ST DAVID’S HOSPICE CARE
ANNUAL REVIEW
(INCLUDING SUMMARISED FINANCIAL STATEMENTS)
FOR THE YEAR ENDED
31 MARCH 2017

Thank-you to all our loyal and generous supporters.
We could not achieve any of this without you.

Charity number: 1010576
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 2017 but it is not the full statutory financial statements. This Annual Review has not been externally scrutinised and may not contain sufficient information to allow for a full understanding of the financial affairs of the Hospice.

The full financial statements from which the summarised financial statements were derived were approved by the Trustees on 27 July 2017 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 head office or from the Hospice’s website.
Our achievements against last year’s goals

Last year we set out the following priorities for 2016/17

1. **Implement the final year of the three year strategic plan and work on the next 3 year plan.**
   The previous three year plan has been implemented and achieved. Meetings and consultations with staff and Trustees are currently taking place to start developing the next three year plan.

2. **Complete the new build on time, within budget and finalise the service model.**
   The build was completed a short time after the end of the financial year. There was a small overspend due to increased unforeseen groundworks. The service model has been finalised although medical staffing remains an ongoing issue.

3. **Finalise the Day hospice review.**
   This has been partially completed. The Day Hospice review commenced in early 2017 and will continue throughout the next year.

4. **Focus on improving IT connectivity within the hospice.**
   The hospice is working closely with ABUHB and NWIST to develop ICT. An internal intranet designed to improve communication with staff has been developed in the year and is planned to go live in the first half of the new year.
Community Clinical Nursing Specialists

The hospice employs 19 Clinical Nurse Specialists. They are highly trained, skilled palliative care professionals. The Clinical Nurse Specialists are allocated to GP practices and work as core members of the primary healthcare team.

Highlights

- The Clinical Nurse Specialists (CNSs) cared for 3,192 patients which is a very slight decrease on last year (2016 – 3,351).
- The CNS service works closely with Aneurin Bevan University Health Board and has a one year service level agreement to provide community CNSs.
- We aim to ensure across the service that at least 60% of patients die in their usual place of residence (excluding Hospice at home). In 2017 we achieved this with 69% (2016 – 72%)

She was the most compassionate, understanding lady. She made me feel I had support at all times.

Every time the CNS visits she brings calmness amongst chaos. Although our lives will never be the same again the CNS always tries to bring back to us (through help and medication) the best we can have of “J” again. The CNS not only supports “J”, she supports all of us with help and understanding of our every need. In addition to this it is a massive relief that all the care team are there 24/7 and listen and help you as to what is needed at any particular time. It is so reassuring and welcoming to have this extremely high standard of support.
Hospice at Home
The Hospice at Home Team aims to provide end of life care at home and to enable patients to have choice about where they die.

**Highlights**
- There has been a decrease of 7.5% in the number of hours provided compared to last year (2016 - 4.1% increase), with a total number of 54,063 hours of care provided (2016 – 58,437).
- We continue to offer a flexible bespoke service which is tailored to each individual patient and their family.

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Day Hospice
We have 4 Day Hospices which run throughout the week.

**Highlights**
- Although the number of attendances has fallen to 3,581 (2016 – 4,222) the Day Hospice has seen new referrals increase to 306 (2016-268) and the number of patients attending increase to 443 (2016 – 427).
- The review of Day Hospice services will continue through 2017.

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3,581
attendances at Day Hospice
(2015/16 – 4,222)
Family Support Team

The Family Support Team are part of the multi-professional team supporting patients and their families with a wide range of social, financial, practical and emotional needs.

Highlights

- Caring for the family after a death is a key component of the hospice’s work. Visits by the service have decreased from 1,255 to 1,109 but group attendances have increased by 49.6% (2016 - 47%) from 139 to 208. This reflects a planned change in focus on how the service is delivered.

"I can’t fault the bereavement support service. It was a lifeline for me at a very difficult time."

"He has got his sparkle back in his eyes, he can now laugh freely without guilt and most importantly he can talk about how he feels."

1,109 visits by the Bereavement Team (2015/16 – 1,255)

179 families referred to Unicorn, the children’s bereavement service (2015/16 – 162)
The staff have done everything that Mum has needed. Equally they have been tremendously supportive to me.

In-Patient Unit

The In-Patient Unit is a Consultant led Specialist Palliative Care unit with 10 beds for adult patients who suffer from progressive life limiting conditions.

Highlights

- The number of referrals to the hospice In-Patient Unit has decreased from 280 to 263.
- The bed occupancy, however has increased from 73% to 74%. The average length of stay has increased from 16 days to 19 days.
- The In-Patient Unit hospice is regulated by Healthcare Inspectorate Wales and was inspected in July 2015; a copy of the report can be found at the by Healthcare Inspectorate Wales website at www.hiw.org.uk.

I have absolute confidence in all the staff here – a wonderful group of people who have the patient's wellbeing at the centre of everything they do.

157
Admissions (2015/16 – 175)

19 days
Average length of stay (2015/16 – 16)

74%
Average bed occupancy
New 15 Bed In-Patient Unit

The In-Patient Unit was completed on time and is truly a beautiful and calm environment for patients and relatives. The new hospice has been completed with co-operation from many different organisations, trusts and companies. It is with grateful thanks that we acknowledge the financial support of:

- The Welsh Government;
- Newport City Council;
- The Big Lottery Fund;
- Garfield Weston Foundation;
- The Wolfson Foundation;
- The Will Charitable Trust;
- Moondance Foundation;
- The Albert Hunt Trust;
- The Dezna Robins Jones Charitable Foundation;
- The February Foundation;
- The Crane Fund for Widows and Children.

We would like to thank:
- St Joseph’s Hospital for their continued support;
- ABUHB especially Judith Paget, Bobby Bolt, Sian Miller, Aruna Sanikop, Colin Powell and Richard Davies;
- Newport Norse in particular Don Waters;
- Chris Brown from NWIS;
- KKE Architects Ltd;
- Whitehead Building Services Ltd;
- Structural Solutions Management Ltd;
- Rhomco Consulting Ltd;
- Andrew Scott Ltd.

The hospice started caring for patients in the new In-Patient Unit in June 2017.
1,548 patients have had a compassionate and dignified death with St David’s Hospice Care this year.

98% of patients died in their own homes when our Hospice at Home Team were involved in their care.
How we are funded

The Hospice receives funding from the NHS and The Welsh Government to provide its services. 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;
• and operating a lottery.

Fundraising in numbers

62,000
Miles ridden by fundraising cyclists this year (that’s the same as two and a half times round the Earth!)

1,863
Runners in the Newport half marathon

£25,000
The average profit provided by one of our shops to support our work

1,248
Prizes paid to our lottery winners
Financial Highlights

- The Hospice has recognised legacy income of £956,000. This represents the highest legacy income ever received in a year by the Hospice. It follows our previous highest income in 2015/16 of £763,000.
- The Hospice received £2,404,000 of an overall £3 million capital grant from Welsh Government to support the construction of the new In-Patient Unit.

<table>
<thead>
<tr>
<th>£4.61m</th>
<th>£956,000</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spending on our charitable activities (2015/16 - £4.46m)</td>
<td>Legacy income in the year (2015/16 - £763,000)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>37%</th>
<th>£2.17m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of our spending on charitable activities that comes from service level agreements with the NHS (2015/16 - 36%)</td>
<td>Undesignated free reserves of the charity (2015/16 - £1.45m)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>£1.98m</th>
<th>£11.34m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash at bank and in hand (2015/16 - £1.82m)</td>
<td>Total funds of the charity (2015/16 - £7.09m)</td>
</tr>
</tbody>
</table>
Income and expenditure 2016/17

Income: £11.86m
(2015/16 - £8.70m)

Expenditure: £7.64m
(2015/16 - £7.4m)
# Statement of Financial Activities 2016/17

<table>
<thead>
<tr>
<th>Income</th>
<th>Unrestricted funds 2017 £000</th>
<th>Restricted funds 2017 £000</th>
<th>Total funds 2017 £000</th>
<th>Unrestricted funds 2016 £000</th>
<th>Restricted funds 2016 £000</th>
<th>Total funds 2016 £000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Donations and legacies</strong></td>
<td>1,946</td>
<td>3,571</td>
<td>5,517</td>
<td>1,776</td>
<td>709</td>
<td>2,485</td>
</tr>
<tr>
<td><strong>Charitable activities</strong></td>
<td>2,067</td>
<td>-</td>
<td>2,067</td>
<td>2,042</td>
<td>-</td>
<td>2,042</td>
</tr>
<tr>
<td><strong>Other trading activities</strong></td>
<td>4,239</td>
<td>2</td>
<td>4,241</td>
<td>4,119</td>
<td>1</td>
<td>4,120</td>
</tr>
<tr>
<td><strong>Investments</strong></td>
<td>26</td>
<td>-</td>
<td>26</td>
<td>22</td>
<td>-</td>
<td>22</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>9</td>
<td>-</td>
<td>9</td>
<td>31</td>
<td>-</td>
<td>31</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td><strong>8,287</strong></td>
<td><strong>3,573</strong></td>
<td><strong>11,860</strong></td>
<td><strong>7,990</strong></td>
<td><strong>710</strong></td>
<td><strong>8,700</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenditure</th>
<th>Unrestricted funds 2017 £000</th>
<th>Restricted funds 2017 £000</th>
<th>Total funds 2017 £000</th>
<th>Unrestricted funds 2016 £000</th>
<th>Restricted funds 2016 £000</th>
<th>Total funds 2016 £000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Raising funds</strong></td>
<td>3,064</td>
<td>-</td>
<td>3,064</td>
<td>2,968</td>
<td>1</td>
<td>2,969</td>
</tr>
<tr>
<td><strong>Charitable activities</strong></td>
<td>4,535</td>
<td>70</td>
<td>4,605</td>
<td>4,373</td>
<td>87</td>
<td>4,460</td>
</tr>
<tr>
<td><strong>Other</strong></td>
<td>(28)</td>
<td>-</td>
<td>(28)</td>
<td>(10)</td>
<td>-</td>
<td>(10)</td>
</tr>
<tr>
<td><strong>Total expenditure</strong></td>
<td><strong>7,331</strong></td>
<td><strong>88</strong></td>
<td><strong>7,419</strong></td>
<td><strong>7,331</strong></td>
<td><strong>88</strong></td>
<td><strong>7,419</strong></td>
</tr>
</tbody>
</table>

Net gains (losses) on investments: 27 - 27 (3) - (3)

**Net income** 743 3,503 4,246 656 622 1,278

Transfers between funds: 20 (20) - 5 (5) -

**Net movement in funds** 763 3,483 4,246 661 617 1,278

**Reconciliation of funds:**
- **Total funds brought forward**: 6,461 628 7,089 5,800 11 5,811
- **Total funds carried forward**: 7,224 4,111 11,335 6,461 628 7,089
## Balance Sheet
### 2016/17

<table>
<thead>
<tr>
<th></th>
<th>Group 2017 £000</th>
<th>Group 2016 £000</th>
<th>Charity 2017 £000</th>
<th>Charity 2016 £000</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FIXED ASSETS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tangible assets</td>
<td>8,818</td>
<td>4,811</td>
<td>8,955</td>
<td>4,873</td>
</tr>
<tr>
<td>Investments</td>
<td>287</td>
<td>254</td>
<td>287</td>
<td>254</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>9,105</td>
<td>5,065</td>
<td>9,242</td>
<td>5,127</td>
</tr>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stock and work in progress</td>
<td>40</td>
<td>58</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Debtors</td>
<td>1,353</td>
<td>1,158</td>
<td>1,130</td>
<td>1,075</td>
</tr>
<tr>
<td>Cash at bank and in hand</td>
<td>1,982</td>
<td>1,820</td>
<td>1,979</td>
<td>1,819</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>3,375</td>
<td>3,036</td>
<td>3,111</td>
<td>2,897</td>
</tr>
<tr>
<td><strong>LIABILITIES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Creditors: Amounts falling due within one year</td>
<td>1,012</td>
<td>938</td>
<td>760</td>
<td>799</td>
</tr>
<tr>
<td><strong>NET CURRENT ASSETS</strong></td>
<td>2,363</td>
<td>2,098</td>
<td>2,351</td>
<td>2,098</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS LESS CURRENT LIABILITIES</strong></td>
<td>11,468</td>
<td>7,163</td>
<td>11,593</td>
<td>7,225</td>
</tr>
<tr>
<td>Creditors: Amounts falling due after more than one year</td>
<td>133</td>
<td>74</td>
<td>133</td>
<td>74</td>
</tr>
<tr>
<td><strong>TOTAL NET ASSETS</strong></td>
<td>11,335</td>
<td>7,089</td>
<td>11,460</td>
<td>7,151</td>
</tr>
<tr>
<td><strong>THE FUNDS OF THE CHARITY</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Restricted income funds</td>
<td>4,111</td>
<td>628</td>
<td>4,111</td>
<td>628</td>
</tr>
<tr>
<td>Unrestricted income funds</td>
<td>7,224</td>
<td>6,461</td>
<td>7,349</td>
<td>6,523</td>
</tr>
<tr>
<td><strong>TOTAL CHARITY FUNDS</strong></td>
<td>11,335</td>
<td>7,089</td>
<td>11,460</td>
<td>7,151</td>
</tr>
</tbody>
</table>

Signed and authorised for issue on behalf of the Board of Trustees

Mr M Davies OBE CStJ

Approved and authorised for issue by the Board on 27 July 2017.