creditors: Amounts falling due within one year	619	525	617	523
Net current assets	5,198	5,253	5,199	5,252
Total assets less current liabilities	15,297	14,495	15,440	14,638
Creditors: Amounts falling due after more than one year	41	60	41	60
Total net assets:	15,256	14,435	15,399	14,578
The funds of the charity				
Restricted income funds	68	48	68	48
Unrestricted income funds	15,188	14,387	15,331	14,530
Total charity funds	15,256	14,435	15,399	14,578

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Find us on:



Bringing care home

Registered Charity Number 1010576

St David's
Hospice Care

