

# YOUR IMPACT

How **YOU** helped local patients  
and their families in 2018



# SOME OF THE PEOPLE YOU HAVE HELPED



## WELCOME TO YOUR SUPPORTER REVIEW

Your support is really important to us; in fact it's probably more important than you know. We simply couldn't help the people in our care without you, so we have put together this short report to share with you the amazing impact you have on local families. We hope you like it.

In addition, in 2019 we celebrate our 30th anniversary.

Since opening in 1989 we have cared for over 30,000 patients and their families and the need for our services continues to grow day by day. We couldn't continue to stand beside those we care for when they need us the most without your support.

**Quite simply you are amazing.**



"St Elizabeth Hospice cared for my mum, Sarah Jane Gravina Young, in the last few weeks of her life. They made her comfortable, made her feel at home and most importantly made sure that she was never in any pain and had everything she wanted. It was a very difficult time for us, but the hospice truly made it bearable, homely, and even fun. We made lots of happy memories, and mum had the best few weeks she'd had in months. I will be eternally grateful!"

**India Rose Gravina**

"When you hear the word 'hospice' for the first time, you feel numb. You immediately think you're going to die. But that feeling soon changes once you meet the wonderful team at St Elizabeth Hospice. They're here to support you to live your life to the full!"

**Ian Ridler, Hospice Patient**



# 2018 IN NUMBERS

**569**  
BEREAVEMENT  
SESSIONS

**2,230**  
patients and families  
**SUPPORTED**

**10,014**  
HOME VISITS  
to our patients

**4**  
WEDDING  
CELEBRATIONS  
on our inpatient unit

**237**  
DAY CARE  
SESSIONS



**362**  
PATIENTS  
cared for on our  
**INPATIENT  
UNIT**



**20,966**  
CALLS TO  
**ONECALL**  
our 24hr telephone  
advice line

**107**  
**DOGGY**  
visitors to the  
hospice



**5,840**  
BREAKFASTS  
COOKED



**£10.5M**  
needed to support  
everything we do

# WE'RE NOTHING WITHOUT YOU

Our work simply wouldn't be possible without our wonderful supporters like **you**. It's time to celebrate some of the amazing things you achieved in 2018.

2,400  
MIDNIGHT  
WALKERS  
RAISED OVER  
£230K



40  
SUPPORTERS LEFT A  
**GIFT**  
IN THEIR WILL

4,725  
PLAYED THE WEEKLY  
**HOSPICE  
LOTTERY**



245,475  
VOLUNTEER  
HOURS WERE  
GIVEN

201,219  
BLACK BAGS OF PRELOVED  
GOODS WERE DONATED  
TO OUR SHOPS



5,002  
PEOPLE TOOK PART IN  
FUNDRAISING  
EVENTS



17,566  
TWEETED  
FOLLOWED  
**LIKED**  
**SHARED**  
our social media posts

## PENNY AND JOHN'S HOSPICE STORY

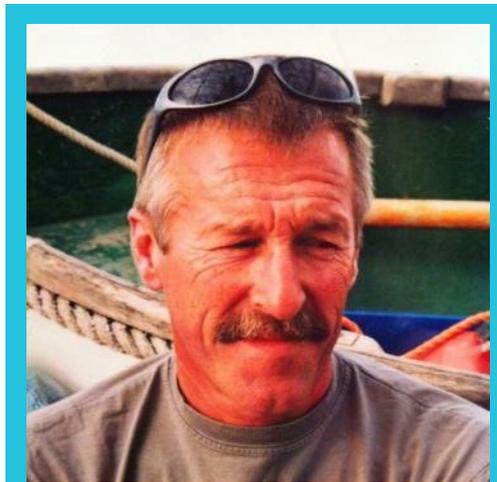
“Our GP put us in touch with St Elizabeth Hospice, and it felt like a huge weight had been lifted. John had been reluctant to have the hospice involved in his care as he thought it would mean that he was at the end of the road, but they explained that they could support us in so many ways.

One morning John's pain was off the scale; he could no longer get out of bed and I was struggling to keep him comfortable. Feeling like I was at breaking point, I called OneCall and the hospice arranged for a community nurse to visit.

The nurse suggested that he went in to the hospice for pain management. As soon as John had settled in we saw a massive lift in his mood. He realised that with the hospice nurses looking after him, we would be able to spend quality time together, enjoying the best bits. Hannah, Laura and I camped out with John in his room. We played John's favourite music, we laughed, we cried and we held his hand.

The hospice looked after us as a family. When John died a week later I think he was as peaceful as he could be and I took comfort in the fact that he was no longer suffering. The hospice offered us lots of bereavement support and my daughter has had counselling to help her deal with her grief.

**The hospice really is a marvellous place and it makes losing a loved one as good as it can possibly be.” - Penny Ryan, John's wife**



“ We played John's favourite music, we laughed, we cried and we held his hand ”

We delivered over **4,000 therapy sessions** to patients and families in our day services, on the inpatient unit and out in the community.

In 2018 we started working with **10 care homes** to help them achieve accreditation in end of life care

DID YOU KNOW?

There were **86 training sessions** delivered by our education team to upskill our staff and health and social care professionals in Suffolk

In 2018 we launched **Zest**, our fundraising division to raise funds to support the young adults in our care, including opening two Zest shops

# HANDS UP WE'RE NOT PERFECT



We're proud of our achievements, but we didn't get everything right in 2018.

We're telling you because it's your support that keeps the hospice running, so you deserve to know.

## Key things we didn't achieve last year:

Even though we raised more money than the previous year, we didn't quite reach our income target, which we're stretching to invest in more care for local people.

Our 24 hour OneCall telephone advice line saw a huge rise in demand in 2018. Unfortunately we weren't able to answer every call first time, however we have now received some funding to help us invest and strengthen this service going forward.

We have ambitious plans to develop our healthcare assistants and nurses to safeguard the hospice from the nationwide shortage in nursing staff. We created developmental pathways and secured funding for training, but sadly could not secure the back fill funding to allow staff time to participate in the training.

# WHAT DOES THE FUTURE HOLD?

We know there is more we can do with your help. We know there is an ever-growing demand for our services, which was clearly reflected in our No Place Like Home campaign. Currently 48% of people die in hospital but – when asked – only 1% say that's what they would want.

We're committed to lowering this through our work caring for people in the community; however we've learnt that people can mistake our nurses for Macmillan nurses when they operate outside of the hospice. We also know that a lot of families lose touch with us after the death of a loved one and are unaware of our bereavement services and the ways we could help them while they grieve. These are two things we would like to change in 2019.

Lastly, we know of the very stark need for our services in Great Yarmouth and Waveney and are thrilled to have been awarded the contract to expand our services to help families in that area, however there is a lot of work to be done which will no doubt bring new challenges for our teams.

We look forward to this time next year when we can update you on the progress we've made in all three of these areas.

Thank you for everything you do to support the hospice.



# Thank you!

However you supported us in 2018  
– we can't thank you enough.

**St Elizabeth Hospice**

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