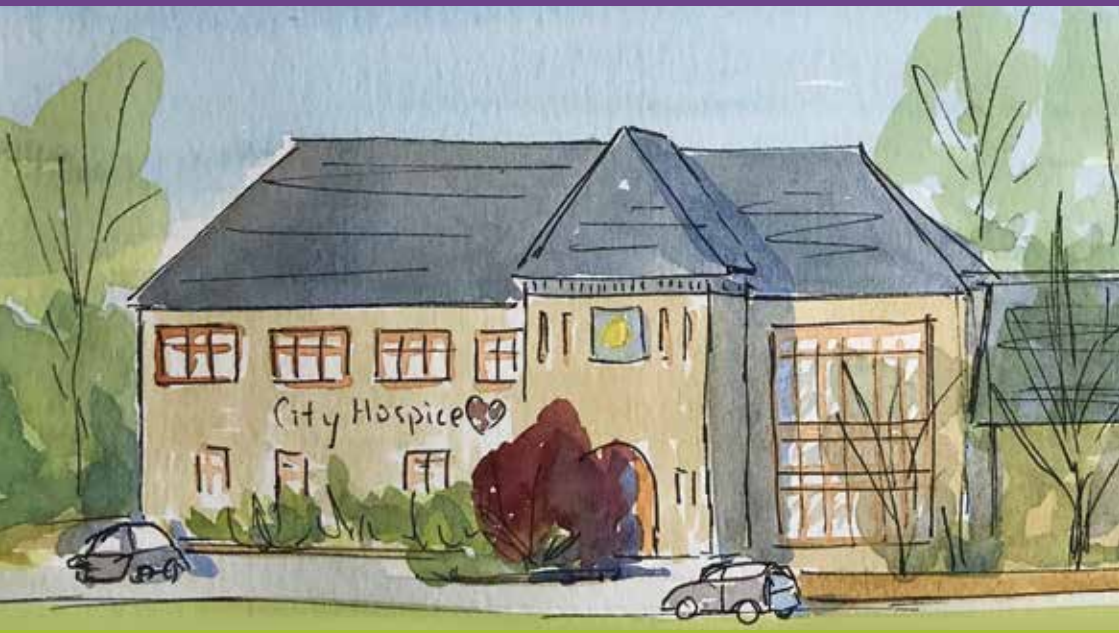
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2022 | 23



City Hospice
Caring for Cardiff

Tŷ Hosbis | Whitchurch Hospital Grounds | Park Rd | Whitchurch | Cardiff CF14 7BF
www.cityhospice.org.uk | 029 2052 4150
Registered Charity No. 1023311



Talk to **us**

Give us a call

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

Visit our website

www.cityhospice.org.uk

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



About **us**

City Hospice was established in 1984 and has, for the past 39 years, provided medical, nursing and end of life care to patients with life-limiting illnesses in their own homes. We were originally called 'George Thomas Hospice Care' and were created from the goodwill of the community.

This sense of community is stronger than ever and we can't thank everyone enough.

Our team goes out into the city of Cardiff to support patients at home. For those who can make it to our centre, we provide a number of different services, including counselling, complementary therapies, pain and breathlessness clinics, and our Day Centre.

We spend time talking to patients and families about the preferences of those we care for and where they wish to stay, and we work with them to support this choice.

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

Our Patron
When he was His Royal Highness The Prince of Wales, His Majesty King Charles III was Patron of City Hospice

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

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

Chair: Mr Michael Baker

Vice Chair: Mr Gerald Puttock

Company Secretary: Mr Andrew Burns

Treasurer: Mr John Dwight

Trustees:
- Dr Diana Evans
- Mrs Amy Hill
- Mrs Emma James
- Dr Clifford Jones
- Dr Elinor Kapp
- Mrs Helen Miller
- Mr Richard Thomas
- Mrs Dorothy Johnson
- Mr Maurice Prendergast

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A note from **The Chair**

As Chair of the Board of Trustees, I am pleased to present the Annual Report of City Hospice for 2022/23. We have made significant strides in putting in place a solid foundation to help us achieve our mission of delivering exceptional care for the people of Cardiff, both now and in the future. This effort has been led by our CEO Liz Booyse and I want to thank her for the leadership and dedication she has shown.



I would like to express my sincere thanks to a clinical team led by Dr Margred Capel. Despite the various challenges, they have shown professional dedication in providing vital care and support. Their commitment to our patients and their families is truly commendable, and we are immensely grateful for their unwavering efforts.

This year, I would also like to extend a special mention to our fantastic volunteers who look after our reception. Serving as the first point of contact for our visitors, they provide a warm and welcoming atmosphere that sets the tone for the compassionate care we strive to deliver. Their contribution is invaluable; ensuring a positive experience for all who visit us is appreciated. A welcome is extended to the significant number of new members to our team. Each individual brings unique skills, perspectives, and a passion for our mission. We are delighted to have them on board and wish them every success.

Lastly, I would like to address the challenging financial environment we have encountered. Navigating this has required a concerted effort from all stakeholders, and I am incredibly grateful for the generous support we have received. It is thanks to them that we have been able to continue our vital work. Their financial assistance is a testament to their belief in our mission and the impact we strive to make on the lives of those facing life-limiting illnesses.

In conclusion, the past year has been transformative for City Hospice as we have laid the groundwork for the future. With a strengthened structure, dedicated team members, and the support of our stakeholders, we are equipped to continue to provide exceptional care to the people of Cardiff. On behalf of the Trustees, I want to extend my appreciation to everyone involved and look forward to the continued success of City Hospice.

Michael Baker
Chair of the Council of Management

A note from **The Chief Executive**

I want to start this message with a sincere thank you to everyone who has supported City Hospice over the past year, and a special thank you to the City Hospice team for all their efforts. The strength of the charity is made possible because of people like you, who take the time to support their local hospice.



We have had another busy year, as we continue our vital work across Cardiff. We have expanded our counselling service, opened new outreach clinics, and we have welcomed new team members across the charity.

This has helped us grow our services so that we can realise the future needs of our patients, their families, and those people who are bereaved in Cardiff. Our new team members include our Palliative Care Paramedics, as we work with the Welsh Ambulance Service on a new project, to meet the urgent needs of our patients.

When I talk of the team, I also include our brilliant volunteers and acknowledge their contributions. I particularly enjoyed this year's Volunteers Conference, where we had an opportunity to say thank you and explain the difference their efforts make.

We have held some outstanding events and campaigns over the past year, which have raised income and the profile of our work. Within this year's annual report, many are featured. A personal highlight was the Forever Flowers Celebration of Life Event at Cardiff Castle. It was the perfect venue for a summer evening filled with music, poignant speeches and many, many City Hospice sunflowers.

At the event, one of our patients summed up her experience of City Hospice:
"...the most important thing City Hospice does is to help me live a good life, as much as possible, for as long as possible."

These kind words, and many more sentiments like this, inspire the great work of City Hospice. The work of the charity is always in service to our patients. Every month 100 new people are referred to City Hospice for specialist palliative care. Each one is special and unique, deserving the highest standards of care.

Quite simply, our work matters. Thank you for making all that we do possible.

Liz Booyse
Chief Executive Officer

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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

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 an average of 98 referrals for new patients each month. In 2022/23 1172 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
- Day Centre staff
- Counsellors
- Social worker
- Welfare rights officer
- Occupational therapist
- Bereavement counsellors
- Complementary therapists

Between them, our clinical team provides essential support to people at home and in the hospice. They work with GPs, hospitals and other care providers to ensure our patients are looked after with the care and compassion they deserve and are comfortable and safe at home.



These patients and families were looked after and supported by...

6436	**Clinical nurse specialist visits & digital consultants**
2518	**Bereavement and counselling sessions & visits**
1370	**Doctor visits and digital consultations**
1172	**New patient referrals**
966	**Social worker & welfare rights officer referrals**
517	**Occupational therapy referrals**

Supporting our patients

City Hospice provides community palliative care to all patients registered with Cardiff General Practitioners

Dr Margred Capel
Consultant in Palliative Medicine

The majority of patients referred to the service have a cancer diagnosis. Approximately 37% of patients have a non-cancer diagnosis such as dementia, COPD and pulmonary fibrosis, heart failure and frailty. City Hospice receives an average of 98 new referrals per month in addition to caring for up to 500 existing patients.

The Multidisciplinary team (MDT) decided from the outbreak of the pandemic that maintaining the delivery of clinical service in a safe way for patients, families and staff remained the priority. We adapted to the various changes and guidelines determined by Public Health and Infection Prevention and Control.



The service aims include:

- providing specialised palliative assessment and individual care to people with cancer and non-malignant life-limiting illnesses;
- keeping the patient at the centre of all care delivered;
- the management of physical and psychological symptoms and concerns;
- maximising people's independence and quality of life for as long as possible;
- supporting patients with their preferences for end of life care, including ensuring patients achieve a dignified and peaceful death in the place of their choice with their loved ones supported appropriately in their bereavement;
- that urgent referrals to the service are responded to within two days and routine referrals in seven days;
- liaising with other Health and Social Care providers involved in the patient's care to maximise good communication and patient-centred support.

The advice and assessment by our clinical nurse specialists can be accessed seven days a week, 365 days a year. They are based at Tŷ Hosbis from Monday to Friday and work with Out of Hours GPs on weekends and bank holidays. The doctors take part in an on-call rota.



- *Professor Fiona Rawlinson*



- *Dr James Davies*

City Hospice offers patients and carers the option of being followed up using digital technology as an alternative to telephone or face-to-face. However, in practice, we find most patients prefer to be reviewed face-to-face. If the need for physical examination arises this will also necessitate face-to-face review.

City Hospice's breathlessness management (Be Inspired) programme is coordinated by our Occupational Therapist. The causes of breathlessness and both drug and non-drug techniques to manage breathlessness are explored to develop an individualised care plan.

City Hospice is committed to multidisciplinary education through a number of local and national endeavours including:

- health professional, medical student, occupational therapy, nursing and paramedic student placements;
- collaboration with Cardiff University to deliver weekly third-year medical student palliative medicine placements, elective student placements, second-year multidisciplinary teaching, bespoke 'student selected component' for fourth-year medical students who complete an in-depth project over six weeks, support (through marking) for the Masters in Palliative Care;
- ongoing input and development of clinical pathways with Cardiff and Vale UHB;
- collaboration with Cardiff University in developing five webinars for community practitioners on palliative and end of life care;
- following a successful Quality Improvement Programme, CNS Catriona Seed has led on delivery of teaching recognition of end of life care and use of the Care Decisions Guidance with care homes in Cardiff;
- Professor Rawlinson has collaborated with various members of the MDT to develop podcasts for access by patients and professionals;
- Dr Davies has also taught paediatric trainees in Northumbria in conjunction with the Welsh Transitional Care Consultant regarding transitional palliative care.

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The importance of future care planning is an essential component of managing end of life care, ensuring adequate preparation has been made

City Hospice's support extends beyond the local with the ongoing collaboration between City Hospice and Cancer Relief Gibraltar, another entirely community-based hospice.

A CNS from Gibraltar spent a week with us shadowing different members of the clinical team as part of their ongoing professional development. The hospice outreach collaboration also includes weekly digital clinical meetings, clinical governance meetings, teaching and peer support.

Dr Capel has been involved with the UK Optimal Care Pathway for pancreatic cancer and supporting the work of Pancreatic Cancer UK.

Dr Davies has been involved in multiple local and national projects and education. This has involved being a member of the Pan Wales Palliative Radiotherapy group and working with oncology in developing the Acute Oncology Services (AOS) specification.

The clinical team have been successful with various research abstracts, posters and presentations accepted for national conferences such as the All Wales Palliative Care Conference Gregynog and Association of Palliative Medicine Congress Edinburgh.

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.

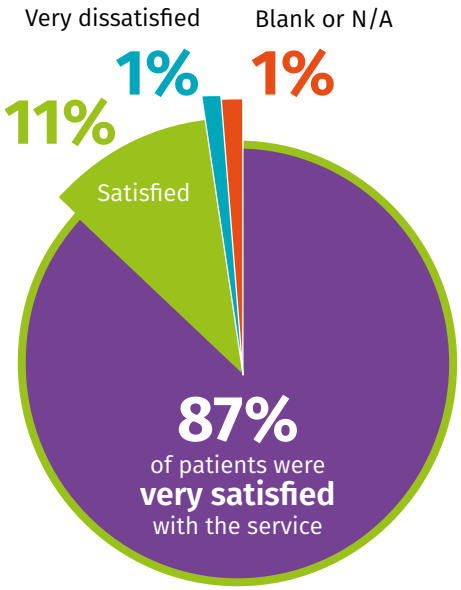
We operate a multifaceted audit programme, measure activity and clinical effectiveness through use of STAS (support team assessment schedule), the Palliative Care Implementation Group and our service commissioners. Over the years, we have been inspected successfully by CIW, HIW and peer review which highlights the ongoing quality of the care we provide.

City Hospice is able to provide a range of psychological support options to patients, carers or family members and bereaved people through the counselling service.

The service provides individual sessions at Tŷ Hosbis, or in one of the various outreach clinics in the hubs or GP practices in different areas of Cardiff eg Llanrumney, Ely and Butetown. The counselling service offers a variety of interventions to suit patients' needs including talking therapy groups, art psychotherapy, music therapy, cognitive behavioural therapy and EMDR (Eye Movement Desensitisation and Reprocessing) following evidence-based practice. The children's counselling service is delivered (if preferred) within Cardiff schools.

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

Patient/carer satisfaction survey 2022



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, appropriate equipment is in place, family/carers are aware of actions to take and who to contact in the event of needing our support. Other services, including the district nurses, are involved in delivering care to support the individual and their family. Patients who for a number of 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 2022/23 patients with a non-cancer diagnosis represented 37% of all referrals and 35% of the deaths in our service in 2022.

Last year...



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What you say matters...

Comments received from our Patient Satisfaction Surveys from patients and families of loved ones

We find that City Hospice provides a unique and valuable service.

I have nothing but praise and deepest respect for the team.

Everything in the way of aid was delivered on time. Thank you.

City Hospice was only involved with my mum for about two weeks, but became like family. Because of the support they gave us my mum died with dignity.

The care and support of City Hospice has been and continues to be absolutely invaluable to maintaining a quality of life for myself and my family. Thank you is not enough.

The journey would be a lot more difficult without City Hospice.

City Hospice is amazing. My husband wanted to die at home and we couldn't have carried out his wishes without your help.

We found the service of the care team second to none. The complementary therapy that you awarded me was excellent and boosted my morale during a difficult time. Thank you.

I have nothing but praise and gratitude for your services.

The service and care was amazing and I'm not sure how I, or other families you've helped, would manage without it.

Where would we be without such caring nurses. Thank you from the bottom of my heart



Patient story

Amy-Claire Lanman

Amy-Claire Lanman, 28, has an incurable degenerative disease and has been under the care of City Hospice for nearly a decade.

Despite chronic pains and daily symptoms including fatigue, nausea and seizures, Amy-Claire is a passionate volunteer disability activist. She regularly documents her life living with an incurable degenerative disease with her social media followers and is a passionate advocate of hospice care.

Amy-Claire Lanman said: "The most important thing City Hospice does is to help me live a good life, as much as possible, for as long as possible. Having recently gotten married, I have never been happier. I was never supposed to live to adulthood, but here I am, grown up enough to be someone's wife. My life may not look like most 28-year old's, but the care and support of City Hospice has helped me to shape a full and happy life.

"I enjoy going sea swimming most mornings, spending time with family and friends, taking the dog for a walk, drinking far too much coffee from Costa and going on adventures like watching the sunrise on Oxwich Bay. Of course, one day my hospice will care for me when I die. We've had many difficult conversations about the end of my life and what I want that to look like. Whilst these conversations are never easy, they are filled with far more humour and love than many people would imagine and I feel safe in the knowledge that City Hospice will do everything in its power to ensure that I, one day, will have a good death."

In addition to her online activity, Amy-Claire has been heavily involved in several campaigns to help raise vital funds for City Hospice including Forever Flowers and Love Your Hospice Month.

Amy-Claire added: "So much of what City Hospice does is clinical care, but they also offer other types of excellent practical support such as counselling, accessing complementary therapies and navigating the complex maze that is the benefits system.

"One of the most valuable parts of hospice care is emotional support; hospice care is so often about knowing you're not alone on this journey. I'd like to thank City Hospice for making my journey such a truly wonderful one and I hope we will have many more years of travelling together."

Bereavement and counselling service

We know how important talking is and we're proud to provide counselling to help patients and their families deal with the enormity of a terminal diagnosis, bereavement counselling and our children's counselling service.

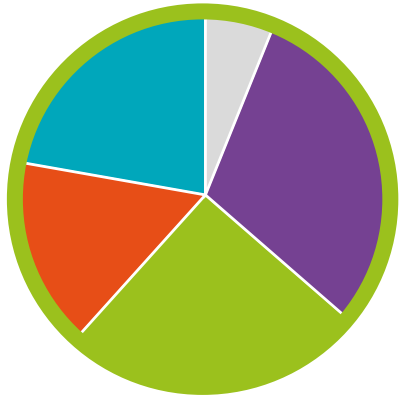
In the past year, the counselling and bereavement service has seen further development. With the support of The National Lottery, our service will become available to more people across Cardiff including families of City Hospice, patients, community organisations, businesses and schools.

We have further developed our children's services and are known to nearly 20 schools within the area. Going in to school offers support for children to talk in a familiar space and help them through what can be a very difficult time. We are very grateful to the schools we work with, who allow us to use their space.

In addition to our school visits and outreach centres, we have continued to meet families in the comfort of their own houses where appropriate. This is especially important when patients feel too unwell to leave their homes.

We strive to use evidence-based practice to meet the needs of our clients and patients at a time when they need it most. We offer talking therapy, art psychotherapy, music therapy and trauma-focused therapy.

As restrictions have lifted, we can offer more group work to help challenge the feeling of isolation that many bereaved and unwell people can feel.



Children and young people we supported 2022-23

0-4yrs 5-9yrs 10-15yrs 16-18yrs 18+yrs

175 Young people seen
Over 3,000 counselling sessions

We are very thankful for donations and fundraisers making it possible to extend the services we offer at City Hospice. This year we have seen more people in the community, in schools and in outreach centres and provided services for those who needed them. **Everyone who has had a bereavement is important to us.**

City Hospice also provides an education service at Tŷ Hosbis which focuses on working with bereavement, palliative care and basic listening and counselling skills. These sessions are extended to organisations in their workplace. City Hospice is a centre for clinical excellence and our education programme allows us to share this knowledge with the community.

Thank you to our wonderful City Hospice Ambassadors

This year we were delighted to see the continued support from our City Hospice ambassadors.

During our Forever Flowers campaign, we held a Breakfast Networking Event; it was a great opportunity for all our supporters to come together and for us to say thank you. City Hospice Ambassador Sian Lloyd gave a speech on our Forever Flowers campaign. We are grateful for her ongoing support. Her role has been invaluable in raising awareness of our work and hosting several events.

Sarah Lister-Sims, Ambassador and Managing Director of Hospital Innovations, held a 'Call My Bluff' lunch at The Bear Hotel in Cowbridge. Guests enjoyed a three-course meal and entertainment provided by Fine Wines Direct. A massive £12,000 was raised for City Hospice, which was match funded during our Light Up a Life campaign.



Alastair Milburn and Skalet present a cheque to City Hospice



Sian Lloyd with Lord Mayor of Cardiff Cllr Graham Hinchey and Lady Mayoress Anne Hinchey

Chris Macnamara, left, and Spiro Borg

Chris Macnamara and Spiro Borg once again staged the best Beaujolais Day in Wales at the stunning Cornerstone in Cardiff. Guests enjoyed a classic French menu, comedy and live music from Big Mac's Wholly Soul Band. A massive £34,318 was raised for City Hospice, which was match funded by The Hodge Foundation.

Alastair Milburn organised a band night at the Earl Haig Club in Whitchurch with popular local band, Skalet, raising over £2,500. The band went above and beyond to put on a great night.

Our business ambassadors, led by Andrew Walker are all very supportive in the hospice and raising awareness of our work.

Our Business Ambassadors are:
Kim Bird, Spiro Borg, Neil Carter, Sarah Clifford, Terry Edgell, Sarah Lister-Sims, Chris Macnamara, Alastair Milburn, Sara Nurse, Clive Thomas, Nigel Walker and Andrew Walker.



Chris Macnamara







Celebrity Golf at Cottrell Park





How you helped us:

Corporate support

With Covid restrictions easing, our corporate supporters were able to be more creative with their fundraising.

City Hospice Ambassador Chris Macnamara completed his Moped Mayhem II, a ride across Europe in his 40-year-old classic Vespa scooter. Over the course of seven days, Chris rode from Alicante, Spain to The Algarve in Portugal and to Porthcawl in Wales which raised over £7,000.

The staff at Carter Lauren Construction did another gruelling fundraiser, with over 40 employees climbing the Welsh Three Peaks Challenge. Starting with Snowdon at 2am, followed by Cadair Idris and finishing at Pen Y Fan at 11.45am, raising £15,000.

Our Celebrity Golf Day at Cottrell Park in May was a big success, with lots of celebrities and corporate teams enjoying fine weather, good company and delicious food.

Other fundraising efforts saw employees running the Cardiff Half Marathon, jumping out of planes at 13,000ft and competing in marathon cycle rides. Meanwhile, we had the more usual fundraisers, such as bake-offs, coffee mornings, dress-down days and Jolly Jumpers.

However, it's not all about fundraising and many corporates gave their time to volunteer at our shops or our events. Some teams got together to paint fences and garden at the hospice centre.

Whichever way you decide to support City Hospice, we are truly grateful



Celebrity Question of Sport



Three Peaks Challenge

Thank you to those that sponsored events

to our Charities of the Year

and our Platinum Pledges





How you helped us:
Fundraising and events

This year we were delighted to be able to return to events without restrictions. We celebrated the third Sparkle Walk, which was once again a huge success.

This event was supported by The Waterloo Foundation. The route took our walkers along the River Taff through Llandaff North and into Whitchurch, where they took a short break at the hospice. This was an opportunity for our supporters to leave a message to their loved ones in our gardens – a breathtaking moment amongst all the fairy lights. On their return, they were treated to a glass of fizz and a medal to acknowledge their success.

We saw over 300 supporters light up the streets of Llandaff in memory of their loved ones. Feedback from this event was phenomenal, with participants calling it a 'fabulous event' and saying they'll be 'glittering up' again next year.

During our Light Up a Life campaign, we held a festive event to reflect and remember loved ones as one of the charity partners of Christmas at Bute Park. Hosted by Ambassador Sian Lloyd, the event took place at the Royal Welsh College of Music and Drama, followed by the award-winning Christmas at Bute Park light trail through the grounds of the park. The event brought together over 200 members of our community to honour the memory of a loved one and enjoy the amazing light trail in the heart of the city centre.

As the year came to an end, we organised our third Wag This Way event, which brought together the people of Cardiff and their furry companions to explore the wonderful grounds of Bute Park. With the support of Admiral Pet Insurance and Dog Furiendly, the weather held, allowing us to hold our dog show and present awards to outstanding pups like Dodo Dorothy.

Overall, our events raised an impressive £8,000, which we could not have achieved without the invaluable support of our fantastic community and partners.

Some exciting new campaigns and events will be launched this year, and we can't wait to share them. Keep your eyes peeled.



● *Friends cycled the Carten100*



● *Nettie Burtenshaw presents a cheque to City Hospice*



● *Bringing the West End to Wales*

How you helped us: Community fundraising

This past year has seen the return of lots of fundraising activities and challenges in the community, helping to raise funds for City Hospice. We have thoroughly enjoyed being part of the supporter's journey from start to finish.

Four friends including Charlie Hardiman, each cycled the Carten100 – a 108-mile cycle from Cardiff to Tenby in May 2022. A close family friend was cared for by City Hospice and the boys raised £1,390. We continued our relationships with schools within the community. Birchgrove Primary School held a Christmas concert in aid of City Hospice and raised an incredible £312.

Nettie Burtenshaw took on her own brave challenge to shave her hair, which has raised over £8,000. A 50th Wedding Anniversary raised £666 by generously accepting donations to City Hospice in lieu of gifts.

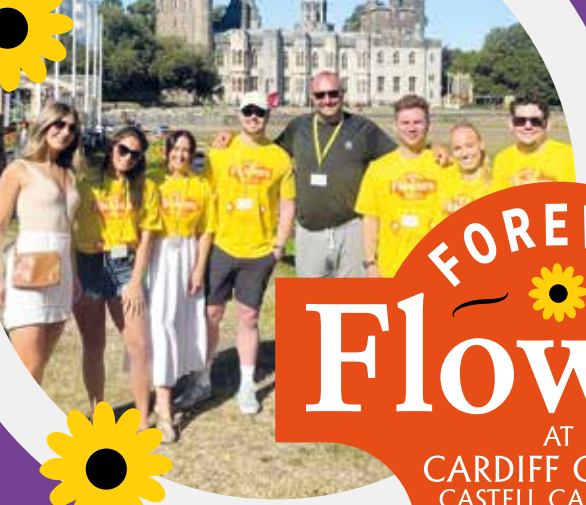
Applause Productions created their own 'in aid of' event, 'Bringing the West End to Wales', which provided entertainment from Welsh musical theatre artist Luke McCall, raising over £4,000.

One of our Hospice Heroes, Lyra, aged nine, took on a challenge in January 2023 to walk, run, cycle, swim, and scoot 100km in aid of City Hospice which raised £1,050. Lyra chose to donate six days of nursing care through our Donate a Day campaign with the money she raised.

In February 2023, we introduced a new campaign - Love Your Hospice Month, which encouraged individuals and businesses to talk about the importance of hospice care whilst raising vital funds.

During the Cardiff Rugby vs Benetton game in February 2023, we raised £500 through our bucket collection.
We organised several bucket collections and awareness stands throughout the year, taking place at supermarkets, garden centres, and theatres throughout Cardiff.

Thank you to everyone in our community who has supported us. We're looking forward to working with you and finding new fundraising challenges in the new financial year.





FOREVER Flowers AT CARDIFF CASTLE CASTELL CAERDYDD





Remembering loved ones

Following an astonishing first year, Forever Flowers made a comeback for 2022, offering support to hundreds of grieving families and raising thousands of pounds.

The campaign featured a unique limited edition sunflower, crafted by the British Ironwork Centre. Forever Flowers allowed members of the community to pay tribute to their cherished family members, friends, and loved ones.

Over a thousand Sunflowers, each representing the life of a loved one, formed a striking display designed by artist Katherine Jones. The display took place over two weeks and hundreds of people visited from Cardiff and beyond.

During this time, we held our first Celebration of Life event. This was an opportunity for not only those who purchased a flower but for the community to come together and remember loved ones at Cardiff Castle. This was our biggest event to date and we saw over 500 people unite in remembrance.

A choir member at our Celebration of Life event said: “What a fantastic evening. I can safely say we felt honoured to be a part of it. The venue and weather were perfect, the sunflower display was stunning and hearing first-hand the work of City Hospice was inspirational.”

Liz Booyse, CEO of City Hospice explains the importance of the Forever Flowers campaign: “At City Hospice we truly understand how it can feel to lose a loved one. Providing people with a means to remember, talk about and celebrate the lives of those we have lost has always been an important part of our work.

“Experiencing a bereavement can be so difficult in normal times, and even more so during the pandemic, when people may not have been able to grieve in the normal way. We also appreciate that for many who have experienced loss in the years prior to the pandemic, their grief may have been heightened over the past couple of years.

“Forever Flowers is for everyone, not just those who were cared for by City Hospice and provides the opportunity for people to talk about their grief, reflect, remember a loved one and celebrate life with a lasting tribute.”

Forever Flowers 2022 went on to raise over £40,000 for City Hospice and we are delighted to announce that it will be returning in 2023 with the chosen flower being a daisy, symbolising love, hope and new dawns.

> ***Forever Flowers is for everyone, not just those who were cared for by City Hospice***









Our **shops**

Our retail stores have had a strong trading year with an increase in revenue income to £328,921.

This has been supported by receiving excellent donations across our stores, and by the reopening of our Barry store. We are now trading six stores across Cardiff and the Vale.

We recruited new store managers into the business as well as promoting two of our volunteers into new store manager roles. Doing this will assist us to achieve further growth.

Our fantastic volunteer teams continue to drive sales in our stores and provide a friendly and welcoming space for customers and donors.

We took the decision this year to close our online retail store to focus on our community-based stores and ensure we are delivering the best value for our customers.

We have successfully introduced new technology to our stores where needed including improving our EPOS systems. We have provided tablets to our stores to encourage communication across the stores and with the wider charity.

We continue to welcome new volunteers into our retail team and encourage donations to our busy stores to keep them full, fresh, and inviting to our customers.

We really value our volunteers, van drivers, back of house teams and staff for their continuing support to the stores – their efforts really make a difference. We truly value our customers who raise funds to enable our charity to do the most vital work, caring for the people of Cardiff at a time they need it most.

You can find our shops in: Whitchurch, Barry, Ely, Penarth, Llanishen and Rhiwbina







Creative ways to **volunteer**

It's been another busy and successful year for volunteering at City Hospice.

In 2022, we held our first ever **City Hospice Volunteer Conference**. We were able to proudly run this event through a successful grant funding bid provided by The National Lottery. With an action-packed agenda, the event featured talks from our Counselling department, Clinical Team, and CEO. We held an interactive panel session and a variety of guests came along to perform or present. It was a wonderful afternoon enjoyed by all.

This year, we've recruited more volunteers than ever before and worked extremely hard behind the scenes to improve the overall volunteer experience and onboarding for new recruits – capturing our volunteers' feedback along the way. We're proud to share that as part of the new improvements, we created our **first ever volunteer handbook**. A fantastic and useful tool, we have received some incredible feedback about this resource. To download a copy, please visit our website here: **www.cityhospice.org.uk/volunteer**

An exciting new initiative was launched towards the end of the year, utilising skilled administration volunteers to form our very own **Volunteer Centre**. Taking place weekly, our Volunteer Centre is now the hub of volunteering – it's where our volunteers help us to recruit volunteers and take on mini-projects to develop the programme in its entirety. A highly administrative function, it's now essential to our operations and also provides an outreach of support to other teams across the hospice when needed too.

Email any **volunteer enquiries** to volunteer@cityhospice.org.uk







Light up a Life

Our annual Light Up a Life campaign takes place every year between October and December.

Light Up a Life helps people remember their loved ones at Christmas which can be a very difficult time of year for people who are bereaved.

Our community are invited to honour the memory of their loved ones by placing a dedication on our Virtual Star in the Sky. The outpouring of love and support was overwhelming, with hundreds of heartfelt messages twinkling on the stars in the sky, remembering those who are deeply missed

We welcomed families to our Remembrance Service, supported by Adams & Young, in the gardens of Tŷ Hosbis. During the candlelit service we enjoyed performances from Llanishen High School, Pitch Perfect from Howells School, CytSain Choir and Côr Caerdydd, We also celebrated the lighting of our Christmas tree. It was a very special event as we saw families come together and remember loved ones.

HODGE FOUNDATION

Through the unwavering support and generosity of our community, the Light Up a Life campaign raised over £150,000. We are immensely grateful to the Hodge Foundation, whose gracious match funding once again doubled the impact of all donations received from October 1 to December 31.

Their commitment to our charity is instrumental in making a difference in the lives of those we care for and the support we provide to their families, not just at Christmas but throughout the year.



Charitable trusts and foundations

Gifts from charitable trusts and foundations play a vital role in funding the specialist palliative care and end of life services City Hospice provides for people and communities across Cardiff, enabling us to do more and reach further through the funding of core services and specific projects, as well as maximising income from our events through providing match funding. From small, local trusts, to large, national foundations, every penny received has made a difference – thank you from us all.

We are grateful for the enduring support of the Hodge Foundation who provided £100,000 of match funding, joining bereaved families and friends to create a lasting tribute to the people we miss as part of our Light up a Life remembrance campaign. We are also grateful to the Waterloo Foundation for providing match funding and adding extra sparkle to our annual Sparkle Walk.

Our funding applications have to a large extent focused on strengthening our counselling and bereavement services, ensuring they are available when they are needed most for families who are adjusting to life following the death of someone important to them. Thanks to the National Lottery Community Fund, the Vale of Glamorgan and Cardiff Third Sector Council, the Cooperative Community Fund and Assura for underpinning the expansion of these important services, and to the 1910 Trust and Children in Need, for their specific contribution towards our children's bereavement service and outreach work in local schools.



Short-term funding made available through the Welsh Government Bereavement Support Grant has ensured that we have been able to continue to support people who are bereaved but not previously known to City Hospice. Additionally, the Third Sector Resilience Fund has helped us establish a dedicated approach to bereavement skills training.

We are placing a high priority on building relationships with valued charitable trusts and foundations, including the Albert Hunt Trust and the Jenour Foundation, who have continued to help us fund our essential services, as well as newer trusts, whose philanthropic focus aligns closely with our own values and ambitions.

Gifts in Wills

Choosing to leave a gift in a will reflects someone's confidence in the services City Hospice provides today and the importance of them being available for people across Cardiff in the future.

We are immensely grateful to the people whose gifts we have received this year – and pledge to make the best possible use of these funds to make the biggest possible difference to the experiences of as many people as possible. A gift in a will, whether large or small is a lasting tribute – we will do all we can to ensure that no one is left unsupported.



Patient story
John Bruno

Daughter Natalie, wife Sue and grandaughter Lyra with their Forever Flower and, left, with John

John Bruno received specialist palliative care at home from City Hospice and his family, including wife Sue, daughter Natalie and granddaughter Lyra, have been supported by the charity.

In November 2020, John was sadly diagnosed with stage 4 kidney cancer and City Hospice were soon there to care for him and support the family.

Natalie told us: "From the very first visit with the doctor and our nurse, we knew we were in safe hands. We appreciated the time taken to fully explain Dad's illness. From aids to enable Dad to stay at home safely to advice regarding financial matters and the wonderful nursing care, the support was excellent."

Natalie added: "Something we will always be so grateful for is our nurse Cat took the time to really get to know Dad as a person. He was such a character, and it took her no time at all to bond with him. He trusted her.

"Cat was there to support my Mum and us all as a family during this difficult time. She helped us navigate our way through it. I have no doubt that without the support of City Hospice, this wouldn't have been possible."

> ***Our nurse, Cat, took the time to really get to know Dad as a person, not just a patient***

Just 10 months after John's diagnosis, he sadly passed away in the comfort of his home surrounded by his family, which was his wish.

Following John's passing, the Bruno family are keen to support City Hospice through a number of events and fundraising activities. Nine-year-old granddaughter, Lyra, became a Hospice Hero in January, completing 100km and raising over £1,000. The family have also been heavily involved in raising awareness of our award-winning campaign, Forever Flowers.

Annual **accounts**

Statement of financial activities for the year ended March 31, 2023

	Unrestricted Funds Undesignated	Designated	Restricted funds	Totals 2023
Donations and legacies	£500,351	-	£63,518	£563,869
Incoming from charitable activities				
Operation of Hospice care	£1,111,955	-	£18,140	£1,130,095
Incoming from other trading activities				
Other Trading Activities	£269,707	-	-	£269,707
Gross shop sales	£328,921	-	-	£328,921
Investment income	£55,163	-	-	£55,163
Other Income	£56,422	-	-	£56,422
Income total	**£2,322,520**	**-**	**£81,657**	**£2,404,178**
Expenditure on raising funds				
Costs of running shops	£225,927	£11,136	-	£237,063
Fundraising & voluntary	£374,837	-	-	£374,837
Total	**£600,763**	**£11,136**	**-**	**£611,899**
Expenditure on charitable activities				
Hospice care	£1,956,299	£35,172	£92,554	£2,084,025
Total	**£2,557,062**	**£46,308**	**£92,554**	**£2,695,924**
Net loss/gains on investment	£ - 124,826	-	-	£ - 124,826
Net loss/gains on sale of assets	-	-	-	-
Net expenditure	**£ - 359,369**	**£ - 46,308**	**£ - 10,896**	**£ - 416,573**
Transfers between funds	£ - 809,91	£94,568	£ - 13,577	-
Net movement in funds	£ - 440,360	£48,260	£ - 24,473	£ - 416,573
Reconciliation of funds				
Total funds brought forward	£2,334,590	£1,128,034	£1,534,840	£4,997,464
Total carried forward	**£1,894,230**	**£1,176,294**	**£1,510,367**	**£4,580,891**

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

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.

- **Volunteer**
  We are always on the lookout for volunteers to join the team and support the work that we do.

- **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.

- **Regular giving**
  An easy, no-fuss way to support your local hospice.

- **Support our shops**
  We are now trading at six stores across Cardiff and the Vale. Each shop is unique and we encourage donations to keep them full, fresh, and inviting to our customers.

- **Sponsor an event**
  Some exciting new campaigns and events will be launched this year. Call us to find out how you can take part or sponsor one of our brilliant fundraisers.

City Hospice
Caring for Cardiff

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Registered Charity No. 1023311