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## Message from the Chairman

Jim Thompson



I was extremely pleased to take over as Chairman of St David's Hospice Care in October 2022 having been involved in the charity since 2001 as a Trustee. There have been many changes during my time as Trustee over the years, but the changes have always been focussed on improving service provision and patient care. I feel incredibly proud to have been a part of that journey and to now be writing my first 'Message from the Chairman' for the 2022/23 annual review.

The challenges from the Pandemic began to ease during 2022/23 but there were still some consequences for the Hospice. With the dedication and commitment of staff and volunteers, however, St David's Hospice Care continued to deliver excellent patient care and to raise the vital funds to enable the services we offer to patients and their families. My sincere thanks go to all our staff and volunteers who contribute to the provision of all our services, every individual is such an important part of the hospice.

I feel very involved in the Hospice through my work as Trustee and now as Chair and also through volunteering in the In-Patient Hospice Café two days a week which allows me to see first-hand the amazing work of our staff and volunteers.

I really enjoy visiting the retail shops and feel each shop is so important to help raise the vital funds needed to deliver all the services offered by St David's Hospice Care. I also enjoy the range of community events arranged by the fundraising team and am always keen to be involved or help out whenever I can. A small team who achieve so much, again helping to raise the funding that enables St David's to offer important services to patients and their families.

**Finally, my thanks to the Board of Trustees for supporting my appointment to Chairman and for all their continued dedication to the Hospice.**



## 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



We have had a very busy year at the Hospice caring for nearly 3,500 patients and families throughout the year. We welcomed our new Chair in October 2022, Mr Jim Thompson, who has a long and dedicated association with the Hospice and will steer us over the coming years to achieve our aspirations and goals. Our Board of Trustees is made up of dedicated volunteers who are committed to ensuring the safe and effective running of the Hospice, I am grateful for their continued support.

I am constantly impressed and humbled by our amazing staff who all work so hard to achieve the very best care for our patients, each of them giving that bit extra of themselves to make the Hospice what it is today. Our staff are supported and encouraged through our wonderful volunteers who give so much, day in day out. Their support is priceless.

During the year we have focussed on the well-being of our staff and volunteers and have asked them what they feel would help the and, where possible, we have changed the way we do things on a day to day basis.

The Hospice is committed to learning at every opportunity to use feedback to improve our care. We know that our care is delivered at a very difficult time for people and we are pleased that families share their experiences with us – These are a few comments received:



The staff in the in-patient hospice have been amazing, so caring and professional.

Our CNS was always at the end of the phone and called when we needed, she went above and beyond. All the nurses were amazing and I can't thank you all enough.

The Hospice at Home service is just brilliant, it meant Dad could be at home right until the end.

The bereavement support offered was excellent and has made a real positive impact on me as I have had to deal with the loss of my wife. The advice was clear, well thought out and incredibly helpful.

The Unicorn service has been of great help. It has enabled us to explore areas of my daughters difficulty in dealing with her emotions which, in turn, helps for a happier, more stable, family environment.



**I am personally very grateful to everyone associated with St David's Hospice Care and want to express my sincere thanks to everyone. We look forward with excitement and passion to the next five years as we strive to improve the care we give to patients and families.**





# 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 unit
- 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 3,498 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 34,000 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. 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 2022).

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, 69.0% 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 370 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 36 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 principal objective of the Hospice is to provide palliative and end of life care to those who need us in South East Wales. The Hospice currently provides its care to Caerphilly, Monmouthshire, Newport, Torfaen and in South & Mid Powys.**

The Hospice provides a specialist, multi-professional palliative care service in community, Day Hospice and in-patient settings.

The main focus of our work 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 Unit, our Day Hospices and to provide support through our Family Support Team. The Hospice aims to meet this objective by:

### 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

### 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

### 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

### 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

### 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

### 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





Priority	Outcome
Continue with retail redesign focusing on sustainability, maximising income and working efficiently.	 This has been partially completed but further redesign will move into 2023/24.
Further develop the Hospice at Home team, being innovative to increase recruitment.	 Partially achieved. Further work is required to maximise recruitment and retention.
Continue to develop the skill mix within CNS team and In-Patient Unit.	 Achieved.
Extend family support services to meet the growing demand/complexity of our patients and families.	 Achieved
Invest in our digital/online presence.	 Partially achieved. New website achieved, further work ongoing.
Work with Welsh Government to increase funding to voluntary hospices.	 Partially achieved.
Drive forward the inspection process for hospices in Wales.	 Partially achieved. Work continues on this
Develop a three year education plan.	 Achieved.







## Meet the Staff



**Paula Jacobsen,**  
Hospice at Home  
Registered Nurse

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

I have worked for St David's Hospice Care since April 2020 as a Hospice at Home Registered Nurse.

My role is to provide palliative and end of life nursing care to terminally ill patients in their own home environment, supporting their family and carers in caring for their loved ones.

**What's a typical day for you?**

At approximately 3-3.30pm I receive my allocated patient via an email from the Clinical Services team, supplying me with all the details of the patient I am visiting that night. I reply to confirm I have received it.

I email the patient's Clinical Nurse Specialist for a handover. I also contact the District nursing team looking after the patient informing them that I shall be providing Hospice at Home care to their patient overnight. I enquire whether there have been any updates or changes.

I ring the patient or their family between 6-7pm to introduce myself and inform them I shall be arriving at approximately 10pm.

I check my Sat-Nav to give me a vague idea of the travel time so I know what time I have to leave home.

When I arrive I log into my lone worker safety device, giving my name, job title, location and amount of time I am expected to be on shift. I introduce myself to the patient and family if present and have a general chat which includes further updates, concerns, issues, patient and family's wishes and preferences.

I am shown around and read the St David's, District Nurses and care provider notes to ensure I am familiar with my patient's care needs.

I tend to sit in the same room as the patient so I can closely observe them, maintaining their safety, assessing and attending to any care needs they may have throughout the night. I document all care I have provided to the patient in the St David's nursing notes.

At the end of my shift I update the family and leave the patient safe in their care. I log out of my lone worker safety device and send update emails to the CNS, CNS on call, Nurse In Charge and Clinical Services Team. I ring the DN team to give a verbal update.

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

One memorable highlight that stands out for me is being asked to care for a gentleman whose wish was to die at home. He was discharged from hospital with very complex care needs. The multidisciplinary team working was seamless and to be part of this was an honour and a privilege.

**What do you do outside work?**

On my days off I have my grandson to help with childcare for my daughter to work. I also enjoy going to our caravan and socialising when I can.

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

CARING; COMPASSIONATE; SUPPORTIVE "Simply The Best"

**"I was very impressed when the Hospice at Home arrived and spent time talking to mum, asking her how she was. It showed me how much she cared about who she was looking after, and making them feel special and valued – however difficult things are."**

**Patient family feedback**

# Meet the Staff



**Mary Jackson**  
Hospice at Home  
Qualified Nurse

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

I have worked for St Davids for 10 years, I am one of the contracted

Powys nurse which covers a large rural area, which sometimes makes travelling and communication very difficult, especially in winter months. I also help out in the day hospice (Usk House) in Brecon.

When I receive my call for the night I contact the District Nurses for an update on a patient's condition, where they live and if it is difficult to find or any other concerns about pets or accessibility to the home.

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

Having St Davids nurses in Powys has allowed so many patients to be nursed in their own homes and to die with dignity and love with the support from family and District

Nurses. When a patient dies and the family say thank you, you know you have done a good job, as their memories are that their loved ones died a peaceful death.

**What do you do outside work?**

I live in a beautiful part of the country, I enjoy walking and I go to aqua aerobics at least twice a week.

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

I would describe St Davids as caring, compassionate and supportive to not only the patients but their families as well, I'm very proud to say that I am a St Davids hospice nurse.



**Jodie Dervin**  
Day Hospice

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

I've worked in the Newport Day hospice since September 2022. I'm a Healthcare Assistant so I assist the patients with their needs, whatever they may be, during the course of the day.

**What's a typical day for you?**

The role feels very much like an activity co-ordinator as there are a lot of organised activities. The patients arrive and have breakfast, and have a chat with each other. There is usually a morning activity arranged such as an exercise class, a quiz or something with arts and crafts.

Patients are served a three-course lunch with a beverage of their choice. There is then an afternoon activity before the patients start to leave around 3.00pm.

Day Hospice welcomes patients on a Monday, Wednesday and Thursday. Patients tend to come for around 12 weeks then they are reviewed to see if they would benefit from additional days, this then gives other patients the opportunity to attend.

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

I think the patients are inspiring, everyone is positive and there is a really nice atmosphere in Day Hospice. I've learnt cancer doesn't necessarily mean death.

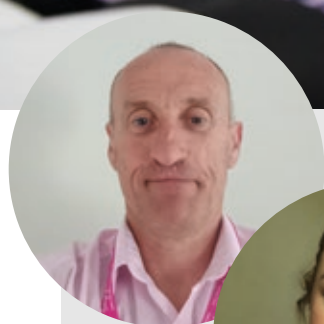
**What do you do outside work?**

My family tend to take up most of my free time. I have 3 boys, the youngest of which is 3 years old, and two step children so we have a very busy but happy house.

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

Fantastic. Inspiring. Understanding.





## Zoe Cox and Jim McGuinness Welfare Rights Team

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

I (Zoe) have been working within the Family Support Team as one of the Welfare Rights Advisors for the last 2 years. Jim has worked for St David's for 8 months.

**Zoe:** Our role in St Davids entails maximising patients benefit income. We know that finances are very important when someone is suffering from a life limiting illness and can often cause hardship. Many people must reduce hours, take time off sick or give up work completely. This does not just

include patients, but often family members, including those who become carers. Our role is to try to reduce the financial worry and support patients and families who are being affected. Illnesses and disability can often cause additional costs, such as transfer back and forth to hospital or extra heating bills. We are here to look into benefits that will help towards these added costs.

### What's a typical day for you?

**Zoe:** A typical day for us is working our way through referrals, carrying out assessments to see what benefits, grants or reductions may be available to the patients. We then assist with benefit applications and/or grants such as Attendance Allowance, Pension Credit and MacMillan grants.

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

**Zoe:** Working as part of the Family Support Team is the overall highlight for me, it's such a great team consisting of many valuable services needed for patients under

the hospice's care. A special memory for me whilst working at St Davids took place in my first week here. I spent a day in the community with a CNS which showed me first-hand the amazing work they do.

**Jim:** Having only worked at St Davids for a short time my highlight has been an insight into the work and care that is everyday occurrence in the hospice.

### What do you do outside work?

**Zoe:** Outside of work I enjoy spending time with my family and friends, reading and drawing.

**Jim:** I enjoy spending time with family and also enjoy cycling and kayaking no matter what the weather!

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

**Zoe:** Supportive, Compassionate and Peaceful

**Jim:** Open, Empathetic and Enthusiastic

# Meet the Staff



**Andrea Bond**  
Senior Nurse

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

After qualifying in 1989, I worked on an acute medical ward followed then by a number of years in a palliative care unit. I came to St David's Hospice Care 21yrs ago working in the Caerphilly borough as a Clinical Nurse Specialist in

Palliative Care. My role is also that of Team Manager where I support and manage the Caerphilly team of Clinical Nurse Specialists. I have recently progressed to a Senior Nurse role which I will be commencing soon.

**What's a typical day for you?**

A typical day for me involves visiting patients (and their families) at home. I would be providing holistic care, ensuring that I address any pain/symptom control issues, emotional wellbeing and social and practical needs. Following patients up via the telephone also takes place during the day, in addition to liaising with GP's and other health care professionals alongside referrals to other appropriate services.

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

Too many to mention but here is a few:

- Seeing the in-patient hospice being built
- Watching my son complete the half marathon to raise funds for St Davids
- Working alongside a fabulous team of nursing and clinical staff who strive for the same outcome
- Assisting in the organisation of a wedding of a poorly patient at home
- Making a difference.

**What do you do outside work?**

I enjoy cooking, trying new recipes (or made up ones), spending time with my family is very important to me, socialising with friends and growing my own salad ingredients and vegetables.

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

Empathetic, Respectful and Dignified.







## Gwen Harries CNS

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

I am the Team Manager and Clinical Nurse Specialist working in the borough of Torfaen. I have been working for St Davids for 24 years and have worked in Newport, Caerphilly and Monmouth teams before moving to Torfaen. Prior to joining St Davids I worked in an inpatient hospice in south east London.

### What does your job entail?

My job involves managing a community caseload of patients, mainly within their own homes, but also in the care home setting and in County Hospital which is where we have our office and also the Day Hospice. My role is to support

patients and their families where there is a diagnosis of a life limiting condition. I co-ordinate care and ensure that referrals are made onto other members of the health and social care teams. I am the named nurse for five GP surgeries and this ensures a close working relationship which leads to the provision of high quality care to our patients.

I also am involved in education and teach on the Palliative care course for both qualified nurses and Health Care Assistant from a wide range of nursing establishments, this course runs twice a year. I also run a monthly lunchtime education group for District Nurses within Torfaen.

### What's a typical day for you?

A typical day for me entails starting at the office in County Hospital where I ring patients and families to see how they are coping and whether there are any areas of concern which I can help with. From these calls, I will then visit patients either at home, care home or in County Hospital and carry out a full assessment but also allow the patient and their families time to talk about their concerns and about the future. Time spent with a patient at an early stage builds a strong therapeutic relationship.

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

A memorable event for me was winning a national award for my work with a local care home. I was nominated by the care staff whom I had been working alongside. I felt great pride to accept this award and to represent St Davids Hospice Care. My second memorable event was the opening of the In-Patient Unit. I feel so proud to work for a charity who always keep the patient and their families as its priority and to then be able to offer such a calm, high quality environment at such an important time in the patient's life.

### What do you do outside work?

Outside work I live with my partner and our three year old border collie who keeps me very active. We love to walk and explore new areas. I enjoy watching live music and eating out.

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

Patient-centred  
Inclusive  
Passionate

# Meet our Volunteers



## Maggie Gregory Volunteer

### What volunteer job do you do?

I volunteer one day a week in the IPU café.

### When did you start?

I started when the IPU was built, back in 2017. Since then my son has finished university and I now have a grandchild who turned one years old in August.

### What's your background?

This was my first volunteering role, I still work part-time as a hairdresser. I've brought up three children and spend a lot of time travelling as we have a place in Spain we visit throughout the year.

### What do volunteers bring to the charity?

For me, it's about having someone to listen to over coffee and cake. A friendly face, welcoming people to the café.

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

I had a friend that worked for St David's who mentioned they were looking for volunteers. At the time I had empty nest syndrome as my youngest child had just gone off to university and a spare day on my hands.





"The hospice is such a lovely, peaceful place where you have time to think and reflect about things in life, my care was exceptional."

#### Patient feedback



#### Gill Passey Volunteer

##### What volunteer job do you do?

I volunteer on reception every Tuesday at Blackett Avenue.

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

My mum was helped by St David's Hospice Care a long time ago and it was very beneficial for us all. I know that the services offered are wonderful and not only clinical and nursing care, but services that support the whole family on an ongoing basis.

##### When did you start?

January 2022.

##### What's your background?

I worked in accounts for a long time and brought up my family, I have two grown children. I have always

volunteered my time in various ways. At the moment, as well as volunteering for St David's Hospice Care I also help out at my local food bank one morning a week.

##### What do volunteers bring to the charity?

I feel when you volunteer your time, it benefits both you as an individual and the charity. You get to meet other people and you feel like you are giving something and the charity benefits from your time and the skills you can offer.

## Our People

#### President

The Lord Lieutenant of Gwent,  
Brigadier Robert Aitken CBE

#### Vice Presidents

Mr J Capel  
Mr R Noble, OBE DL OstJ  
Mr Malgwyn Davies OBE CStJ  
Dr R. Lurvey MBE

#### Our Trustees

Mr Jim Thompson (Chair)  
Mrs Margaret Van de Weyer  
(Vice Chair)  
Mr Robert Tovey (Treasurer)  
Mrs Judith Child  
Dr Chris Gaffney  
Mr Michael Hine  
Dr John Holland  
Dame Rosemary Butler DBE  
Mr Jeremy Felvus  
Dr Robert Bracchi  
Reverend Elaine Hills  
Mr Robin Hall

#### Ambassadors

Baron Touhig of Islwyn and  
Glansychan  
Mr J. Over QPM, CPM, DL

#### Patrons

Sian Lloyd  
Dr Rick O'Shea  
Adam Jones

# Meet our Trustees



## Jeremy Felvus

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

Apart from sitting on the board I serve on the clinical governance committee, looking to assure the highest standards of care provided in our various clinical services. I also volunteer to help out wherever I can at our fundraising events. Volunteers are always needed and the fundraising team are very flexible and helpful in finding jobs and times that I can fit in with.

### How did you get involved?

I'd known the previous chair for some years and when he heard that I was retiring from full time work and looking to help out with a charity, he suggested with my background in the health sector St David's would be a good fit – he was proved right!

### How long have you been involved?

Since 2017.

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

I really enjoy the discussions at the board and clinical governance meetings, where I feel my experience is valued and that I'm making a positive contribution to the provision of such high quality care. It's also the place where we receive patient and carer feedback on services. The positive feedback is hugely motivational and the (very) occasional criticism valuable in our role in assuring the quality of services. Feedback is a gift!

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

I enjoy all my interactions with the hospice, but the most fun is often when out on the road, directing customers in or participants along the routes for running and cycling. The appreciation and banter makes me smile and the effort more than worthwhile.

### What are you doing now?

Just gearing up to start back teaching in the new term, but still making time for grandfather duties, gardening, dog walking and progressing my latest passion, learning to fly.

### What best describes St David's Hospice Care?

Dedication to the highest standards of care for people who are vulnerable and in need.







## Dame Rosemary Butler DBE

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

I have been a Trustee since 2016 and I am also a member of the Caerleon Support Group

### How did you get involved?

I was a Member of the Welsh Assembly and I was involved in helping find the new site for the Newport Day Hospice and office building. After that I was also involved in negotiations with Newport City Council regarding the in-patient hospice build. When I retired as an Assembly Member I became a Trustee of the Board and I am also the Chair of the Health and Safety Committee.

### How long have you been involved?

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

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

It's very special when I hold, or attend, an event and people want to talk about how they have benefitted from the care offered by St David's Hospice Care, whether that was in their own home or in the in-patient hospice.

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

I don't think there is just one best memory, I feel that overall when St David's is mentioned, people smile and are grateful for the care and support that has been extended to them or someone in their family.

### What are you doing now?

I am currently knitting monkeys for the third Magic Garden even in Caerleon, in aid of St David's Hospice Care, I have the responsibility

of being in charge of the money tree. This event is taking place on 7th September.

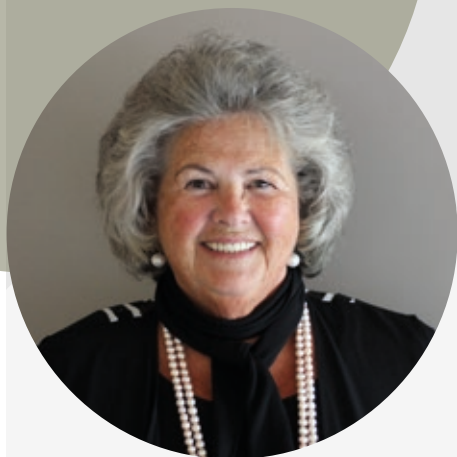
### What best describes St David's Hospice Care?

St David's Hospice Care is non-judgmental in their approach to providing support and care to patients, and their families. They provide services which are so worthwhile and needed. The people who work for St David's Hospice Care are so committed and I hold them in the highest regard.

**"The nurses were extremely helpful and respectful. They listened to both mum and I with compassion and understanding"**

**Patient family feedback**

## Meet our Trustees



### Judith Child

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

My involvement with St David's Hospice is being a member of the Board of Trustees and Chairman of the newly formed Income Generation Committee (which considers fundraising and retail matters), also organising a support group in Caerphilly in order to promote the amazing work St David's does, along with some fundraising.

#### How did you get involved?

I became involved in 2004 as a result of a friend of mine telling me about St David's. It was explained to me that St David's was a charitable organisation that helped people to stay in their homes who were terminally ill. The organisation provided palliative care to patients and helped families and carers who were facing life threatening illnesses. The Day Hospice also gives patients the opportunity to come along to meet other patients experiencing similar situations and to take part in our wide range of activities whilst giving their carers a day of respite.

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

I feel very privileged to be involved with St David's. The staff are extremely professional and care very much about the patients. They provide comprehensive, palliative care to patients who are facing life threatening illnesses, and their families and carers.

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

I have many 'best' memories of being involved with St David's, one I recall was the opening of Blackett Avenue. It was such an improvement on the old offices for staff and the new Day Hospice provided first class facilities. Patients could receive complementary therapies, there were poetry sessions, word games, movement sessions and art therapies. The Day Hospice also gives patients the opportunity to come along to meet other patients experiencing similar situations and to take part in our wide range of activities whilst giving their carers a day of respite.

#### What best describes St David's Hospice Care?

St David's Hospice Care is a caring, well-run organisation that gives patients options to be cared for at home or to be looked after in the in-patient hospice.

## Book Launch

Gwent women living with secondary cancer have published a book of their poetry and writings to shine a direct light on the lives of younger people living with the terminal condition.

The four writers; Seren Haf Grime, Rachel Woods, Lorraine Burroughs and Jill Davies, pooled their developing talents to create *Staying Alive: A Book of Hope*. The book is dedicated to a fourth writer, Charlene Evans, who died during its writing.

A book launch was held at St David's Hospice Care on Friday 3rd February 2023. The book was launched by former Archbishop of Canterbury, Dr Rowan Williams, at St David's Hospice Care, Newport, with readings and a discussion.





# A Day in the Life of a Fundraiser



## Beth Harrington Events Fundraiser

**I started with St David's Hospice Care in October 2018 as a Community Fundraiser, not having had any previous fundraising experience. I had, however, completed a degree in Events Management four years earlier, which helped me quickly pick up my own events and I haven't looked back since!**

People ask me a lot 'What does your typical day look like?' in all honesty, there is no such thing as a typical day! Every single day is completely different, we sometimes joke that you couldn't write it. I think that's why I enjoy it so much, it's never boring!

Generally, like most jobs I am directed by what has arrived into my email box over-night, I usually start

with answering and actioning them, and then crack on with specific tasks I've set myself, whether that is event marketing, launching events or working on the latest campaign, for example.

Preparing for an event takes a lot of time, each event is different and requires a completely different set up whether that may be a run, bike ride or a car show and it's generally never the same. I start off with a detailed 'pack list' of what needs to be packed ready for each section of the event. For example, the start/finish would require gazebos, tables, registration paperwork, and then which vehicle to pack in to is considered which makes the most logistical sense.

It gets tricky with the bike rides where we also have 'feed stations' out on the routes. For the Dalmatian Bike Ride or The Tour De Gwent, for

example, each route has around 5 feed stations, where the riders can stop for a drink and a snack mid ride. We then have to think about the logistics linked to this, how many riders go through each stations, what snacks they want, how much water do we need and who will be manning these stations. A lot of planning and thinking on the spot is involved in the organisation of these events, but there's something quite special to be a part of an organisation that offers such an incredible service.

**Without the help of our Event Volunteers, we would be unable to host any events. We rely on volunteers indefinitely, and could not be more grateful for the time and the effort that they put into helping us.**

# Community Fundraising



**Host your own community fundraising event!**

[stdavidshospicecare.org/events/community-events](https://stdavidshospicecare.org/events/community-events)

## 1. 54321 Charity Bike Ride

54321Cymru Charity Cycle Challenge is an annual Charity Bike Ride that is organised by a small group of hard working volunteers led by Hayley Morton who has been a fabulous supporter of our work for many years. In early 2023 they set off to Majorca, backed by their awesome sponsors Tiny Rebel and Whitehead Building Services who offer matched funding & unrelenting support for all riders who support many good cause charities.

We would like to thank the team for allowing us to be one of their charities and also thank our riders: Jan, Sally, Graham & Jack who raised some fantastic funds.

## 2. Risca Support Group

Our Risca Support Group came on to our Newport Day Hospice. It was a time for reflection on their fundraising activities of over 40 years together with service updates from us and where we plan on going in the next five years.

Founded just after St Davids was founded in 1979 the group now has 16 members who work tirelessly, not

only to raise vital funds but spread the word of what we do.

## 3. Mon Motors Group Support

Big thank you to the Mon Motors Group (Newport Ford) who continue to support us by providing a van free of charge to our Health & Safety Officer (Wayne).

Wayne visits all our Hospice sites together with our 38 Charity Shops.

## 4. Phil Bessant Accountants Ltd

£80,000+ in their fundraising A Gwent accountancy firm's support for a local hospice has added up to many thousands of pounds over the years. Phil Bessant Accountants chose to support Newport-based St David's Hospice Care as its charity of the year.

And over the past few years the colleagues have raised a phenomenal £82,435.95 through staging an ingenious array of fund raising events and roping in friends family and clients along the way. Phil Bessant, who at one stage was locked up as part of a fundraising stunt, said: "We wanted to support

the local community and in particular a charity that was not directly related to personal benefit and so we decided to support St David's Hospice Care.

## 5. Ayjay Group

We were grateful to be selected by the AYJAY Group as one of their Charities of choice. Their initial target of £7,500 target was smashed with the final total being over £18,500.

### Fundraiser Highlights

- 1) CB Refrigeration's David Harwood celebrating his Great Ayjay Bake Off victory
- 2) The Ayjay team getting into the festive spirit with a Christmas jumper day
- 3) Managing Director Andrew Hall was all smiles during his Veganuary Challenge!
- 4) DJ Boy Griff put in a mammoth effort during his 9 hour Decks on the Decking event in July
- 5) Members of the Ayjay Group family with the beautifully branded Robin Reliant.



# Our Fundraising Events



## 1. Kolor Dash Newport

The Kolor Dash Newport was once again staged at Tredegar Park, on 29th April 2022. Kindly sponsored and supported well by National Grid. We welcomed over 500 participants all eager to get covered in paint powder, along with foam and water. Foam cannons were hired in externally, along with the fire department coming along with their truck to provide the water.

The event is loved and supported really well by the local community.

## 2. South Wales Car Festival

The car show took place on Sunday 15th May 2022. The event was kindly sponsored by St Joseph's hospital along with Motorpoint.

The event saw a range of over 500 vehicles, including supercars, vintage and military. We welcomed around 3000 guests to the racecourse. Each year the event continues to grow and expand.

## 3. Dalmatian Bike Ride

On 11th June 2022 the 10th annual Dalmatian Bike ride took place, sponsored by Acorn by Synergie. Due to the 2021 event taking place in August due to COVID regulations, this meant that this event took place just 10 months after the previous year.

## 4. Murder Mystery

The murder mystery was a brand new event for us, it took place on Friday 10th March 2023 at The Parkway in Cwmbran. A company (actors) were hired in to tell the story of the murder. The room was at capacity of 150, it was something completely different to any of the other dinners we have organised previously.

## 5. The Admiral City of Newport Half Marathon

Our Admiral City of Newport Half Marathon made a smashing return to the city of Newport on Sunday March 5, with thousands of runners

taking part in the event supporting the fundraising efforts of the Hospice.

More than 1500 runners descended on to the city centre for the race with friends and family lining the streets to cheer on loved ones. It was a crisp and cold spring morning, the city centre was buzzing with activity and music in the build-up to the 9am race.

Friends and family came together to support good causes and to enjoy the experience of running a half marathon.

## 6. Tour de Gwent

A fabulous event with over 450 cyclists taking part over 5 routes. A big thank you to all riders and sponsors as well as St Cadoc's Hospital for kindly allowing us to use the site for our start & finish.

# How We are Funded

All our care is provided **free of charge**. However it costs **£13,500** 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.

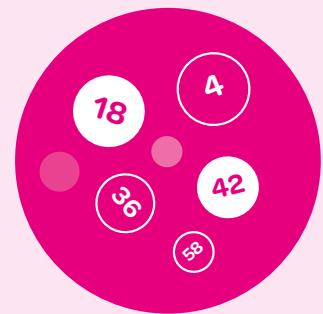
**In addition the Hospice operates three core fundraising activities:**



**Running a network of charity shops**



**Organising fundraising events**



**Operating a lottery**

# How Funds Can be Spent

**£35**

will provide a patient with a relaxing complementary therapy session

**£95**

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

**£314**

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

**£440**

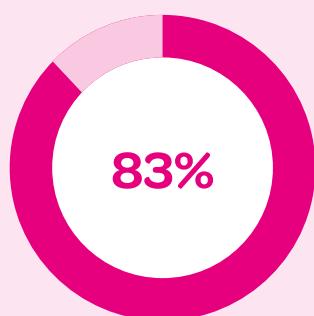
pays for one nights care in our in-patient when patients need it most

**£1,100**

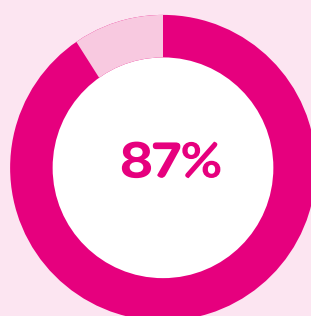
pays for a syringe driver to help manage symptoms in a comfortable way.



# Clinical Statistics



On average, **83%** of patients died in their preferred place (2021/22 85%)



On average, **87%** of patients were cared for in their preferred place (2021/22 89%)



Out of Hours – **2,498** calls were made out of hours (2021/22 – 2,227)

## Clinical Nurse Specialists (CNS)

**3,498** patients helped this year (2021/22 – 3,386)

**2,118** new referrals (2021/22 – 2,095)

**14,744** patient visits

## Hospice at Home Service

**34,452** hours of Hospice at Home care (2021/22 – 38,440)

## Family Support Team

**810** Bereavement Team sessions (2021/22 – 695)

**371** families referred to Unicorn, the children's bereavement service (2021/22 – 329)

## In Patient Unit

**255** Admissions (2021/22 – 208)

**13** Average length of stay (2021/22 – 16 days/nights)

**60%** Average bed occupancy (2021/22 – 57%)

## Student Placements

**2** Social work Students (80 and 100 day placements respectively)

**2** Ordinands (Student Ministers) – 3 Hours each

**12** Third year Nursing Students (8-12 week placement incorporating In-Patient Hospice, Family Support Team and Community CNS teams)

**7** Paramedic students (1 week placement each incorporating Community CNS, In-Patient Hospice and Family Support Team)

# 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 2023 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 27 July 2023 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 2022/23

	Unrestricted funds 2023 £000	Restricted funds 2023 £000	Total funds 2023 £000	Unrestricted funds 2022 £000	Restricted funds 2022 £000	Total funds 2022 £000
<b>Income</b>						
Donations and legacies	3,121	45	3,166	1,756	125	1,881
Charitable activities	2,463	37	2,500	2,815	94	2,909
Other trading activities	3,934	-	3,934	3,772	-	3,772
Investments	102	-	102	37	-	37
Other	11	-	11	98	-	98
<b>Total income</b>	<b>9,631</b>	<b>82</b>	<b>9,713</b>	<b>8,478</b>	<b>219</b>	<b>8,697</b>
<b>Expenditure</b>						
Raising funds	3,400	11	3,411	3,233	6	3,239
Charitable activities	4,814	116	4,930	4,452	185	4,637
<b>Total expenditure</b>	<b>8,214</b>	<b>127</b>	<b>8,341</b>	<b>7,685</b>	<b>191</b>	<b>7,876</b>
<b>Net income before gains / (losses) on investments</b>	<b>1,417</b>	<b>(45)</b>	<b>1,372</b>	<b>793</b>	<b>28</b>	<b>821</b>
Net gains / (losses) on investments	(143)	-	(143)	-	-	-
<b>Net income / (expenditure)</b>	<b>1,274</b>	<b>(45)</b>	<b>1,229</b>	<b>793</b>	<b>28</b>	<b>821</b>
Transfers between funds	10	(10)	-	8	(8)	-
<b>Net movement in funds</b>	<b>1,284</b>	<b>(55)</b>	<b>1,229</b>	<b>801</b>	<b>20</b>	<b>821</b>
<b>Reconciliation of funds:</b>						
Total funds brought forward	15,188	68	15,256	14,387	48	14,435
<b>Total funds carried forward</b>	<b>16,472</b>	<b>13</b>	<b>16,485</b>	<b>15,188</b>	<b>68</b>	<b>15,256</b>



## Balance Sheet 2022/23

	Group 2023 £000	Group 2022 £000	Charity 2023 £000	Charity 2022 £000
<b>Fixed assets</b>				
Tangible assets	8,444	8,472	8,584	8,614
Investments	2,530	1,627	2,530	1,627
	<b>10,974</b>	<b>10,099</b>	<b>11,114</b>	<b>10,241</b>
<b>Current assets</b>				
Stock and work in progress	165	58	-	5
Debtors	2,758	1,520	2,912	1,581
Cash at bank and in hand	3,375	4,239	3,366	4,230
	<b>6,298</b>	<b>5,817</b>	<b>6,278</b>	<b>5,816</b>
<b>Liabilities</b>				
Creditors: Amounts falling due within one year	766	619	746	617
<b>Net current assets</b>	<b>5,532</b>	<b>5,198</b>	<b>5,532</b>	<b>5,199</b>
<b>Total assets less current liabilities</b>	<b>16,506</b>	<b>15,297</b>	<b>16,646</b>	<b>15,440</b>
Creditors: Amounts falling due after more than one year	21	41	21	41
<b>Total net assets:</b>	<b>16,485</b>	<b>15,256</b>	<b>16,625</b>	<b>15,399</b>
<b>The funds of the charity</b>				
Restricted income funds	13	68	13	68
Unrestricted income funds	16,472	15,188	16,612	15,331
<b>Total charity funds</b>	<b>16,485</b>	<b>15,256</b>	<b>16,625</b>	<b>15,399</b>

**St David's Hospice Care**

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Find us on:



*Bringing care home*

Registered Charity Number 1010576

