

St Michael's hospice



Annual Review 2016/17

Hospice care, **maybe not** what you think?

People are often fearful about coming into the Hospice, not knowing quite what to expect. Sometimes a short stay in our In-Patient Unit can make all the difference and give someone the strength to cope independently at home again. Our Day Services focus on enabling people to live well despite having a life-limiting illness, but 2/3 of the people we support never come into the building and are cared for at home in partnership with our NHS colleagues. We hope you will enjoy reading more about our services in this Annual Review.

"As is common, Mum had reservations about hospice care, not fully understanding what you could provide. However, after her first stay with you and with the support she received in the community, I know that she held you all in high regard... so much so that she chose your Hospice as her preferred place for end of life." Relative

"Thank you so much for looking after T over the last few days. I'm taking home a 'new' man with a better quality of life to look forward to." Relative

"You've helped me get that little closer to seeing my son go to school. Even if that's not possible, we have made special memories." Patient

"I met the most wonderful person who listened to my every word. Who didn't judge me in what I was thinking. Who at my lowest time talked to me. Counselling has helped me to realise that I don't have a time scale for my grief. That it's ok to do something nice and not feel guilty." Bereavement Client



Being told you have a life-limiting illness can bring great anxiety and a sense of loss of control. The services provided by St Michael's Hospice help to relieve the pain and discomfort of patients and aims to promote flexibility and choice for individuals and their families at a worrying time. Our In-Patient Unit offers palliative care to adults with a life-limiting illness.

Following a discussion with a patient and their family, our experienced team will offer a programme of care to suit the patient's needs. We are committed to involving patients and their families in all decisions about their care.

In-Patient Unit  **257**
Number of patients cared for

20%
of Hospice in-patients are under the age of **64**

"We will always be grateful for the warm welcome we received from reception, the volunteers providing much needed coffees and the wonderful doctors and nurses for your special kindness." Relative



 **1,049**
patients were supported

 **3,995**
visits were made to people at home

39%
of those supported by Hospice at Home did not have cancer but another life-limiting illnesses

88%
of those being cared for by our community team die at home/ care home.

Community Services

The Hospice at Home service takes the specialist skills of St Michael's Hospice into an individual's home, enabling people to have a choice over their place of care. The team provides specialist palliative care when there are problems needing more expert input such as complex symptom control, emotional and psychological support. The team can provide hands-on nursing care in the short term, whilst a package of care is being set up.

In 2016 we launched a Rapid Discharge element to our Hospice at Home service to increase the number of patients who die in their preferred place of care/death, and to increase the team's ability to respond more effectively.

Our Night Sitting service offers relatives and carers the chance to have a good night's sleep, in the knowledge their loved one is being cared for.

"Caring at home can be lonely at times, and it is so helpful and reassuring to know there is someone available to speak to in the middle of the night." Relative



 40

bereavement volunteers

256

people were supported

1,554

number of appointments

Bereavement Services

The death of someone close to you may be the most devastating and overwhelming experience that will ever happen to you. The grief that follows the loss is not an illness but a normal human journey - albeit very difficult and painful - involving strong reactions. Your feelings are something you experience and not symptoms that need to be treated.

Our confidential Bereavement Service is available to anyone throughout Hastings and Rother who is in need of extra support through a difficult time. You don't have to have had any previous contact with the Hospice to be able to access our support.

"With your help I have been able to see the trees, the hills and the valleys and not just stand confused staring at the closed gate." Client



 1,540

Number of attendances

118

New people to Day Services

Day Services

We offer a warm and friendly environment in which people with life-limiting illnesses can enjoy companionship, therapies and activities.

We are here to support patients to live as well as they can for as long as they can. Our holistic approach offers a variety of services and educational programmes support patients to optimise their health no matter what stage of illness they are experiencing. The wellbeing of the people we support is important to us and we endeavour to meet individual needs and improve quality of life.

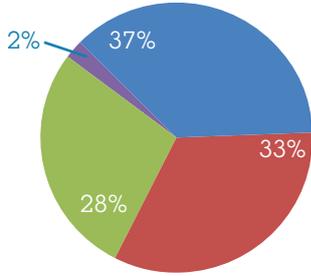
"Once you attend you immediately feel part of the community with excellent and professional involvement from everyone, which is carried out with dedication." Client

2016/2017

1. Income

Community support	£2,579,234
NHS funding	£2,295,155
Trading (retail, lottery, room hire etc)	£1,932,202
Investments	£79,344

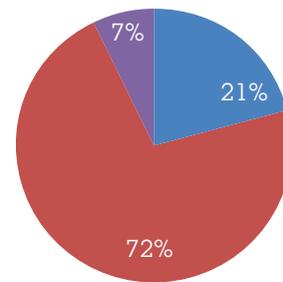
Total income **£6,885,935**



2. Expenditure

Charitable activities	£4,719,001
Raising funds	£1,343,310
In-Patient Unit enhancement*	£488,819
Governance	£59,451 (<1%)

Total expenditure **£6,610,581**



* Thanks to the tremendous success of the Phoenix Appeal we were able to enhance the In-Patient Unit following the devastating arson attack in 2015.

72% of our expenditure goes directly towards supporting patients and their families

21% is invested in raising vital funds for the future

All our services are provided free of charge

We supported

1,148 

patients in Hastings and Rother and indirectly we have supported many more carers, families and friends

Over

200,000 hours

were donated by volunteers which, based on the living wage, would have cost

c£1.8 million



3,300 hours

of support were provided to people living in Hastings and Rother by our volunteer Hospice Neighbours

We provided

16 

clinical placements for students training for a career in the healthcare profession

Total raised online with JustGiving in the last 12 months

£76,276.83

St Michael's Hospice, in collaboration with St Wilfrid's Hospice (Eastbourne) is a regional training centre for the

Gold Standards Framework (GSF)

A nationally recognised accreditation for care homes. During 2016/17, a cohort of care homes undertook their GSF training facilitated by both hospices. The hospices also collaborated on delivery of the University of Brighton level 6 and 7 modules for post-registration nurses.

If you would like to receive a text only copy of the Annual Review please contact us on 01424 457982