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Message from the Chairman

Jim Thompson



As Chairman, I feel privileged to be in a position to reflect and consider the achievements of the hospice over the past 12 months; to take stock of the difference the care and support has made to each individual patient at the most difficult and challenging of times.

That support is also extended to families of patients through a number of vital services to ensure everyone feels supported and cared for by St David's Hospice Care.

There are so many people and organisations to thank for making St David's Hospice Care the wonderful organisation that it is. The hospice receives ongoing, generous support from The Welsh Government, Local Health Boards and our supporters. All of this support combined make it possible to reach out and support over 3,500 patients every year.

My thanks to every single person within the organisation. The staff and volunteers have given their dedication over the last year, and for so many years before that! The needs of our patients, and their families, are always the main priority and focus of attention to ensure that the delivery of services remains of a consistently high quality.

As Chair of Trustees, my role is to ensure we utilise the incredible talent on our Board to serve our purpose. I continue to be grateful for the time and expertise given by each Trustee in helping to shape the strategic direction of this exemplary organisation. I would like to conclude with a quote from Dame Cicely Saunders, who was a pioneer of palliative care and the hospice movement:

“You matter because you are you, and you matter to the end of your life.”

This quote encapsulates her belief that every person deserves compassion and dignity throughout their entire lives, including during the end of life which epitomises the help, support and care offered by St David's Hospice Care.



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 Sellsell

Welcome to our Annual Report

Over the past year, hospice care has received a great deal of coverage, in Wales and throughout the UK, as it is being recognised that palliative and end of life care must have increased funding and stability to meet the ever growing demand for our care. If we are able to increase our statutory funding, it will help to make sure we have the necessary resource and expertise to meet the needs of everyone in our community, breaking down inequalities in care, and fundamentally ensuring people have choice around where they receive their end-of-life care.

Last year was one of the toughest financial years that St David's Hospice Care has ever faced, and we remain grateful to the Welsh Government, Aneurin Bevan University Health Board and Powys Teaching Health Board for their continued financial support. We look forward to working together to find a more sustainable funding arrangement for future years.

I would like to take this opportunity to thank everyone who has supported us over the year from our corporate supporters and to those of you who have selected St David's as their Charity of the Year, including Bute Energy and The Parkway Hotel and Spa. My thanks also to every one of you who has donated individually, raised money in memory of a loved one or donated to, or purchased items from our shops.

I would also like to thank our amazing volunteers, those who give their time to the hospice in so many different roles. You will meet some of them later in this report. Each and every volunteer has their own reason for helping the hospice and we are truly grateful to you all.

"Without people like you, we wouldn't be able to be there for people when they need us most"

St David's Hospice Care is committed to delivering the best possible care that we can to everyone who needs us. All of our patients, and their families, deserve to receive our care where and when they need us. I am thankful to all our staff who strive to help and support our patients whether that be in Fundraising, Retail, HR, Finance, the In-Patient Hospice, Day Hospices, Clinical Services, Hospice at Home, Clinical Nurse Specialists, Reception, Health and Safety or Family Support Team. Your dedication and commitment does not go unnoticed.

My thanks also to our Chairman and all the members of the Board of Trustees for their solid guidance and wise counsel throughout the year as they help to steer the strategic direction of the Hospice.

I am humbled to receive many comments and thoughts about the care we give and these are just a few:



"From the minute St David's Hospice Care were involved in the care of my Dad, it felt like a weight had been lifted from us. The nurses that came to our home listened and cared and supported us all. Their support meant Dad was able to stay at home at the end so we could all be with him"



"We didn't know what to expect when we first visited the In-Patient Hospice. We were immediately struck by how beautiful it was, so peaceful and serene. It's just the most wonderful place and all of the staff are simply amazing"



"My weekly trips to the day hospice are my lifeline. My chance to see other people in similar situations to myself but, more than that, to enjoy the company of others and to be treated so well"

Thank you for taking the time to read this report and thank you for your ongoing support of the hospice – "Without people like you, we wouldn't be able to be there for people when they need us most"

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
- Day Hospice
- 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
- Spiritual care
- 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 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 3,736 patients and families were cared for by St David's, 40% of whom had a non-cancer diagnosis. Last year more than 39,000 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. 99.6% 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, 69% of patients were able to die in their usual place of residence (home or care home) if that was their choice.

Last year, 375 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 and young people 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 35 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.

Looking to the Future

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 the 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 Strategic Plan for the Hospice for 2024-2029 has the following aims to meet the above objectives:



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

Patrons
Sian Lloyd
Dr Rick O’Shea
Adam Jones

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

3

Our dedicated staff and volunteers are the back bone 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

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

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

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 time
 - 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

“From the moment I first contacted St David’s, until after my mum passed away, the service was exemplary.”

Patient family feedback, July 2024

Meet the Staff



Lindsay Dobson,
Social Worker, Family
Support Team

How did you get into your role and come to work for St David's Hospice Care?

I came to work in St David's Hospice Care back in 2018, looking for a new challenge. The vast majority of my working life had been spent within

Social Services departments for local authorities, which I had enjoyed, but I felt like it was time to try something different.

What's a typical day like?

I'm very fortunate in my role here, as it affords me opportunities to work in various capacities. A typical day involves, providing emotional support sessions for patients and families, engaging in bereavement support for children and young people and assisting people to find solutions to housing and social issues.

What do you wish people knew about hospice care?

I wish people knew that hospice care is about promoting quality of life, valuing people and being there for patients, families and their friends.

How does it feel to work for the hospice?

A big part of my role is to listen to

people, to hear their stories and to help them understand and process what's happening in their world. I feel very privileged to be in this position.

What makes St David's Hospice Care so special?

There are so many people involved in St David's Hospice Care and each person contributes to a holistic approach and promotes the highest standard of care and support.

Some quick-fire questions...

Proudest moment: Being a Dad.

Go to biscuit: Shortbread biscuit

Superpower: Ability to eat shortbread biscuits without gaining weight.



Meet the Staff



Natalie Lewis
Retail

How did you get into your role and come to work for St David's Hospice Care?

It was by chance that the vacancy became available when I was ready to return to work after a few years off due to ill health.

I jumped at the chance to work for the charity as I personally experienced the services provided by St Davids Hospice Care when dad was under palliative care, and I accessed their counselling service.

When I received the call offering me the job I was overwhelmed with excitement and nerves, I was very grateful for the opportunity.

What's a typical day like?

The day always starts with a cup of coffee and a catch up with colleagues about the latest news at work.

The office is very busy and can be quite stressful. There is always something going on, from organising donations, assisting our 35 charity shops, dealing with the many telephone calls, to providing support to our brilliant volunteers. We get through the day on a regular fix of tea and biscuits and more importantly, we keep each other smiling.

What do you wish people knew about hospice care?

The amount of passion and effort that goes into the services provided by St Davids Hospice Care, and it is all free of charge. Did you know the hospice goes above and beyond to make our patients and families feel welcome and at ease, it's the small things that also count, such as having crafting days, poetry, meet the pony days, complementary therapies. And how amazing is the Unicorn service for children, no one is overlooked when it comes to bereavement support from the hospice.

How does it feel to work for the hospice?

I like it when people ask me where I work; I'm very proud to tell them I work for St Davids Hospice Care.

What makes St David's Hospice Care so special?

So many things and so many people make this charity special, but for me, above all it is our patient care and the fantastic facilities at Blackett Avenue.

Dad received the most amazing night care at home during his final few days, they couldn't do enough for Dad and the family. A few months later I accessed bereavement support, which was there for me for just over a year, I had weekly visits and was introduced to cognitive behavioural therapy; this support was my absolute lifeline over some very dark times. A very special charity indeed.

Some quick-fire questions...

My proudest moment was: My daughter Megan

My go-to biscuit is: Coconut Macarons

If I had one superpower, it would be: To Fly

Meet the Staff



Ella
Day Hospice Nurse

How did you get into your role and come to work for St David's Hospice Care?

I had worked in palliative care in various settings including a stint in Sydney Australia. Whilst my daughters were little, I lapsed my nursing registration. In 2012 I applied to work as a Health Care Assistant at St David's Hospice Care, which I enjoyed very much. In 2016 I undertook the Return to Practice course and was delighted to be offered the nursing role in day hospice.

What's a typical day like?

The day starts with the team getting together at 08.30 checking the diary to see which patients are due in for the day, co-ordinating transport and menu selections with our patients. Our team is made up of drivers, healthcare assistants, nurses and volunteers who all contribute to create the supportive environment that is day hospice.

Patients typically attend from 10am and stay until 3pm. Once everyone has settled in with a cuppa, we may have activities planned, complementary therapies to offer, or visitors to welcome - including of the four-legged variety! Day hospice is a special place to work; the emphasis is on creating a lovely day for our patients and part of this is a delicious meal created by our own chef. The whole team works well to ensure that patients' holistic needs are met, and concerns are addressed appropriately.

What do you wish people knew about hospice care?

I wish that people knew how uplifting the hospice environment is with its emphasis on quality of life and well-being. Patients often remark

that they are pleasantly surprised and that they had not known what to expect before attending.

How does it feel to work for the hospice?

It is a privilege to be able to support our patients at a difficult time in their lives, and to get to know them over many months or years.

What makes St David's Hospice Care so special?

I think it is quite unusual to be on first name terms with so many different colleagues, something that helps to foster good teamwork for the benefit of our patients.

Quick-fire Questions

My proudest moment: not exactly a moment but I felt proud of us as a team to have supported all our Panteg patients to transfer and adjust to our Blackett Avenue day hospice.

My go to biscuit: Digestives-best for dunking!

If I had a super-power, what would it be? Still working on that one!

Meet our Trustees



Donald Waters

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

I sit on the board of trustees and am a member of the Income Generation Committee which deals with retail and fundraising. As a retired Chartered Surveyor I am able to offer my property expertise to help with the management of the organisations property portfolio

How did you get involved?

My first contact with St. David's was when I received a telephone call from Emma/the Chief Executive in 2009. I led the property team at Newport City Council, and Emma had been directed to me by the then

leader of the council, as she was seeking a site to build a new day hospice and headquarters. This was the start of a relationship which saw me involved in the provision of the sites for both the day hospice and the In-patient Unit (IPU).

How long have you been involved?

My involvement started in 2009 in my former professional capacity and, following retirement, as a trustee since July 2023.

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

Being involved in an organisation that provides a much needed and varied service which is delivered by exceptional people in such a professional and caring manner.

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

There have been many including seeing the two buildings here at

Blackett Avenue being built but probably the best was being invited to join the board of trustees which I see as a privilege.

What are you doing now?

I am enjoying retirement which gives me time to spend helping with grandparent duties and to do some gardening and watch more sport.

What best describes St David's Hospice Care?

An extremely professional and caring organisation delivering a wide range of services in often challenging circumstances with skill, empathy in a positive and uplifting way.

I have recently experienced being a recipient of the service provided at the IPU as my mother was cared for there in her last few days. This gave me a different perspective on the organisation and I can honestly say the care provided was beyond expectation in all respects.



Robert Tovey

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

I am a trustee, and I also hold the position of Treasurer. As well as attending Board meetings I also serve on both the Governance Committee and the Clinical Governance Committee, with a view to providing assurance that the hospice operates with good governance practices.

How did you get involved?

I have known Jim Thompson for some time and when he heard of my retirement, he suggested that my experience of the NHS and hospice finance would be a useful asset for St David's!

How long have you been involved?

Since January 2023

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

The discussions at Board and Committee meetings are always interesting and I feel as if I am able to draw on my experience to positively contribute to the improvement and assurance of the general management of the Hospice's affairs.

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

I don't have just one best memory! There are many instances of positive feedback from both staff and families which constantly reinforce my reasons for undertaking this role!

What are you doing now?

I am treasurer for three other voluntary organisations and I am a keen walking footballer.

What best describes St David's Hospice Care?

A very well-run organisation that provides compassionate care of the highest standard.



Meet our Volunteers



Howard Sully Volunteer (Right)

What volunteer job do you do?

I wash up for Paul Evans the Head Chef below the Day Hospice, releasing him to get more done and prepare for the following day

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

My Mother passed away at St David's and she was cared for like she was a

queen. We have a link with St Woolos Rotary club, but I wanted to make sure with the hours I've been working, I pay back every penny if possible for the beautiful treatment she received.

What's your background?

I was one of 4 children, my father passed away early and left my mother to bring four kids up. She worked hard all her life and we didn't have a lot. I became an apprentice bricklayer and worked hard and opened a small business, I sold the business when I retired, I did ok. I am fit and healthy with two lovely boys, 3 step sons and 7 grand children.

I'm loving life at the moment and always have, I am happy to give a little bit back in a few ways. I gave my winter fuel allowance plus one month's pension to a

Vietnamese man who had an accident stopping him from working, plus he was flooded out of his house, water was chest height. The little money I gave was a third of his income, how mad is that? I enjoy helping others not so fortunate as myself.

What do volunteers bring to the charity?

I can only give you my thoughts on what it does for me. It keeps my feet flat on the floor and I feel so blessed that I can actually help. I always remember Emma talking to me when I said "I'm just the guy who washes up". Emma said you are never ever just!

So I love helping because I don't consider it work, I love going in and having a talk to Paul. I arrive happy and leave happy.



Stephen & Finn Volunteers

It's an honour to be part of the team of volunteers at St David's Hospice Care, and I'm glad to have the opportunity to share a little of our story.

What volunteer job do you do for St David's?

I volunteer as a therapy dog handler, bringing my chocolate Labrador, Finn, to visit patients and families at the hospice. Finn offers comfort,

companionship, and calm during what can be a very difficult time. His gentle nature and wagging tail seem to bring smiles wherever he goes.

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

St David's Hospice Care supported my mum when she had terminal cancer, and the care she received from the team was truly exceptional. I'll always be grateful for the compassion and dignity shown to her — and to us as a family — during that time. Volunteering is my way of giving something back to the hospice that gave us so much.

When I realised Finn had the right nature to bring comfort to others, joining the therapy dog programme felt like the perfect way for both of us to contribute. St David's has such a special atmosphere, and it means a lot to be part of it.

Can you give some information about your background?

My professional background was originally in retail, where I worked as an Area Manager for the House of Fraser group. I had the opportunity to take early retirement in my early 50s, which gave me the time and space to focus on more personal, community-oriented work — like volunteering. Finn and I now enjoy putting that time to good use.

What do you feel volunteers bring to the hospice?

Volunteers bring a personal, human touch to the hospice — whether through a listening ear, a cheerful chat, or, in Finn's case, a friendly Finn hug. We help support the incredible work of the professional staff and offer patients and families some moments of comfort, warmth, and even joy.



Meet our Spytty Retail Shop Volunteers

Q1 What volunteer job do you do?

Q2 Why do you choose to volunteer at St David's Hospice Care?

Q3 What's your background?

Q4 What do volunteers bring to the charity?

hairdresser but now I am a grandmother. Being a volunteer gives me the chance to be involved with the people and continue to serve the public

Q4. Volunteers bring their personalities and ability to be helpful, not forgetting compassion too.

Kath Heslin

Q1. As a registered volunteer my job role is to run the shop when Gemma is not in, opening and closing the shop, serving customers doing refunds and dealing with any problems that may arise

Q2. When I retired in 2012 I wanted to bring my retail experience to help raise money for the hospice

Q3. My background is in retail for over 35 years as dept heads in several department stores Littleworth, BHS, and Peterbrough co-op

Q4. Some experience with dealing with the public and creating a pleasant shopping environment meaning they will come back to raise much needed money for the Hospice

Louise Heard

Q1. My role is a volunteer at the Spytty shop working mainly on the till

Q2. I have a huge amount of respect for the charity and I was a regular shopper and decided to ask about a volunteering position

Q3. My profession was as a

Christine Morse

Q1. I am a registered volunteer at the Spytty shop doing a range of different things. Working as part of a team with fellow colleagues

Q2. I chose to work for St David's to give back for the wonderful care and support they provided to myself and my children when we needed it for our loved ones

Q3. I am part of a large family brought up in the Newport area. My mum worked hard to bring us up after the loss of my dad at an early age. We appreciated what we were given and worked hard to achieve it.

Q4. I feel that they bring so much such as their time, which is a precious gift, or a listening ear for those who need to talk. They may not be able to talk to those close to them or indeed be lonely. Friendship and understanding but mostly laughter to brighten someone's day and team spirit which is important

Maureen Jones

Q1. I volunteer on a Monday and Wednesday afternoon and I do all

the steaming and occasionally tagging

Q2. After the loss of my husband I decided I wanted to get out and into the community and meet new people whilst shopping within Tesco one day I decided to pop in and speak to Gemma who kindly gave me the opportunity

Q3. I used to work in the royal Gwent hospital in catering for 30 years, then I went and worked in Mind for 7 years before that closed

Q4. I feel that without the help of volunteers it would be a lot harder for managers to manage it all by themselves but bringing our knowledge and experience we can help support Gemma and customers

June Davies

Q1. I am a registered volunteer who runs the shop when Gemma is away

Q2. I was looking for something to occupy me after the loss of my husband and whilst at aqua aerobics I got talking to a volunteer Kath Heslin who worked at the Spytty shop and decided to pop over and talk to Gemma

Q3. My main occupation used to be in admin and I also worked with children supervising a playgroup

Q4. A friendly face to customers providing support for regular and new customers as well as raising vital funds for the Hospice

Ann Richards

Q1. I am a volunteer that comes in one or two days a week to do some steaming

Q2. After the loss of my sister who I cared for I decided I wanted to get out of the house for a few hours and socialise with others

Q3. My husband and I used to run a club on a caravan site, I enjoy going to Cardiff on a Wednesday as that is where I am originally from and I am part of a choir which I truly enjoy

Q4. I feel we bring a lot of support to customers, the manager and the other volunteers as well as helping to raise funds for the charity

Meet our Volunteers

Jean Woolfall Volunteer

What volunteer job do you do for St David's?

I volunteer mainly in fundraising but help out whenever I am needed if I am available.

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

I chose to volunteer as they were amazing when my husband was ill. Although I had heard about St David's, I didn't realise how much they did, you never know when you will need their help so I would like to give back to them in any way I can. They all do amazing work.

Can you give some information about your background?

I am 71 years old and been volunteering for over 15 years. When my husband passed away I wanted something to do with my life.

I enjoy sewing and baking and I love gardening. I have 3 children and 5 grandchildren. My granddaughter also helps me on occasions, as do my daughters.

I have been doing The Big Welsh Brew for the past 7 years and I really enjoy doing it. I always used to hold it in my house but it has gotten too big now so this year I hired a hall and it was an amazing success.



What do you feel volunteers bring to the hospice?

A volunteer brings much needed help and support to the hospice. Without the volunteers, the hospice would have to pay for the help which would impact on their finances. I feel volunteering is a very rewarding job.



A Day in the Life of... Julia Davies, Deputy Ward Manager

I was completely supported by the St Davids management team in my transfer to the inpatient unit (IPU) where I took the position of deputy ward sister.

In the IPU no two days are the same, when you walk through the entrance you are not sure what challenges you are going to have to deal with, but the calming atmosphere, decor of the hospice and professionalism of the staff immediately puts you at ease.

Our aim daily is to provide palliative care and symptom management for each patient that is admitted to the IPU plus for them to feel safe, well cared for, supported and this is also extended to their families where possible.

My role includes providing the best care and support for each of my patients, liaising with their families as well as co-ordinating the running of the hospice.

Also included in my role is a morning handover meeting with the medical team, weekly multidisciplinary team meetings, ensuring the ward is appropriately staffed. Supporting the nursing staff, discharge planning, for patients who want to go home or to a nursing home, ordering medication, being on call overnight to support nursing staff should they need it. At the IPU we take calls out of hours where we provide advice and support for the caller and liaise with the clinical nurse specialist team. Plus, we have oversight of all the relevant teams that support the daily routine within the hospice such as catering staff and hygiene specialists.

My passion for palliative care continues to grow and coming into such amazing environment and working alongside a fantastic team makes my job a lot more enjoyable and easier to perform.

I have worked for St Davids Hospice Care for nearly 3 years. Since qualifying as a nurse later in life and during my nurse training I did a palliative placement at a Cardiff Hospice, this is where my passion for palliative care was ignited. In September 2022 I decided to leave my role at my previous place of employment where I worked for 8 years in a hospice in Cardiff and joined St Davids hospice care on a training CNS program within the community. During my time within this program, I enhanced my knowledge of palliative care within the community setting. Even though I worked with an amazing community team I knew after a year that this type of environment was not for me, and I knew my future was in a hospice setting.



CNS & H@H Kit Bags

Thanks to the generosity of a number of charitable trusts and foundations, all of our Clinical Nurse Specialists were provided with kit bags and equipment to help them in their daily roles.

Further funds were also secured to provide a range of equipment to the Hospice at Home staff which included kit bags and equipment, winter coats and fleeces, heated scarves, rechargeable USB desk lamps and camping chairs.

"It's been a few months now since we received the bags and they are coming in really useful in our clinical assessments and reviews of community patients for their clinical management and linking in with other Health Care Professionals".

Claire Evans, CNS

Dalmatian Bike Ride raises £400,000 income



In February 2025 we celebrated a massive fundraising milestone with the Dalmatian Bike Ride Committee.

Our sincere thanks to all involved over the years which includes members of the committee, sponsors, suppliers and not forgetting all the wonderful riders and supporters who have taken part. We are so very grateful to everyone who has been a part of this fantastic event.

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Sign up online today!

Our Lottery

The St David's Hospice Care lottery remained steady throughout 2024/25 with an average of 5263 people playing weekly. There were 3 fundraising raffles with a top prize of £3,000 where the sales of tickets, additional donations and Gift Aid on donations raised over £100,000. This was in addition to the usual weekly lottery players.

We continue to try and grow the number of weekly lottery players through social media advertising and the presence of lottery posters, forms and literature throughout St David's Hospice Care.

One winner of the £1,000 top prize got in touch to say:

"Thank you so much for the amazing prize cheque for £1,000. It was a wonderful surprise.

We were hoping to redecorate the lounge with new furnishings etc, this will be a massive help. Will also have a get together with all the family for a celebratory meal. I would like to thank everyone involved in St David's Foundation for all the wonderful work you do."

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Night Shift Appeal

December 2024 saw the launch of an annual appeal in support of our Hospice at Home service.

365 nights a year our hospice-at-home nurses provide essential care to our patients in their own homes, providing clinical care, social enrichment, emotional support, and reassurance to families.

Our supporters were asked to help us continue our invaluable hospice-at-home services through the night by donating to our Night Shift Appeal.



Community Fundraising



**Host your own
community
fundraising event!**

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

1. Nick Scott Summer of Challenges - April 2024

Supporter Nick Scott embarked on a remarkable "Summer of Challenges" from April to August 2024, completing a new endurance event each month to raise funds for the hospice. In April, he tackled the Snowdon Challenge – a combination of biking, hiking, and kayaking in Snowdonia. May involved a grueling 100km continuous walk along the Jurassic Coast, completed in under 24 hours. June saw Nick join St David's Hospice Care's 3 Peaks of Wales event, followed by July's Cardiff Six Pack – six trails across the city, totaling 42km. His final challenge in August was a walk from Pen y Fan to the Newport hospice site. Nick completed all five challenges and raised an impressive £1,508.03.

2. Ireland to Wales Solo Cycle Challenge - June 2024

Fundraiser Dan undertook a demanding solo cycle from Ireland to Wales and back, covering around 700 miles (1,125 km) in under 10 days. Cycling over 100 km per day and up to 17 hours daily, Dan started in

Dublin, rode to Rosslare, and crossed to Fishguard by ferry. He followed the Celtic Trail through South Wales to Chepstow, then cycled the Lôn Las Cymru route across three mountain ranges to Holyhead before returning to Dublin. This monumental effort raised £2,128.31 for the hospice.

3. Visit Santa Friars Walk - December 2024

In December, Friars Walk Shopping Centre in Newport partnered with the hospice to host "Santa's Workshop" across three festive weekends. Children received elf hats, discovered their elf names, completed fun activities, and met Santa himself. The event was a huge hit with families, and all proceeds were donated to St David's Hospice Care. The workshop raised a fantastic £1,788.44.

4. Phil Bessant Accountants reaches £100,000 fundraising total - January 2025

In January 2025, long-standing supporter Phil Bessant Ltd, a

Newport-based accountancy firm, reached an outstanding fundraising milestone – £100,000 raised for St David's Hospice Care. The firm has supported the charity for years through quizzes, golf days, wine evenings, and even a "lock-up" event involving Phil himself. Managing Director Phil Bessant said, "It's a charity close to all our hearts. Everyone in the office has contributed, and we're proud to have reached this goal thanks to our supporters."

5. Petra Jordan Trek – March 2025

Supporter Julie completed a self-funded charity trek through the deserts and mountains of Jordan to raise funds for the hospice. Trekking 14–16 km per day over five days, she followed part of the Jordan Trail, camping Bedouin-style under the stars and finishing at the UNESCO World Heritage Site of Petra. After nine months of training, Julie successfully completed the challenge, raising an incredible £2,956.28.

Our Fundraising Events



1. Kolor Dash Newport 2024

Our first Kolor Dash event of the series took place at Tredegar Park on 27th April 2024, very kindly sponsored by National Grid once again. We sold tickets to the event in advance and saw over 1000 tickets sold. The event was once again, a great success.

2. 3 Peaks of Wales 2024

After a 5 year hiatus due to Covid – We brought back The 3 Peaks of Wales on 29th June 2024, securing Mandarin Stone as the headline sponsor, Castelan and Charles Stanley as Mountain sponsors. We had 23 teams of walkers join us, made up of corporate entries and individual teams.

3. Blue Moon Walk 2024

New for 2024 and taking place on 19th August, the event was sponsored by Parker & Co. Accountants. We had once again sold tickets in advance, with a good uptake of over 250 participants. The walk was a sunset hike up Twmbarlwm Mountain, on the evening of the Blue Moon.

4. End of summer social 2024

New for 2024 taking place on Bank Holiday Sunday in August. The End of summer social was held at Whiteheads RFC, it was essentially a family fun day. We had games, stalls and a circus to attend, just to name a few. For the first event of its kind, it was well attended, with over 500 people.

5. Newport Golf Day 2024

Held on the 26th September and returning to Newport Golf Club, 2024 saw over 20 teams participate in this much loved event calendar staple. The event was very kindly sponsored by Designer Print and Pure Solutions.

6. Light Up A Life 2024

In early December, over 200 supporters gathered in the peaceful gardens of our Day Hospice in Newport for our annual Light Up A Life service. This special evening offers families, friends, and the wider community a heartfelt opportunity to remember loved ones during the

festive season. Set to carols performed by the Newport Borough Brass Band, the event featured readings, poems, and a touching candle-lighting ceremony – each flame symbolising love and remembrance. We are deeply grateful to everyone who attended and supported the hospice's vital work, helping to make the evening truly meaningful.

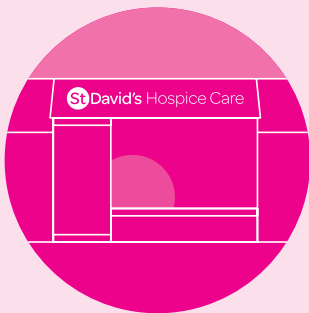
A big thank you to everyone who takes part in all the fundraising events to help raise vital funding for the Hospice. We could not do what we do without the support of our event participants, the sponsors and the volunteers and staff, thank you.

How We are Funded

All our care is provided **free of charge**. However it costs over **£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.

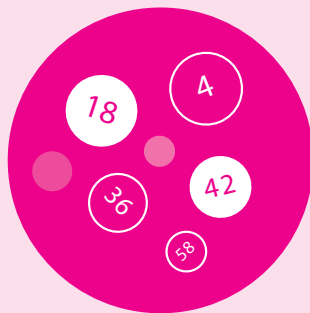
In addition the Hospice operates three core fundraising activities:



Running a network of charity shops



Organising fundraising events



Operating a lottery

Clinical Statistics



On average, **83%** of patients died in their preferred place
(2023/24 **81%**)



On average, **85%** of patients were cared for in their preferred place
(2023/24 **85%**)



Out of Hours – **1,516** calls were made out of hours
(2023/24 **1,813**)

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.



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.



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



Pays for one nights care in our In-Patient Hospice when patients need it most



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

Clinical Nurse Specialists (CNS)

3,736 patients helped this year (2023/24 **3,499**)
2,234 new referrals (2023/24 **2,042**)
13,966 patient visits (2023/24 **14,054**)

Hospice at Home Service

39,512 hours of Hospice at Home care (2023/24 **38,772**)

Family Support Team

649 Bereavement Team sessions (2023/24 **831**)
375 families referred to Unicorn, the children's bereavement service (2023/24 – **348**)

In Patient Unit

302 Admissions (2023/24 **279**)
10 Days/nights average length of stay (2023/24 **11** days/nights)
69% Average bed occupancy (2023/24 **72%**)

Student Placements

10 Third Year Nursing Students (4–12-week placements)
11 Paramedic Students (1-week placements – In-Patient Hospice and Community)
2 Management placements

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 2025 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 2025 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 2024/25

	Unrestricted funds 2025 £000	Restricted funds 2025 £000	Total funds 2025 £000	Unrestricted funds 2024 £000	Restricted funds 2024 £000	Total funds 2024 £000
Income						
Donations and legacies	1,354	67	1,421	1,747	94	1,841
Charitable activities	2,751	731	3,482	2,635	542	3,177
Other trading activities	4,105	58	4,163	4,033	-	4,033
Investments	212	-	212	197	-	197
Other	1	-	1	10	-	10
Total income	8,423	856	9,279	8,622	636	9,258
Expenditure						
Raising funds	3,626	58	3,684	3,678	-	3,678
Charitable activities	4,869	774	5,643	4,881	595	5,476
Total expenditure	8,495	832	9,327	8,559	595	9,154
Net income before gains / (losses) on investments	(72)	24	(48)	63	41	104
Net gains / (losses) on investments	(30)	-	(30)	226	-	226
Net income / (expenditure)	(102)	24	(78)	289	41	330
Transfers between funds	2	(2)	-	5	(5)	-
Net movement in funds	(100)	22	(78)	294	36	330
Reconciliation of funds:						
Total funds brought forward	16,766	49	16,815	16,472	13	16,485
Total funds carried forward	16,666	71	16,737	16,766	49	16,815

“Having 2 terminally ill parents at the same time was incredibly challenging, staff fully understood how emotionally and physically difficult things were. We couldn’t have managed and enabled our parents to be at home, as was their wish, without the ongoing support we received”

Daughter of two patients, July 2024

Balance Sheet 2024/25

	Group 2025 £000	Group 2024 £000	Charity 2025 £000	Charity 2024 £000
Fixed assets				
Tangible assets	8,280	8,434	8,417	8,573
Investments	2,823	2,787	2,823	2,787
	11,103	11,221	11,240	11,360
Current assets				
Stock and work in progress	222	199	-	-
Debtors	1,714	2,128	1,931	2,326
Cash at bank and in hand	4,293	4,057	4,283	4,050
	6,229	6,384	6,214	6,376
Liabilities				
Creditors: Amounts falling due within one year	595	790	580	782
Net current assets	5,634	5,594	5,634	5,594
Total assets less current liabilities	16,737	16,815	16,874	16,954
Total net assets:	16,737	16,815	16,874	16,954
The funds of the charity				
Restricted income funds	71	49	71	49
Unrestricted income funds	16,666	16,766	16,803	16,905
Total charity funds	16,737	16,815	16,874	16,954



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Bringing care home

Registered Charity Number 1010576

