City Hospice

Caring for Cardiff

City Hospice Annual Report 2020/2021

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

Send us an email

General Enquiries

info@cityhospice.org.uk

Fundraising Enquiries

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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 37 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.

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

Our Patron

HRH The Prince of Wales

Our President:

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

Vice Presidents:

- Dr Peter Beck CVO MA MD FRCP
- Dr Mike Bloomfield FRCGP
- 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 Michael Baker

Vice Chair:

Mr John Lord

Company Secretary:

Mr Andrew Burns

Treasurer:

Mr John Dwight

Trustees:

- Dr Diana Evans
- Mr Paul Evans
- Mrs Amy Hill
- Mrs Emma James
- Dr Clifford Jones
- Dr Elinor Kapp
- Mrs Kathryn Knowles
- Mrs Helen Miller
- Mr Gerald Puttock
- Mr Richard Thomas

A Note from the Chair

2020/21 was a year like no other, with a pandemic bringing immense pressures on all of our services. It affected our ability to deliver services to those most in need in Cardiff and to raise the funds necessary to run our organisation. It also impacted upon the way in which we worked with our patients, creating more complex and stressful environments for the clinical team.

Our leadership had to balance a range of competing demands, least of all was the need to ensure that we protected the health and safety of our staff. I am pleased to report that City Hospice continued to provide end of life care to the people of Cardiff throughout the whole of the year, with no interruption of our services and no reduction in the quality of care provided. This is due to the amazing efforts of Liz Andrews, our CEO and all the team at City Hospice.

The Clinical team, led by our Clinical Director Dr Margred Capel, worked in an ever changing and complex environment as the pandemic unfolded. I would like to formally recognise the amazing job she did during these very challenging times. She ensured that the Hospice continued to meet our patients' needs.

The business support team also had a very difficult year. For some it meant coping with the uncertainty of furlough and for others the need to pivot from their main job to provide direct support to the clinical team during the early stages of the pandemic. They proved themselves as a very capable, flexible, and highly organised team and did an amazing job in support of the Hospice.

The Hospice is also immensely grateful to the on-going support provided by the people of Cardiff and the local business community. The variety of support they give, from direct financial contributions to the surprise provision of "fish and chips for lunch" to all staff, is what keeps us going. Thank you all for what you have done to help us during the last 12 months. The financial support of the local NHS, Cardiff Council and the Welsh Government is also acknowledged and gratefully received.

In 2020 the Council of Trustees agreed our new Mission, Vision and Values. We will continue to work to achieve these over the coming years. We also expanded the membership of the Council, and I am very pleased to welcome our new Trustees; Amy, Emma, Cliff, Richard, and Paul.

We will continue to cope with the challenges that living with COVID-19 brings. As Chair, I am very confident that we are in a strong position to continue to provide excellent clinical services, develop as a leading charity in Cardiff and ensure our financial stability.

Michael Baker
Chair of the Council of Management

A Note from the Chief Executive

I wanted to take a moment and reflect, and say thank you…

If we cast our minds back to March 2020, we were all unsettled; uncertain about this new virus, its impact on people and even the true extent of the symptoms. However, during all of this uncertainty the City Hospice team kept doing what they do every day – care for our patients. Their number one priority is the delivery of specialist palliative care and support to the people of Cardiff. We adjusted our working practices to keep our team and those in our care safe, we quickly implemented new technologies, but above all else we continued to see our patients, face to face.

The pandemic created challenges for all of society, but for those living with a life limiting or terminal illness, COVID created even greater obstacles, as their illness could not be paused, instead their symptoms and needs still needed to be managed and cared for.

Our Bereavement counselling service is available to the families of our patients in Cardiff, so that we can support them through their grief and the difficult period following the death of a loved one. However, in addition to our normal bereavement services, we were asked by Welsh Government to extend our support to people living throughout Cardiff, in the county of Bridgend and parts of Rhondda Cynon Taf until 31 March 2021. It means a great deal to the charity, to know that more people throughout South East Wales have accessed our bereavement services. Since April 2021, we have continued to offer bereavement counselling to anyone living in Cardiff.

We all had down days during the pandemic. The unknowns, worry about loved ones, and concerns about those we care for. We are so extremely grateful to the kind and generous people who acknowledged our commitment and gave their support to City Hospice and our team.

From the whole City Hospice team thank you to our community for being a friend to our charity, you are truly amazing, and we appreciate every kind gesture we have received. And on a very personal note, I would like to thank the entire City Hospice team, of staff, volunteers and trustees and would like to say a special thank you to Dr Fiona Rawlinson who gave so freely of her own time during the pandemic. Your commitment and passion for our work has been incredible and it is a privilege to be your CEO.

Best wishes,
Liz Andrews
Chief Executive

How We Helped You

City Hospice provides medical, nursing and end of life care to patients facing life-limiting illnesses in their own home. We look after all patients registered to GPs in Cardiff. We care for on average 550 patients at any one time.

This is made up from existing patients and we receive on average of 96 referrals for new patients each month. In 2020/21 1107 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 closely 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.

During the pandemic we have continued to provide visits to patients in their own homes and by telephone/virtual technology when preferred by our patients.

Some of our services such as our Day Centre, complementary therapy and bereavement coffee morning had to pause during the pandemic and we look forward to these resuming in the future.

These patients and families were looked after and supported by:

5771
Clinical Nurse Specialist Visits and Digital Consultations

1352
Bereavement and Counselling Sessions and Visits

536
Occupational Therapy Referrals

1357
Doctor Visits and Digital Consultations

1107
New Patient Referrals

1031
Social Worker and Welfare Rights Officer Referrals

Clinical Report

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

The majority of patients referred to the service have a cancer diagnosis, approximately 30% of patients have a non cancer diagnosis such as dementia, frailty, heart failure, COPD and pulmonary fibrosis.

City Hospice receives an average of **96** referrals for new patients per month in addition to caring for up to an existing **550** patients. The Covid-19 pandemic has presented challenges to the delivery of the clinical service by City Hospice. **From the outbreak of the pandemic the Multidisciplinary team (MDT) decided maintaining delivery of the clinical service in a safe way for patients, families and staff remained the priority**, at a time when face to face healthcare has been sparse.

Initially daily team meetings were introduced to review the daily changes in advice and guidelines from Public Health and adopt safer ways of working. **The team adopted Infection Prevention and control measures both within Ty Hosbis and in reviewing patients at home.** Group, outpatient activities within Ty Hosbis were suspended and Student placements stopped. Additional weekly contact to care homes was instigated to support them.

Those members of the team whose roles couldn't be completed remotely were able to continue to work from the base at Ty Hosbis for example the welfare rights officer and social worker. Clinical review of patients by Clinical Nurse Specialists (CNS), doctors and the occupational therapist has been completed by remote means where safe, however face to face review has been essential to continue delivering high quality care. These reviews have been made safe through stringently following government infection and prevention control guidance, including wearing appropriate PPE.

The Consultants worked with the different teams across primary and secondary care including GPs, other palliative care services within Cardiff and Vale and the Cardiff and Vale UHB, to address the various challenges which arose during the early stages of the pandemic to represent the needs of our patients, ensure their palliative care was not compromised and develop new pathways to support them.

As a consequence of the pandemic other services including primary care changed the way in which they worked with less face to face assessments. This has had implications for patients under the care of City Hospice with a proportion of patients being referred to City Hospice because of the change in which other elements of health care have functioned.

Dr Fiona Rawlinson

This also had implications for the way in which City Hospice liaised with and interacted with those services and how patients received continuity of care from them. Initial visits to patients involved explaining the diagnosis and the changes in health care practices which would impact on the treatment the individual would receive and the rationale for this, in addition to our usual practice of exploring the disease and trajectory. Prior to our first visit patients often reported they had received confirmation of their diagnosis via the telephone when other family members were unable to participate in the conversation and discussion. Patients and families have overwhelmingly welcomed the face to face support provided by City Hospice throughout the pandemic.

In response to the Covid-19 pandemic City Hospice opened the counselling service to support bereaved people even if the patient was not previously known to the service. The counselling service was redesigned to offer individualised counselling for adults or children through face to face, digital or telephone means depending upon the individuals preference. Group activities and coffee morning remained suspended.

The service aims pre-pandemic have not altered and remain:

- Provide specialised palliative assessment & individualised care to people with cancer and non malignant life limiting illnesses
- Keep the patient at the centre of all care delivered
- Management of physical and psychological symptoms and concerns
- Maximise peoples independence & 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 2 days, routine referrals within 7 days
- Liaise with other Health and social care providers involved in the patients care to maximise good communication and patient centred care

The advice and assessments by our clinical nurse specialists can be accessed seven days a week 365 days per year with CNS based with the Out of hours GPs on weekends and bank holidays. This service has been evaluated as having a positive impact on patients under palliative care services within Cardiff and Vale, and is valued by the Out of hours GPs. The doctors participate in the Cardiff and Vale UHB on call rota.

Responding to the demand on the service and plugging gaps in staffing numbers at different points through the pandemic many members of the clinical team voluntarily forewent their annual leave to continue working and support patient care.

The amazing developments in Information Technology during the pandemic have enabled City Hospice to offer patients and carers/families the option of being reviewed

using digital technology as an alternative to telephone or face to face if this was their preference or the individual needed to do so due to Public health advice. Limitations in IT signal and strength in people's homes can limit individuals ability to access this technology. City Hospice wishes to continue to utilise digital health technology to enhance patient care, but not replace the core face to face support.

City Hospice's breathlessness management (Be inspired) programme has restarted on an individual basis at present. The causes of breathlessness and both drug and non drug techniques to manage breathlessness are explored with the individual to develop an individualised care plan.

Our service is committed to education and 2021 has seen the return of students and health professionals who wish to learn more about our work. We work with Cardiff University to support and teach medical students and doctors from the UK and abroad wishing to learn more about community palliative medicine. Use of digital platforms has facilitated teaching sessions on symptom control and aspects of palliative medicine to other health professionals and care homes within Cardiff throughout the pandemic to date. **Dr Davies and Dr Capel were recognised by Cardiff University School of Medicine in the 'Surgam publication which is a celebration of excellence within the school of medicine' for 'Continued exceptional palliative medicine teaching though out and despite the pandemic' and Dr Rawlinson was awarded the Medic Star award for 'commitment to teaching excellence'.**

City Hospice's support extends beyond the local with the ongoing collaboration between City Hospice and Cancer Relief, Gibraltar, another entirely community based hospice. This hospice outreach collaboration includes weekly digital clinical meetings, clinical governance meetings, teaching and peer support. Our Lead clinical nurse specialist Terri Gazi has taught symptom control and recognising end of life phase to Health Care Assistants and end of life symptom control to qualified staff working in hospitals and the community to help support their hospice at home service.

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, End of Life Care for Adults: service delivery NICE guideline 2019. 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 and 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 on going quality of the care we provide.

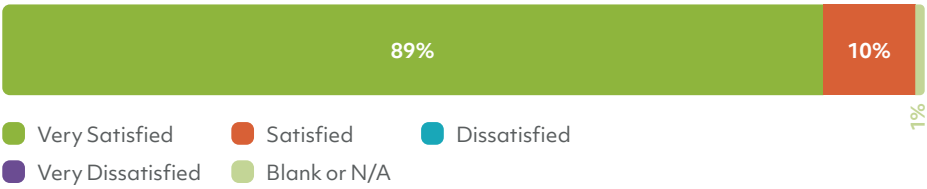
Dr Margred Capel
Consultant in Palliative Medicine

Dr Margred Capel

Survey Results

We seek qualitative feedback from patients and families regarding their experience of our services to inform our development using annual satisfaction surveys and 'I Want Great Care': following End of Life Board decision an alternative feedback tool to 'I Want Great Care' is being commissioned.

Patient/Carer Satisfaction with City Hospice Service 2020

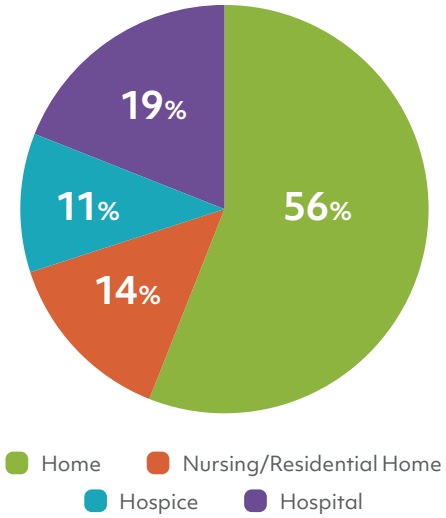


The importance of future care planning is an essential component of managing End of Life care, ensuring adequate preparation has been made for delivering symptom control, appropriate equipment is in place, family/carers are aware of actions to take and who to contact in the event of needing intervention, 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.

The Covid-19 pandemic has had implications for access to inpatient hospice beds through a reduction in number of beds available in addition to the limitations on visiting. This has influenced patients' decisions around staying at home for symptom control and end of life care.

During 2020/21 patients with a non-cancer diagnosis represented **29%** of all referrals and **29%** of the deaths in our service in 2020.

2020 Service Evaluation: Actual Place of Death



Last year:

- **86.0%** of patients who expressed a wish about their preferred place of death were able to achieve their preference
- **86.8%** of patients who wanted to die in their own home were able to achieve this
- **73.2%** of patients who wanted to die as an inpatient in the local hospice were able to achieve this

At time of writing this the Covid-19 pandemic continues to impact on how health care is delivered and we continue to adapt to this.

The clinical team at City Hospice are grateful to the huge support received during this challenging year. This has included PPE supply until the University Health Board took over supply, the volunteers who drove the minibus on countless times enabling team members to put on and take off PPE when visiting patient in dry and more spacious surroundings and the opportunity to keep up with paperwork and referrals between each patient visit.

Other members of the community and businesses have supported the team though countless acts of kindness and donations of treats to the hospice which have lifted the teams spirits during this year at the expense of the waistline!

Your Feedback Matters...

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

"Thanks to everybody at City Hospice for their kindness and professionalism."

"You enabled our family member to be looked after properly and die in a dignified way."

"A superb service - meeting all our needs. I was particularly impressed with the co-operation between Hospice staff, NHS staff and local authority staff."

"Your service was excellent, our sincere thanks for all you did for us."

"Your care was second to none, the help and support really helped me and my family through the toughest time we've encountered. Thanks is not enough but we thank you."

"My husband has loved every minute of his trips to City Hospice. The care and attention he receives is wonderful."

"It was a fantastic service and enabled me to keep my husband at home until he passed away. The support for me as well was tremendous."

"The nursing care was invaluable, very calm and friendly. My husband looked forward to every visit. The bereavement help I have received has changed my outlook on future life. I owe a huge debt of gratitude."

Patient Story - Sharon McLean

Sharon sadly lost her husband Kevin in August 2019, after a three-year battle with Oesophageal Cancer. Kevin was 62 years old and received support from City Hospice during his final months.

Described by his wife as loving, loyal and very caring, Kevin and Sharon were married for 35 years, and enjoyed a lovely life together, surrounded by family and friends.

Kevin was sadly diagnosed with oesophageal cancer in March 2017. After treatment and surgery, Kevin was told he was cancer free in December 2017.However by the following February, Kevin started having trouble swallowing, and by May 2018 he was told the cancer had returned in his neck. Sadly, we were told his cancer was terminal.

Speaking about the involvement of **City Hospice**, Kevin's wife Sharon said: "Once Kev's terminal diagnosis was made, we were referred to City Hospice and soon met Kev's palliative nurse. We were instantly reassured that she would only visit when we needed her but that the team was always on the other end of the phone. She went through all the paperwork with us, contacted the district nurses and more importantly, she spoke to our GP, so we never had to worry about speaking to or calling a doctor out.

As Kev got weaker, she explained how he would be looked after and that they would be putting everything in place for him to keep him comfortable and arranged a bed for him downstairs.

Speaking about how City Hospice supported her following Kevin's passing, Sharon said: "After Kev's passing, I had a lovely card from the team and inside was some information about the **Bereavement Coffee Morning** at the Hospice, as well as **counselling**.

"I was a bit reluctant in the beginning. I had gone through so much in the past three years and thought I was strong enough to deal with losing Kev, but I was so wrong.

"I decided to give the counselling a go, and after the second session I could see that it was really working for me.

"I also really started to enjoy the coffee mornings as I could really relate to what other people were going through. All this has given me a focus and a reason. I'm thinking of taking a counselling course myself, so hopefully I can help at the Hospice and give them something back for all they have done for us, as this was one of Kev's wishes. Before he died, Kev said to me 'eventually your friends and family will lose their partners too, and by doing this course, you can really be there for them when the time comes', and so that's exactly what I'm going to do."

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.

Our counselling and bereavement service is usually available to patients and families in our care. However, during the Covid-19 pandemic we worked with **Welsh Government** to extend our bereavement service to offer support to anyone who is bereaved in **Cardiff**, **Bridgend** and part of **Rhondda Cynon Taff**. We recruited more counsellors to work with patients and bereaved families to meet the increased demand for our service.

We are proud that our service continued, albeit with some of our own challenges and we adapted our service to offer telephone, in addition to face to face appointments.

We are aware that people who have been bereaved will not have had the usual time of grieving, will not have had usual funerals and many of the people that we see have now experienced multiple bereavements due to the pandemic. We are pleased to continue to be able to offer our extended service to the people of Cardiff.

Unfortunately due to the Covid-19 restrictions we have not been able to offer our usual group sessions, such as our **children's group**, **bereavement groups** and popular **bereavement coffee mornings**. We are aware of how important these groups are, especially for those who may have suffered isolation and loneliness as a result of the pandemic. We are monitoring the Welsh Government guidelines very closely and will offer these groups again as soon as it is safe to do so.

As the new Head of Counselling, I am looking forward to developing our service further to open outreach surgeries and offer Art Psychotherapy, music therapy, family therapy and children's therapy, making a service accessible for everyone.

Karen Fenna
Counselling Manager

1352
Counselling Sessions

63
Children and Young People Supported

Meet Dr Mike Bloomfield

Dr Mike Bloomfield took on a challenge in May 2020 to walk 500km over 100 days for City Hospice.

Dr Mike Bloomfield, retired GP, co-founder of City Hospice and a Vice-President of the charity, was in self isolation at home during the pandemic. At the age of 69 years old he has had heart disease treated by quadruple bypass surgery. He has also had both hips replaced. He was exercising by walking around his house and garden and thought it would be a great idea to walk a total of **500km at a rate of 5km daily over 100 days** to raise funds for the hospice, at a time that fundraising events were postponed and shops closes

Why a 500km walk?

This would mean that he would have walked (virtually) to the source of his inspiration, St Christopher`s Hospice, Sydenham, London, and back to Cardiff. It was his visit to St. Christopher`s as a medical student in 1972 and meeting the pioneer of hospice care, **Dr Cicely Saunders** that inspired him to ensure that this care would one day be available in Cardiff.

Dr Bloomfield told us why he took on the challenge:

"Myself and many others have spent a great deal of our own time and worked tirelessly over 40 years to establish this charity and the excellent service it provides today. It was important to me to try to reduce the damage caused by this terrible pandemic. Our Hospice team remain in the community looking after patients in their homes, whilst working within the current guidelines. I felt that I wanted to do something to help. So, I decided to take on the challenge of a 500km walk over 100 days.

"I started serious walking in the middle of May, to ensure that I would be able to complete the challenge. I completed the challenge on 18th August arriving at Ty Hosbis, Whitchurch to a warm welcome from the team."

Dr Bloomfield provided regular updates on his journey with facts about the places he was reaching, so much so that we had to remember the challenge was virtual and he was actually walking around his garden!

The challenge raised **over £10,000** to support the work of City Hospice and really helped keep the team motivated during the challenging times of the pandemic.

Thank You to Our Community

Thank you to our community for supporting us throughout the pandemic. The kindness and generosity shown to us at City Hospice throughout the pandemic has been incredible and greatly appreciated by all our team.

We were so grateful to receive kind donations from PPE, Fish and Chips, headbands and visors, Easter Eggs, a treat of an Indian lunch to a wonderful surprise of hampers at Christmas for all of our team kindly put together and donated by the **National Lottery winners**. We were also grateful for the kind messages of support that really helped keep us going at this time.

How You Helped Us: Corporate Support

As most businesses were badly affected by the Covid-19 pandemic, corporate fundraising was most difficult.

In between lockdowns, we did manage to fit in a couple of corporate golf days and our September event at **Cottrell Park**, sponsored by **The MSS Group**, attracted 31 teams and enjoyed glorious weather. The Christmas Cracker of a Golf day in December was also a success, but limited to 30 people

If any fundraising was to be done, we had to be creative and the planned **Carter Lauren Construction** North to South Wales bike ride in April couldn't be done in a group, so all 23 riders decided to do the 227 miles individually in their own area over four days and a massive **£13,000** was raised in sponsorship.

Cytiva chose to support the charity in an unusual way. They had a TV company using their premises to film a new ITV drama, called Hollington Drive, starring Anna Maxwell Martin and decided to donate their TV fees to the charity.

Our 100 Heroes and Jolly Jumper campaigns were sponsored by **Western Power Distribution**.

It was a tough year for corporate fundraising, but we are extremely grateful to all who supported us and we look forward to working with our corporate supporters in the coming 12 months.

Our Ambassadors

Our proud Ambassadors support our charity in many ways. We are fortunate to have celebrity and business Ambassadors who support us by talking about the hospice and getting involved with fundraising activities.

During the pandemic they have not been able to be involved in their normal activities, however our Ambassadors got together to celebrate **International Nurses Day** with our team at City Hospice. **Spiro Borg** of Spiros Fine Dining and **Chris Macnamara** of the Brogue Trader supplied quality shoe boxes containing a beautiful afternoon tea. The boxes were kindly finished with a lovely message of thanks from the Ambassadors and delivered in beautiful jute bags by our proud Ambassador **Ellis Jenkins**, Cardiff Blues and Welsh Rugby star.

Ellis told us "I'm really proud to have got together with some of the other Ambassadors to say a "big thank you" to the team at City Hospice on International Nurses Day. It's never been more fitting at a time like this that we say thank you and celebrate their exceptional care. They continue to look after people in Cardiff facing terminal and life limiting illnesses."

Our team were delighted to receive this treat and it was so special to celebrate International Nurses Day at a time when the team remained on the frontline through the pandemic.

We are delighted that we have some new business Ambassadors joining our team who are: **Kim Bird, Catherine Brannigan, Neil Carter, Sarah Clifford, Terry Edgell, Sarah Hughes, Sarah Lister-Sims, Alastair Milburn, Sara Nurse, Clive Thomas & Andrew Walker.**

Those that sponsored events:

Pidgeons of Cardiff

wessex GARAGES NISSAN

WESTERN POWER DISTRIBUTION
Serving the Midlands, South West and Wales
Gwasanaethu Canolbarth a De Orllewin Lloegr a Chymru

Charity of the Year:

CARTER LAUREN CONSTRUCTION LTD

THE BROGUE TRADER
A retailer of fine footwear

cytiva

nergy

wessex GARAGES NISSAN

VILLAGE HOTELS

DS DARIO SECURITY

Platinum Pledge:

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Copthorne CARDIFF

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covering all bases

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PREMIER

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VIP HIRE

How You Helped Us: Community Fundraising

The majority of our usual community fundraising activities came to a halt in March 2020 with buckets collections and community activities stopped all year. We had to adapt to this and introduced things like a donation station in some of our shop windows where supporters could 'tap and donate'.

We are grateful to so many people in our Community who came together to fundraise for us taking on all sorts of challenges. From **Santi and Oakley** making and selling chilli sauce, **Corey** making dog biscuits, **Richard Melhuish and Tracey James** hosting a Christmas Fayre to **Jeff Aston** running his 40th London Marathon virtually. You can find lots of photos on the back of this report highlighting just some of the things people got involved in to raise money to support us.

We also rely so much on the help from local business and were delighted to receive a cheque for **£300 from Howdens**. **The Queen B Boutique** in Penarth also supported our **Donate a Day** campaign by donating **£1500**, primarily from the sale of VIP Cards, to pay for 10 whole days of nursing care.

Last but not least the community of North Cardiff came together to take part in the **100kforHobbsy** challenge and blue t-shirts could be seen running, cycling, walking all to raise money to support David Hobbs' chosen charities. We were overwhelmed by the support and delighted to be presented with a cheque for **£11,848**!!

Thank you to everyone in our community who has supported our charity this year.

How You Helped Us: Fundraising & Events

The Covid-19 pandemic had a huge effect and we had to adapt and rethink our fundraising plans. Like all charities, the cancelling of events was a huge shock for us, and we really had to adapt our plans overnight.

Firstly, In March 2020 we launched our '**Urgent Appeal**'. The response we received was overwhelming, we had so many donations and it was fantastic to see so many people support the hospice. We received some lovely comments, and this really helped the clinical team through a very challenging time. We received over **£40,000** in donations.

As we moved into the year, it became apparent that real life events were not going to go ahead. We had to postpone our Raft Race, Sparkle Walk and Wag this Way and adapted to creating **'Virtual' events**. Firstly, we had our September **Virtual Challenge** where supporters were asked to take on any challenge they wished. Then as we moved into the Autumn we launched '**Take a Walk in My Shoes**' where we asked supporters to walk 10,000 steps a day! The equivalent to what our nurses walk every day when supporting patients in the community.

In January 2021 we launched our **100 Heroes Challenge** with lots of people doing their own challenge to raise money for us. **Llanishen High School** took part with over 300 pupils, staff, teachers and parents getting involved travelling to Patagonia virtually. They raised over an incredible **£6000** and we are delighted to have been chosen as the school's charity partner.

We are grateful to each and everyone of our supporters who got involved in our virtual events raising over **£16,000** for our hospice. We can't wait until a time that participation events can return!

Our Shops

This has been a challenging year for all of us and with no exception for retail. We followed Welsh Government guidelines and as a result our shops were closed for most of the year, having a significant impact on the income raised for our charity.

Whilst our shops were closed we launched our eBay store where we have sold some amazing items. Our merchandise is also now available to purchase in the shop on our website.

During the pandemic there was a demand from our community who were busy sorting their lofts etc. to donate their pre-loved goods. We therefore set up donation stations enabling our supporters to drop off their donations in a safe environment.

Rhiwbina Shop Opening

In August we were delighted to open our new shop in Rhiwbina shop which has been well received by the locals community. Our Ambassador Cardiff Blues and Welsh Rugby star, **Ellis Jenkins** and West End star **Sophie Evans** cut the ribbon to mark the opening of our brand new store.

We reopened 5 of our shops on **April 12th 2021** and we have had great support from our customers, recognising many who have returned to visit our shops. We have adapted to change as a result of the pandemic to keep our staff, volunteers and importantly our customers safe when shopping with us.

Our shop staff and volunteers have remained positive and loyal throughout these challenging times, many really missing the opportunity to help in our shops. We kept in touch with them throughout the pandemic and are delighted that most have now returned. We are lucky to have such support from our shop teams, van drivers, stock sorters and data base assistants.

We are also grateful to our customers both existing and new, the income raised form our shops is vital to help us continue to care for our patients and families when they need it most.

You can find our shops in: **Whitchurch, Cowbridge Road, Penarth, Llanishen and Rhiwbina**

Our Volunteers

As a charity, we heavily rely on our dedicated team of over **250** volunteers who donate their free time and skills to support us.

During normal times, City Hospice is a busy and upbeat environment which sees volunteers from all walks of life pop in and out for their hospice duties. Our patient drivers are busy bringing our patients from their homes to take part in Day Centre activities, our bereavement coffee morning volunteers are on hand to provide a listening ear with a hot drink, and our Community Fundraisers are running back and fore with collection buckets full of donations!

While there has naturally been a large disruption to our volunteering services throughout the pandemic, we have continued to engage and interact with our volunteers on different levels. We've created our very own Volunteer Facebook Page which has over 70 members. We've provided training sessions via Zoom and branched out to create some exciting new roles that can be undertaken from home.

We're hopeful that in the not-too-distant future, many of our services can resume and we can have all our volunteers back together again. Thank you for your patience, continued support and for all that you do.

We couldn't do it without you.

Light Up A Life

Our annual Light Up A Life campaign was launched in October, running through to the end of December.

The uncertainty of 2020 meant that we had to think of an alternative to our usual Book of Remembrance, and we launched our brand new **Virtual Star in the Sky**. Over 550 messages of remembrance were left in our Virtual Star in the Sky, which were then displayed at the end of our Remembrance Event streamed online in December. Whilst we were unable to have our usual Light Up a Life events we were delighted to hold our first ever **online Remembrance event** filmed at Llandaff Cathedral.

The campaign raised over **£100,000**, with the **Hodge Foundation** once again very kindly match funding all donations received from 1st October – 31st December. We remain incredibly grateful to the Hodge Foundation and to all our supporters for their continued support during Light Up A Life during such an unprecedented year.

Gifts in Wills

We are extremely grateful to those patients, families and members of the public who have left us a gift in their will.

A gift in your will helps City Hospice patients and their families to have dedicated care, with their loved ones around them, right to the end. No one dies alone. Everyone is remembered.

Did you know? 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 our patients and their families, and would create a lasting tribute to you.

For more information, please call **02920 524 150** or email our Business Support Manager, Mollie Borg: **mollie.borg@cityhospice.org.uk**

Grants, Trusts and Foundations

It goes without saying that 2020 was a year unlike any other, and City Hospice received amazing support from a variety of Trust Funders, which helped us get through a year of uncertainty.

The **Hodge Foundation** remain our key Trust Funder and once again provided an amazing £100,000 in match funding following our successful Light Up A Life campaign.

The following contributed to our Covid Emergency Appeal; **The National Lottery Community Fund**, **February Foundation**, **Jenour Foundation**, **Joseph Strong Frazer Trust** and the **Morrisons Foundation**, whilst the **Capital Investment Fund**, **Hospice Saturday Fund** and **Tesco Community Grants** generously gave us funds towards the cost of PPE for our frontline Clinical staff and **St James Place Foundation** provided us with brand new industrial washing machine and tumble dryer.

Following the increase in pressure on our Clinical Team, we recruited an additional Clinical Nurse Specialist, which was part-funded by **The Waterloo Foundation**.

The **Masonic Charitable Foundation** continue to provide regular grants and we were particularly thankful to them for contributing a one-off grant towards our Covid Emergency Appeal.

Children In Need provide funding towards our Children's Bereavement Service and gave us an additional one-off donation to allow us to purchase IT to enhance our service and provide virtual sessions to the children.

CRONFA GYMUNEDOL COMMUNITY FUND

Cyda chefnogaeth | Supported by BBC Plant mewn Angen Children in Need

HODGE FOUNDATION

thewaterloo foundation

GVS Glamorgan Voluntary Services Gwasanaethau Gwirfoddol Morgannwg

Masonic Charitable Foundation

Morrisons FOUNDATION

TESCO Bags of Help

Patient Story - The Thurston family

Richard Thurston's wife Jackie was diagnosed with a rare type of sarcoma in 2018 and sadly passed away in October 2019, after receiving support from City Hospice in her final weeks.

A much-loved wife, mother to two daughters Megan (age 10), Jose (age 5) and Richard's older daughter, Ffion. Jackie was described as caring, loyal and well-liked by all who knew her.

Despite a series of operations, the aggressive form of cancer eventually spread throughout her body, and Jackie sadly passed away in October 2019.

A sign of her popularity, over 300 of Jackie's friends, family and colleagues packed Thornhill Crematorium for her funeral. Her daughters made paper flowers for everyone to wear.

Richard explains about the family's involvement with City Hospice following her diagnosis: "Jackie had been referred to City Hospice a few weeks before she died.

"We soon met the team who went about supporting Jackie and myself and our children in the most brilliant of ways. Everyone was so supportive, caring and dignified in the way they helped us, from the doctors and nurses, to the counsellors and welfare officers who helped us with finance and benefits.

"Many things stand out from that experience: the doctor, Dr James Davies, who advocated for Jackie's case to be picked-up, test results explained with care and specialist knowledge; the wonderful bereavement counsellor, Sarah Bull, who spent so much time comforting Jackie and myself; the support provided for the children so they knew they were not alone and the opportunity to meet other bereaved children and talk about their mum in a safe and loving environment; the time when one of the hospice's doctors sat on our bed and told Jackie and I that she had days to live was so unspeakably painful, yet was done in such a caring way.

"Throughout these expressions of love and care, the hospice staff took care of all aspects of our lives at such a difficult time; medical, emotional, financial support, and still continue to offer support whenever needed.

"I will always be indebted to the hospice and all the people that help run it and support it, including the volunteers and fundraisers.

"During such a sad and difficult time, the knowledge of that love and support unconditionally provided at all times, stands out. I honestly don't know how well we would have coped without it and the wonderful team at the hospice."

Annual Accounts

Statement of financial activities for the year ended 31st March 2021 (Includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities).

Income	*Unrestricted Funds* Undesignated	Designated	Restricted Funds	Totals 2021
Donations and legacies	£467,234	-	£11,750	£478,984
Incoming from charitable activities:				
- Operation of Hospice care	£1,622,204	-	£111,373	£1,733,577
Incoming from other trading activities:				
- Other Trading Activities - Gross Shop Sales	£57,766 £63,772	- -	- -	£57,766 £63,772
Investment income	£43,676	-	-	£43,676
Other Income	£10,641	-	-	£10,641
Total	**£2,265,294**		**£123,123**	**£2,388,417**
Expenditure on raising funds:				
- Costs of running shops -Fundraising&voluntary income	£284,738 £251,595 £536,333	- - -	£24,351 £14,929 £39.280	£309,089 £266,524 £575,613
Expenditure on charitable activities:				
- Hospice care	£1,531,742	-	£88,249.42	£1,619,992
Total	**£2,068,076**	**-**	**£127,529.42**	**£2,195,605**
Net loss/gains on investment Net loss/gains on sale of assets	£153,887 £0	- -	- -	£153,887 £0
Net expenditure	£351,105.70	-	-£4406	£346,699
Transfers between funds	-£292,663	£309,968	-£17,305	-
Net movement in funds	£58,442	£309,968	-£21,711	£346,699
Reconciliation of funds				
Total funds brought forward	£2,036,073	£850,853	£1,543,647	£4,430,573
Total funds carried forward	**£2,094,516**	**£1,160,821**	**£1,521,936**	**£4,777,272**

www.cityhospice.org.uk