ANNUAL REPORT 2024 | 25

City Hospice
Caring for Cardiff







Celebrating our milestone:
40 years of care

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Talk to us

General Enquiries

029 2052 4150

Clinical Services

029 2052 4158

Out of Hours Clinical Service: 111

It is essential to tell the NHS call handler that you are a palliative care patient known to City Hospice so you can be prioritised appropriately.

Where to find us

City Hospice, Tŷ Hosbis, Whitchurch Hospital Grounds, Park Road, Whitchurch, Cardiff, CF14 7BF

Send us an email

General enquiries
info@cityhospice.org.uk

Fundraising enquiries
fundraising@cityhospice.org.uk

Events enquiries
events@cityhospice.org.uk

Volunteer enquiries
volunteer@cityhospice.org.uk

Retail enquiries
retailadmin@cityhospice.org.uk

Corporate enquiries
corporatefundraising@cityhospice.org.uk

Visit our website
www.cityhospice.org.uk

SCAN ME



Our nurses travel across Cardiff to provide end of life care to patients in the comfort of their own homes.

About us

City Hospice is Cardiff's local hospice, providing specialist palliative and end of life care to patients in their own homes. Established in 1984, we have been supporting families across the city for over 40 years.

Receiving the news of a life-limiting illness changes everything. Hopes and plans for the future are often replaced with uncertainty and fear. At that moment, people across Cardiff turn to City Hospice for trusted, expert care. We tailor our care to what matters most to each patient, offering support from the moment of referral. Alongside home visits, we provide care in local care homes, at our hospice in Whitchurch, and community venues across Cardiff.

The support of our community is stronger than ever and we can't thank everyone enough.

While we can't change the outcome for our patients, we can make the journey a little easier and less lonely.

City Hospice
Caring for Cardiff

We couldn't do all of this work without the support of:

Our Patron
His Majesty King Charles III

Our President:
Captain Sir Norman Lloyd-Edwards KVCo, GCStJ, JP, RNR

Vice Presidents:
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- Dr Mike Bloomfield FRCGP
- Mr Robert Hodge
- Mrs Morfudd Meredith, HM Lord-Lieutenant of South Glamorgan
- The Most Reverend Dr Barry Morgan
- Mrs Margaret Pritchard MBE
- Rabbi Michoel Rose, Cardiff United Synagogue

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Vice Chair: Mr Gerald Puttock

Company Secretary: Mr Andrew Burns

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- Amy Hill
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- Dr Elinor Kapp
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- Maurice Prendergast
- Susan Toner
- Hannah Bates

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A note from The Chair



Michael Baker
Chair of the Board of Trustees

As Chair of the Board of Trustees, I am pleased to present City Hospice's Annual Report for 2024/25. This year has marked another important chapter in our journey towards achieving our long-term strategic objectives. It has also been a year of significant operational and financial challenges, with staff shortages placing additional pressure on our teams.

Despite these difficulties, our team's dedication and resilience have ensured that patient care remains central to all we do. On behalf of the Board, I extend sincere thanks to our CEO, Liz Booyse, for her leadership during the year, and to our Clinical Director, Dr Margred Capel, for continuing to lead with expertise and compassion.

Each year, I like to highlight a group whose efforts have particularly stood out. This year, I want to thank our nursing team. Their commitment, empathy, and professionalism in supporting patients and families during the most difficult of times has been truly inspirational. They have been unwavering in their support for our patients and a source of strength for the entire organisation.

This year also marked a major milestone for City Hospice as we celebrated 40 years of service to the people of Cardiff. Highlights included a Chair's Lunch and an excellent event at the Senedd, both of which brought together supporters, staff, volunteers, and stakeholders to recognise the hospice's journey and enduring impact. It was a privilege to be part of these moments and to see the widespread appreciation for the hospice's role in the community.

Financially, it has been a challenging year, but I am pleased to report that our deficit was smaller than budgeted - a positive trend we've seen in recent years. The Board's strategy of drawing on reserves to invest in services and infrastructure is beginning to bear fruit, and we are now close to reaching a break-even position. This improved financial outlook has taken immense team effort, especially from our remarkable fundraising team led by Amanda Fenton, a true leadership role model. We are also grateful for the work of our CEO, Liz Booyse, whose engagement with the Welsh Government and other funders has played a vital role in securing the support we need.

Finally, I am grateful to our volunteers, staff, ambassadors, fellow trustees, and many supporters across Cardiff. Your belief in City Hospice makes all the difference.

A note from The CEO



Dr Liz Booyse
Chief Executive Officer

What a truly remarkable year it has been for City Hospice as we proudly celebrated our 40th anniversary, and four decades of care, compassion, and community spirit for the people of Cardiff.

In 2024 we had the privilege of supporting over 1,800 people and their families. Every person has a story of hope, connection and resilience, and it has been our honour to support these people during the most vulnerable moments of their lives, ensuring that no one faces the end of life alone.

Our anniversary year was a chance not only to celebrate our history but to face the future. We've reflected deeply on how we can shape Ty Hosbis into a place that meets the evolving needs of our patients, carers, families, staff, and volunteers - a home for hospice care fit for the future.

This year, we expanded our clinical and counselling services, enhanced our Day Hospice and Wellbeing Service, and strengthened our partnerships.

Notably, we worked alongside Cardiff Council to streamline welfare processes and simplify essential support for patients and families. It's these everyday acts of care and advocacy that quietly change lives.

The celebrations have been nothing short of spectacular, from our inspirational anniversary event at the Senedd, to the moving Christmas Remembrance Service at Llandaff Cathedral, and the magical Sparkle Walk and Forever Flowers campaign at Cardiff Castle. Each event brought together families, supporters, businesses, our team, and volunteers, proving that our hospice is, and always will be, at the heart of the Cardiff community.

Every achievement this year has been made possible by the dedication of our incredible staff, including our clinical and business support teams, along with our trustees, volunteers and supporters. Each person plays a vital role in making City Hospice what it is today.

As we look to the future, we remain passionate and determined to provide the very best care for our community, where people experience all the dignity and compassion they deserve.



Compassionate care at the heart of Cardiff

Purpose

We offer palliative care in the community for people with life-limiting conditions. We support them so they can live their life in their place of choice with dignity and in comfort and those close to them in their bereavement.

Vision

That our palliative care and bereavement counselling services are widely recognised as reflecting best practice in a centre of excellence; that the charity is embraced and supported by the people and institutions of Cardiff as their leading local charity.

Values

Passion and compassion

We work together with pride, compassion, purpose and dedication. Our charity keeps people at the heart of what we do and we recognise the vital role played by our volunteers and supporters in delivering our services to the people of Cardiff.

Sharing and empowering

We focus on shared decision-making with patients, people close to them and the wider communities to empower people with life-limiting conditions. As a team we share and celebrate success and give people tools in their job, empowering decision-making and encouraging innovation.

Knowledge and responsibility

We act with responsibility and professionalism as a team, to provide the highest care, comfort and support to our patients and people close to them.



How we helped you

City Hospice provides medical, nursing and end of life care to patients registered to GPs in Cardiff.

On average, we care for 500 patients at any one time. This is made up of existing patients and we receive more than 100 referrals for new patients each month. In 2024/25 1337 patients were referred to us for specialist care.

Our patients and families were looked after and supported by our specialist clinical team made up of:

- Doctors
- Clinical nurse specialists
- Palliative nurses
- Day Hospice staff
- Counsellors
- Welfare rights officers
- Occupational therapists
- Bereavement counsellors
- Complementary therapists
- Paramedics

These patients and families were looked after and supported by

7,392	Clinical specialist visits
1,548	Doctor visits and digital consultations
1,337	New patient referrals
1,140	Welfare rights officer referrals
895	Paramedic visits
724	Occupational therapy referrals

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Over 500 patients supported each month

Dr Margred Capel
Consultant in Palliative Medicine



LAST YEAR

89.5%
of patients who expressed a wish about their preferred place of death were able to achieve their preference

88.8%
of patients who wanted to die in their own home were able to achieve this

83.5%
of patients who wanted to die as an inpatient in the local hospice were able to achieve this

City Hospice provides community palliative care to all patients registered with Cardiff General Practitioners. Most patients referred to the service have a cancer diagnosis; approximately 40% of patients have a non-cancer diagnosis such as dementia, frailty, heart failure, chronic obstructive pulmonary disease (COPD) and pulmonary fibrosis.

City Hospice receives over 100 referrals for new patients per month, resulting in a caseload of over 500 patients being cared for by City Hospice staff at any time. To work efficiently and prioritise the time we can spend with patients, the clinical staff are aligned with GP practices and review patients within defined geographical areas.

City Hospice's clinical services provide a holistic approach to care through a multidisciplinary team that assesses both the medical needs of patients and the support needs of their carers. Our staff agree on a schedule for intervention, monitoring and follow up with each individual. Should a patient's condition change between planned follow-up appointments, they are encouraged to contact our clinical line to alert staff. The inclusion of specialist paramedics within the team has enabled a prompt response to reviews when an individual's condition changes. Troublesome symptoms are assessed and treated as these arise. Individuals' fears and concerns can be explored and discussed. The staff provide the patient and their family/carers the opportunity to explore their understanding of the disease and the implications for them through future care planning.

The clinical service aims to:

- Provide specialised palliative assessment and patient-centred care to people with cancer and non-malignant life-limiting illnesses.
- Maximise people's independence and quality of life for as long as possible.
- Support patients with their preferences for end of life care, including ensuring patients achieve a dignified and peaceful death in the place of their choice and that their remaining loved ones are supported appropriately in their bereavement.
- Urgent referrals to the service are responded to in two days; routine referrals within seven days.

Advice and assessments by our Clinical Nurse Specialists (CNS) can be accessed seven days a week throughout the year. Recognising the need for support to patients throughout the week, our CNS team and palliative paramedics are based with the Out of Hours GPs. The doctors participate in the Cardiff and Vale UHB on call rota.

Respecting the need for sustainability and broader access to holistic services, we have expanded our Day Hospice provision throughout 2024 and 2025.

Friday morning offers an integrated palliative medicine clinic in which new patients can be reviewed by a doctor, welfare rights officers and occupational therapists in a 'one-stop shop'. Feedback has been very positive, with 82% of patients returning to the doctor-led clinic at Ty Hosbis after their initial assessment, 6% discharged at this first assessment (because all issues were addressed), and 12% CNS follow up at home because their health needs required this.

Other services now available for patients at Ty Hosbis include outpatient clinics, fatigue management groups, relaxation groups, complementary therapy groups, day centre social groups and bereavement coffee mornings. We are supported in our provision of services by the amazing group of volunteers. Our Lead CNS Terri Gazi has retired after 18 years of dedicated clinical service at City Hospice but has returned to support the hypnotherapy/relaxation groups. Terri has been a huge part of the clinical team and service delivery for so many years.

City Hospice's breathlessness management programme, 'Be inspired',

continues to thrive under the guidance of our Occupational Therapists. Patients learn breathlessness management techniques. Some patients choose to attend a series of three sessions at Ty Hosbis at which the cause of the breathlessness is identified and explored with the individual, reversible causes investigated and treated, and both drug and non-drug techniques to manage breathlessness explored. Some of these sessions included working with their peer group and immediate carers to perfect the non-drug techniques and develop individualised care plans.

Our service is committed to education and accepts students or health professionals who wish to learn more about our work. Catriona Seed, our Education Lead, coordinates and delivers much of the teaching. We are currently exploring options to promote our training at a cost to a wider audience. We work with Cardiff University to support medical students and doctors from the UK and abroad wishing to experience community palliative medicine during short placements with us and Cardiff University occupational therapy and nursing students.

We take paramedic students from Swansea Bay UHB as part of their training programme. We are a training site recognised by Health Education and Improvement Wales (HEIW) with regular placements from doctors training to be palliative medicine specialists and general practitioners. In addition, we provide teaching sessions on symptom control and aspects of palliative medicine to other health and social care professionals and care homes within Cardiff. We also support reflexology students who provide valuable support to the hospice.

City Hospice has continued its collaboration with Cancer Relief Gibraltar, another entirely community-based hospice like ours. This hospice



● *Catriona Seed, Education Lead, coordinates and delivers much of the teaching.*

outreach collaboration includes regular digital clinical meetings, clinical governance meetings, teaching and peer support.

Our service adheres to the designated National Standards for Specialist Palliative Care defined by the Cancer Services Coordinating Group 2005, the Quality Standards for end of life care (Palliative Care Cymru Implementation Board) and The National Institute for Clinical Excellence 2004 guidance on Supportive and Palliative Care. We operate a multifaceted audit programme, measure activity and clinical effectiveness through use of STAS (Support Team Assessment Schedule) and return information to The National Council for Palliative Care, the Palliative Care Implementation Group and our service commissioners. Over the years we have been inspected successfully by CIW, HIW and continue to be subject to regular Health Board reviews.

We seek qualitative feedback from patients and families regarding their experience of our services to inform our development using annual satisfaction surveys.



Results from our Patient Satisfaction Survey



'Every aspect of care City Hospice provides was complimented in our Patient Satisfaction Survey'

A total of 88 surveys were reviewed. All surveys showed a Very Satisfied or Satisfied result. Every aspect of care City Hospice provides was complimented from counselling, welfare rights, occupational therapy and reflexology. Suggestions to be included in patient leaflets were details about secretaries and receptionists/waiting areas.

Services that they would like City Hospice to provide include collating a handout of relevant contacts involved in the care of terminally ill patients and Muslim/Imam help to reinforce religion at this difficult time. Physiotherapy and more relaxation services were also mentioned. Fortnightly nurse visits were seen as essential, City Hospice service was impeccable, and they had no idea of all the services we offer.

The importance of future care planning is an essential component of managing end of life care, ensuring adequate preparation has been made for delivering symptom control and that appropriate equipment is in place. Family and carers are aware of actions to take and who to contact in the event of needing intervention. Other services including the district nurses are involved in delivering care to support the individual and their family. Patients who for several reasons are unwilling to explore and plan for these events are more likely to be admitted to hospital at the end of their lives.

During 2024, patients with a non-cancer diagnosis represented 35.4% of all patient deaths known to our service.





Support, strength and connection

In 2024, the development of an expanded range of Day Hospice and Wellbeing Services for patients and families was identified by the Board of Trustees as a strategic priority for City Hospice.

With a focus on enabling people with life-limiting conditions and terminal illnesses and their families and carers to live well and cope better, this approach is integrated with and complements our existing specialist palliative care.

In the second half of the year, building on feedback from patients and families, the following priorities were identified:

- A new six week 'Living Well' course, providing information and support to help people feel more prepared for the future.
- A selection of 'Pick and Mix' one-off sessions and short courses, providing flexible support and activities focused on control, choice and independence, including living with pain, sleeping better and creative activities.
- Carer support services including opportunities to meet with and learn from other carers to build confidence and provide peer support.
- Increased access to complementary therapies such as reflexology.
- Bereavement support, including bereavement cafes and wellbeing walks.

We have also changed how we are delivering our Day Hospice service to provide more focused support and access to nurse assessment.

This new approach has four key cornerstones:

1. 'Connecting' with others and being part of a community of support.
2. 'Learning' new skills through workshops, demonstrations and participation.
3. 'Focusing on living' including experiencing joy and fulfilment.
4. 'Acknowledging dying' through reminiscence, reflection and remembrance.

We know this new way of working is making a difference because people have told us:

- *"I feel less lonely because I have somewhere to go and talk about things – it's a bit easier than when I'm at home."*
- *"Day Hospice is so much more than a place to me – it's family and friends all rolled into one."*
- *"I really couldn't live without it."*

We are so excited to see our plans unfold and make an even bigger difference.

Thank you to the charitable trusts and foundations whose funding has made these first positive steps possible.

Extending our reach in every community



In 2024-2025, our counselling and bereavement services team, including counsellors, art psychotherapists and students, have continued to deliver dedicated support across Cardiff.

We have provided face-to-face support in community settings throughout the city, and at our Ty Hosbis base. We have also provided art psychotherapy for bereaved children in local primary and secondary schools and set up a new service providing support for bereaved people in prison at HMP Cardiff. Additionally, we have strengthened our bereavement cafe model to enable more opportunities for peer support through the skilled help of specially trained volunteers.

Our approach to support is shaped by need. For patients and families, this support is available pre-bereavement and for families, including children, this continues into bereavement. We have worked to ensure our services are flexible, and, where possible, are delivered closer to home. To maximise inclusion, we also provide support at home and via telephone or video enabled technology.

During the year we have increased our services for children in local schools and we now regularly work with over 30 primary and secondary schools. Working closely with schools, this support is tailored to meet the needs of individual children and is flexible to fit in with school life. Our model of support for children has become increasingly well-embedded and now generates direct referrals from schools in addition to referrals made by our clinical teams.

Our outreach clinics and bereavement cafes are also now well-established, taking place in community venues closer to people's homes and with good transport links that make it easy for people to access the help they need.

National Lottery Community Fund

Our National Lottery grant has enabled the delivery of our bereavement support in the heart of communities across Cardiff including Ely, Fairwater, Llanrumney and Whitchurch. In addition to counselling, we also run bereavement cafes in Llanrumney, Canton and the City Centre. These local services make it easier for people to say yes to the help and support they need, and reduces waiting time. Working together, we are achieving better outcomes.

CRONFA GYMUNEDOL COMMUNITY FUND

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Patient story

City Hospice helped Kris stay at home which was where he wanted to be

A kind and loving husband, father and colleague, Kris Olsen personified his favourite saying: 'cream always rises to the top'. City Hospice provided specialist palliative care to Kris until he died in the summer of 2023, aged 43.

Five years prior, Kris had his appendix removed due to appendicitis.
During what he thought would be a straightforward post op appointment, Kris was given the news that he had a rare cancer: pseudomyxoma peritonei.

Following a successful surgery to remove some of his bowel, Kris continued to live his life as normal. However, in August 2022, his cancer sadly returned.
Speaking about his diagnosis, his wife Amy said: "It was devastating to receive the news that his cancer was back and that it was at stage four.

"It hit me like a ton of bricks. Kris was more positive and helped me come to terms with it. He was selfless like that."

Following his diagnosis, Kris and Amy made the decision to get married within a few days. The couple had been together 20 years and had originally planned to get married in August but brought all their plans forward by a few months.





● *Family man Kris Olsen.*

City Hospice were initially introduced to Kris and Amy to organise pain management for Kris' back pain. As Kris' condition progressed, he was transferred to palliative care.

Amy said: "City Hospice helped Kris stay at home which was where he wanted to be. They sorted everything we needed from pain medication to arranging for a bed, sleeping and sitting aids to be delivered so he would be comfortable and not isolated when we had visitors.

"Our nurse Kath was incredible. She was so reassuring and answered any questions we had. Kris liked knowing that Kath was always there at the end of the phone, visiting us regularly and just how involved she was in his care."

Following Kris' death in early summer, City Hospice has continued to support Amy by providing specialist bereavement counselling to her at their community outreach hub in Ely and sons Max and Theo at their school.

What you say matters...



I cannot speak highly enough of the quality of care I have received from City Hospice. The devotion, kindness, understanding, and help of every one of their nurses makes them angels. Thank you so very much. God bless you all.

The support we received from City Hospice was superb. The Welfare Rights team helped us secure the correct benefits. The Occupational Therapist followed up promptly on our stairlift referral, and the nurse's advice on pain management was incredibly helpful. I also attended a training session on managing breathing difficulties, and my wife benefited greatly from two reflexology sessions, which gave her the opportunity to relax, recharge, and reflect.

Although it is daunting to receive a diagnosis, I cannot praise all the staff enough. They try not to keep you waiting in clinics, and there is always someone you can contact if you have any queries.

I found the doctors, staff, and reception team to be lovely and so supportive. The facilities were also excellent, especially the counselling service, which both my daughter and I made use of.

I was so pleased with the care and compassion shown by all the staff involved in my late husband's care. I hadn't realised how much was on offer from the hospice. The staff went above and beyond what was needed, and I am so grateful.

From day one, the support and friendship from City Hospice has been out of this world. They truly changed our lives.

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A heartfelt thank you to all our supporters and ambassadors

Our corporate partners and ambassadors have once again gone above and beyond for City Hospice. Their generosity and dedication have helped us raise vital funds, engage new audiences and continue providing expert care to those who need it most.

Beaujolais Day, hosted by ambassadors Chris Macnamara and Spiro Borg at Cornerstone, raised an incredible £52,000, with £26,000 going to City Hospice. Now in its tenth year of supporting us, this annual event remains a highlight in our fundraising calendar.

In May, our Celebrity Golf Day, sponsored by ambassador Neil Carter and Carter Lauren Construction, welcomed guests to the course alongside Welsh rugby legends Ieuan Evans and John Devereux.

To celebrate our 40th anniversary, we launched the 40 Charity Challenge, kindly sponsored by Hodge Bank. From bake sales to team challenges, the creativity from participating businesses was outstanding. Our own team joined in with a fun horse racing night to mark the occasion.

A new addition to our calendar saw 31 brave fundraisers abseil 200ft down Brunel House, raising £17,500. At the annual Raft Race,



Cottrell Park Ladies at our golf day.



#TeamHospice get ready to run the Cardiff Half.

The Railway Hotel retained their title and raised £2,500, earning the top fundraiser award.

We also hosted a memorable inaugural Chairman's Lunch at The Parkgate Hotel, led by Chair of Trustees Michael Baker. The event featured a Q&A with Sam Warburton and Nigel Walker, and a moving personal story reflecting on four decades of hospice care. Following the event, we were delighted that Sam Warburton agreed to become a City Hospice Celebrity Ambassador.

Thank you to all our corporate supporters and ambassadors for your continued support.



Eversheds Sutherland with their Forever Flowers.

Thank you to our sponsors

to our Charities of the Year

and our Platinum Pledges

Our ambassadors

Chris Macnamara, Alastair Milburn, Andrew Walker, Ben Rogers Jones, Clive Thomas, Neil Carter, Sara Nurse, Sarah Clifford, Sarah Lister-Sims, Sian Lloyd, Terry Edgell, Spiro Borg, Ellis Jenkins, Gareth Rhys-Davies, Phil Steele, Nigel Walker, Duncan Evans, Sam Warburton.

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One city, many acts of kindness

Throughout 2024/25 City Hospice hosted community led initiatives that not only raised essential funds but also deepened our connection in the community across Cardiff. City Hospice has been overwhelmed by the generosity of the local community and is excited to build on this success in the year ahead.

We proudly celebrated Hospice Hero Gwyn Williams, who raised £2,525 by cycling the Tour de Môn. Pugh's Garden Centre in Radyr hosted a Gardeners' Question Time event, raising £600, while Penarth boutique The Queen B supported us as their Charity of the Year through VIP Card sales.

In June, we were proud to join St David's Centre in the Cardiff Pride Parade to stand in solidarity with the LGBTQ+ community and promote inclusivity in hospice care. Our first Ribbons of Remembrance campaign took place in November, offering the community a meaningful way to honour loved ones. The event raised £1,376.50 and was brought back in February during Love Your Hospice Month, raising a further £965.28.

December saw the return of The Big Christmas Wrap at St David's Centre. Through six days of festive music from local choirs and groups, this initiative raised over £12,000, double the amount raised in its first year. We also launched our first Rudolph Run campaign, which brought together 12 schools, nurseries, and community groups who walked, ran, and danced in festive spirit, raising an incredible £11,753.











A year of unforgettable moments

This year, our community came together like never before, with both longstanding and new supporters making our events truly special.

We were thrilled to welcome over 300 supporters to our fifth Sparkle Walk, lighting up the streets of Llandaff in memory of loved ones. The evening was a glowing success, raising over £30,000 to support our work. Feedback was overwhelmingly positive, with many participants already promising to glitter up again next year.

In December, we hosted a joyful festive celebration at the Royal Welsh College of Music & Drama. Guests enjoyed sing-alongs to Christmas classics and followed the enchanted light show, thanks to our brilliant partners at Christmas at Bute Park. Performances from the Ukulele Wolves and City Voices brought festive cheer and community spirit. Over 300 people joined us for this magical night in the heart of the city.

The start of 2025 saw the launch of two exciting new events: the Hospice Heroes Firewalk and Walkathon. The Firewalk at Ty Hosbis saw 15 brave participants walk barefoot over hot coals, raising over £4,000. The Walkathon, a 26-mile trek from Cyfarthfa Castle to Castell Coch, was completed by a small but determined group, raising more than £8,500. Both were incredible displays of courage and commitment, powerful reminders of the lengths our supporters go to in aid of City Hospice.

Thank you to everyone who made these moments possible!









FOREVER Flowers AT CARDIFF CASTLE CASTELL CAERDYDD



Forever Flowers returned for its fourth consecutive year, offering support to hundreds of grieving families and raising thousands of pounds. This year's campaign featured a unique, limited edition rose crafted by the British Ironwork Centre, giving the community a meaningful way to pay tribute to loved ones.

Over a thousand roses, each representing a cherished life, formed a stunning display designed by our counselling team. This nine-day installation attracted visitors from Cardiff and beyond, bringing the community together in remembrance. During the campaign, we hosted our annual Celebration of Life event at Cardiff Castle, where both flower purchasers and the wider community gathered in a heartfelt tribute.

Despite the wet weather, more than 600 people joined the celebration. The evening was uplifted by the Rock Choir from across Wales, who came together to form a special super choir. One choir member shared: "It was such a beautiful event. The castle, the music, the flowers - it all came together perfectly. We felt proud and humbled to be a part of it."

Liz Booyse, CEO of City Hospice, reflected on the significance of the event: "Forever Flowers has become a cornerstone of the City Hospice calendar. This year is especially meaningful as we celebrate our 40th anniversary of providing palliative care in Cardiff. The support we've received over the years allows us to continue expanding our services, helping more people in need."

Forever Flowers 2024 raised over £38,000 for City Hospice, and we're excited to announce its return in 2025 with the daffodil, Wales' national flower, symbolising hope, resilience, and new beginnings.





● *(left to right) Ilora Finlay, Baroness Finlay of Llandaff; Claire Akers-Dyer, City Hospice Family; Sian Lloyd, Ambassador and Liz Booyse, CEO.*

Celebrating a significant milestone

This year marked a significant milestone for City Hospice as we celebrated our 40th anniversary, a moment to reflect on four decades of providing care, comfort and support to patients and families across Cardiff.

To commemorate this special occasion, we held an event at the Senedd, which was kindly sponsored by Jenny Rathbone MS. The event brought together supporters, staff, volunteers and partners to honour our journey and the many individuals who have shaped our story. It was a moving and inspiring day, recognising the importance of hospice care within our community and the lives we've touched over the years.



As part of this landmark year, we were proud to appoint Baroness Ilora Finlay of Llandaff, a longstanding advocate for palliative care and a voice of compassion in healthcare, as our Vice President.

We had pleasure in acknowledging the outstanding contribution of Dr Elinor Kapp, a founder and Trustee of City Hospice for an incredible 40 years.

Throughout our 40th year, we took time to reflect not only on what we've accomplished, including expanding our services, reaching more people in need, and building a legacy of care, but also to look ahead. We remain committed to adapting to the changing needs of our community and ensuring that nobody in Cardiff faces a terminal illness alone. As we move forward, the values that have guided us from the beginning - dignity, compassion, and community - remain at the heart of everything we do.

We want to thank everyone who has supported us over the year.

40 YEARS





● *The opening of Colchester Avenue's superstore.*

A landmark year for City Hospice stores

This year, City Hospice launched its largest retail space yet: our Colchester Avenue superstore.

This expansion has allowed the organisation to broaden its product range, adding furniture and electrical goods. This has provided the addition of a larger warehouse space that has enhanced operational efficiency too.

Our existing stores in Rhiwbina, Ely, and Llanishen continue to navigate the shifting landscape of the high street retail sector. Our Whitchurch and Penarth locations have transitioned into specialist stores, focusing on a tailored approach to meet their communities' needs.

This year, our Rhiwbina store set a world record at auction. A rare Welsh poster sold for £3,600, far surpassing its £200 estimate. This exceptional find was discovered by a dedicated volunteer.

City Hospice stores made a significant impact by processing over 30 tonnes of donations, preventing more than 21 tonnes of items from ending up in landfill. This reflects our ongoing commitment to reducing waste and promoting reuse, relove, and rehome.

We have engaged with more corporate volunteering days at our Colchester Avenue store, allowing more local and national businesses an opportunity to volunteer in their communities.

Without all our amazing volunteers our retail stores wouldn't be able to continue to support our charity's services.

Prestigious award for volunteer excellence

It has been another exciting and successful year for volunteering at City Hospice. We've welcomed more volunteers than ever before and have worked tirelessly to enhance the overall volunteer experience and improve our recruitment process.

One of the standout achievements this year was receiving the prestigious Investing in Volunteers award!

This recognition is a direct reflection of the strength of our volunteer programme and our commitment to appreciating the contributions of our volunteers. The award is the UK's recognised standard for excellence in volunteer management, focusing on improving the volunteer experience and ensuring the highest levels of support.

To achieve this award, City Hospice underwent a thorough 18-month evaluation, which included interviews with over 50 people, including volunteers, trustees, and staff. The assessment reviewed six key areas: vision, planning, inclusion, recruitment, support, and development of volunteers. The award demonstrates our dedication to creating a welcoming, supportive, and rewarding environment for volunteers, enabling them to make a real difference in the lives of those we support.









Samantha Davies, Volunteer Development Manager, said:

"This award is a testament to the hard work and dedication of everyone at City Hospice. It inspires us to keep growing and enhancing our volunteer programme, ensuring we offer the best possible experience for all who contribute.

"This recognition wouldn't have been achievable without the amazing volunteers at City Hospice, who give the most valuable gift of all... their time. A heartfelt thank you to each and every one of our volunteers for their incredible efforts!"

'Without our selfless, devoted volunteers, City Hospice's work wouldn't be possible'

ANNUAL REPORT

Shining a light on love and remembrance

Each year, our Light up a Life appeal offers comfort and connection during the festive season, inviting people to honour the memory of loved ones in a meaningful way.

From October to December, supporters are encouraged to dedicate a star in our Virtual Star in the Sky, creating a glowing tribute filled with hundreds of heartfelt messages.

In 2024, the appeal underwent a rebrand, giving it a fresh, modern look while preserving the warmth and meaning that makes it so special. The refreshed design was met with enthusiasm, strengthening the identity of this much-loved tradition.

To mark the appeal's launch, iconic buildings across Cardiff were lit up in purple, creating a stunning visual across the city. The response on social media was overwhelming, with Cardiff Council's platforms flooded with messages of support and gratitude, recognising the role City Hospice plays in helping families through difficult times.

We were honoured to hold our Remembrance Service at Llandaff Cathedral for the first time. Kindly sponsored by Sitka Recruitment and hosted by ambassador Sian Lloyd, the service featured performances from the Cardiff Ardwyn Singers and the Howell's School quartet, alongside readings from volunteers, staff, and supporters.





● *Landmarks across Cardiff lit up purple.*

A reading of names and candle lighting provided a powerful moment of reflection.

Thanks to the generosity of our community, we raised over £150,000 during Light up a Life 2024. Special thanks to the Hodge Foundation, whose match funding doubled all donations, helping us continue our care year-round.









● *Clockwise: Our Light up a Life stories: Alan Buckle with his grandchildren; Lee and Lucy Kirkman; and Karen and Holly.*

Light up a Life

HODGE FOUNDATION





THIS IS HOSPICE CARE

Gifts in Wills

Leaving a gift in your will to City Hospice is a meaningful way to support the future of compassionate care for people in Cardiff facing life-limiting conditions. These gifts help to ensure that our vital services will be there for generations to come, providing comfort and support to those in their most challenging days.

This year, we proudly joined a nationwide campaign called 'This is Hospice Care', which saw 143 hospices across the UK come together to highlight the crucial role of hospices and the impact of legacy giving. The campaign helped highlight the need for hospice support and encouraged people to consider leaving a gift to hospices.

We are excited to have launched our partnership with Farewill this year, offering a free will writing service, making it easier to include City Hospice in your will. Farewill, the UK's highest-rated will writer, has won multiple awards, including National Will Writing Firm of the Year, for its exceptional service.

We are incredibly grateful to those whose gifts we have received this year. We will use their funds in the best possible way, ensuring we deliver essential services today and build services that are fit for the future.

Your legacy can help us be there for those who need us most. The gift you leave will directly support your local hospice in Cardiff and make a real impact for years to come.



The role of trusts and foundations

Grants from charitable trusts and foundations are vital income for City Hospice.

They support our work in two ways. Unrestricted grants, where funders make no conditions on how the funds they provide for us are spent, support the general cost of providing our services. Restricted grants differ as they are given with conditions attached, meaning that this money must be spent for very specific purposes. In either case, we are hugely grateful to all the trusts and foundations who have helped make our work possible in 2024-25.

Throughout the year our fundraising efforts have been very fruitful in securing financial support that has been both unrestricted and restricted. Longstanding supporter The Hodge Foundation increased its support for us in recognition of our fortieth year with a grant of £140,000, match funding donations made through our Light up a Life appeal throughout the autumn. The Albert Hunt Trust, the Jenour Foundation, the Simon Gibson Charitable Trust and the Frazer Trust were among charitable trusts and foundations that provided unrestricted funding that enabled us to care for patients and their loved ones during the year.

The focus of our applications for grants throughout the year was on funding for our services including our redeveloped Day Hospice and Wellbeing Service, our counselling service, our welfare rights service and our paramedic service.

We are grateful to The Moondance Foundation, The National Lottery, The Waterloo Foundation, The St James's Place Foundation, Linder Foundation, The James Tudor Foundation and others. This support has been pivotal to the development and delivery of these services.



Our thanks go out to all charitable trusts and foundations that have supported City Hospice in 2024-25.

Annual accounts

Statement of financial activities for the year ended March 31, 2025

	Unrestricted Funds Undesignated	Designated	Restricted	Totals 2025
INCOME				
Donations and legacies	£ 569,101	-	£ 181,952	£ 751,053
Incoming from charitable activities				
Operation of Hospice care	£ 1,497,487	-	£ 105,267	£ 1,602,754
Incoming from other trading activities				
Other Trading Activities	£367,389	-	-	£367,389
Gross shop sales	£395,703	-	-	£395,703
Investment income	£71,801	-	-	£71,801
Other Income	£10,802	-	-	£10,802
Total	**£ 2,912,283**		**£ 287,219**	**£ 3,199,502**
EXPENDITURE				
Raising funds				
Costs of running shops	£388,402	£105,357	-	£493,759
Fundraising & voluntary income	£529,106	£53,055	-	£582,161
Total	**£917,508**	**£158,412**	**-**	**£1,075,920**
Charitable activities				
Hospice care	£2,180,482	£27,829	£288,219	£2,496,530
Total	**£3,097,990**	**£186,241**	**£288,219**	**£3,572,450**
Net loss on investment	£4,639	-	-	£4,639
Net expenditure	**(£190,346)**	**(£186,241)**	**(£1,000)**	**(£377,587)**
Transfers between funds	£456,230	£13,770	(£470,000)	
Net movement in funds	**£265,884**	**(£172,471)**	**(£471,000)**	**(£377,587)**
Reconciliation of funds				
Total funds brought forward	£1,233,090	£1,533,528	£1,488,985	£4,255,603
Total funds carried forward	**£1,498,974**	**£1,361,057**	**£ 1,017,985**	**£3,878,016**

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

City Hospice
Caring for Cardiff

Be a Hospice Hero

There are lots of ways to donate to City Hospice

Your generous donations enable us to continue providing the best palliative and end of life care. We are grateful for anything you can give.

DONATE A DAY
Sponsor a day of vital nursing care. It can be in memory of a loved one, on a date that's meaningful to you.

SUPPORT OUR SHOPS
We encourage donations at our six shops across Cardiff and the Vale to keep them full, fresh, and inviting to our customers.

SPONSOR AN EVENT
Call us to find out how you can take part or sponsor one of our brilliant fundraisers.

REGULAR GIVING
An easy, no-fuss way to support your local hospice.

VOLUNTEER
We are always on the lookout for volunteers to join the team.

SCAN ME

Tŷ Hosbis | Whitchurch Hospital Grounds
Park Rd | Whitchurch | Cardiff CF14 7BF

www.cityhospice.org.uk | 029 2052 4150

Registered Charity No. 1023311