



Northern  
Ireland  
Hospice



IMPACT <sup>21/22</sup>

R E P  R T



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# Our Year in Numbers





# We are Northern Ireland Hospice



We provide specialist palliative care to improve the lives and provide comfort to babies, children and adults with life-limiting and life-threatening illnesses. We support children and adults to have the best quality of life, from diagnosis to the end of their lives, delivering holistic and specialist palliative care which is life affirming and supports anyone who is affected by a palliative diagnosis including patients, families and health and social care professionals.

We do this through:

### Our Hospices

We have two hospices: Somerton House, our Adult Hospice; and Horizon House, our Children's Hospice, the only one in Northern Ireland. Our multi-disciplinary teams provide high-quality patient-centred specialist palliative care, as well as compassionate emotional and spiritual support, wrapping our approach to caring around the entire family.

### Our Community Services

We have nine teams of Specialist Community Nurses that deliver care across Northern Ireland. These nurses support children, adults and their families by working closely with GPs

and District Nurses to identify each person's needs and develop personalised care plans which reflect individual choice. Our Hospice at Home service provides one-to-one nursing care during the day, evening, or night to allow family members to have a break and look after their own wellbeing.

### Hospice Outreach Services

During the COVID-19 pandemic we've adapted how we provide care for our patients and created our Hospice Outreach Services.

Now our multi-disciplinary team can support our Hospice Community Nurses in family homes providing, occupational therapy, holistic therapy, spiritual and emotional support.

Patients are assessed by our Occupational Therapist or Physiotherapist and provided with an individual treatment programme. We focus on empowering our patients to better manage their condition.

### Our Education Programmes

We provide learning for adult and children's palliative care in Northern Ireland. We provide training for health professionals on Advanced Communication and the Essentials of Palliative Care Certificate.



## Our Vision

Is that infants, children and adults with life-limiting and life-threatening illnesses and their families, receive palliative care of the highest standards, thereby maximising their quality of life.

## Our Mission

Is to inspire and deliver excellent and compassionate specialist palliative care via effective service models underpinned by exemplary education, innovation and research.

## Our Values

We believe in:

- A culture of respect and acceptance without distinction or judgement, where everyone can belong.
- Acting with courage, compassion and integrity to add value to all that we do.
- Being pioneering, professional and accountable to deliver our very best.



# Message from the Chairman and Chief Executive

2021/22 was a year of recovery and restoration for NI Hospice. Over the last year our focus has very much been on stabilisation in the face of increasingly challenging circumstances in terms of the impact of political instability, vacancy rates in the health sector, and the economic environment, all of which pose sustainability risks for the charity. We are being challenged not just by local issues, but also as global issues hit home. Events across the world have created waves of change that have affected everyone. Like many leaders in different organisations, this is not what we had imagined for the charity three years ago - but it is the reality we are all now facing.

COVID-19 pandemic has had a huge impact on our charity and still continues to affect us. We are also seeing world-altering events happening around us with a terrible war in the Ukraine. We have experienced a cost-of-living crisis that may plunge us into an economic recession. Sometimes it could have felt like a hopeless situation, but once again in the face of adversity, we have seen the team at Hospice and the people of Northern Ireland rise to the challenge. Through the amazing goodwill and generosity of our local community we have been able to continue to deliver our much-needed services. It is humbling that the vital services of Hospice are never forgotten. Our community's kindness for Hospice really does count.

Our Hospice Team has also ensured that everything we do, from the delivery of clinical care to fundraising and governance, continues at a high-quality standard, putting people at the heart of all that we do. Our

team's resilience continues to be tested every day, however, we see and hear the positive difference they make to so many in our local communities. This is what motivates us all, knowing we are able to support local babies, children and adults with world-class care and a personal touch. It makes what we do matter.

We have seen first-hand the after effects of the COVID-19 pandemic, especially with the diagnosis of cancer patients. It is a sad fact that many of our patients who were referred for our care were at the end stages of their life and for many, this was only a short time after their diagnosis. In fact, many of our adult patients stayed in our In-Patient Unit an average of 19 days, because when admitted they had more complex conditions and were at a later stage in their illness. It's a shocking result of the pandemic and it highlights the importance of specialist palliative care services like ours, to support the healthcare sector.

Last year we cared for over 2000 patients at the end of their life in our adult services. Without Hospice these families would have had to cope with extreme pain, emotional distress and complex health symptoms without the specialist care they needed. Our NHS is under pressure, we are all seeing the headlines every day, and without our specialist palliative care, what would have happened to those patients and their families?

Watching someone you love die, in pain and without support, is extremely traumatic and creates a painful legacy. We believe everyone has a right to palliative care and by helping these families, we were able to give them peace of mind and a better life for their loved one. We are not just there for the family at this time but we remain to help with our bereavement support; it is important, now more than ever, that people do not feel alone and abandoned.

Our referrals increased and we continued to be there for the most complex health cases, putting our patients first and ensuring they received the specialist care that they needed. But we know that as a charity we can't continue to operate at this level without more funding. We all know that we live in an ageing society and this needs to be acknowledged and planned for. We continue to call on Government to recognise the importance of specialist palliative care, to develop the infrastructure and to provide the funding needed. Everyone should be able to access the palliative care they need at the end of their lives, and it is so important to ensure that people can choose

their preferred place of care and retain their quality of life as they reach the end of their lives.

NI Hospice is too important to the people of Northern Ireland for us to be so affected by these uncontrollable issues, so it was right for us to focus on our stability and base our decisions on strengthening our foundations. As a charity that relies on income from our local community, we have needed to adapt and respond to a rapidly changing environment to raise funds that keep services going. The need for stability was the driving force behind many of our decisions in 2021/22.

As you read through this report you will read about the steps that have been taken to strengthen our organisation, making sure it is fit for purpose now and ready for the future. We have continued to invest in our people, providing training and development as well as focusing on wellbeing. An important part of work this year has been to reinforce NI Hospice as an employer of choice so we can attract and retain the very best individuals.

We are extremely proud to present this report and although the future is always uncertain, the hard work of everyone at Hospice has ensured that we will continue to be there for our patients and families when our specialist care is needed.

Thank you.

**Heather Weir**  
Chief Executive Officer

**David Clements**  
Chairman





# Our Impact in 2021/22

The strategic plan for 2021/22 included the following goals:

- Develop the 2022-25 strategic plan.
- Expansion of specialist palliative care Multi-Disciplinary Team in the community.
- Deliver Hospice Education Programme.
- Sustain financial stability and grow income.
- Understand and promote Hospice brand.
- Develop value added partnerships.
- Stabilise, support and develop our people to do and be their best.
- Progress organisation and digital transformation plan.

The focus of this report combines the above objectives into three simple headings:

# 1

## Our Care



# 2

## Our People



# 3

## Our Income



In this report we will look at the impact that we have made over the past year in the lives of our patients and families and how we have strengthened our services. You can read about the investment we have made in our people, in their careers, their wellbeing and their education. As a local charity we

depend on our ability to be able to raise funds to continue our services as well as the development of service contracts with the Department of Health. In this report you can read about our challenges and our successes over the last year.





# Colette's Story

**Colette Mawhinney from Belfast was an inpatient at Somerton House in March 2020 and passed away at home in April 2020, aged 64. Colette's daughter Marian tells her story.**

*"My mum was the best person absolutely ever. She was only four foot six but quite mighty in her personality. She loved her family and her friends, and she would have given you the shirt off her back. She was a really decent, loving and kind mum.*

*She was diagnosed with stage four esophageal cancer in October 2019, and unfortunately, her diagnosis was too advanced for an operation or any type of treatment. It was quite a shock for us as a big, close-knit family to deal with. But my mum was a really loving, strong person.*



*The course of palliative care for my mum's cancer involved a number of different symptom management treatments like pain management, anti-sickness management and just overall her own well-being and mental health as well, because it was a massive burden and a massive shock to take on.*

*The first things were sickness and fatigue, lots of tiredness. These symptoms really took a toll on her.*

*Myself and my sister Rachel would usually take her out for the day, just try to do something a wee bit different. I remember one time she really wanted to go to IKEA. She'd never been to IKEA before, so that was one thing that we did with her.*

*My mum's quality of life did improve when her palliative care treatment started. It really helped her overcome her fear of her diagnosis of cancer, and it really helped manage her symptoms physically and emotionally. The Northern Ireland Hospice was the home-away-from-home for my mum.*

*She really enjoyed when she went to stay there for respite care. One of the things that she really enjoyed was that her physical symptoms were all taken care of by the amazing medical team of the doctors and nurses at the Hospice and then emotionally she loved all of the range of activities that were there, including the ukulele band that used to come in once a week and play her favourite songs for her on request, and she really enjoyed that.*

*I think people need to know that palliative care isn't a scary thing. It doesn't necessarily mean that once you're offered it, you're going to hospice to die. It's quite the opposite, actually. It's about living well and making sure that everything is taken care of.*

*My family and my mum would have been absolutely lost without the help and support of the palliative care team at the Northern Ireland Hospice."*



# Our Care Adult Services

We had 281 new admissions to Somerton House, our adult In-Patient Unit (IPU) and we have seen an increase in the length of an average stay due to the complexity of our patient's health conditions as well as the stage of the illness. Many of the health conditions that our patients presented with had complex physical, psychological and social needs which could not be managed safely in other places and required the specialist expertise of our medical consultants, supported by the specialist multi-disciplinary team. Our team provided specialist end-of-life care for 143 patients and their families during this time.

A staggering 45% of those patients admitted to the IPU were under 65 years of age. Every year we are seeing younger patients with young families, many of whom have been given a recent diagnosis, with a short prognosis. This is extremely distressing for patients and families and brings into focus the importance of our ability to make the most of their time to make every moment matter.

Our eight Hospice Community Teams received 4042 referrals to support patients and families in their own homes, once again seeing an increase in demand for our services. Within their caseload of patients, our teams of Hospice Nurse Specialists provided end-of-life care for 2275 people and supported their families in the local community. Without Hospice, these families and the 143 families within our In-Patient Ward would have had to cope with their loved one experiencing extreme pain, emotional distress and complex health

symptoms. Watching someone you love die in pain, without help, is traumatic and creates a painful legacy. In helping over 2000 families, we were able to give them peace of mind and a better life for their loved one and remove some of the trauma that they faced.

### **Our NHS is under pressure, but without NI Hospice specialist palliative care, what would have happened to those patients and their families?**

During the year our day hospice remained closed to patients; however, we adapted and improved our service by increasing our outreach into the community with multi-disciplinary teams supporting patients in their own homes.

Patients are assessed by our Occupational Therapist or Physiotherapist and are provided with an individual treatment programme. We focus on empowering our patients to better manage their condition. Our services include fatigue management and energy conservation, relaxation sessions, anxiety management and practical advice on equipment. We also provide rehabilitation and one-to-one exercise. In addition we have also included our chaplaincy service as part of our outreach offer to patients.

This service was further enhanced by the addition of visits by our medical consultants, giving patients the benefits of consultation in the comfort of their own home. So far, the feedback on the benefits of this level of community support has



been very positive and was part of the reason for a new initiative with the Cancer Charities Fund. In this new initiative, we have enhanced our capacity in the community including bereavement and other social work support and complementary therapy.

COVID-19 continued to provide daily challenges for the clinical teams and managing absence due to the virus proves problematic during the winter period. Our teams are to be commended for their commitment to put our patients first during this time.



# Myah's Story

**Myah is the lovely four-year daughter of Emma and Andrew Morgan, from Belfast. Myah has shown so much bravery, undergoing five brain surgeries to treat hydrocephalus.**

*Since then, we have been coming to Hospice and Myah loves it – we couldn't have done without their help. It can be so isolating and overwhelming when you have a child with extremely complex health needs, but they are always there when we need them.*

## Emma tells their story.

*"Andrew and I wanted to have children, so we went for IVF treatment and I finally fell pregnant. At our 20-week scan we were told that our baby had hydrocephalus, which means there is excess fluid in the brain that can't drain away.*

*The first day of her life she was rushed into surgery because she has Tracheo-Oesophageal fistula. Her food was going into her lungs instead of her stomach. It meant Myah cannot swallow food and has to be fed through a tube.*

*But she is amazing, she is such a happy child and has a wee cheeky personality. She continues to amaze me and her dad with her progress and her fighting spirit.*

*When Myah was six months old, she developed epilepsy. It was when she developed the seizures that the Children's Hospice was first suggested to us. At first I ignored it – sure Hospice is for end of life and that wasn't the case for Myah!*

*A Hospice nurse came to meet us and talked to us about Horizon House and everything they could do to care for us. So the three of us went for a stay and I am not exaggerating when I tell you it was life-changing.*

*The Care Team couldn't have done enough for us, from medical care for Myah, rest in the parent accommodation and every meal and cup of tea made for us. It was unbelievable – I never thought there was somewhere that would help us the way they did.*



*Bethany is our key worker and she calls every week to see what we need. It sounds easy but when you have the worry and strain of a child like Myah, who can fall dangerously ill within minutes, taking the additional stress off our shoulders – I can't even put it into words.*

*Hospice is there for Myah but they are also there for Andrew and me and we need that support. They even set up some counselling sessions when anxiety or depression sets in, to know that we have them to turn to is truly amazing.*

*Myah is thriving and we can see her developing. She has started school and although her development is slower she is crawling and pulling herself up and using her special walker. These are wonderful milestones for her and us as a family.*

*I know that Myah will keep fighting and I know that the Hospice will be right at her side to help her, Andrew and me, every step of the way."*





# Our Care Children's Services

2021/22 was a year of uncertainty for many of the 331 families that we care for through our Children's Services. With lockdowns continuing, school closures and the always present risk of COVID-19, the families in our care needed support more than ever.

Demand for our Children's Services increased by 46% last year. We had 762 admissions into Horizon House, our children's In-Patient-Unit. Last year we also redesigned our community services introducing 'Horizon Hub'. Horizon Hub helps us provide families with timely and responsive support, advice and specialist care when they need us most. Our Hub helps improve access to our specialist Children's Hospice care team and services by introducing a 24/7 support line for our families. In 2021/22 our Children's Community Teams carried out 725 visits with families as well as 1600 phone or video calls to provide advice and guidance or simply to be a listening ear when it was needed.

Our Family Support team offer one-to-one support to parents, siblings and grandparents and extended family members who require support – we aim to bring families together. Families benefit from peer support via coffee mornings, parent support groups, mums and dad's days, family days and bereavement support groups. As it has not been possible to meet face-to-face during the pandemic, we have set up closed virtual events for the parents/guardians and siblings of the children/young people we support.

As we know that brothers and sisters of

children with chronic conditions can feel forgotten, we offer dedicated support for siblings too. This year we ran a five day virtual summer sibling camp that was attended by ten siblings. The event involved sharing feelings and experiences and expressing them in different ways – including art, crafts and music. Siblings got the chance to have fun and make new friends.

**During 2021-2022, our team of qualified Social Workers and our counsellor provided complex and specialist therapeutic support via 429 face-to-face contacts and 785 virtual contacts, this included 87 1-1 counselling sessions. Additionally, 36 events were organised and attended by 372 family members.**

**Our Family Support Team also provided support to 103 families who have suffered the traumatic death of a child.**

Last year also saw the launch of the first Antenatal Pathway in Northern Ireland, developed through the amazing expertise, support and guidance of Children's Hospice as a key member of the Regional Paediatric Palliative Care Network. This piece of work will ensure that parents who receive the terrible news that their unborn child will have a short life are not left to cope on their own and that all the health professionals involved in their care know exactly what is happening, who is supporting and how they can play a part in their ongoing care. This work has been welcomed by every Trust in Northern



Ireland and our team in Children's Hospice are to be commended. Our Children's Community Team provided support to 12 antenatal mothers last year, guiding them through the pathway and giving them the choices that they need for their care and the care of their baby.

Following a difficult period in the regional Children's Emergency Department with three sudden infant deaths, road traffic accidents and murder, the staff needed a way to support parents who were experiencing their child dying in the Emergency Department. Previous provision was limited, so in partnership with the Belfast Health & Social Care Trust we developed 'Horizons', a pilot project bereavement service for all child deaths, providing support for parents and siblings and also de-briefs and support for trust staff. This has been very valuable, particularly in instances of sudden death and the feedback from staff in the Emergency Department has been extremely positive:

*"Excellent service for bereaved parents. Have met parents with the team to offer support after their child has died. Very much needed and required after death. Excellent family-centred staff with excellent skills and much appreciated by staff and parents. Referral straightforward. Recent death in ED and staff support has been much appreciated and the team have provided an exemplary service. We can't believe what we have been missing. Beneficial for staff and absolutely necessary."*

*"This is an excellent service which responds in a timely and effective manner. I always know there is help at the end of the phone even on a Friday afternoon. The difference this service has made to the families in my care is immeasurable and can't be quantified."*

As with all our services in NI Hospice we continue to improve, adapt and flex our Children's Services in order to be there for families across Northern Ireland when they need us most.



# Our Care Education

Our in-house Education Service continues on, providing the Advanced Communication, Essentials of Palliative Care Certificate in partnership with Princess Alice Hospice and teaching undergrad and post-grad university programmes for medics, nurses, Allied Health Professionals and social workers.

Our specialist community nurses also delivered training in Palliative Care to nursing homes through the Care to Connect programme. The programme was designed to help nurses working in a care home setting to better understand what to expect when someone is dying, through a blend of taught and reflective

learning. It equipped staff to care and communicate effectively with residents and their families and help to recognise when to seek more specialist advice. Care to Connect also built better links between the care home practitioner and their local palliative care team.





# Our People

Hospice's success comes only as a result of the commitment, passion and service of all our staff and volunteers. The charity is thankful and grateful to each and every one. Many of our staff have shown great resilience as they have dealt with the continuing impact of COVID restrictions on their work and the backfilling of absences of colleagues, whilst prioritising the safety of patients and families. In the last quarter of 2021/22, we witnessed the highest levels of COVID staff absence, which required our team to flex and adapt.

COVID-19 impacted not only the physical health of our team but also their emotional wellbeing. Therefore, wellbeing became one of our top priorities. Hospice applied for and was successful with funding from the Burdett Trust for a Nursing Resilience Programme. This has funded a comprehensive education and therapeutic offering for all care staff including courses to enhance personal and emotional resilience, stress management, sleep and mindfulness, bespoke leadership and coaching programmes, and individual and group support through debriefing and specialist interventions.

We also made the decision to survey

our staff to determine how we can improve as an organisation. We used the Best Companies employee survey to gather as much information as possible. The results from the survey gave us a 'one to watch' rating, and work is ongoing to use the insights from the survey to continue to improve how best we support our people.

Internally, we looked to provide career pathways for our clinical staff, providing education and training from registrants to nurses. Last year we opened up a new pathway for our Band 7 nurses allowing them to train for non-medical prescribing then they can further advance their career by training to become an Advanced Care Practitioner.



## Volunteers

The pandemic also continued to have an impact on the volunteer levels throughout 2021/2022, with many of our volunteers categorised as vulnerable, our numbers were reduced significantly. However, these figures have started to improve after a recent Volunteer recruitment campaign was launched and we hope to see this continue to build.

We're so grateful to our volunteers who are a core part of Team Hospice. Without our volunteers we would not have been able to adapt our services during the pandemic to protect our patients and families. We created a new 'Meet and Greet' service in our adult and children's IPU to help visitors and families get

ready to see their loved ones and direct them through to the individual bedrooms. This is only one example of their willingness to support the needs of Hospice; every day we see how our volunteering team step up to meet all the challenges we face as a charity.



# Riley's Story

Six-year-old Riley Gartland is a warm, loving little boy who lives with his mum Louise and his five-year-old brother, Reuben. Riley was born prematurely with a lot of bleeding in the brain which led to his complex neurological condition, dystonic cerebral palsy. He can't move around by himself, so he needs a wheelchair and hoist, and he has also developed Lennox-Gaust Syndrome, a severe form of epilepsy.

**Riley's mum Louise told us their story.**

*"Riley is such a great little guy, always smiling and happy and a real wee fighter. He has been coming to Children's Hospice now since he was nearly one year old. He loves coming to Horizon House, there are so many parts of the care that he receives that stand out – the music therapy, the sensory room, the cuddles and the care and attention that the care team provide is amazing. At home Riley can't have a bath, we use a shower trolley, so when he is able to go into the pool at Hospice it's a wonderful thing for him and us as a family to experience.*

*There have been times when he has become very sick because of his respiratory system and in 2018 he was in the hospital Intensive Care Unit and there was a real chance he wasn't going to make it through. It was a terrible time, Reuben was only one year old and we'd stay in the hospital then move to Hospice then move back home only to end*

*up back at the hospital again – this went on for 8 months.*

*I remember calling the Children's Hospice and crying on the phone because it was overwhelming and I was at my wits end but after speaking to the Hospice nurse they would come straight to the hospital to be with me. They took shifts in the ICU so I could get some rest and at one point I stayed at Horizon House so I could be closer to Riley and get some sleep to allow me to keep going.*

*I can honestly say I couldn't have got through that time without the support from the Hospice team. They set up meetings with healthcare professionals, they organised care packages, there wasn't anything they didn't do to look after my family. A Hospice Community Nurse even came on Boxing Day to look after Riley during the night because he was so poorly and the next day we headed back into hospital again. They have always been there for me and my family.*

*Riley stays for the Supported Short Breaks at Hospice which he loves but their care is for everyone, I get so much support from different parts of their care services that are there to help me and Reuben. Many people think Children's Hospice is about respite – which is something they help me with – but it's so much more and I'm so grateful to have them in our lives."*





# Our Income Fundraising

COVID-19 continued to impact fundraising throughout 2021 with lockdown continuing until late April. Even after lockdown was lifted many businesses continued their working from home policy, and with the government regulations for group gatherings the traditional methods of fundraising, once again, became impossible. Direct marketing continued to be the foundation of the Hospice fundraising efforts with staple campaigns such as Little Stars, Lights to Remember and the supporter magazine, Connect, improving substantially on previous years.

Here are a few of the fundraising successes at Hospice throughout the year:

## Lights to Remember

Once again, the difficult decision was made to make the much-loved Lights to Remember event a **virtual event**. Whilst there had been a period where restrictions began to lift, coming up to the Christmas period saw the Government reinstating health restrictions due to the increased number of cases. **Stellify Media** generously donated their time, expertise and skills to assist with the production and editing of the service; without their support it would have been impossible to create this online event at such a high quality. The feedback for the service was **overwhelmingly positive** and the online service was supported by the creation of the virtual Christmas trees, where people could leave dedications for their loved ones. Overall, including the direct mail aspect of the campaign, Lights to Remember generated approx. **£333k** for the charity.



## Elmer's Big Belfast Trail

We launched **Elmer's Big Belfast Trail** in June 2021 as part of Children's Hospice Week. The campaign was a collaboration between Northern Ireland Hospice, creative event producers **Wild In Art** and children's book publisher **Andersen Press** and saw a herd of **70** uniquely painted Elmer The Patchwork Elephant sculptures, inspired by David McKee's beloved children's book character, placed across the city centre from June 2022.

Fundraising efforts for the huge campaign Elmer's Big Belfast Trail became focused towards the latter part of 2021 even though these efforts would not see a return until 2022/23. In October 2021 we announced our official partnership with **Belfast City Council** for Elmer's Big Belfast Trail in 2022.

Further sponsor announcements were made in the early months of 2022, including **O'Neills Sportswear, University of Ulster, Antrim & Newtownabbey Borough Council, Lost City Adventure Golf** as well as **many schools** signing up for the Learning Programme element of the campaign.

## Hospice Walks

We were delighted to have our back in person Hospice Walks return in March 2022. We organized **7 Hospice Walks** all over the country with three special challenge walks for those who wanted something a little extra! Hundreds of supporters came together and joined in the fun – raising an incredible **£65,000** for NI Hospice.

## Kindness Counts

Hospice continued with its Kindness Counts movement targeting **primary and secondary schools**. The campaign ethos proved to be popular with schools; however, the practical implementation became exceedingly challenging with many schools shutting down for weeks during September to February and classrooms remaining isolated. Despite the challenges the campaign still raised **£41,000**.





# Fundraising

All our supporters are wonderful and we thank each and every one for all their efforts. Here are a few stories from our amazing supporters in 2021/22.

## Livingstone Tractor Run

Even though the Tractor Run was cancelled for Christmas 2021, Hospice still received an amazing sum of **£43,560**, from the Livingstone family fundraisers. In total **£130,681** was raised, a total that was also split with the Southern Area Hospice and NI Air Ambulance. The Livingstone family said: *"It was only possible to raise this fantastic amount this year due to the incredible support of Ben Sergeant Tractors, local businesses and the public."*



## Dennison Commercials

A massive thank you to our wonderful friends at Dennison Commercials who gifted us with a **£10,000** donation just in time for Christmas in 2021.

## Ryobi

A big thank you to Ryobi who raised a phenomenal **£10,253** through their Family Fun Day and Golf Day in aid of NI Hospice.



## McKernan Family

The McKernan family and friends completed an epic 600-mile Charity Cycle to Lourdes in April over six days in support of Northern Ireland Hospice in memory of Grainne McKernan, raising over **£40,000**.



## Gary Reid

Gary Reid, one of Henderson Group's longest serving lorry drivers, who recently retired after 50 years of service, raised **£10,000** through the creation and sale of a 2022 calendar. An avid photographer in his spare time, Gary decided to put his skills to great use, taking beautiful photographs of stunning scenery and nature across Northern Ireland. With the help of Henderson Group, his photography was made into a calendar filled with a selection of his work and was sold across SPAR and EUROSPAR stores across Northern Ireland.



# Retail

As with many other retail businesses our charity shops struggled throughout 2021/22 with lockdown, additional COVID measures as well as the fear of transmission in society. Hospice shops re-opened their doors in May 2021. **All Hospice Shops adapted new safety guidelines in store**, including a queuing system, hygiene stations, perspex till screens,

contactless payment where possible, and have provided all staff and volunteers with PPE equipment. However, lockdown and the subsequent restrictions did not prevent work continuing to modernise our retail offering with two new statement stores in **Abbots Cross, Newtownabbey**, and **Main Street Bangor**.



Join us and dedicate a light in memory of your loved one to support Hospice care.

# Richard's Story

Richard 'Ricky' Millar was a fit 42-year-old who lived in Belfast with his wife Norma, and their children, Daniel, Ethan and Alayna.

Richard started having stomach pains in August 2020, before being diagnosed with pancreatic cancer the day before a family holiday. Norma tells their story.

*"He had been diagnosed with pancreatic cancer. He broke down and said, 'There's nothing they can do for me'. I couldn't think or feel – I was absolutely devastated. We both sat and cried, but Richard was just worrying about leaving us – not worried about himself at all.*

*When he came home from the hospital, he had so much pain that even with his medication he was crawling on the floor, he couldn't sleep or do anything. He was suffering so much.*

*But then Fiona from Hospice assessed Richard, helped with the pain and talked to us about options. So, the next day he agreed to go and stay at Somerton House.*

*I can't even describe the care we received from Hospice, they are worth their weight in gold. I saw a difference in his condition within days and Richard loved it in Somerton House.*

*We knew time was getting short and with the help of Hospice we were able to bring him home. During that week he was able to hug and kiss the children, talk to his family and friends and we spent special moments together.*

*The day he died he said he wanted to be alone with me. The house was really busy with friends and family – but about 1:30pm it just happened that we were alone – and I just knew. Richard breathed his last moments later and I was alone.*

*I can't explain it but immediately after Richard died the doorbell went and it was Gill, our Hospice nurse, it was like Richard had known that I would have help when he was gone. Gill helped me with the arrangements. Although it's still a really sad memory I think it was really special for us too.*

*We only had four weeks together after Richard was diagnosed but I know that we wouldn't have had those four weeks without the help of Hospice. They helped Richard to die where he wanted – at home with his family.*

*I'll never forget the kindness and care of Hospice; they are now part of our lives and memories, and I'll always be grateful."*





# Our Income

## Finance

### Income

The main sources of income are donations, legacies and from statutory grants.

### Donations & Legacies

Income received from donations and legacies has reduced by **£1.3m** or 17.7%, from **£7.4m** in 2020/21 to **£6.1m** in 2021/22. This is mainly a result of reductions in legacy income received from **£2.2m** in 2020/21 to **£1.3m** in 2021/22.

### Expenditure

Overall, Group Expenditure has increased by **£1.7m** or 10.6%, from **£16.6m** in 2020/21 to **£18.3m** in 2021/22.

### Charitable Activities

Income from charitable activities decreased by **£7m**, from **£13.4m** in 2020/21 to **£6.4m** in 2021/22. In 2020/21, Hospice received non-recurrent funding support from statutory bodies of **£8.3m** in order to help the charity cope with the impacts of the pandemic in this year and beyond. This included support for additional costs as a result of the pandemic, as well as mitigation for loss of anticipated income.

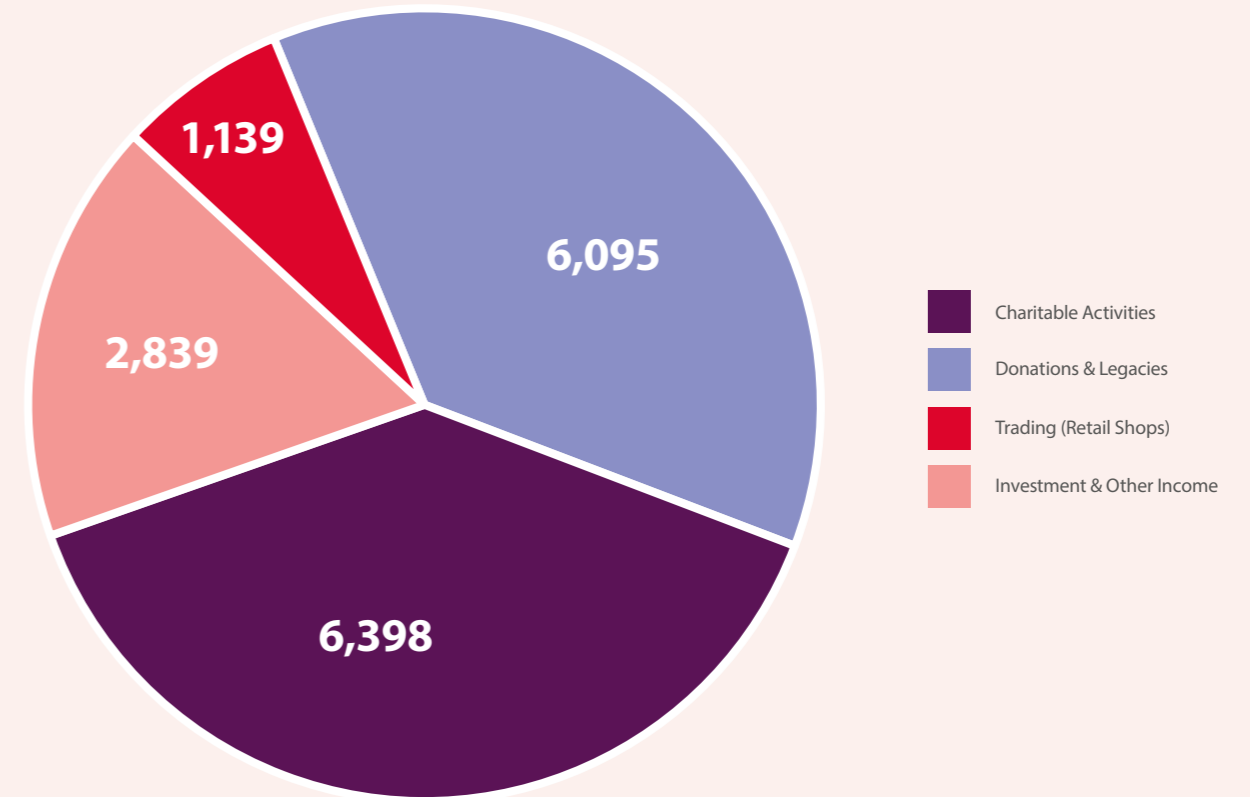
Excluding COVID funding, income relating to the statutory contracts increased by 14% or **£0.5m** reflecting contract uplifts on the previous year, combined with over performance against targets and funding for cost pressures in year. The remaining increase relates mainly to funding for specific projects including funding for the Department of Health special recognition payment to staff and education initiatives.

### Other Trading Activities - Retail Shops

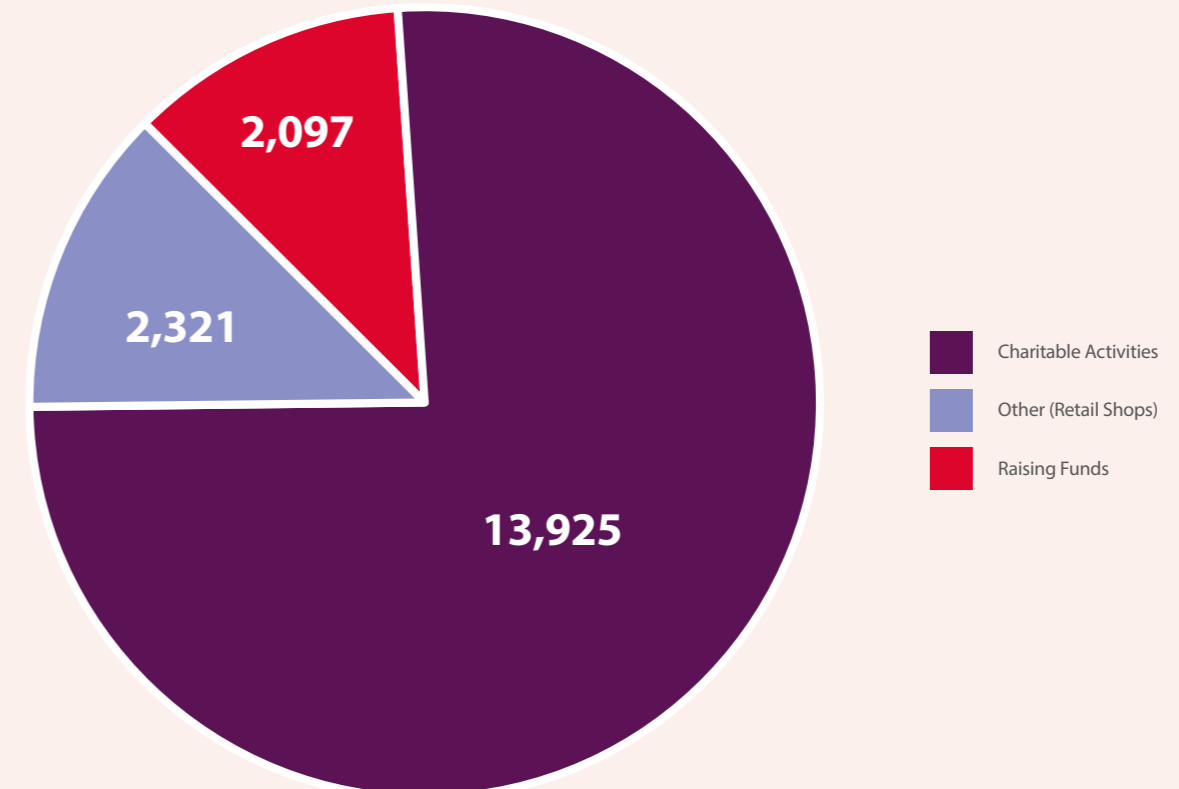
The reopening of our Hospice (Trading) retail shops in May 21 (which had been closed for 27 weeks of the trading year in 2020/21) resulted in an increase in income of **£1.5m**, from **£1.3m** in 2020/21 to **£2.8m** in 2021/22.



### Income



### Expenditure







Northern  
Ireland  
Hospice