City Hospice

Caring for Cardiff

City Hospice Annual Report 2018-19

Registered Charity No. 1023311

Talk to Us

Give us a call

General Enquiries

02920 524 150

Clinical Services

02920 524 158

Out of Hours Clinical Service

0845 074 3003

(Calls charged at 10p flat rate, regardless of how long the call lasts)

Where to find us

City Hospice, Ty 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

Shop Enquiries

robert.john@cityhospice.org.uk

Visit our website

www.cityhospice.org.uk

About City Hospice

City Hospice was established in 1984 and has, for the past 35 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.

We are not a bedded unit. Our team goes out into the city of Cardiff to support patients at home. For those who can make it to our centre, we do provide 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.

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

Our Patron

HRH Prince Charles

Our President:

Captain Sir Norman Lloyd Edwards KVCo, GCStJ, JP, RNR

Vice Presidents:

- Dr Peter Beck CVO MA MD FRCP
- Dr Mike Bloomfield
- Mr Robert Hodge
- Mrs Morfydd Meredith HM Lord-Lieutenant of South Glamorgan
- The Most Reverend Dr Barry Morgan
- Mrs Julie Morgan AM
- Mrs Margaret Pritchard MBE
- Rabbi Michoel Rose, Cardiff United Synagogue

Chair:

Mr David Lloyd

Company Secretary:

Mr Andrew Burns

Treasurer:

Mr John Dwight

Trustees:

- Mr Stephen Harries
- Dr Diana Evans
- Ms Christine Henderson (resigned Oct 2018)
- Dr Elinor Knapp
- Mr John Lord
- Mrs Sandra Miles
- Mrs Helen Miller
- Mrs Veronica Marshall (resigned Sep 2018)

A Note from the Chair

Another year has passed by quickly with much progress being made at City Hospice. Having been successful in being awarded by the Local Health Board the responsibility of providing hospice care across Cardiff, we are now receiving almost 100 new patient referrals each month. We are proud to deliver such exceptional care to the residents of Cardiff, and present this year's annual report to you to celebrate our work and the many people who make this work possible.

To cope with the additional demand, we have invested in additional nursing support and this year we are very pleased to be able to assist and support Dr Margred Capel with an additional Consultant and we welcome Dr James Davies to the team.

Of course, everything we do costs money and while we gratefully receive financial support from the Health Board, we need to raise the extra amount each year which allows us to provide a high quality of service for those we care for. Bringing in extra funding through our shops, events and hopefully, corporate and individual donations, is the big challenge we face every day of the year.

Our hospice is well-run under the guidance of our new Chief Executive Officer, Liz Andrews. The main focus for the Fundraising Team is to work hard at bringing in the additional funding we need. This remains our priority and as we operate in a highly competitive market, whether on the high street or in promoting fundraising events, it should always be recognised that as soon as one fundraising activity is complete another starts. I am grateful to all members of the team who put so much effort into these activities but perhaps more importantly, to those who so generously support us, from large organisations to individuals.

It should also be remembered that all we do would not be possible without the incredible support of our 300 volunteers who give so much time to help us in so many ways so a big thank you to these very valued people.

As we press on and go forward with clear direction and much enthusiasm, I think we can be very proud of what we are doing to help the people of Cardiff in need of our support, advice and guidance through what is often a very difficult time for those we not only care for, but their families too.

David Lloyd, Chairman

A Note from the Chief Executive

The success of City Hospice is purely because of the support we've received from the community, it's important to look back over the last 12 months, to celebrate everything that we have achieved but also to thank all of the special people who make our work possible.

My City Hospice Story

My own City Hospice story started in June 2018, when my predecessor Mike Walsh retired as CEO, passing on the role to me. The role of CEO is a considerable responsibility and an immense privilege. At City Hospice, I have the opportunity to see the hard work and efforts of supporters, donors, volunteers and staff, turned into ensuring that our patients and families receive the best care possible.

Refurbishment of Ty Hosbis

This year, we completed a full refurbishment of the ground floor of our centre. We are extremely grateful to The Hodge Foundation who funded this large-scale project and allowed it to happen. In September 2018, the Minister for Health and Social Services, Vaughan Gething AM, officially reopened the City Hospice ground floor. We were all thrilled when he referred to City Hospice as 'epitomising the standards of Palliative Care we should be achieving in Wales'.

Light Up a Life 2018

During our Light up a Life season, we share stories of the charity's essential work and raise funds so that we can care for terminally ill people and their families across Cardiff.

Cardiff Life Awards 2019

In March 2019, we were shortlisted for the Cardiff Life Awards 'Charity' Award alongside 10 other exceptional charities. Given the calibre of the other finalists, it is even more of a privilege to have won! This award recognises the essential contribution which City Hospice makes every day to communities across the capital city.

Our aims for the coming year include continuing to deliver exemplary care, engaging more with local communities, hosting exciting fundraising activities and developing greater awareness of City Hospice.

When our patients and their families are faced with the most difficult of times, we are there. We care for Cardiff's families, so that our patients can live the best quality of life and create lasting memories for their loved ones. Thank you to everyone who has helped us to do this. We couldn't do all that we do without your support. Here's to another amazing year.

Liz Andrews, Chief Executive Officer

How We Helped You

City Hospice provides medical, nursing and end of life care to patients with life-limiting illnesses in their own homes. We look after all patients registered to GPs in Cardiff.

In addition to caring for existing patients, we receive an average of 90 referrals for new patients each month. In 2018/19, 1081 patients were referred to us for specialist care.

These patients and families were looked after and supported by our specialist team, made up of:

- Doctors
- Clinical Nurse Specialists
- Day Centre Nurses
- Counsellors
- Social Worker
- Welfare Rights Officer
- Occupational Therapist
- Bereavement Support Staff
- Complementary Therapists

Between them, our Clinical Team provides essential support to people at home and in the hospice. They work closely with GPs, hospitals and other care providers to make sure patients are treated appropriately, are comfortable and safe at home.

515 Social Worker & Welfare Rights Officer Referrals

1109 Bereavement & Counselling Sessions & Visits

1177 Doctor Visits

1081 New Patient Referrals

466 Occupational Therapy Referrals

6378 Clinical Nurse Specialist visits

1245 Day Centre Patient Attendances

Our Clinical Service

Service aims:

- To provide specialised palliative assessment & individualised care to people with cancer and non-malignant, life-limiting illnesses.
- To maximise people's independence and quality of life for as long as possible
- To support patients with their end of life care preferences 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.
- To ensure urgent referrals to the service are responded to in two days and routine referrals within seven days

The advice and assessments by our Clinical Nurse Specialists (CNS) can be accessed seven days a week throughout the year.

Patients attend Tŷ Hosbis either using their own transport or our minibus driver and volunteer drivers will collect them from their homes.

Activities which take place at our centre include:

- Multidisciplinary Day Centre
- Adult Bereavement Groups
- Bereavement Coffee Morning
- Children's Bereavement Group
- Outpatient clinics
- Music therapy
- Complementary therapies
- Deep relaxation/hypnotherapy
- Social interaction, mutual support and friendship
- Respite for carers

We work closely with our colleagues in primary care to deliver support to each individual. Our Clinical Nurse Specialists and Doctors meet regularly with the General Practitioners (GP) and District Nurses to ensure good communication and patient-centred care. We also liaise with hospital specialists as necessary.

Tŷ Hosbis hosts and participates in a number of multidisciplinary clinics including the monthly Motor Neurone Disease (MND) clinic for Cardiff patients and the quarterly Young Adult Palliative Care Clinic (YAPC).

Our breathlessness management programme (Be Inspired) restarted in 2018, where patients are taught breathing techniques by our Occupational Therapist. Some patients choose to attend a series of three sessions at City Hospice where the cause of the breathlessness is identified and explored with the individual. Reversible causes are investigated and treated, using both drug and non-drug techniques to manage breathlessness. Some of these sessions included working with their peer

group and immediate carers to perfect the non- drug techniques. We also worked to develop individualised care plans with them.

Our service is committed to education and accepts students or health professionals who wish to learn more about our work. 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. In addition, we provide teaching sessions on symptom control and aspects of palliative medicine to other health professionals and care homes within Cardiff.

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)
- The National Institute for Clinical Excellence 2004 guidance on Supportive and Palliative Care

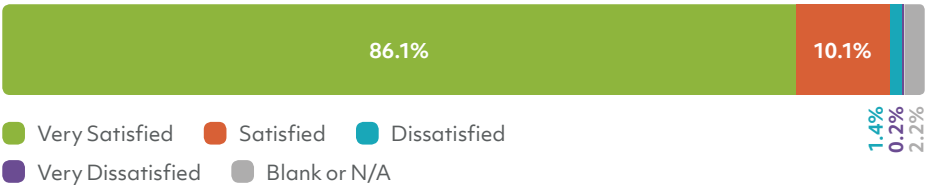
We operate a multi-layered audit programme, measure activity and clinical effectiveness through use of a Support Team Assessment Schedule (STAS). We return information to The National Council for Palliative Care and the Palliative Care Implementation Group and our service commissioners. Over the years, we have been inspected successfully by the Care Inspectorate Wales (CIW), the Health Inspectorate Wales (HIW) and peer review.

Dr Margred Capel
Consultant in Palliative Medicine

Survey Results

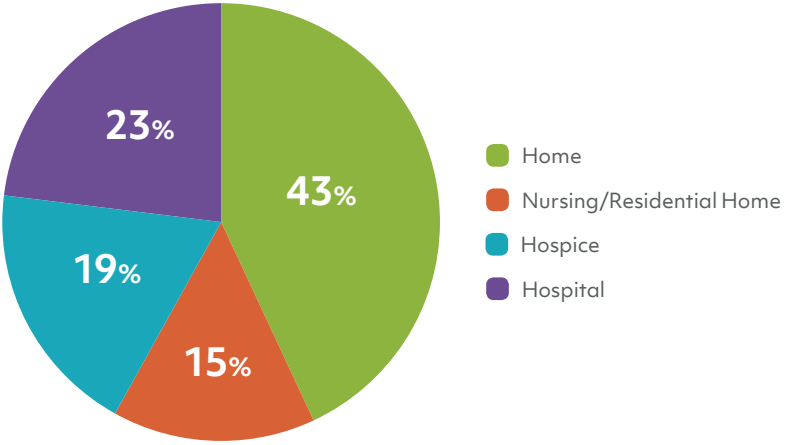
We look for qualitative feedback from patients and families about their experience of our services to help our development, using annual satisfaction surveys and 'I want Great Care'.

Patient/Carer Satisfaction with City Hospice Service 2018:



During 2018/9 patients with a non-cancer diagnosis represented **31%** of all referrals and **26%** of the deaths in our service in 2018.

Actual Place of Death for All Patients in 2018:



During 2018:

82.1% of patients who expressed a wish about their preferred place of death were able to achieve their preference.

80.7% of patients who wanted to die in their own home were able to do so.

73.1% of patients who wanted to die as an inpatient in the local Marie Curie hospice were able to achieve this.

Meet Our Social Worker

Our Social Worker, Andrew Wade, is responsible for helping City Hospice patients and families access social care, our Free Wills Scheme and much more. We hear more from Andrew about his important role.

"I prepare for my day by thinking about the patients and the families that I help care for, both those I have met and those I have yet to see. The team I work with is highly professional; but it is great that we all work within close proximity. This makes it easy to share information, ask questions, and get support on a regular basis.

My 'brief' is very wide, and ranges from referring to Social Services for a 'care package' to setting up appointments with local solicitors under our Free Wills Scheme, or helping someone to move to more suitable housing. Along with my Welfare Rights and Occupational Therapist colleagues, I cover all of Cardiff. No two days are the same, however the experiences of today provide a snapshot of my work:

My first visit is in Splott. The partner of a patient is feeling overwhelmed as she's providing 24-hour care. She wants to do this, but occasionally needs breaks. I refer her to a befriending service, so she knows each week that she has at least three hours to herself. I also apply for Community Alarms, so that a patient's family is alerted if he/she falls when left alone.

My second visit is in North Cardiff. I am giving information to a patient who wants to arrange her funeral, but is worried about how much it will cost. I help to set up a Lasting Power of Attorney with her family, so they can speak for her if she deteriorates or loses capacity to decide on things.

With my last visit, I have to tread carefully. It is possible the patient is being financially abused by their family. The interests of this individual are paramount, we discuss options so that this person can decide if they want to take this further to the Social Services Safeguarding Team, and possible involvement from the police.

I return to City Hospice and go down to Day Centre. This is a good opportunity for patients attending the centre to ask me questions if they have a problem, for example, how to get into Cardiff City Centre cheaply and conveniently.

Like all social work, what I do is challenging but interesting and worthwhile. To be a Palliative Care Social Worker, I think you need compassion and empathy, but also a 'holistic' and very practical approach. The people we care for have had their lives changed, sometimes overnight, and need informative and down-to-earth action provided as speedily as possible, not just from myself, but from all of my team members."

Prince Charles HRH Visit

On Friday 7th December 2018, we received a royal visit from The Prince of Wales as part of his Christmas visit to Wales in his 70th year. After arriving at Cardiff Central via steam train, His Royal Highness visited City Hospice to meet patients and families as well as staff and volunteers.

The Prince of Wales has been Patron of City Hospice since 1998 and during his visit he met with volunteers including Jim Goodwin (Head Volunteer Gardener), Edith Clarke (Counselling Volunteer), and Susan Davies (Volunteer Reflexologist). He met the counselling team, our amazing nurses and some of our patients and families who were so pleased to be a part of the visit. He also met Luan Foster and her children Lara and Connor. Luan lost her husband to cancer earlier this year and the counselling and bereavement team has supported the family ever since. Lara and Connor presented His Royal Highness with Christmas baubles they made and City Hospice Counsellor, Jayne Blenkin, presented him with a watercolour painting she'd done of the hospice gardens.

The Prince also presented our Occupational Therapist Rachel with a working in partnership award from Cardiff and Vale Health Board.

Meet Betty Macfadden & Lynnsey Gwynedd

In October 2018, Lynnsey Gwynedd, an MA Music Therapy student from the University of South Wales, started volunteering with City Hospice.

During the six months she was with us, she provided musical intervention to a selection of patients with different life-limiting illnesses, including Dementia and Motor Neurone Disease (MND).

Lynnsey started her career as Head of Music in a secondary school and when working with children with special educational needs, she saw how music can affect and touch individuals. This experience resulted in her researching Music Therapy, and 20 years later she is following her dream. "While practising as a trainee music therapist, I have witnessed first-hand how beneficial it is when working with patients of all ages."

Music Therapy is a recognised clinical intervention and a way for people who have been affected by injury or a life-limiting illness to communicate and express how they're feeling using improvisation, listening and performance. "No musical experience is required when partaking in a music therapy session. The therapeutic relationship allows the patient to explore emotions through live musical interaction in a safe environment and the instruments are a tool to express a wide range of emotions."

One of the patients that Lynnsey has worked with is Betty. Betty is from Cardiff and has a diagnosis of Motor Neurone Disease (MND). The condition is so advanced that Betty's speech is affected, and she only has use of her left hand. But this hasn't stopped her from enjoying and engaging with Lynnsey. "Music therapy is a different experience for every patient. Betty is an absolute inspiration. Her diagnosis does not stop her from exploring the instruments and being creative. She engages with the music throughout her sessions and has expressed, "how much fun it is."

On speaking to Betty, you can see the light in her eyes and her personality shining through. She said she enjoyed doing her musical sessions with Lynnsey and said she had a lot of fun. She said that she enjoys coming to Day Centre and that "all of them [nurses and volunteers] are lovely, I can't fault them. Lynnsey says I'm inspirational but I don't think I inspire anybody."

How wrong she is. Lynnsey told her that every time she had a session with Betty, she felt inspired and is grateful for having the opportunity to work with Betty in a therapeutic environment. There has been great support from the City Hospice Clinical Team of Music Therapy which is fantastic.

Meet Julie Purbrick

We provide support to families when their loved ones are ill (pre-bereavement counselling) and after they pass away (post-bereavement counselling). One person to use this service was Julie Purbrick from Llanishen. Just before Christmas 2016, her mother was diagnosed with lung cancer.

"We then needed support from palliative care doctors and nurses. Mam also had Chronic Obstructive Pulmonary Disease (COPD) but even throughout the diagnoses, she smiled all the time like nothing was wrong. She was such a proud woman and would never talk about what was happening to her."

Julie says her Mam was a real inspiration. "She'd had a stroke when she was 36 and was paralysed on the one side. She walked with a limp but never ever stopped smiling."

On 30th April 2017, after continuing to put on a brave, smiling face, Julie's Mam sadly died. Julie felt like she wanted to do something in honour of her Mam but also to say thank you to City Hospice. That's when she got herself into running. She and a group of friends took on the Edinburgh 10k and shortly afterwards, the Cardiff Half Marathon, where they raised £3,400.

"My friends are all into fitness and they wanted to help me give back to City Hospice. I was not a person who would ever do exercise and was the couch potato of our friendship group. We laughed and had so much fun training. I would never be where I am if it wasn't for the girls I ran with. They kept me motivated, as did running up to the crematorium to see my Mam."

Julie and her friend Vicki raised £3,400 for us. "City Hospice helped Mam from when she was diagnosed right up until the end. I've benefited as well because I've had counselling and reflexology. My Dad also had counselling which was why I felt I needed to give something back to the charity. Ellie, the nurse, always used to call my Mam 'The Smiler' because she didn't stop smiling. Mam loved it when Ellie came to see her. The City Hospice nurses really helped her and us as a family."

> *"City Hospice helped Mam from when she was diagnosed right up until the end."*

Photo Credit: Mark Hawkins

How You Helped Us: Corporate Support

We've had wonderful support from many businesses over the last financial year and lots of fun too! The funds and resources provided by our corporate supporters help us provide care for the community of Cardiff and make a positive contribution to a company's Corporate Social Responsibility.

We believe that partnerships should be mutually beneficial and make an active contribution to your business' objectives.

In September 2018, we launched a new initiative, the City Hospice Platinum Pledge. The idea is that companies pledge to raise £1,000 over a 12-month period. Being a Platinum Pledge member is not just about what a company can do for City Hospice. In return, there are many benefits and we were delighted with the response, with 20 businesses signing up in the first six months.

Our corporate supporters had lots of fun holding a variety of events in aid of the hospice, such as Bake-Offs, Curry-Offs, Easter parties, coffee mornings and Christmas jumper days. Some employees did Skydives, took part in the Wales Velothon, did marathons, half marathons, 5K runs and some took part in our Wag This Way sponsored dog walk. Is it a coincidence that 'fundraising' begins with fun?

Two of our Ambassadors, Chris Macnamara (The Brogue Trader) and Spiro Borg (Spiro's Fine Dining and Catering), once again held Cardiff's best Beaujolais Day, raising almost £11,000 for City Hospice. This year's event was hosted by Rupert Moon, with comedian Rod Woodward and there was music from Big Mac's Wholly Soul Band.

Power of Purpose

In January, we held our first City Hospice 'Power of Purpose' event in association with Cardiff and Vale College (CAVC). The Power of Purpose theme was embraced by all guests keen to engage on how responsible business practices can benefit our community, while building trust and brand position.

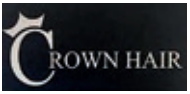
We were joined by CEO of Hodge, Steve Pateman and Alastair Milburn, MD of Effective Communication. We were also joined by Leanne Waring, CAVC's Business Development Manager. Our Chief Executive, Liz, also talked about City Hospice and gave examples of families who had been helped by our services.

The theme of 'Power of Purpose' clearly resonated with our guests, who we look forward to working with in the future. Thank you to everyone who made this first event such a success, demonstrating how we can all play our part in making a difference.

Those that sponsored events:

Charity of the Year:

Platinum Pledge:



Match funding from:

Bereavement

We know talking is important and we pride ourselves on taking it seriously.

Thanks to grants from Children in Need and the Big Lottery Fund, we've been able to make our service even better for patients and their families, including children. Our Children in Need funding has allowed us to give pre and post-bereavement support to young people who needed it.

1109
Counselling sessions in 2018-19

99
Children supported by our Counselling Team

752
Cups of tea had at our Bereavement Coffee Mornings

Meet Megan

Michelle Phillips, from Cardiff, sadly lost her Dad. Michelle's daughter Megan who was really close to her Granddad wasn't sure how to deal with her grief before coming to City Hospice.

Her Mum said, "Being offered this amazing service has been invaluable to us as a family. We sadly lost my Dad, Megan's Granddad "Yaya" three and a half months ago. We have all managed our grief in very different ways but Megs stopped talking about Yaya and didn't like anyone around her talking about him. After just 30 minutes with Sarah, City Hospice's Head of Bereavement and Counselling, she started to mention his name.

The difference after each session has been incredible. She has thrived, met new friends who understand each other and had the wonderful support of City Hospice. Megs has kindly been given tools to deal with grief and has made and been given some beautiful gifts. Thank you all for helping her."

> *"The difference after each session has been incredible."*

How You Helped Us: Events

The fundraising team had another successful year that was well supported by our local communities. Our regular events run by the Hospice team, raised a fantastic **£150,469**.

Over the last twelve months, hundreds of you gathered to run, walk, golf and raft your way to helping us deliver hospice care in homes throughout Cardiff. It was the eighth anniversary of our Raft Race which was extremely well supported with the most teams and the most money raised. The event continues to grow in popularity each year.

Later in the year, we were joined by loyal supporters for our series of annual Light up a Life events. This included six Christmas concerts in local churches where we were joined by several talented local school choirs who performed for us. We also had Christmas at the Mansion House, our Celebrity Coffee Morning with Sir Gareth Edwards and we welcomed the community to the hospice for our Light up a Life switch on ceremony and Christmas Fair which also raised a fantastic amount of £7,000.

Early in 2019, we celebrated St David's Day with our corporate supporters with a Welsh Rugby Legends Lunch at Sophia Gardens. As we stepped into Spring we held our first Wag this Way, sponsored dog walk which was a fantastic day for the whole family and gave us an opportunity to welcome so many new supporters. We would like to say a huge thanks to all of you for your continued support – we really couldn't do it without you.

Young Adult Palliative Care Clinic

Here at City Hospice, we run a quarterly Young Adult Palliative Care Clinic (YAPC). This clinic is jointly run by us and Tŷ Hafan and the location alternates. We invite young people with life-limiting illnesses and their families along so we can work out a holistic approach to their care and plan follow-ups for their future care. The young people who come along are previously known to the Tŷ Hafan Children's Hospice and are now transitioning adults. The group provides support to the individuals and professionals from paediatrics and adult services are in attendance too.

Our Shops

We remain focussed on ensuring our shop standards remain as high as possible. We are establishing ourselves within the community and have gained a number of loyal customers who think of us as the 'go to' charity shop.

Our donations have not only increased through the hard work put in by our shop teams but we are also recognised for our donation drop-off at the hospice itself. This is helping us gain more and more brand awareness. Also, the quality of our donations is improving which is helping us to maximise our income. We are continuing to promote our Gift Aid and plan to roll it out across all shops.

We have been working hard introducing new ideas and processes into our shops to ensure we reach our full potential while our shop teams remain as focussed and loyal as ever. We have been lucky to have members from the Community Payback Scheme helping with our shops. They've painted several shops and even made a rocking horse for us to auction off, to raise more funds for our patients and families.

£366,518
Total shop income for 2018-19

28,080
Average hours volunteered in our charity shops in 2018-19

Did you know?

By signing up for Gift Aid, we can claim an extra 25p for every £1 you give. The best bit? It won't cost you any extra! Find out more in our Ely, Penarth and Whitchurch shops.

We have also gained extra volunteer drivers who help to improve our efficiency. Next year we will launch an eBay page which is an exciting opportunity for us. We've been busy collecting items ready to post onto eBay so watch this space!

You can find our shops in: **Cathays, Whitchurch, Ely, Llanishen, Splott, Penarth & Barry**

Volunteering

Our army of 300 volunteers are so important to the work we do here at City Hospice. Without them, we wouldn't be able to run the charity as efficiently as we are.

Whether its driving our patients to appointments, spending an afternoon in one of our shops, helping at events or greeting guests who come to our hospice centre, our volunteers give us the gift of their time. They help us to continue providing high quality care throughout the city.

This year we held our Shop Wars challenge with various companies, including BT and Admiral. We also had local businesses helping in our hospice gardens to make them even more tranquil for our patients and families. We were also greatly supported by corporate volunteers at our Christmas Fair (Zurich and Disney) and at the hospice, helping in our Barn sorting donations.

To say thank you to our lovely volunteers, we also held our annual Volunteers Party in our Memory Gardens. The sun came out and so did the tea and cake! It was a great chance for us to say 'thank you' to all of our volunteers for everything they do.

44k Volunteer hours spent helping City Hospice

832 Volunteer hours providing reflexology treatments

How You Helped Us: In the Community

What a wonderful year for Community Fundraising! We saw the largest City Hospice Cardiff Half Marathon team to date, with 60 participants.

Our team took to the streets of Cardiff in October and raised a staggering **£21,000**!

The City Hospice Sparkle Station has been making Cardiff shine this year, being featured at events such as the ABBA Extravaganza and Sophiaworks at Sophia Gardens, as well as community fêtes and fairs. Sparkle Station will continue to shimmer this year at events all across Cardiff, including the very first City Hospice Sparkle Walk.

From triathlons to bake sales, coffee mornings to sky dives, our Hospice Heroes have flown in from our local communities to help us raise vital funds for City Hospice! We simply could not do what we do without their help. If you'd like to know more about becoming a Hospice Hero and organising a fundraising event or activity, please visit:

www.cityhospice.org.uk/get-involved

Annual Accounts

Statement of financial activities for the year ended 31st March 2019 (including income and expenditure account and statement of recognised gains and losses).

Income	*Unrestricted Funds* Undesignated	Designated	Restricted Funds	Totals 2019
Donations and legacies	£538,671	-	£12,080	£550,751
Incoming from charitable activities:				
- Operation of Hospice care	-	-	£667,314	£667,314
Incoming from other trading activities:				
- Other Trading Activities - Gross Shop Sales	£150,469 £366,518	- -	- -	£150,469 £366,518
Investment income	£48,013	-	-	£48,013
Other Income	£107,015	-	-	£107,015
Total	**£1,210,687**		**£679,394**	**£1,890,081**
Expenditure on raising funds:				
- Costs of running shops - Fundraising & voluntary income	£295,243 £302,548	- -	-	£295,243 £302,548
Expenditure on charitable activities:				
- Hospice care	£862,735	-	£674,502	£1,537,237
Total	**£1,460,526**		**£674,502**	**£2,135,028**
Net (loss)/gains on investment	£17,359	-	-	£17,359
Net expenditure	-£232,480	£0	£4,892	-£227,588
Transfers between funds	£108,038	-£108,038	-	-
Net movement in funds	-£124,442	-£108,038	£4,892	-£227,588
Reconciliation of funds				
Total funds brought forward	£2,175,312	£2,764,202	£16,664	£4,956,178
Total funds carried forward	**£2,050,870**	**£2,656,164**	**£21,556**	**£4,728,590**

Recognition for City Hospice

In March 2018, we were shortlisted in the 'Charity' category at the Cardiff Life Awards. Alongside nine other exceptional charitable organisations, we were invited along to the prestigious ceremony.

It was a true honour to be among these charities, all brilliant, all playing their role in helping others. Given the calibre of the other finalists, it is even more of a privilege to have won the charity award. This award recognises the essential contribution which City Hospice makes every day.

This award has been a wonderful opportunity to celebrate our work amongst the City Hospice team, including staff and volunteers. It has also allowed the charity to raise awareness of our work amongst a new audience. We are very proud to have won this year's Cardiff Life Award. Thank you to the magazine, judges, sponsors and Cardiff's business community for recognising City Hospice, as a leading Cardiff charity, along with the hard work and efforts of everyone who have made the charity what it is today.

Healthy Workplace Bronze Award

As well as the Cardiff Life Award, we were presented with our Healthy Working Wales Bronze Workplace Award. This is the national quality mark for health and well-being in Wales. Certain criteria needed to be met for us to receive recognition. Members of staff worked hard in making sure we got involved and were recognised for the work we were doing towards having a better workplace for City Hospice staff.

Gifts in Wills

Leaving a gift that's priceless

We need to raise at least £2million every year so we never have to turn a patient away. Every year the demand for City Hospice's services are increasing.

Leaving a gift in your will can make a real difference to those who find themselves in need of City Hospice care. Here are some of the ways that your gift can make a difference to our work:

- **£1,000** will cover the cost of keeping our patient minibus on the road for a whole year, meaning patients can travel to and from our hospice centre for clinics, therapies and social activities.
- **£15,000** would allow us to fund 2 part time reflexologists for two years, helping both patients and their families to relax and cope with stress and anxiety at the most difficult times of their lives.
- **£20,000** could help towards a music therapy project, which would provide terminally ill patients with an alternative way of communicating through music, particularly those patients who are suffering from the late-stages of Dementia, Motor Neurone Disease and other neurologoical and respiratory disorders.
- **£35,000** could help to fund a Bereavement Counsellor for a whole year, which can offer families the opportunity to talk about their situation, the diagnosis and their emotions surrounding it.
- **£100,000** would help us fund two more Clinical Nurse Specialists for a whole year, who will visit patients in their own homes, throughout Cardiff, and explain and offer tailored advice on physical symptom control and treatments, as well as offering psychological and emotional support.

If, after making provision for your loved ones, you were to leave just 1% of your estate to City Hospice, it would make a very real difference to patients like these, and would create a lasting tribute to you.

For more information about leaving us a gift in your will, please telephone: **02920 524 150** or visit: **www.cityhospice.org.uk**