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Message from the Chairman

Jim Thompson



This is my second message as Chair since taking over in October 2022 and I continue to feel as proud of the Hospice as I did when I first became involved with the Hospice in 2001 as a Trustee.

The information contained within this Annual Report demonstrates not only the range of services that the Hospice offers and the number of patients, and families, supported but it notes the individual differences the Hospice makes to real people. There is only one chance to get end of life care right and St David's Hospice Care strives to make this right for each and every patient.

There were challenges to face in 2023/2024 which have been widespread challenges for other hospices, charities, businesses and the wider public. The energy crisis now appears to have stabilised but the cost of living crisis continues to have an impact. Despite these challenges, thanks to the ongoing generous support of Welsh Government, Local Health Boards and our supporters, St David's Hospice Care ended the 2023-24 financial year in a positive financial position.

I believe being in this positive position is also due to the strong leadership and guidance of the Senior Leadership Team. I extend my thanks and gratitude to them all for their ongoing vision and development of the Hospice.

I would also like to thank every staff member and volunteer for their contribution to the work of St David's Hospice Care. Every single person plays an important role in the overall organisation to ensure patients, and their families, receive the highest standard of palliative and end of life care.

Finally, my thanks to the Board of Trustees for their unwavering dedication to the Hospice and all the Volunteers and the friends of St David's Hospice for their tremendous ongoing support, without which we could not provide the services we do.



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, colleagues and supporters,

The last year has presented some very tough economic challenges for everyone; the energy and cost of living crisis has had implications for our patients, their families, businesses, our staff and for the Hospice as a whole. At the end of the financial year we were so very grateful for some additional funding from The Welsh Government, to help us with our ongoing financial challenges. We were delighted to receive a visit from the now First Minister, Eluned Morgan, in her role as Cabinet Minister for Health and Social Care. It was a fantastic opportunity to discuss the impact St David's Hospice Care is having on palliative and end of life care in South East Wales.

During the year, even with the financial pressures, we have always kept our patients and their families at the forefront of everything we do. Our community nursing services, which includes our Clinical Nurse Specialists and Hospice at Home Service, has provided thousands of hours of care to ensure patients are cared for at home, if that is their wish. Our community nursing services are also well supported by our Day Hospices, Complementary Therapy Team and our Family Support Team. During the year we have continued to work closely with Aneurin Bevan University Health Board to maximise the use of our In-Patient Hospice which offers a very special environment for those who choose to be

admitted to the Hospice. We are also working closely with Powys Teaching Health Board to extend our Hospice at Home service in Mid and South Powys.

In the Summer of 2023, the outdoor space of the Hospice was further enhanced by the wonderful communal garden, uniquely designed for patients and their families. This idea for the garden came as a result of an 'away day' for the nursing staff in the In-Patient Hospice who felt a new garden area could add an enhanced therapeutic element for relaxation.

We simply could not do everything that we do without the support of our dedicated Board, staff, volunteers, businesses, sponsors and fundraisers. The financial challenge remains very real and we are looking very carefully at how we are going to meet this going forwards. The amazing and inspirational way in which people in the community we serve fundraise for the Hospice is quite incredible; whether that be arranging events, holding coffee mornings, donating monthly or volunteering in one of our shops.

Finally, I would like to reiterate my heartfelt thanks to every single person who plays a part in supporting St David's Hospice Care. However big or small our contribution, collectively we make up St David's Hospice Care.



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

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



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

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 2017 we opened a brand new, purpose built 15-bedded in-patient hospice, but most of our care is in the community in patients own homes.

The need for St David’s Hospice Care’s services continues to increase year on year and last year more than 3,400 patients and families were cared for by St David’s, 40 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. 99% 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, 67% 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 340 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 relieve sickness and pain among persons who are suffering from any chronic or life-threatening illness in England and Wales. The Hospice currently confines its work 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.

In early 2024 the Hospice launched the new Strategic Plan for 2024-2029 with the following aims to meet the above objectives:



1

Extend our care to diverse communities - particularly those who may not access palliative and end of life care services, but also to include those non-cancer patients who may feel the Hospice is unable to offer them care and support

To do this we will:

- Continue our work with representatives and leaders of under-represented groups who would benefit from palliative and end of life care to make St David's Hospice Care a service for everybody
- Build on the work we have already started, welcoming and accessing our seven priority groups
- Identify and care for patients who may need additional support
- Talk more about death and dying in our communities, dispelling myths about hospice care and what we do

2

Strengthen our collaboration with partners and together share learning and expertise to widen access to hospice care

To do this we will:

- Ensure we are involved in shaping palliative and end of life care for our community
- Further develop our education and training plan to extend our reach and share knowledge and expertise
- Engage further with our colleagues in Primary, Secondary and Tertiary care to ensure every patient who needs our support is referred to our service

3

Our dedicated staff and volunteers are the backbone of our hospice. We want to look at current and future workforce to ensure we have people who can deliver our goals

To do this we will:

- Talk to our staff and volunteers to understand their priorities and challenges
- Identify areas that need modernization and will improve efficiency, for example, whole organisation clinical notes system
- Identify new ways of working and identify new roles to support clinical innovation, promote work-life balance and recognise individuals who work for us

4

To further invest in our hospice services that support people in their choices at the end of their lives, particularly focussing on our Hospice at Home service

To do this we will:

- Offer patients equal access to services, where possible, irrespective of geography
- Offer increased flexibility of our care to include more support during the day
- Explore expanding our Hospice at Home team coverage at night
- Maximise the utilisation of beds in our in-patient hospice
- Support families who are caring for loved ones with palliative and end of life care needs, focussing on individual patient choice and wishes

5

To ensure income generation and NHS income matches growth in activity and operational costs

To do this we will:

- Be transparent with Welsh Government and the NHS as to impact, reach and value of hospice care
- Develop relationships with Local Authorities with regards to our social care provision and children's services
- Maximise income from our retail department
- Deliver new fundraising initiatives focusing on community fundraising and targeted events

“The Hospice at Home service was absolutely amazing. The level of understanding, care and support was beyond all of our expectations.”

Patient family feedback

Meet the Staff



Sara Martin,
Children and Young
Person Support Worker
(Unicorn Service)

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

I feel very honoured to have been working in the Unicorn team since January 2023. I'm based in St David's head office but spend most of my day travelling to different schools in our area. My role is to

support children and young people who have a special person in their life who is seriously unwell or have had someone special who has died and they're struggling to cope. My role is to help them in their journey, whether it's helping make sense of what is happening, or supporting them to learn new skills of how to cope with their loss.

What's a typical day for you?

My typical day usually begins in the office before I head out to appointments with children and young people, working directly with them. I use creative and practical ways that can help them to express their feelings in their grief and help them learn new skills of how to cope with their loss. My day can also include meeting parents/ guardians to discuss their concerns for their children and offer support with conversations that are proving to be very difficult. I'm back in the office at the end of the day to reply to enquiries regarding referrals to the service, check emails and prepare for the following day.

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

My most memorable moment so far is being nominated and shortlisted for The UK Charity Awards and attending the event in London. Also, hearing how the service has positively impacted the children and young people we work with is very rewarding.

What do you do outside work?

Outside of working in St David's, I'm trying to learn Welsh which is something I've wanted to do when I had more time. However, my spare time is limited because I love spending time with my four grandchildren and I'm hoping to renovate a house with my husband this year.

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

Inspiring, Compassionate and Supportive.

Our People

President

The Lord Lieutenant of Gwent,
Brigadier Robert Aitken CBE

Vice Presidents

Mr R Noble, OBE DL OStJ
Mr Malgwyn Davies OBE CStJ

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
Mr Donald Waters

Ambassadors

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

Patrons

Sian Lloyd
Dr Rick O'Shea
Adam Jones



Meet the Staff



Nicola Wall
Healthcare Support Worker IPU

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

I have worked in the IPU since August 2021. My job entails providing a high standard of care to the

patients and offering support to patients and their families during difficult times.

What's a typical day for you?

A typical day for me begins with handover. After handover and being allocated patients I assist with any needs of the patients. I assist with hygiene needs, mealtimes, carrying out observations and blood glucose monitoring, ensuring the patients have regular pressure relief and notifying the nurse if I observe a change in the patients condition.

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

A memorable highlight for me is coming to work for St David's. After being in my last position for 20 years I was worried I would regret my decision. However coming to work

at the IPU is the best decision I have ever made and I feel privileged to work here.

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

Amazing, Compassionate, Respectful

"I found the bereavement support helped me to cope and see a way forward at a very difficult time in the life of my family."

Patient family feedback



Meet the Staff



Lisa Mullen
HR Manager

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

I work in the HR team and have been with St David's for 10 years. Within the team we look after all aspects of the employment journey from initial recruitment to support with training and development to helping staff complete their retirement applications. One of the best parts of the role is employee relations and developing a good rapport with all the staff and volunteers.

What's a typical day for you?

The tasks vary on a day-to-day basis which makes the job so interesting. The first task of the day is to check

through any new emails to see what queries we have.

There are a number of regular checks we do around checking and updating personal records, recording professional qualifications, renewing DBS checks, issuing contracts, recording and filing annual appraisals, updating staff training records and management of sickness/holidays so that we can provide relevant reports to managers when needed.

Recruitment of new members of staff is a key role in HR and carrying out all the checks is important to ensure we hold all the required employment details.

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

Seeing and hearing about how our services and our staff have helped families when they are going through one of the most difficult times in their lives. St David's often receive Thank You letters from families expressing what our care and involvement has meant to them and it is lovely to know that our care and support has such a positive effect. I feel so honoured to be part of such a wonderful organisation.

What do you do outside work?

I enjoy spending time with my family and friends. Having grown up in Pembrokeshire, I am a big fan of being by the sea. My family are keen on sailing, we have always enjoyed outdoor activities. We often go camping on weekends and head out to the local beaches for a bit of body boarding and a bag of chips on the sea front.

We have an energetic little dog called Daisy who loves long walks so we are always trying out new parks and woodland walks with the children.

We also love travelling so in the holidays we try and head across to Europe or further afield to explore different countries. I've been a member of a local wine club for a few years so I enjoy trying local food and wines when out on my adventures.

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

There are so many words that come to mind as St David's Hospice means so many different things to everyone but in my own experience of the charity I feel they offer Compassion, Comfort and Friendliness at a time when people need it most.



Meet our Volunteer



Ceri Crossland Volunteer

What volunteer job do you do?

Complementary therapist. I do reflexology and the Bowen Technique and also foot health so can assist patients who need their toe nails to be cut.

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.

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

I started volunteering nearly 20 years ago just after I first qualified. A friend of mine was involved with St David's at the time and encouraged me to come along and I love it, I can't imagine not volunteering here now.

What's your background?

I worked in the hotel and catering industry originally but became interested in complementary therapy when I had children. I trained in reflexology and worked at this for around 10 years then trained in the Bowen Technique.

The Bowen Technique is a hands-on, gentle complementary therapy that can help with troubling aches and pains.

I could see that elderly patients were having trouble getting their toe nails cut so I trained in that too about 8 years ago.

What do volunteers bring to the charity?

Volunteers bring lots of different skills and qualities. I remember doing reflexology on one gentleman who was a bit reluctant but wanted a few minutes away from pain. He went to sleep whilst having the reflexology so it's nice to help people to relax and enjoy a nice treatment, to have something to look forward to.

St David's feels like a very special place to be, everyone is friendly and it's a lovely place to work. I work for myself full-time so it's nice to feel a part of the team when I'm at St David's.

Meet our Trustees



Dr Robert Bracchi

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

I am a trustee of St David's Hospice

How did you get involved?

I was invited to joint by Malgwyn Davies retired Chairman of the Board of Trustees

How long have you been involved?

Since 2019.

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

As a general practitioner I was very grateful for the help and support for my patients provided by St David's Hospice so supporting the work of St David's Hospice now is a way for me to return their help.

The nurses provide care and support to the patients and their family, they are a trusted source of information on the latest terminal care guidelines and procedures both for the patients and the general practitioners and they are in regular contact with the patients' consultants who they can access for quick advice on the patients' treatment.

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

The pride in reading the letters of thanks from families and hearing the Welsh Minister of Health speaking at the Welsh Assembly about the wonderful care St David's provides.

What are you doing now?

I currently work as a Medical Advisor to the All Wales Therapeutics and Toxicology Centre that acts as a secretariate for the All Wales Medicines Strategy Group that appraises medicines for use in Wales and developed guidelines to ensure medicine optimisation in Wales.

What best describes St David's Hospice Care?

I believe that the role of the hospice is integral to the care the NHS provides. It provides solace to people when they need it most.

A Day in the Life of...

Ruth Jones Clinical Services Office Manager

I have worked for St Davids Hospice Care for 22 years starting in April 2002 as a Clinical Services Administrator. Prior to this job position I was aware of St Davids Hospice Care as fundraising regularly took place in my parent's pub.

Customers always spoke highly of the wonderful care received from St David's Hospice Care for their loved ones.

My role is managing the Clinical Office, which includes a fantastic & supportive administration team. We all co ordinate the Hospice at Home service, entering referrals for new patients, answering telephone calls, collating data for reports for Senior Managers, and any general admin tasks as required. All these roles are very rewarding.

My passion is the Hospice at Home service and I enjoy the challenge of finding nurses for very poorly patients enabling families to keep their loved ones at home.

The Hospice at Home team comprise of qualified and unqualified nurses



who provide night care for patients and their families overnight thus ensuring patients can remain at home during their last days of life.

A lot of planning is involved in the organisation of the clinical office but there's something quite special to be a part of an organisation that offers such an incredible and supportive service.

Reverend Elaine Hills

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

After a career in nursing and latterly as an Anglican cleric, I was nominated by Bishop Richard Pain to the Board of Trustees in 2017.

How did you get involved?

St David's Hospice Care helped me at the time of my husband's death in 2009 so I have been honoured to be part of this incredible group of people. Apart from serving as a Trustee I support the fundraising team as a member of Caerleon Support Group.

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

Being involved at any level brings a sense of doing something worthwhile and I try to encourage others to have any input they feel comfortable with.



"Thank you to all the doctors and nurses who took such loving care of our Dad and our family. We were so pleased he managed to spend his last days in such a beautiful, peaceful place."

Patient family feedback

Couple fund a St David's Nurse



In June 2023, following a £10,000 donation to St David's Hospice Care, Wayne and Tracy Phillips also agreed to pay a hospice nurse's salary for two years – as a thank you for caring for Wayne's mother, Jean Phillips.

Cardiff-based strategic planning consultant Wayne thanked their nurse, Faye Russell-Jones, for her 'fantastic' work - adding that the news that his mother was dying had been 'devastating'.

He said: "Thankfully the GP suggested we contact St David's Hospice Care and from the moment nurse Faye walked through our door our lives, especially that of my mother, changed forever. We were frightened; we were scared. We knew we needed help and didn't know which way to turn. We'd been worrying, stressing that we were doing things wrong and that mum was suffering even more as a result. We both feel lighter now, calmer, knowing that we did everything that we possibly could for Jean."

"Over the time Faye was with us we became firm friends and my mother who could be quite stubborn and very uncooperative, especially if she didn't take to a person, almost immediately warmed to Faye. It was as if a light had gone on. Super Faye, as we call her, was fantastic. She took immediate control of the situation. We were blown away with the level of care, the empathy, the compassion and professionalism of Faye and her team".

Our thanks to Wayne and Tracy Phillips for their generous support of the hospice.



Retirement of Gill Tanner and Karen Hughes

After 22 years of service, Gill Tanner, Manager of the Family Support Team (and a number of other areas), left St David's Hospice Care to start begin retirement.

Gill started her career with St David's as a social worker and quickly developed into an amazing manager then senior manager. She always strived to make a difference to St David's and was responsible for taking forward many developments.

One of Gill's greatest achievements was developing the Unicorn Service. This invaluable service has impacted so many young lives and both Gill, and Elaine together, worked so hard to gain funding and support for this special care.

Karen Hughes retired shortly after in April 2024 after 25 years of service. Karen was part of a group, along with Heulwyn Egerton, who identified that there was a need to have hospice care in Gwent – That was back in the late 1970's when Karen was a student nurse in the Royal Gwent Hospital.

Karen's hospice career started in St Anne's Hospice a few years after she qualified – we were lucky enough for her to change direction and join St David's in 1999. Karen brought a depth of knowledge, expertise and a desire to develop her career.

Throughout her career with St David's, Karen's priority was to always put patients and their families first.

Everyone at St David's Hospice Care wished them both all the very best for long and well-deserved retirements.



Gill Tanner



Karen Hughes

A Tribute to Angela Canellas-Parish

Anj joined St David's Hospice Care as a complementary therapist, she also volunteered for St David's prior to this. She always worked so hard at everything she did and once seen, Anj was never forgotten – She had a rare ability to make every person she came into contact with feel special and listened to, whether that was a patient, family member or colleague.

Anj embraced everything that St David's Hospice Care stands for – kindness, compassion and seeing everyone as a unique individual. She developed the complementary therapy service – Always advocating for the difference therapies can make to a person living with a life limiting illness.

Anj was taken before her time, she still had so much to give to so many. As many people have commented "We should all be more like Anj". We all miss her ideas and her vibrant personality everyday.

We were pleased to hold a memorial afternoon in the hospice where her family planted a tree in her memory.



In memory of
Anj
who worked for
St David's Hospice Care
2009 - 2024
Our dear friend and colleague

Community Fundraising



Host your own community fundraising event!

stdavidshospicecare.org/events/community-events

1. April 2023

On the 21st of April, Mark set sail from Southampton to embark on an 80-mile, solo Isle of Wight circumference walk - sleeping in a one-man tent unassisted over five days to help raise vital funds. Along the way of this incredible challenge, there were landslides, lots of rain, and even an ice frozen tent but Mark pushed through it all to successfully complete the walk as planned whilst raising a very well deserved, £1,997 for the hospice!

2. May 2023

The lovely staff at JoJo Maman Bébé in Newport hosted a hugely popular sample sale and Big Welsh Brew, fundraising a fantastic amount for us here. We popped along to visit and celebrate their hugely valued continued support. The team also kindly donated a collection of summer hats to aid in our fundraising, which we are so grateful to receive and have been hugely popular!

3. August 2023

Luke organised an immense fundraiser in support of the hospice 'St Davids 2 St Davids'. Luke ran all the way from St Davids in west

Wales, was also joined by his brother who cycled from St Davids in Exeter, and his Father who walked from his house, (named St Davids), in Newport. Eventually crossing the finish line to cheers and applause on the 27th August. In total, Luke ran over 115 miles in 3 days and raised over £11,000 in memory of Mum, Jayne and Aunt, Maria.

4. October 2023

Our very own Hospice Nurse Liz and school friend Bev bravely took to the skies in October, jumping out of a perfectly good plane and completing a sponsored skydive to help raise funds for the Hospice. Diving from 15,000 ft, third time lucky due to bad weather, Liz and Bev raised an incredible £6,000.

5. December 2023

Throughout December, we were fortunate to be the selected charity to support with Friars Walk's 'Elf Academy'. Children were invited to visit and complete various Elf challenges and enjoy festive arts & crafts, before graduating as a fully-fledged Elf - with all profits donated to the hospice.

Alongside this, a festive gift wrap day was held getting creative to wrap supporters Christmas shopping for a donation to the Hospice and celebrate this fantastic event. Overall, a marvellous £1,440 was raised, a fantastic festive community fundraiser we were grateful to be part of.

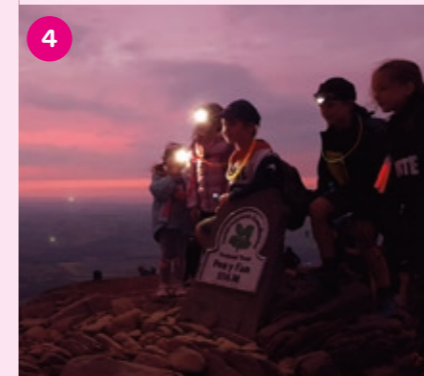
6. All year!

Our brilliant Community Fundraisers help to make a vital difference, with so many ways you can get involved; join one of our Community Campaigns and don your jolliest Christmas Jumper with our 'Jolly Jumper Day', or maybe a cuppa and cake is your thing, so join us in hosting your own 'Big Welsh Brew'. Or host your own fundraiser, the fundraising Team will provide you with all the resources you need as well as advice and support throughout.

If you'd like to support the hospice, we'd love to hear from you - get in touch with the team and email:

community@stdavidshospicecare.org

Our Fundraising Events



1. Bubble Dash

Our inaugural Bubble Dash took place in Cwmbran on 30th August 2023. The new event drew in quite a crowd which included paint, water and bubble stations. The Bubble Dash was a fun 5k run, walk or jog around Cwmbran North South Fields with the addition of brightly coloured powder paint. Thanks to the event sponsors, AFT and Cwmbran Self Drive, for their generous support.

2. South Wales Car Festival

Another successful year for this event with over 500 cars available to see. The event drew in crowds of over 3,000 people who were not only entertained by the amazing cars on show but also the local food and drink stalls, craft stalls, funfair, magic show and live music. The event was kindly supported by Motorpoint.

3. Festive Fun Run

Thanks to Monmouthshire Building Society for supporting this event. Laura Harvey, Senior Marketing

Manager, said "the Society has a long history of supporting St Davids Hospice, and we are delighted to support the 2023 Festive Fun Run. I wish all the runners, volunteers and organisers the best of luck!". We welcomed over 400 Elves, Santa's and Christmas trees to the start line for a 5-mile run around Newport.

4. Moonlight Walk

The Moonlight Walk was relaunched in September 2023 with a sunset walk up Pen-Y-Fan. It was a wonderful opportunity to introduce younger members of the family to the great outdoors at night time. Adults and children adventured together by night in the knowledge that their safety was paramount to the experienced mountain team. The event was kindly sponsored by Parker & Co Accountants.

5. Christmas Fayre

The Christmas Fayre continued to be a well-attended and enjoyable event in December 2023. The pre-event tickets sold out and we welcomed many more people on the day.

Over 60 stalls joined us selling wonderful Christmas decorations and gifts such as jewellery, candles and handmade gifts.

6. Golf Day

Our 2023 Charity Golf Day Winners were Whitehead Building Services. They are always one of the first teams to register and are wonderful supporters of the work of St David's. Our thanks to the event sponsors Design Print and Pure Solutions, as ever, for their amazing support.

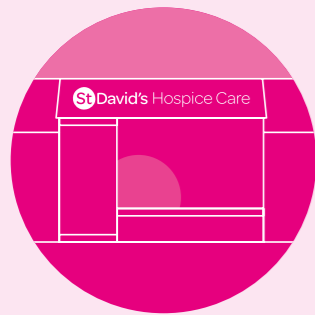
A big thank you to everyone who takes part in all the fundraising events to help raise vital funding for the Hospice. We could not do what we do without the support of our event participants, the sponsors and the volunteers and staff, thank you.

How We are Funded

All our care is provided **free of charge**. However it costs **£15,000** 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



Will provide a patient with a relaxing complementary therapy session.



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



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



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



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



Pays for one night's care in our in-patient when patients need it most.



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

Clinical Statistics



On average, **81%** of patients died in their preferred place

(2022/23 83%)



On average, **85%** of patients were cared for in their preferred place

(2022/23 87%)



Out of Hours – **1,813** calls were made out of hours

(2022/23 – 2,498)

Clinical Nurse Specialists (CNS)

3,499 patients helped this year (2022/23 - 3,498)

2,042 new referrals (2022/23 - 2,118)

14,054 patient visits (2022/23 14,744)

Hospice at Home Service

38,772 hours of Hospice at Home care (2022/23 – 34,452)

Family Support Team

831 Bereavement Team sessions (2022/23 – 810)

348 families referred to Unicorn, the children's bereavement service (2022/23 – 371)

In Patient Unit

279 Admissions (2022/23 – 255)

11 Days/nights average length of stay (2021/22 – 13 days/nights)

72% Average bed occupancy (2022/23 – 60%)

Student Placements

12 Nursing Students

5 Paramedic Students

1 Mental Health Student

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 2024 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 25 July 2024 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 2023/24

	Unrestricted funds 2024 £000	Restricted funds 2024 £000	Total funds 2024 £000	Unrestricted funds 2023 £000	Restricted funds 2023 £000	Total funds 2023 £000
Income						
Donations and legacies	1,747	94	1,841	3,121	45	3,166
Charitable activities	2,635	542	3,177	2,463	37	2,500
Other trading activities	4,033	-	4,033	3,934	-	3,934
Investments	197	-	197	102	-	102
Other	10	-	10	11	-	11
Total income	8,622	636	9,258	9,631	82	9,713
Expenditure						
Raising funds	3,678	-	3,678	3,400	11	3,411
Charitable activities	4,881	595	5,476	4,814	116	4,930
Total expenditure	8,559	595	9,154	8,214	127	8,341
Net income before gains / (losses) on investments	63	41	104	1,417	(45)	1,372
Net gains / (losses) on investments	226	-	226	(143)	-	(143)
Net income / (expenditure)	289	41	330	1,274	(45)	1,229
Transfers between funds	5	(5)	-	10	(10)	-
Net movement in funds	294	36	330	1,284	(55)	1,229
Reconciliation of funds:						
Total funds brought forward	16,472	13	16,485	15,188	68	15,256
Total funds carried forward	16,766	49	16,815	16,472	13	16,485

"The heartbreak and emotions we feel following the loss of our Dad are still so raw but knowing he was so well cared for by such a caring team of people has helped us enormously."

Patient family feedback

Balance Sheet 2023/24

	Group 2024 £000	Group 2023 £000	Charity 2024 £000	Charity 2023 £000
Fixed assets				
Tangible assets	8,434	8,444	8,573	8,584
Investments	2,787	2,530	2,787	2,530
	11,221	10,974	11,360	11,114
Current assets				
Stock and work in progress	199	165	-	-
Debtors	2,128	2,758	2,326	2,912
Cash at bank and in hand	4,057	3,375	4,050	3,366
	6,384	6,298	6,376	6,278
Liabilities				
Creditors: Amounts falling due within one year	790	766	782	746
Net current assets	5,594	5,532	5,594	5,532
Total assets less current liabilities	16,815	16,506	16,954	16,646
Creditors: Amounts falling due after more than one year	-	21	-	21
Total net assets:	16,815	16,485	16,954	16,625
The funds of the charity				
Restricted income funds	49	13	49	13
Unrestricted income funds	16,766	16,472	16,905	16,612
Total charity funds	16,815	16,485	16,954	16,625



St David's Hospice Care

Blackett Avenue
Newport, NP20 6NH

Call **01633 851051**

Fax **01633 851052**

Email enquiries@stdavidshospicecare.org

Website www.stdavidshospicecare.org

Bringing care home

Registered Charity Number 1010576