



Annual Review 2020/21

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Message from the Chairman

Malgwyn Davies



As one can easily imagine it has been a year like no other. We started it fearing the unknown but with specific concern for the safety of all those for whom we cared, the people employed by us who collectively delivered that care, the volunteers who provide invaluable support and whether through all this we could survive financially. ”

There was a vast amount of activity at first in considering and implementing new ways of working with safety being uppermost in mind. A huge amount of effort in the initial stages involved the obtaining of PPE equipment which was essential to our operation which became easier as the year and the pandemic progressed. We were forced to close all our shops for many months of the year and fundraising activities were almost non-existent. All in all, it was a stressful time for all.

Financially we end the year in a better position than anticipated due to a combination of factors, such as the financial assistance from central and devolved governments, effective management by the Chief Executive and her team and creative fundraising initiatives which did not involve mass gatherings.

As I look back, I am bursting with pride in respect of all that has been achieved in the name of St David's during the year. All within the organisation have

stepped forward whilst many in society, for a multitude of reasons, have had to step back. So much so, that the much needed services provided have been maintained, if not enhanced, throughout the entire period. Indeed some of the practices adopted will be enshrined in the future delivery of services and management of our affairs. It seems to me that when people or organisations are put under extreme pressure they can break or, as in our case, they can come through the experience in a much stronger position because of it.

I would also like to thank the St David's Hospice Care Board for their unstinting support at all times. Everyone involved with St David's Hospice Care can justifiably feel a true sense of pride in what has been achieved in this unprecedented year. Like many others, I long for the day that we can all get back to normal, realising of course, that normal for most of those who work for St. David's would be extraordinarily stressful for the rest of us.



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 and supporters,

2020/21 was the most extraordinary, challenging and sad year for everyone across the world. I have been extremely moved and touched as to how the community we service have stood by us during this time. It has most certainly strengthened our partnerships with care homes and primary care, working together to try and ensure our patients received the best possible care.

I remain staggered at how our clinical staff adapted so quickly to a new way of working, never losing sight of the needs of patients and their families. It was a year that put into focus, even more acutely, how difficult it was for families to lose a loved one during the pandemic.

I have been so inspired by our team, and have witnessed the resilience and commitment of our front line staff, many working additional shifts and sometimes in very difficult circumstances during the pandemic.

We cannot ignore the impact of closing our shops and having to postpone fundraising events, I would like to pay tribute to all our retail and fundraising staff who waited patiently until Wales gradually came out of lock down.

During the pandemic we had an emergency appeal for funds and I was overwhelmed by the response from the community and businesses, thank you so much.

I would like to take this opportunity to thank Welsh Government for their support of hospices during the pandemic, it was heartening to see how much they value the work of hospices in the community.

We hope that 2021/22 will be brighter for everyone and with the vaccine roll out we can look forward positively. Thank you to everyone who supported us during the pandemic and enabled us to continue to care for our patients and their families.



How We Started

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

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



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 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 3,455 patients and families were cared for by St David’s, more than 25 per cent of whom had a noncancer diagnosis. Last year more than 48,000 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.

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, an average of 88% of patients died in their preferred place.

Last year, more than 236 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 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

Our Strategic Plan set out our objectives for 2018-2023 which were to:

1 Aim to reach more people who need our care	2 Improve the way end of life care is delivered	3 Manage the Hospice as effectively and efficiently as possible	4 Identify gaps in end of life care that need investment and service
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Even during the pandemic our focus has been to continue to attain our objectives. To reach more people we have grown our existing services to ensure we are there at the right time and in the right place to capture the needs of our community, trialled the concept of a skill mix within the CNS teams, continued to embed our services in primary care, ensuring we are a core member of the team delivering end of life care and reached out hard to reach communities who may not be familiar with hospice care.

To improve the delivery of end of life care we have used our position as the largest independent hospice provider in Wales to influence the agenda on service delivery of end of life care, continued to work with both Aneurin Bevan University Health Board and Powys Teaching Health Board to identify areas for service improvement, engaged with both staff and volunteers to seek their views on the care we provide and seek evaluation from our patients and their families to find out what they think.

To manage the hospice effectively we have invested in all areas of income generation to ensure we have sufficient funds to match our hopes in extending and developing our vital care. This has been difficult during periods of lockdown but achieved. We have reviewed current trends in the fundraising market whilst always looking to be innovative with our income generation streams and we continue to communicate safely and responsibly with all our supporters.

In our work to identify gaps in end of life care we have reviewed our own bereavement service, worked with statutory providers to develop all-encompassing care for people at the end of their lives, ensuring choice and equity across the county. We are working on developing our carers' strategy and will focus on supporting carers from diagnosis and we are also evaluating the way in which we work to ensure the utmost efficiency, promoting 'clean' transport and advocating environmentally friendly models of transport where possible.



Meet the Senior Clinical Team

Karen Hughes...

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

I started with St David's in April 1999. I worked as a staff nurse at St Anne's Hospice since it opened then saw an advert with St David's Hospice Care for CNS and decided to apply. I am now the Senior Manager for Governance and Performance.

What does your job entail?

As the Registered Manager for the IPU I deal with all the policies and procedures, accidents, incidents, complaints, staffing recruitment and performance management. I also provide clinical oversight of the Hospice at Home service, deal with any general governance and performance issues and I am the Data Protection Lead.

What's a typical day for you?

My days are very varied dealing with Hospice at Home and IPU requirements, attending meetings around Health and Safety, education, Human resources and triaging Clinical Calls into the office.

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

Moving into the new purpose build in-patient unit.

What do you do outside work?

Outside of work I like to spend time with family and friends. I enjoy reading, gardening, listening to music and eating out (when able).

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

Caring; Dynamic; Responsive

Gill Tanner...

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

I work as part of the Clinical Senior Management team and I have worked at St David's since April 2002.

How did you start with St David's Hospice Care?

I was working as a local authority mental health social worker when I saw the post of social worker at St David's advertised and it immediately appealed to me. I joined the newly formed 'Family Support Team' that Emma, (as Director of Nursing) had just formed. In time I became the Team Leader and joined the senior management team after Emma became CEO.

What does your job entail?

My main responsibility is to directly manage the services that the Family Support Team deliver, Day Hospices, café and reception. This means supervising, mentoring and supporting staff; helping all staff to work effectively in their roles. In partnership with other senior managers I make decisions around recruitment and other staff and service related issues, I carry out appraisals, and review and develop the services we are providing to patients and families.

What's a typical day for you?

My days are very varied; typically I try and speak to all the staff and volunteers I manage who are based at Blackett Avenue and most days I will also speak to patients and families for one reason or another. There are always a lot of emails to respond to and things to monitor or follow up on, cases to discuss and usually a meeting or two to attend.

What have been memorable highlights?

Professionally it's some of the staff that I have worked with, seeing them develop and grow – and the services growing alongside them, and of course some of the work with patients and families that I have had the opportunity to support during my time here.

What do you do outside work?

I spend time with my family and my dogs and I do what Monty Don tells me I need to do in the garden.

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

Compassionate; Bespoke; Holistic

Anything else you think we should know?

I'm so glad I applied for the job in 2002!

Stephanie Thomas

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

I have worked for St David's Hospice Care for 17 years. I am currently a Senior Nurse for Clinical Care and am based in Blackett Avenue.

What does your job entail?

Educational Facilitator, Mandatory training facilitator, Manage Clinical Nurse Specialists in the Community, Team Manager Newport Team, Clinical supervisor for Hospice at Home Qualified Nurses, Assess and visit community patients if required, Oversee Hospice at Home in Karen Hughes Absence, Take part in Senior Manager On Call Rota, Complete Clinical Nurse Specialist On Call Rota, Dealing with complaints, Interviewing new staff, preparing staff inductions (Clinical Nurse Specialists), Attending meetings regarding Clinical Governance, HR, Education, Quality and assurance, Service provision etc, Assist with any Clinical queries, concerns in Clinical services, Share information, give advice, Assess patients for suitability for respite referrals in IPU, Pick up medications for the IPU and Due to reopen Usk House Day Hospice.

What's a typical day for you?

A mixture of all of the above!

What have been memorable highlights?

Building of the new IPU, starting Hospice at Home in Powys, abseiling down Newport Transporter Bridge for the charity, and completing my MSC in Palliative Care

What do you do outside work?

I walk the dogs and enjoy eating out and short breaks

What 3 words best describe St David's Hospice Care

Innovative; Compassionate; Reactive

Meet our Volunteers



Robert Evans

What volunteer job do you do?

Receptionist in IPU.

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

I had cancer, Hodgkinson Lymphoma, and following treatment when I was well enough I wanted to give something back for the wonderful care I received from the NHS in general but specifically at Caerphilly Miners Hospital and the Heath Haematology Unit.

When did you start?

July 2017.

What's your background?

I've worked in managerial roles and telesales executive positions. I've also been a sales trainer which helped with communication skills and listening awareness. I worked for 4 years with the Royal Voluntary Service (RVS), post treatment, which helped me to hone my empathy skills. All of these things have helped me to cope with the demands of the hospice.

I would like to praise my peers who do a truly amazing job and have great empathy and interpersonal skills, as well as nursing skills that are second to none.

What do volunteers bring to the charity?

Help and support to hospice staff to enable them to carry out duties without distraction.

Jane Jeffries

What volunteer job do you do?

H.R.

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

St David's Nurses looked after my mum in her last hours and my daughter works in the IPU.

When did you start?

January 2019.

What's your background?

I was a school administrator for 20 years at a local school in Cwmbran.

What do volunteers bring to the charity?

They bring help and enthusiasm to their role. Most volunteers have had prior knowledge of the wonderful work of St David's Hospice Care so want to get involved in the work they do in some way.

Meet our Trustees

Dr Chris Gaffney

Dr Gaffney used to be a Consultant Oncologist based at Velindre Hospital and looked after patients with cancer in Newport until retirement.

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

I am a Trustee and also involved with the committees dealing with Governance and Clinical issues.

How did you get involved?

I was invited to join St David's as a Trustee whilst still working as an Oncologist.

How long have you been involved?

Since 2003.

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

The feeling that I am still contributing to the welfare of people with life threatening disease and their carers.

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

The opening of facilities at Blackett Avenue. Although it's the people that are most important the buildings provide a focus for all the good work that is done.

What are you doing now?

Apart from lots of gardening, painting and drawing I am also a Trustee for a local cancer research charity.



What best describes St David's Hospice Care?

A wonderful resource that enables people to live their remaining time comfortably and, where possible, at home with their families.

Margaret Van de Weyer

My name is Margaret Van de Weyer. I was born near Porthcawl in South Wales. I am a retired Solicitor. I worked in private practice for over 20 years with a break to bring up my 3 children.

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

I am a member of the Board of Trustees. I am the Hon. Treasurer as well as Chair of Governance. I also sit on two other committees at St David's Health and Safety and Fundraising.

How did you get involved?

I became involved in St David's in around 2007 when I was invited to join the board by the then Chair of St David's, Dr. Roy Lurvey.

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

I feel proud to be part of an organisation that is making a major difference to peoples' lives. I am continually impressed by the quality of work that takes place from all aspects of the staff to ensure that people with cancer of some other debilitating disease is well cared for towards the end of their lives.

I admire the professional way in which the staff whether they be medical or clerical as well as volunteers go about their work.

There is a warm caring atmosphere which absorbs anyone entering the building.

A friend of mine died in the Hospice about 18 months ago. The way in which she talked about not only the medical care but about the social care and consideration given by the staff brought home to me the dedication and commitment of the staff.

What are you doing now?

I am retired but keep myself fit by walking cycling and golf. I have time to give my commitment to St David's. I am also involved with the local branch of the Motor Neurone Disease Association where I am the Secretary.

What best describes St David's Hospice Care?

Any word which is a superlative around loving caring professionalism and dedication.



Jim Thompson

My name is Jim Thompson, now I am retired after working in Health and Social Care for 45yrs I volunteer for a range of charities including St David's Hospice Care.

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

I have been a Trustee since 2002, and I am vice chair of the Board of Trustees as well as chairperson for the Retail and income Generation/Fundraising committees. I am also a member of the Safeguarding committee as well as the Clinical Governance Committee. As a volunteer I also work in the in-patient café 1 day per week. I am also a member of the spiritual care team.

How did you get involved?

I became involved informally in the late 1970's when a work colleague within the School of Nursing at the Royal Gwent Hospital began fundraising to develop a hospice at home service. With the groups of student and pupil nurses as teaching staff we used to organise fundraising events within the Royal Gwent and in the communities in the surrounding area.

In the late 1990's I was the Medical Services Manager at the Royal Gwent Hospital and in conjunction with the CEO of St David's and the Nursing team, we developed a hospice model within the Royal Gwent for 4 months as part of the winter pressure schemes.

In 2002 I became Trustee of St David's when I changed jobs and worked outside of the Gwent area.

How long have you been involved?

Informally since the late 1970's. Formally since 2002

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

Being able to support an organisation that delivers a first class quality service, which provides real quality care to its patients and their families during one of the most difficult times of their lives.

Helping in the development, implementation and monitoring of the strategic plans of the hospice through my knowledge, skills and competencies which I gained from working within Health and Social Care Settings.

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

The gratitude of families and of staff for the work which I do. Knowing I am involved in the development and implementation of care and support processes that help people cope and manage through a very difficult time of their lives.

What are you doing now?

I work for several voluntary organisations including:

- My roles within St David's Hospice
- I am a member of the Newport and Usk Vale Lions Club. I am club secretary and help fundraise for charities, groups and individuals. Such as the night shelter, food banks, refuges etc., We also provide volunteers for events, including Usk Show and we also undertake litter picking across the communities of South East Wales.
- I am a volunteer with the Monmouth Brecon and Abergavenny Canal Trust and crew on their boats operating out of Goytre Wharf.
- I am on the organising committee of the Welsh Hospitals Choir, raising funds For the Noah's Ark Children's charity.
- I am a Licensed Lay Minister in the Church in Wales, as well as being a member of the CiW Governing Body

What best describes St David's Hospice Care?

Firstly, a caring organisation that puts it patients and families at the forefront of developing and implementing care strategies and services. Rising above the 'politic' of care provision, ensuring the 'Patient is always First'.

Secondly, a fantastic employer and charity who cares for its staff and volunteers.

Our People

President

The Lord Lieutenant of Gwent, Brigadier Robert Aitken CBE

Vice Presidents

Mr J Capel
Mr R Noble, OBE DL OStJ
Mrs G Goodacre
Mr Ian Burge

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

Patrons

Mr Adam Jones
Mrs Sian Lloyd
Mr Rick O'Shea

Update from St David's Health and Safety Advisor

We have been through unprecedented times during the last 18 months where Health, Safety and wellbeing of all staff and patients is the utmost importance to us. We've provided staff with a framework to assess and manage the risks associated with coronavirus (COVID-19).

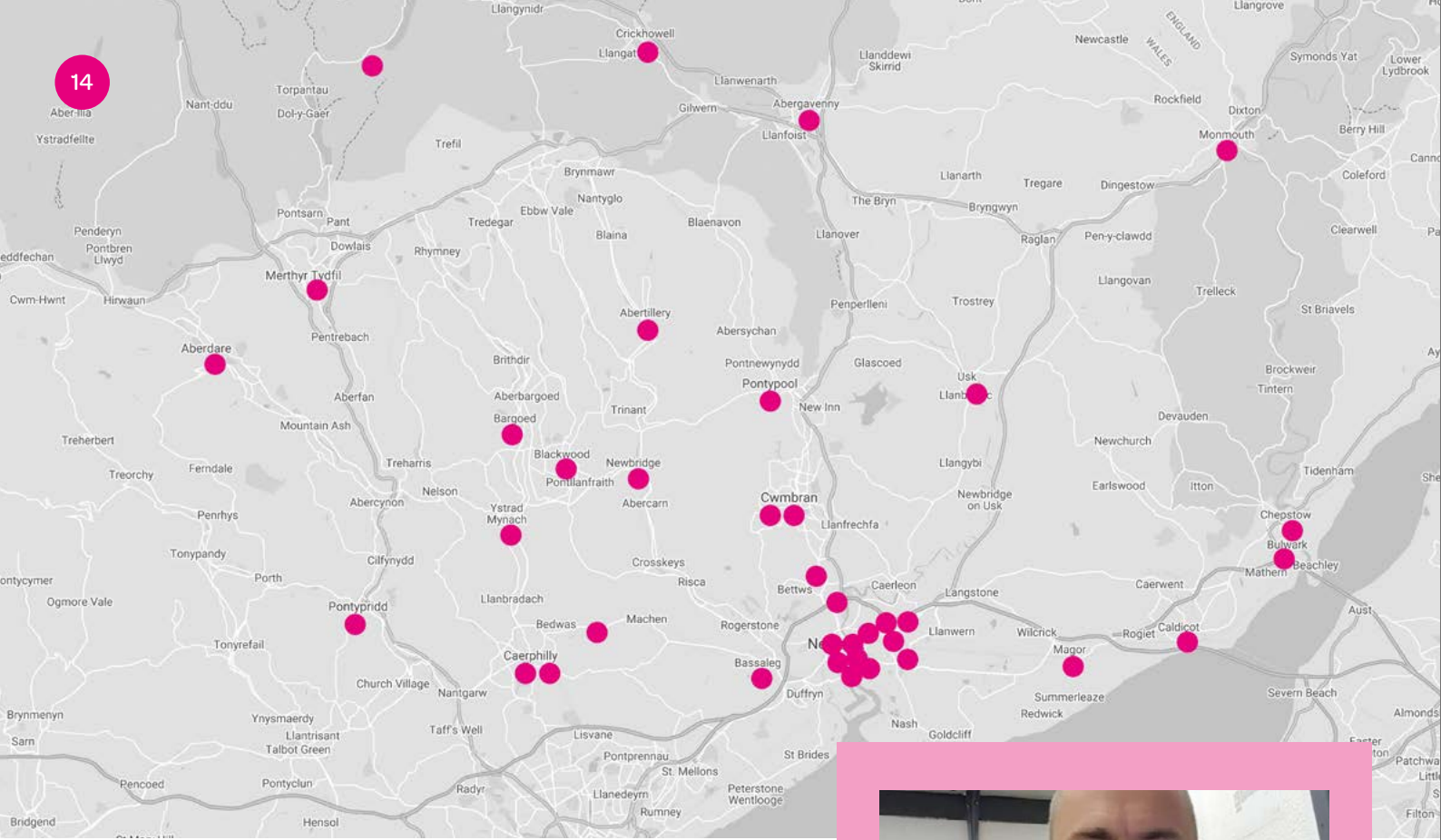
We've had to constantly review relevant government guidance developing our approach, not just for the offices but also for our clinical services, retail and

events. As the pandemic continues to change so did our practices and procedures evolve to follow suit".

As the guidelines change and we start opening different areas of the company we'd like to thank all the support we have received from not just the staff and volunteers of the stores but also the volunteers and participants of our events in these difficult and restricted times".

Wayne Moores





What's New in Retail?

Ross Hughes has worked for St David's Hospice Care for 20 years and is now the Head of Retail. He has a long history of charity retail in St David's and is really committed to the hospice.

Ross lives in Merthyr with his partner. He enjoys films and is a film critic in his spare time. Ross was happy to share his view of a year in lockdown in retail:

// The last 18 months have been so hard for everyone in Wales and yet the generosity shown from the public towards our St David's Hospice Stores on our return from not one, but two lockdowns has been phenomenal and I personally can't show enough gratitude for their support.

Our stores are thriving in such difficult circumstances, thanks to the willingness of our customers in donating good quality stock and with the incredible help from our Managers and Volunteers who have worked tirelessly. Let's hope we have seen the worst and we can look forward to a prosperous 2022. //

Our new warehouse opened in early April 2021 and is the distribution hub for our 37 shops around South East Wales (see map above). The centralised way of working ensures the donations of quality goods and furniture can reach every one of our shops.



Ross Hughes Head of Retail



St David's Hospice Care Shop (High Street, Newport)



St David's Hospice Care Warehouse, Cwmbran

Feedback on The Care We Provide

Here's just a few of the messages we receive on a daily basis at St David's Hospice Care...



IPU

The care received has been second to none. The stress relief it gives me as a daughter is great. I can see that my mum is well cared for and she is comfortable.

It was a privilege to be able to have a place in the IPU for my husband.

I would like to take time to say a massive thank you to your staff. I have never been treated with so much help and kindness in my life, they do and will go out of their way to help and treat you, not just one of them, all of them. I salute the Hospice for employing a fantastic group who work so well together.



Hospice at Home

The service made all the difference and allowed us to keep dad at home until the end which we couldn't have otherwise have coped with, thank you.

The nurse that came was a pleasure to have in our home. The night she came to care for my mum I slept for the first time in two weeks, thanks to her care of my mother that night.

// The love and care we all received was incredible and we cannot thank you enough. //



CNS

The CNS's knowledge, support and compassion were absolutely unbelievable. Nothing was any trouble for the CNS and we truly admire her as a person and within her role at St. David's.

Everyone at St David's has been truly amazing. The love and care given to my mum during her illness gave her dignity and comfort and, for that, I am eternally grateful.

Without exception, every member of the nursing team (clinical nurse specialists and the hospice at home nurses) were absolutely amazing.

The CNS always has a smile on her face, a kind word and a fantastic sense of humour. My mother and I have had good days and bad but the CNS always pulled us through the bad and out the other side to a new day again.



Unicorn

The service offered a safe place for my child to talk and discuss the bereavement. He was able to talk to someone who could give him age appropriate answers and clarity. Help him understand emotions and that it is ok to cry and be sad sometimes.



Bereavement

The counsellor just listened which really helped me as I am not good at talking about feelings, she was so nice and made me feel at ease. I found her easy to chat to.



Fundraising

Every year we are extremely grateful for all support that we receive, never more so than in 2020/21. Lockdown saw many people rise to the challenge of raising funds virtually and differently in order to support St David's Hospice Care.

At the beginning of lockdown, St David's put out an urgent appeal, via the South Wales Argus, to supporters to help plug the gap in its fundraising when all 37 of its shops had to close and a whole summer's worth of vital fundraising activities had to be cancelled. In addition to the 'get us back on our feet' appeal we have looked back over the last year on some of the fundraising efforts our innovative supporters have come up with to keep supporting us:

Newport Morris dancer Rotarian Brian Cox did his bit to help raise funds for St David's Hospice Care by practising his moves in isolation on the Ridgeway whilst fellow Rotarian and St David's Trustee, Mike Hine, walked across the Severn Bridge to England and back with dogs Toby and Lottie, to raise funds. (1)

Teachers at Chepstow School received top marks for their work after making PPE masks in the school workshop for front line Gwent hospice staff. The first batch produced by the comprehensive school teachers were given to St David's Hospice Care nurses who wore them while treating patients. (2)

Former Welsh Guard and Newport businessman Steve Marshall ran the equivalent of seven marathons, completing 10kms runs every day to raise money for St David's Hospice Care. (3)

A Chepstow grandmother, Frieda Murray, was inundated with donations instead of presents on her 81st birthday this year as she braved the shave in support of St David's Hospice Care. (4)

Youngsters have also got in on the act with Whitehead RFC juniors, in Bassaleg, Newport, completing a variety of 'challenges' ranging from a pass the ball marathon for the youngest to the Whitehead JRFC triathlon. The WJRFC triathlon involves a 5km run, a 10km bike ride, sit ups and press ups, all adhering to the recommended isolation advice. The junior section set a target of raising £5,000 for the hospice through its fundraising activities. Pictured is Ruben Hughes who took part in challenges to raise funds for St David's Hospice Care. (5)

Pontypool 10K Home Run

Always a favourite for people to get into shape after the Christmas period, we were once again sold out with over 700 entries. Our own Ella Edwards happy to see the finish of the Pontypool 10k Home Run. (6)

The Admiral City of Newport Half Marathon

With over 2,000 runners registering, we were delighted with the whole event which took place in March. The t-shirts and medals were a hit once again! The team of volunteers from Lliswerry Runners prepare to welcome back our runners at the finish of the City of Newport Half Marathon. (7)

Light Up A Life 2021

Light Up a Life was also different during Covid-19, we held a virtual event which was broadcast online at 7pm on 9th December with a host of staff, volunteers and local celebrities reading poems, readings as well as staff members from the Hospice leading the singing for the carols. The service allowed supporters a special time of remembrance and reflection with family and friends who were able to come together to remember loved ones. (8)

An Evening with West End Stars

Virtual evenings were held via Zoom calls with songs from West End Musical Stars Louise Dearman and Oliver Tompsett. (9)



Lottery

With lockdowns taking place we had to keep our collectors at home so had to rely on people paying in other ways.

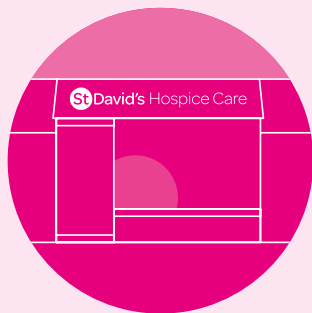
We would encourage all lottery supporters (old & new) to consider paying by direct debit, you can sign up here: <https://lottery.stdavidshospicecare.org/>

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.

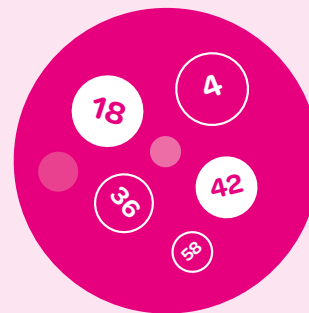
In addition the Hospice operates three core fundraising activities:



Running a network of charity shops



Organising fundraising events



Operating a lottery

In 2020/21 the Hospice was unable to open its shops or organise fundraising events for most of the year. The Hospice was reliant on covid-19 related government support from the Job Retention scheme, Retail Business Grants and emergency support for Hospices from Welsh Government.

How Funds Can be Spent

£32

provides a patient with a relaxing complementary therapy session.

£89

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

£132

funds a patient's visit to our Day Hospice, 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.

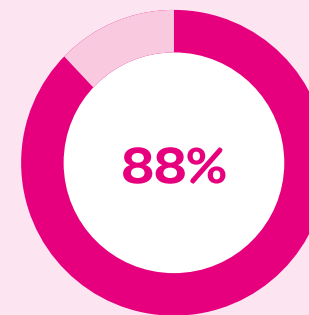
£495

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

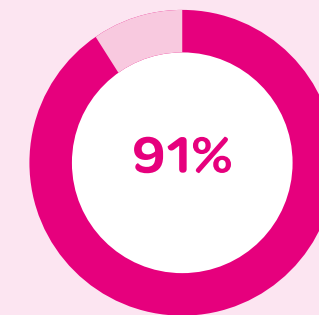
£1,100

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

Clinical Statistics



On average, **88%** of patients died in their preferred place



On average, **91%** of patients were cared for in their preferred place



1,742 calls were received by our on-call out of hours service for 2020/21

Clinical Nurse Specialists (CNS)

3,455 patients helped this year
2,143 new referrals

Hospice at Home Service

48,137 hours of Hospice at Home care

Family Support Team

710 Bereavement Team sessions
236 families referred to Unicorn, the children's bereavement service

In Patient Unit

195 Admissions
15 Average length of stay
52% Average bed occupancy

Day Hospice

365 Number of days the Day Hospices were closed due to COVID restrictions

“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.”

IPU Patient 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 2021 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 30 September 2021 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 2020/21

	Unrestricted funds 2021 £000	Restricted funds 2021 £000	Total funds 2021 £000	Unrestricted funds 2020 £000	Restricted funds 2020 £000	Total funds 2020 £000
Income						
Donations and legacies	1,877	59	1,936	1,963	88	2,051
Charitable activities	3,529	-	3,529	2,145	-	2,145
Other trading activities	1,823	-	1,823	4,216	1	4,217
Investments	28	-	28	31	-	31
Other	1,721	-	1,721	507	-	507
Total income	8,978	59	9,037	8,862	89	8,951
Expenditure						
Raising funds	2,792	-	2,792	3,436	-	3,436
Charitable activities	4,579	48	4,627	4,873	62	4,935
Total expenditure	7,371	48	7,419	8,309	62	8,371
Net gains / (losses) on investments	102	-	102	(77)	-	(77)
Net income	1,709	11	1,720	476	27	503
Transfers between funds	6	(6)	-	19	(19)	-
Net movement in funds	1,715	5	1,720	495	8	503
Reconciliation of funds:						
Total funds brought forward	12,672	43	12,715	12,177	35	12,212
Total funds carried forward	14,387	48	14,435	12,672	43	12,715

Balance Sheet 2020/21

	Group 2021 £000	Group 2020 £000	Charity 2021 £000	Charity 2020 £000
Fixed assets				
Tangible assets	8,632	8,905	8,776	9,050
Investments	610	497	610	497
	9,242	9,402	9,386	9,547
Current assets				
Stock and work in progress	47	41	2	1
Debtors	2,376	1,473	2,419	1,565
Cash at bank and in hand	3,355	2,442	3,354	2,440
	5,778	3,956	5,775	4,006
Liabilities				
Creditors: Amounts falling due within one year	525	564	523	614
Net current assets	5,253	3,392	5,252	3,392
Total assets less current liabilities	14,495	12,794	14,638	12,939
Creditors: Amounts falling due after more than one year	60	79	60	79
Total net assets:	14,435	12,715	14,578	12,860
The funds of the charity				
Restricted income funds	48	43	48	43
Unrestricted income funds	14,387	12,672	14,530	12,817
Total charity funds	14,435	12,715	14,578	12,860

St David's Hospice Care

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Website **www.stdavidshospicecare.org**

Find us on:



Bringing care home

Registered Charity Number 1010576

St David's
Hospice Care