City Hospice

Caring for Cardiff

City Hospice Annual Report 2021/2022

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

111

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

Where to find us

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

Send us an email

General Enquiries

info@cityhospice.org.uk

Fundraising Enquiries

fundraising@cityhospice.org.uk

Events Enquiries

events@cityhospice.org.uk

Volunteer Enquiries

volunteer@cityhospice.org.uk

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 38 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

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Mr Michael Baker

Vice Chair:

Mr John Lord

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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
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- Mrs Helen Miller
- Mr Gerald Puttock
- Mr Richard Thomas

A Note from: **The Chair**

It gives me great pleasure to present our Annual Report for the year 2021/22. While the pandemic still haunts many aspects of the work at City Hospice, we continue to find ways to respond successfully to the challenges it presents. These challenges stretch across a myriad of our functions and activities.

They have required, and continue to require, that we develop a new approach to organisational change, to which City Hospice has responded magnificently. This year we have made excellent progress towards the achievement of our three strategic goals: a centre of clinical excellence, status as Cardiff's leading charity, and financial stability.

Openness, adaptability, and a willingness to change have been key aspects of our organisational culture. These have enabled City Hospice to respond to the challenges presented by the pandemic. Further developing these organisational traits will enable us to thrive in the face of an unpredictable, ever changing world.

Our success was made possible by the dedicated work of our team. The clinical staff, led by Dr Margred Capel, continues to provide excellent professional care to our patients and those close to them. Our business support staff fundraise, provide vital administrative and accounting support and ensure the smooth day-to-day running of the Hospice. Volunteers play a critical role in enabling the Hospice to deliver on its remit. They support events, our retail stores and the services provided in the Hospice building. This year I want in particular to thank the amazing gardeners, who have for years cultivated and nurtured our beautiful garden, a place loved by our patients and their families. The leadership provided by Liz Booyse, our CEO, in coordinating the work of the team and building relationships with stakeholders continues to be exemplary. The wider community, local business, our Ambassadors and of course The Cardiff and Vale NHS Trust, Cardiff Council and the Welsh Government continue to support the vital work of City Hospice. On behalf of the Trustees, I want to thank all of our team for their dedication and professionalism.

The coming year will see us focus on consolidating our recent organisational restructure, further developing our culture to be responsive and dynamic, and enhancing the services we provide to the people of Cardiff. I look forward to working with my colleagues on the Board of Trustees and the wider City Hospice team.

Michael Baker
Chair of the Council of Management

A Note from: **The Chief Executive**

Over the past two years we have all valued the precious times we have spent with the people we love and care about.

The time that we have, and our experiences create the most precious of memories that we can keep and cherish. I spend a great deal of time explaining what we do at City Hospice, and celebrating the exceptional care that we provide, our hard-working staff, volunteers and supporters who make this work possible. But the reason these wonderful people work so hard and are so dedicated, is because of what we achieve together. Our goal is to allow our patients and their families to create lasting and precious memories, valuing each life and respecting those in our community. It is a privilege, to work alongside our team and our supporters to achieve just this.

These efforts have been acknowledged time and time again throughout the past year. Working with colleagues in Welsh Government and Cardiff & Vale University Health Board to continue to offer our essential services, working with our friends in the business community and our key stakeholders throughout Cardiff.

We were thrilled to win the Cardiff Life Awards for Charity of the Year and to be nominated for the GSK Impact Awards, Moondance Foundation Awards and Wales Business Awards.

During the year we also developed our Ambassadors Programme, with 13 leaders in the SE Wales Business Community championing the work of City Hospice, raising the charity's profile, celebrating our work and raising funds.

Providing people with a means to remember, talk about and celebrate the lives of loved ones has always been an important part of City Hospice's work. We were pleased to honour this commitment and stage our first Forever Flowers campaign in 2021 as a perfect opportunity for people to come together to do just that. The campaign resulted in over 1,400 bright ornamental flowers being sold and displayed within the grounds of Cardiff Castle. Each a tribute to someone special.

Every month 100 new people are referred to City Hospice for palliative care. This is a staggering number of people. But we always remember that each of these people are special and unique, deserving of the highest standards of care. I continue to be proud of our values, work ethic and commitment to each of these people, and thank every person over the past year who has helped to make our work possible.

Best wishes,
Liz Booyse
Chief Executive Officer

Purpose, Vision & Values

Purpose

We are Cardiff's local hospice offering 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 responsible

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

How We Helped You

City Hospice provides medical, nursing and end of life care to patients facing life-limiting illnesses in their own home. We look after all patients registered to GPs in Cardiff. We care for on average 500 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 2021/22 1124 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 mornings had to pause during the pandemic and we are pleased to see some of these services beginning to resume.

These patients and families were looked after and supported by:

5932
Clinical Nurse Specialist Visits and Digital Consultations

1956
Bereavement and Counselling Sessions and Visits

539
Occupational Therapy Referrals

1298
Doctor Visits and Digital Consultations

1124
New Patient Referrals

1142
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 32% of patients have a non-cancer diagnosis such as dementia, COPD and pulmonary fibrosis, heart failure and frailty. City Hospice receives an average of 96 referrals for new patients per month in addition to caring for up to an existing 500 patients.

The Covid-19 pandemic has continued to present challenges to the delivery of the clinical service by City Hospice. Throughout the pandemic, the Multidisciplinary Team (MDT) have maintained the delivery of the clinical service in a safe way for patients, families and staff. Weekly team meetings enable guidelines from Public Health and Infection Prevention and Control measures to be implemented at Ty Hosbis and also when reviewing patients at home. Outpatient activities have restarted within Ty Hosbis, including Day Therapy.

The service aims include:

- 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 people's 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, and 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 2 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.**

Dr James Davies

Professor Fiona Rawlinson

The 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 if the individual needed to do so due to COVID restrictions. Limitations in IT signal and strength in people's homes can limit individuals' ability to access this technology. City Hospice has continued to utilise digital health technology to enhance patient care, but not replace the core face-to-face support. Those individuals who prefer this method of interaction can be reviewed in a virtual clinic on a regular basis – unless the need for physical examination arises which would prompt a face-to-face review. However, the majority of patients and their loved ones have appreciated face-to-face contact throughout the pandemic.

City Hospice's breathlessness management (Be inspired) programme, which is coordinated by our Occupational Therapist has restarted on an individual patient 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.

Complimentary therapy and hypnotherapy continue to be offered at Ty Hospice. Staff are offered and given protected time to receive reflexology as part of their well-being in conjunction with 'buddy time' and clinical supervision.

Our service is committed to education, with many members of the MDT organising and participating in teaching a wide variety of health and social care practitioners on all aspects relevant to improving palliative and end of life care. **2021/2022 has seen the return of students and health professionals who wish to learn more about palliative and end of life care; these have included student nurses, medical students, counselling students, occupational therapists and paramedics.**

Student nurses who are studying with Cardiff University or the Open University are accommodated for 6-12 week placements

with City Hospice. In order to meet the NMC educational standards members of the team have completed further training and can now assess and sign off student nurse competencies. Third year medical students shadow the team weekly in addition to tutorials and lectures for second year students. 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. The use of digital platforms has facilitated teaching sessions on symptom control and aspects of palliative medicine to other primary care health professionals and care homes within Cardiff through a series of lunchtime webinars facilitated by Cardiff University. In addition, teaching GP trainees have been well received.

City Hospice's support extends beyond the local community with the ongoing collaboration between City Hospice and Cancer Relief, Gibraltar, another 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, teaches 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. We operate a multifaceted audit programme, measure activity and clinical effectiveness through the 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, highlighting the ongoing quality of the care we provide.

In response to the COVID pandemic, City Hospice opened the counselling service to support bereaved people, even if the bereaved persons' relative was not known to the clinical 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 individual's preference. Limited group activities have restarted, and we hope to restart coffee mornings (which were suspended from the start of the pandemic) during 2020.

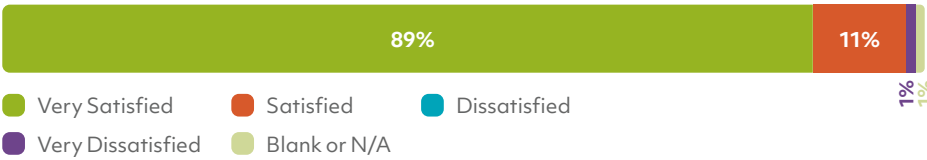
Dr Margred Capel
Consultant in Palliative Medicine

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.

Patient/Carer Satisfaction with City Hospice Service 2022



The importance of future care planning is an essential component of managing end of life care. It ensures adequate preparation for delivering symptom control, appropriate equipment to be placed, family/carers are aware of actions to take and who to contact in the event of needing intervention and those other relevant services e.g. district nurses are involved in delivering care to support the individual and their family. Patients who, for many 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 pandemic continues to have implications for access to inpatient hospice beds through a reduction in the 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.

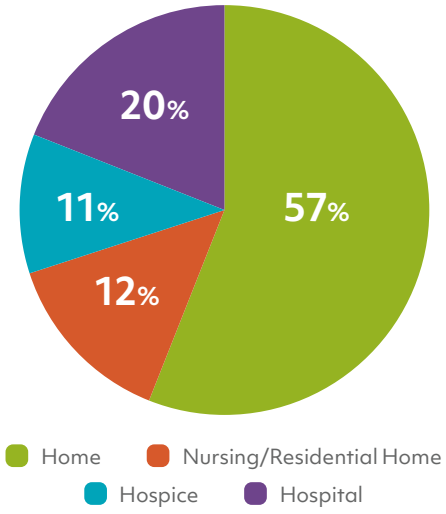
Last year:

- **84.2%** of patients who expressed a wish about their preferred place of death were able to achieve their preference
- **84.3%** of patients who wanted to die in their own home were able to achieve this
- **73.3%** of patients who wanted to die as an inpatient in the local hospice were able to achieve this

The clinical team at City Hospice are grateful for the huge support received since the pandemic started from volunteers, businesses, and other members of the community and the UHB.

2021 Service Evaluation

Actual Place of Death



Your Feedback Matters

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

"I would like to thank City Hospice for all the care and support, it has made a huge difference to my quality of life."

"I will always be grateful for the wonderful help and care provided by City Hospice. It enabled me to care for my wife at home until the end which was very peaceful. It was what she wanted. Counselling was also very helpful at a difficult time."

"I don't know how we would have managed without City Hospice at the time my late husband was ill."

"I can't speak highly enough for all the staff that took care of my husband all though his short illness."

"Excellent care and commitment by all the staff.""

"Without the help and advice, I would have been totally lost, and my heart felt thanks to Cat and Kirsten who were fabulous."

"Kath O'Connell nursed both my parents and I cannot speak highly enough of her. She is so kind and caring, her dedication shines through."

"All the help and advice I have received has been 2nd to none. Everyone I've seen has been amazing."

Patient Story: **Julie's Story**

Two members of the same family, Ann and Jacqueline, received specialist palliative care from City Hospice at the end of their lives. Like mother, like daughter, both were strong to the end.

Described as a beautiful, strong woman, mother of five Ann always saw the best in people and never had a bad word to say about anyone. Ann became unwell in November 2016 after sadly being diagnosed with lung cancer.

Ann's daughter Julie said: "Mam took the news in her stride, while the rest of us were understandably devastated. We're a really close, supportive family so we all rallied around her. Her grandchildren were particularly amazing with her and helped, along with **City Hospice**, to fulfil her wish to be cared for at home.

"We were very lucky to have the care of City Hospice. From medication to equipment, they put everything in place and were always able to help, nothing was too much trouble. Even after mam passed, they continued to look after us and I have benefited hugely from the charity's counselling and reflexology services."

In March 2020, Julie's sister Jacqueline, 54, was diagnosed with leukaemia. During her illness, Jacqui was cared for by the same City Hospice nurses who had cared for Ann.

Julie said: "Jacqui became very ill in the spring this year. At the same time, our father had a stroke but luckily he pulled through and they got to spend some quality time together in hospital before they were transferred home.

"The nurses, who had been so helpful with mam, were fantastic. They focused **100 per cent** on Jacqui's needs and wishes and supported her husband, daughter and grandchildren who Jacqui loved dearly."

Following her mother's passing, Julie took part in the **Edinburgh 10k** and **Cardiff Half Marathon** to thank City Hospice for all they had done for the family. Julie was also involved in Llanishen High School's '**Heart and Sole Cardiff to Patagonia**' challenge for City Hospice earlier this year.

Julie said: "I threw myself into the challenge; cycling, walking, I was always doing something! It was incredible to see the whole school community, including lots of ex-pupils, come together to learn more about the charity and raise awareness of the hospice's work."

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, we have developed our outreach counselling service, taking the counselling into the community so our patients, clients and their families do not have to travel to our hospice centre in **Whitchurch** from across Cardiff. We have opened clinics at **Llanrumney Medical Centre** and at **Ely and Caerau Hub**. These have been important steps for our service at City Hospice and we are very grateful to **Llanrumney Medical Centre** and **Ely Hub** for helping support the delivery of our service into the community.

We have also greatly developed our children's service with specialist children's therapists who can go into the schools to support children in a familiar space and help them through what is a very difficult time for a child. Schools have been very helpful in allowing us to use a space, however for those children who do not want to be seen at the school they can opt to see us at the hospice.

We have further developed our service during the pandemic to see anyone in Cardiff who is bereaved– they do not need to have been known to our clinical team. We will continue this, and support anyone bereaved in the Cardiff area who will have access to face-to-face counselling and therapy at City Hospice, or at our outreach clinics.

City Hospice must raise over £200k to run and develop this service, the cost of this is met by some funders and donations so that we can continue offering free counselling to all who need it.

We have developed the children's service to include art psychotherapy and music therapy. We are also looking forward to bringing back our children's therapy groups and bereavement coffee mornings now that restrictions are lifted.

If you require our bereavement counselling service, you can self-refer via our website or by calling us on **02920 524 158**.

Karen Fenna
Counselling Manager

1956
Counselling Sessions

72
Children and Young People Supported

City Hospice Ambassadors

This year we were delighted to have the support of our newest celebrity ambassador, journalist & broadcaster Sian Lloyd.

Sian has hosted many events for us, including our **Christmas Remembrance Service**. We are grateful for her ongoing support and her role has been invaluable in raising awareness of our work.

Rugby star, **Ellis Jenkins** completed a 160ft abseil and requested the corporate donation of **£2,000** was to be donated to **City Hospice**. We were also delighted to have rugby commentator, **Phil Steele** host the **Joe Calzaghe Celebrity Golf Day** and entertained the guests with his witty banter.

Ambassadors **Chris Macnamara** and **Spiro Borg** once again staged the best Beaujoalis Day in Wales at the stunning Cornerstone in Cardiff. Guests enjoyed a classic French menu, comedy and live music from Wholly Mac's Soul Band. A massive **£25,000** was raised for **City Hospice**, which was match funded by The Hodge Foundation.

The recently formed Business Ambassadors group has proven a great success in raising awareness of City Hospice and our activities within the business community. The business ambassadors are all very vocal in supporting the hospice. They have sponsored many events, raised sponsorship themselves, bought tables/teams at events and match-funded income from events. Recently, chairman, **Andrew Walker** organised a lunch at the Cardiff & County Club where ambassadors brought along business contacts to hear more about the charity and listen to our special guest, **Julie-Ann Haines**, CEO of Principality Building Society.

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**.

Sian Lloyd

Nicky Piper, Corporate Relationship Manager interviewing Julie-Ann Haines, CEO, Principality Building Society

How You Helped Us: **Corporate Support**

Despite the effects of Covid-19, many businesses still managed to support City Hospice and had lots of fun doing so.

A special mention to **Carter Lauren Construction** who took part in The North to South staff bike ride in aid of City Hospice and raised an incredible **£27,000**. The pain of riding 227 miles was made easier by the beautiful scenery, but the 30 cyclists were glad to see the finish line!

We were proud to hold the **Joe Calzaghe Celebrity Golf Day** in September and delighted by the support of the celebrities and corporates that supported the day at Cottrell Park. This will be a firm fixture in the City Hospice calendar.

There were many ways in which companies supported the charity over the last 12 months, raising money by holding **coffee mornings**, **bake-offs**, **dress-down days**, **Easter parties** and **Christmas Jolly Jumpers** to name a few. However, it is not all about fundraising and many decided to give their time to volunteer at our **shops**, at the **day care centre** or our **events**.

However, you decide to support **City Hospice**, we will be delighted to work with you.

Those that sponsored events:

premier FOREST GROUP

wessex GARAGES NISSAN

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

AZETS

CARTER LAUREN CONSTRUCTION LTD

EVERSHEDS SUTHERLAND

DARIO SECURITY

CARDIFF RUGBY

Charity of the Year:

HEATFORCE
Fireplaces / Bathrooms / Heating / Renewables

Harlequin

THE BROGUE TRADER

CARTER LAUREN CONSTRUCTION LTD

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Platinum Pledge:

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YOUR FINANCIAL FUTURE MADE REAL

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TPS360
covering all bases

LEXUS

FINTANS
FISH & CHIP CO

VIP

How You Helped Us: **Community Fundraising**

We were delighted to see so many of our supporters once again come together to help raise such vital funds for City Hospice. We really enjoyed being a part of their fundraising and supporting people to complete their chosen challenges.

Nook Candles supported City Hospice by donating 10% of profits from their 'kind' candle and with the **£150** raised, they chose to **donate a day** of nursing care. **Annie's Welsh Coastal Path** challenge raised an incredible **£5,000** and **Ant Metcalfe** ran in memory of sister Joy and raised **£1,663**.

City Hospice's very own doctor, **James** became a **Hospice Hero** by taking the **IronBourne challenge** and raising £2,500. We also witnessed **local firefighters** take part in a 180-mile challenge in memory of a colleague, Matthew John who sadly passed away from cancer.

Finally, hundreds came together in September 2021 to **#Run4Kev** and raised an incredible **£20,000** in memory of much-loved husband, father, and colleague Kevin Leonard.

You can find lots of photos on the back of this report highlighting just some of the things people did to raise money and support City Hospice. Thank you to everyone in our community who has supported our charity this year.

How You Helped Us: **Fundraising & Events**

We were delighted to welcome back our City Hospice Fundraising Events.

We held our second **Sparkle Walk** in September 2022. Over 200 supporters walked in memory of their loved ones. Together, we lit up the streets of Llandaff. The hospice was the halfway point where we stopped off for light refreshments before heading back to Insole Court to collect a completion medal! We're so thankful for everyone who took part and supported the Sparkle Walk, you helped us raise a fantastic **£18,500**. It was so special to see everyone in person after such a difficult time.

As we entered spring in 2022, we were so excited to host our second Wag this Way in the beautiful surroundings of Bute Park. Over 200 people and their furry friends walked the 5k route. The sun was shining, and it was such a fantastic atmosphere. We're so thankful to our sponsors and supporters who helped us raise **£8,000**. We cannot wait for the event in 2023!

WINNER
Cardiff Life AWARDS 2022

Charity of the Year Winners

City Hospice are delighted to win the **Cardiff Life Award for Charity of the Year** in March 2022. We are absolutely delighted the work of all the team at City Hospice has been acknowledged by winning the award. We are grateful to the community of Cardiff and local businesses for their support in making our work possible.

FOREVER Flowers AT CARDIFF CASTLE CASTELL CAERDYDD

A timely remembrance campaign, Forever Flowers was launched in summer 2021 and raised thousands of pounds and supported hundred of families with their grief. Forever Flowers invited supporters to purchase limited-edition flowers, designed by British Ironwork Centre, to remember cherished family members, friends and loved ones.

The popular campaign saw City Hospice sell over 1400 Forever Flowers, as well as receive additional donations from supporters and members of the public.

The unique and lasting tributes featured in a striking display within the grounds of Cardiff Castle from Saturday July 24 to Sunday August 8.

Staff from headline sponsor Brewin Dolphin Wales joined a team of volunteers from City Hospice, guiding visitors to Cardiff Castle and towards the bright and colourful display of Forever Flowers, each one planted in memory of lost loved ones.

Belinda Houghton-Jones, Assistant Director and Office Manager at Brewin Dolphin, said: "It was a real honour to chat to visitors at the display and to hear how City Hospice had supported their family with patience and dignity. The display brought people across the community together to reflect and remember someone they loved. Brewin Dolphin were delighted to be able to positively impact the campaign as both headline sponsor and at the display by volunteering."

Liz Booyse, Chief Executive of City Hospice, said: "Forever Flowers has been a really special campaign – it's been a way for people to reflect, unite and share memories of loved ones. After a challenging year, where many people will have experienced grief differently, Forever Flowers offered a chance to come together and celebrate life as a community.

"We are delighted that so many people embraced Forever Flowers and supported the charity. The funds raised will make a huge difference and help us continue to care for our patients in the capital and their families."

It was fantastic that not only the vital work of City Hospice was acknowledged when we won the Cardiff Life Awards but also the impact of our Forever Flower campaign in supporting people with their grief. We are also delighted to have reached the final of the Wales Business Awards for best CSR campaign of the year at the time of writing this report, we look forward to the results at the ceremony on 9th June 2022.

Our Shops

This has been a challenging but successful year for retail. Following the shop closures due to the pandemic, we successfully re-opened our 5 shops on April 12th 2021, and we have had great support from our customers, recognising many who have returned to visit our shops.

This has led to an increase in stock donations from our customers which allows our shops to look fresh and inviting.

We have adapted to the changed needed to provide a safe and pleasant shopping experience for our customers.

We continued to grow our eBay shop in which we have gained loyal shoppers. Our shop teams have done a great job identifying unusual collectables to support our eBay sales.

Our Rhiwbina shop, which opened in August 2020, has now established itself and is continuing to grow. Our shop staff and volunteers, as always have remained positive and very interested in taking our retail department forward. They are committed to always keeping our shops open ensuring we maximise our income.

We truly value the support from our shop teams, van drivers, stock sorters and database assistants. Their efforts and support of our customers enable the funds raised from our retail stores to continue support the vital work of our charity in caring for the people of Cardiff at a time they need it most.

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

Our Volunteers

It was an exciting year for our City Hospice volunteers as we slowly regained some normality since before the pandemic.

We're delighted that over **100** of our volunteers were involved with our Forever Flowers campaign. A truly special event at the Cardiff Castle, made possible because of all the hands-on help from our volunteers.

We held a wonderful volunteer "**Thank You**" event at The Village Hotel, Cardiff which was funded by the **National Lottery Community fund** and included a delicious three-course meal and an awards presentation. Pam Williams, one of our volunteers said "It was such a truly enjoyable and memorable event. I really appreciate all the thought that went into it. I am so chuffed with my award, and I can tell you that it was totally unexpected. I will treasure both the brooch and the certificate. Thank you"

Our long service awards programme was officially launched, providing much deserved recognition to the contributions of our volunteers.

Many volunteers were also nominated for external recognition awards, with key successes including:

- **Jim Goodwin, Head Volunteer Gardener** winning the prestigious League of Mercy award
- **Glenys Taylor, Retail Team Leader Volunteer** winning the Cardiff Third Sector Community Volunteer of the Year award

With plenty of exciting plans being made to further develop our volunteer programme for 2022, we're especially pleased that we have so many wonderful individuals kindly dedicating their time, and skills to us.

On behalf of the entire City Hospice team, the patients and family members we support...

Thank you, we simply couldn't do it without you!

Light Up A Life

Our annual Light Up A Life campaign took place between October to December.

Following the success of our virtual **Star in the Sky in 2020** we were delighted to provide people with an opportunity to remember their loved one by placing a dedication on a star that shone over the virtual Cardiff skyline on our website.

Christmas can be a difficult time for those who have lost a loved one and hundreds of messages appeared each remembering someone who was loved.

With Covid 19 restrictions still in place we were once again unable to hold our usual Light Up A Life events but we did hold our first ever remembrance event in the gardens of City Hospice. The event was hosted by **Sian Lloyd**, BBC presenter and proud City Hospice Ambassador. During the candlelit service, we enjoyed performances from **CytSain Choir** and **Llanishen High School** singers. We also celebrated the lighting of our Christmas tree.

It was a very special event which was filmed and shown on our website for those who were unable to attend.

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 everyone who supported the campaign.

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, call **02920 524 150** or email: **info@cityhospice.org.uk**

Grants and Trusts

At City Hospice we are grateful for the incredible support we receive from a variety of Trust funders who help make our work possible.

The Hodge Foundation remain our key Trust Funder and once again provided the incredible amount of £100,000 in match funding following our successful Light Up A Life campaign.

The following have contributed to the core running costs of the hospice which like all costs continue to increase: **The Albert Hunt Trust**, **Sir Jules Thorn Charitable Trust**, **The Joseph Strong Frazer Trust**, **The Caron Keating Foundation**, **The Masonic Charitable Foundation** and **Squire Patton Boggs**.

The demand for our bereavement counselling service has continued to increase and we are pleased to be able to continue our support for anyone in Cardiff who is bereaved. We are grateful for the support of **The Morrisons Foundation**, **Third Sector ICF Capital Investment Fund 2021**, **WCVA Third Sector Resilience Fund**, **Cooperative Community Fund**, **Cooperative Community Fund**, **Arnold Clark Community Fund** and continued support from **Welsh Government**.

Children in Need continue to support our children's bereavement service and we are grateful for their continued support. **The Morrison's Foundation** have also generously supported the development of our children's service and more information will follow next year regarding this.

Finally, we are grateful to the **National Lottery** for providing support to enable us to develop a training programme for our volunteers, a volunteer handbook and funds to enable us to appreciate the enormous contribution our volunteers make to our charity.

HODGE FOUNDATION

CRONFA GYMUNEDOL COMMUNITY FUND

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

Morrisons FOUNDATION

thewaterloo foundation

GVS Glamorgan Voluntary Services Gwasanaethau Gwirfoddol Morgannwg

Masonic Charitable Foundation

Cyngor Gweithredu Gwirfoddol Cymru wcva Wales Council for Voluntary Action

Patient Story: **#Run50k4Kev**

In September **#Run50k4Kev** raised over **£20,000** for **City Hospice** thanks to family, friends and colleagues all getting involved.

Friends and family of Kevin Leonard pulled on their trainers in Cardiff to hand over a cheque for over **£20,000** to City Hospice on Saturday 20th November in Cae Delyn. An army of 350 runners, walkers and cyclists around the world took to the streets in September. Their aim was to raise the cash in memory of Kevin, a top Park Runner who died in February.

City Hospice's clinical specialist nurses cared for Kevin at home in Rhiwbina. When he died, hundreds paid tribute to the 51-year-old Cardiff City fan who worked as a journalist and communications specialist for BBC Wales and Cardiff University. Thanking supporters at Caedelyn Park, where Kevin spent many happy hours with his children Max and Mari, wife Eben revealed the total and presented a giant cheque to City Hospice.

Speaking about the challenge Eben explains: "It was a huge task for all of us: to run, walk or cycle 50k in one month. Thanks to everyone, we completed **21,000 kilometres** between us and raised an enormous amount. It will help City Hospice fund more bereavement counselling and home visits by clinical specialist nurses. Those visits were, for us as a family, invaluable.

"Kev was at home, with us, in our darkest of times and the Hospice was there to help. Kevin used to say to me 'yma o hyd' when I asked him how he was when he was so poorly. It means 'still here.' He bore those awful final days with dignity, grace and love, thanks to the support from City Hospice."

Annual Accounts

Statement of financial activities for the year ended 31st March 2022 (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 2022
Donations and legacies	£588,987.42	-	£35,347.80	£624,335.22
Incoming from charitable activities:				
- Operation of Hospice care	£1,067,560	-	£18,901.29	£1,086,461.29
Incoming from other trading activities:				
- Other Trading Activities - Gross Shop Sales	£234,988.75 £309,148.84	- -	- -	£234,988.75 £309,148.84
Investment income	£46,662.13	-	-	£46,662.13
Other Income	£127,840.67	-	£800	£128,640.67
Total	**£2,375,186.81**		**£55,049.09**	**£2,430,235.90**
Expenditure on raising funds:				
- Costs of running shops - Fundraising & voluntary income	£235,819.25 £316,085.54 £551,904.79	- - -	- - -	£235,819.25 £316,085.54 £551,904.79
Expenditure on charitable activities:				
- Hospice care	£1,683,104.26	-	£25,029	£1,708,133.26
Total	**£2,235,009.05**	**-**	**£25,029**	**£2,260,038.05**
Net loss/gains on investment Net loss/gains on sale of assets	£49,993.36 £0	- -	- -	£49,993.36 £0
Net expenditure	£190,171.12	-	£30,020.09	£220,191.21
Transfers between funds	£49,903	-£32,787	-£17,116	-
Net movement in funds	£240,074.12	-£32,787	£129,04.09	£220,191.21
Reconciliation of funds				
Total funds brought forward	£2,094,516	£1,160,821	£1,521,936	£4,777,273
Total funds carried forward	**£2,334,590.12**	**£1,128,034**	**£1,534,840.09**	**£4,997,464.21**

www.cityhospice.org.uk