



Northern
Ireland
Hospice

—
AT A GLANCE
2017/18



Margaret Butler
Chair
Northern Ireland Hospice

DEAR HOSPICE SUPPORTER

Welcome to **At A Glance**, an overview of the year at Northern Ireland Hospice. I hope you find this review both informative and inspirational, reminding us all of the need for our vital services.

During 2017/18, demand for our specialist palliative care grew by a staggering 15.8%, culminating in the delivery of 7,492 nights of care - 1,166 nights more than the previous year.

At Hospice, we are privileged to deliver this care, however without the unwavering support of local donors and volunteers, Hospice quite simply would not exist.

As you will see throughout this review, great endeavour has been undertaken to meet the increasing demands of our society; from engaging with partners across the health sector to shape our services in line with wider healthcare strategies, to building strategic business partnerships.

As Chair, I am confident in the capacity of Hospice to deliver even greater levels of care in line with demand, now and into the future.

"IN TIMES OF DEVASTATION HOSPICE MAKES SUCH A DIFFERENCE"

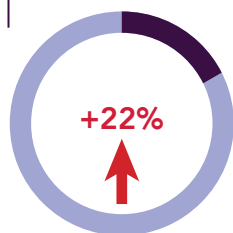
Aaron, Bangor

NORTHERN IRELAND HOSPICE AT A GLANCE

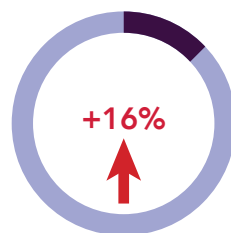
Northern Ireland Hospice is a local charity delivering symptom management, end of life palliative care, specialist rehabilitation and respite care. Our hospice care services both in the community and in our buildings provide high quality, person-centred, holistic palliative care. We support and care for infants, children and adults who are adjusting to life living with life-limiting and life-threatening conditions, up to their death and into family bereavement support.



ADULT HOSPICE CARE

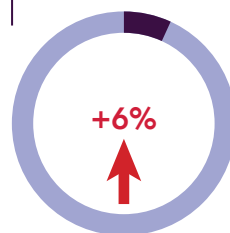


Nights of care

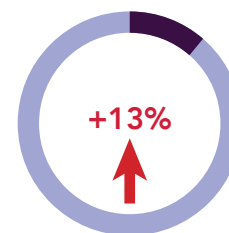


Referrals

CHILDREN'S HOSPICE CARE

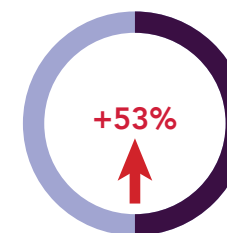


Nights of care



Children using
services

EDUCATION



Course attendees

"MUM WAS VERY COMFORTABLE DURING HER ILLNESS. WE WILL NEVER BE ABLE TO THANK THE STAFF ENOUGH"

Kate, Lisburn

WHO WE ARE AT THE CORE

OUR VISION

The Vision of Northern Ireland Hospice is to operate as a local charity with international impact, pioneering palliative care for those who need it, whatever their circumstances, age, disease, or culture and wherever their place of care.

OUR VALUES

Northern Ireland Hospice is also committed to demonstrating the following values in all aspect of its work;

PERSONAL

Affording due and equitable attention to the individual and diverse needs of each of our patients, family members, carers, volunteers, staff and supporters.

PASSIONATE

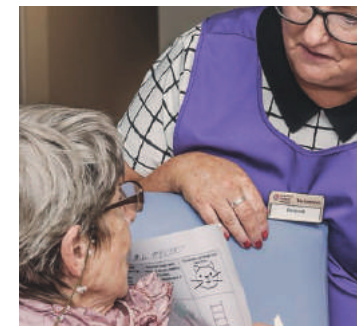
Affirming the individual and organisational commitment to the highest standards of care and excellence in all that we do.

PROFESSIONAL

Applying appropriate skills and experience, in an ethical and/ or responsible manner as each situation demands, to ensure the best possible outcomes for all concerned.

PIONEERING

Constantly striving for innovative and creative solutions to old and new challenges.



"ANGELS ARE THE ONLY THING THAT COMES CLOSE TO DESCRIBING THE PEOPLE THAT WORK THERE"

Helen, Ballycastle



OUR CORPORATE OBJECTIVES 2017/18

01

Optimisation of Children and Young People's Services.

02

Optimisation of Adult Services.

03

Stimulation of Income Generation to resource Hospice Services.

04

Pursuit of excellence in all activities.

HOW WE DO BUSINESS

Northern Ireland Hospice is a registered charity (No. NIC102337) and registered company (NI14817), governed by a Board of Trustees. The Board, who are all volunteers, are responsible for the strategic direction of the organisation, ensuring due diligence and legal compliance. Trustees are represented on Hospice's four Corporate Governance Committees.

Reporting to the Board of Trustees is the Corporate Leadership Team, supported by a Corporate Management Team. The role of the Corporate Leadership Team is to drive the organisation forward, to lead new developments, ensure quality of service and best practise and to manage the financial sustainability of Northern Ireland Hospice, with the Corporate Management Team responsible for the delivery of day to day operational activities at Hospice.

"THE STAFF AND VOLUNTEERS MADE SUCH A POSITIVE DIFFERENCE TO THE LAST FEW WEEKS OF NANNY'S LIFE"

Andrew, Limavady

WHY NORTHERN IRELAND HOSPICE MATTERS ADULT SERVICES

ADULT CARE

Four services make up our adult care provision at Hospice; Inpatient Unit, Hospice Hub (formerly Day Hospice), Community Specialist Nursing and Family Support. Patients and their families/carers can be referred to any of the four services and depending on individual needs combined with our specialist assessment, may move between the services to ensure the best type of care and support is being offered at the correct time. Families often tell us that being referred to Hospice is at first very frightening, but that quickly they come to realise the safety and comfort which our care can bring.

INPATIENT UNIT

The Inpatient Unit at Northern Ireland Hospice is for patients who require palliative care for complex symptoms. Our team of highly-trained specialist doctors, nurses, physiotherapists, social workers, chaplains and volunteers work to ensure that patient and family needs are fully supported.

A common misconception is that Hospice is a solely a place where patients are cared for at the end of life, however patients often return home after their symptoms have been managed to enjoy time with their loved ones.

COMMUNITY SERVICES

Staffed by a team of over 60 professionals, our Hospice Community Nursing Services deliver care to those with life-limiting illnesses across Northern Ireland. This unique service works in partnerships with GPs and District Nurses to coordinate a package of care to manage patient symptoms and help, where possible, to avoid unplanned hospital and hospice admissions.

HOSPICE HUB *(Formerly Day Hospice)*

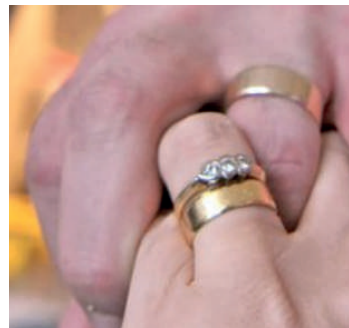
At Hospice Hub, we provide support, information and guidance to empower patients to live well with their condition and remain as independent as possible for as long as possible. We also now offer personalised medical and nursing alongside palliative rehabilitation from our physio and occupational therapists, social work, chaplaincy support and complementary therapy.

FAMILY SUPPORT

When someone is ill it is not just the patient who is affected. Life can also be turned upside down for the family, carers and friends. At Hospice, our specialist palliative Social Work team offer pre and post bereavement care, helping people develop coping mechanisms as they experience grief and loss.

"THE MOST INSPIRING TEAM I'VE EVER MET, SO FRIENDLY AND GREAT IN EVERYTHING THEY DO"

Mark, Newcastle



SHARON'S STORY

Mother-of-two Sharon Donnelly, from Crumlin, passed away aged just 42 in October 2017, surrounded by her family at Northern Ireland Hospice.

In her final days, Sharon penned an incredible heartrending account of her time at Northern Ireland Hospice and encourages others not be scared of the Hospice.

Sharon said: "I want people to know not to be afraid of the hospice. I didn't want to come here myself at first. I thought I knew what it meant and I was desperate to stay out of here.

"But I've learned it's not a place to help me die, it's a place that is helping me live and live with as little pain and distress as possible.

"There have been tears and there is anxiety but it seems we can handle it here. We have asked all the questions people ask about how life deals things out.

"But in the end we know that we just have to get on with it and the hospice offers us help to do that every moment of the day and night.

"The help we have had as a family and me personally, cannot be overstated. It is not easy speaking out. I'm a pretty private person but this is my thank you, my message to all the staff here for their care and kindness to us all as a family.

"And it's my message to anyone who comes behind me to say don't worry, keep at it, never give up and take all the help and care you can."



"NO AMOUNT OF WORDS CAN EVEN DESCRIBE HOW AMAZING YOUR SERVICE IS AND WHAT THE HOSPICE DOES FOR FAMILIES"

Gemma, Coleraine

WHY NORTHERN IRELAND HOSPICE MATTERS CHILDREN'S SERVICES

Northern Ireland Hospice is the only provider of children's hospice care in all of Northern Ireland, providing high quality palliative care to children with life-limiting and life-threatening conditions.

CARE AT HOSPICE AND AT HOME

Our Children's Hospice provides end of life care and support for families faced with planning for their child's end of life, both at Hospice and in the family home. We also offer specialist symptom management and supported short breaks, allowing families to focus on spending quality time with their child, while in the safe hands of our expert caring teams.

At Children's Hospice, our teams work to create a friendly, fun, warm and home-like environment for children and their families, underpinned by excellent clinical care. Lots of little touches makes this possible, from setting up each child's bedroom to match their interest each time they visit, to planning games in the garden, having relaxing times in the soft play area and sensory room, to having fun for all the family in our specialist hydrotherapy pool.

Given the often severe complexity of conditions, care for each child is tailored specifically to meet their individual needs, combining where appropriate, Hospice care at home, delivered by our teams of Community Nurses, with respite or short break stays at Horizon House.

PRE-BIRTH TO 18 AND BEYOND

At Northern Ireland Children's Hospice, we provide care from neonatal through to childhood and on to teenage years. Through our 'Beyond Horizon' programme we care for young adults as they transition from children's hospice care on to adult hospice care. Our developing services also now supports parents during pregnancy who have been given the devastating news that their baby may not survive. We offer this specialist perinatal and neonatal palliative support and care to families for however long or short a time it may be required, focused on making every moment count.

FAMILY SUPPORT

Thanks to support from Big Lottery, our Family Support Programme is growing from strength to strength, with programmes specifically designed and delivered to support Dads, Siblings and dedicated Parents and Tots groups. These Family Support groups help to create a sense of community and mutual support among parents and siblings as all members of the family learn to cope with difficult and changing situations.

"BOTH THE HOSPICE & HOSPICE AT HOME SERVICE IS AND HAS BEEN A SOURCE OF ENERGY FOR OUR FAMILY, THANK YOU"

Patrick, Belfast

ANDREW'S STORY

Andrew McFarland, who is just eight years of age, is living with a rare neurodegenerative condition - a variant form of Late Infantile Batten Disease (CLN5) which causes blindness, complex epilepsy, loss of mobility and the ability to communicate.

His parents, Graham and Joanne, and little sister Grace (6), are a farming family from Trillick, Co Tyrone.

Their lives were turned upside down last Christmas when Andrew was referred to Northern Ireland Children's Hospice – the family having to spend Christmas at Horizon House rather than in their family home.

But it was an experience the family were thankful for, as Andrew's father Graham said; "We thought Andrew wouldn't make it through Christmas at one stage, but thankfully he did. Being at Northern Ireland Children's Hospice allowed us to spend time together as a family after two months of being separated by hospital stays. The nurses and other staff gave up their time at Christmas so we could spend the special time together; we will always be grateful to them for that."

Christmas Day will live long and strong in my memory for all time. We were treated to a full Christmas dinner, with all the trimmings – even crackers! It was the best Christmas dinner I've ever had. We truly felt like we were at home.



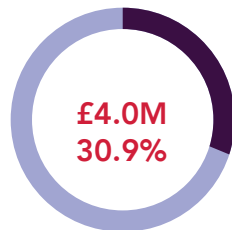
"WE GET TO MAKE AMAZING MEMORIES EACH TIME WE GO THERE"

Lauren, Belfast

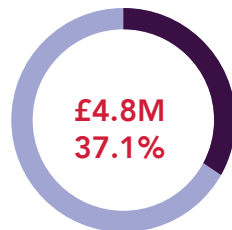
2017/18 FINANCIAL REVIEW: INCOME

The detailed financial results for the year ended 31 March 2018 are set out in the Accounts that accompany this Report and which have been prepared in accordance with the Companies Act 2006 and the Charities SORP.

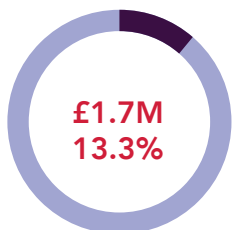
During the year to 31 March 2018 income came from:



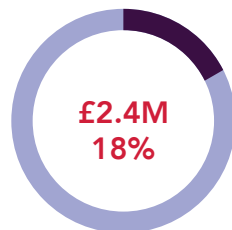
Statutory & Grant
Income



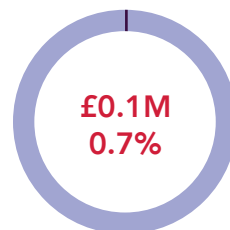
Donation Income



Legacies



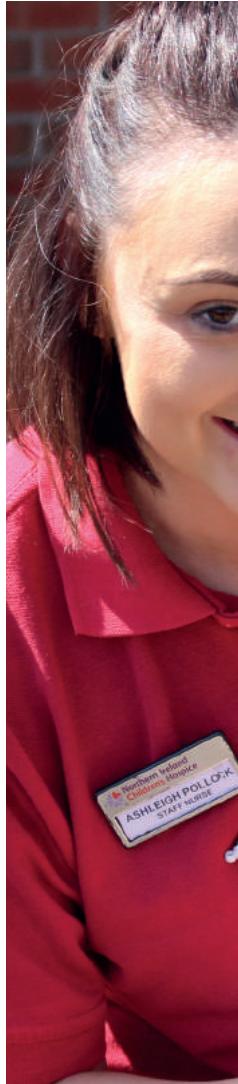
Trading Income



Investment and
Other Income

**TOTAL
INCOME**

£13.0M

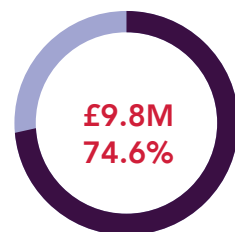


"FROM THE MOMENT YOU WALK IN YOU ARE MADE TO FEEL SO WELCOME BY ALL THE STAFF"

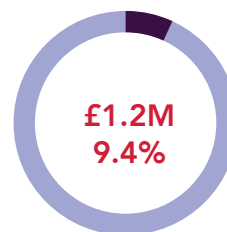
Mary, Newtownabbey



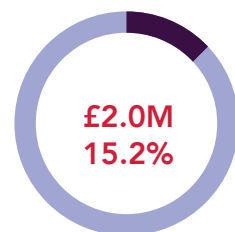
2017/18 FINANCIAL REVIEW: EXPENDITURE



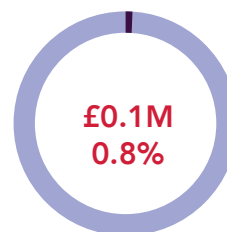
Cost of Charitable Activities



Income Generation Costs



Trading Costs



Governance Costs & Loan Interest

TOTAL EXPENDITURE

£13.1M

"IT'S GREAT KNOWING WE CAN PUT OUR COMPLETE TRUST IN THE STAFF TO LOOK AFTER OUR SON"

Harry, Ballymena

HIGHLIGHTS OF THE YEAR



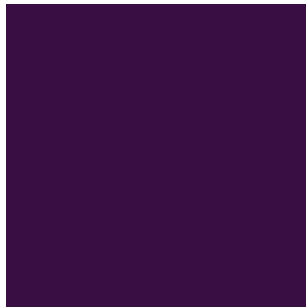
Liam Neeson backs Ballymena Support Group's Jingle campaign



Grand Opera House announce two year partnership with Hospice



Northern Ireland Hospice recognised as a Family Friendly Employer



Corporate partner VanRath transforms Horizon House into a Winter Wonderland



Big Lottery funds 'Parents & Tots' Family Support Group at Horizon House



Eamonn Holmes becomes NI Hospice Ambassador



Awarded Best Kept Healthcare Facility in Belfast Trust



IPU Equipment Appeal generated a staggering £170k

"STAFF & VOLUNTEERS CAN'T DO ENOUGH FOR US, NOTHING IS EVER TOO MUCH HASSLE, WE ARE SO BLESSED"

Michael, Enniskillen



49,588 video views of new Ambassador, Def Leppard guitarist Vivian Campbell visiting Hospice



Domino's raise £100k for Children's Hospice



Business Ambassador Network is launched



Hospice shops sold 1.1 million items worth £2.4 million



The Countess of Wessex marks official opening of new Adult Hospice.



Over 12,000 individuals took part in challenge events



Celtic FC donate over £75k



Sir Martyn Lewis visits Patients and Volunteers

"MY SON ABSOLUTELY LOVED IT AND EVERYTHING THEY HAD TO OFFER. HE NEVER STOPPED SMILING FROM THE START OF HIS STAY"

Eva, Armagh

2018/19 LOOKING FORWARD

DELIVER WORLD CLASS PALLIATIVE CARE SERVICES

Aligning with the Department of Health Transformation Programme, we will continue to support people to live well for longer in our communities and by remodelling and expanding our services, will reach more people in need of our care. Working in partnership, 2018/19 will see increased capacity at our Children's Hospice with the opening of additional cots/beds. In adult services, a reconfiguration of our day services will see rapid Out Patient access to our multi-disciplinary team together with a focus on self-management through wellbeing, helping people to live well for longer at home and helping to avoid unplanned hospital admissions.

DEMONSTRATE THE IMPACT & VALUE OF OUR VITAL SERVICES

Recognising the extensive specialist knowledge at Hospice, 2018/19 will see enhancements to our education proposition as we move forward with a fresh identity and comprehensive prospectus of learning. Offering specialist learning opportunities for both clinical and non-clinical professionals, courses at our Palliative Care Learning Academy will advocate for a palliative care approach both for and beyond cancer across the healthcare sector. Face to face and online learning will be delivered by our in-House lecturers, supported by members of the multidisciplinary teams and will be tailored to meet the needs of novice learner to expert.



"AMAZING PEOPLE DOING AMAZING WORK"

Claire, Downpatrick



LIVE THE VALUES OF THE ORGANISATION

With an embedded culture of respect and acceptance, Team Hospice will continue to act with courage, compassion and integrity in all that we do. Building on a year of enhanced engagement in 2017/18, we will continue to expand our communication and relationship building both internally and externally, demonstrating a pioneering, professional and accountable approach.

Adapting learnings both from within and outside of our sector, we will seek partnerships to support our work and to develop our capacity to grow.

DEMONSTRATE ORGANISATIONAL EXCELLENCE

Supported by best in class technology, 2018-2021 will see a continuation of our drive to deliver excellence right across the organisation; from effective governance, to management of our people, we will build a sustainable future for Hospice, enabling service expansion and the delivery of world class care.

"KNOWING YOUR CHILD IS IN SAFE HANDS AT THE CHILDREN'S HOSPICE IS THE BEST FEELING IN THE WORLD "

Martin, Cookstown



Northern Ireland Hospice

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