

annual review 2008/09



St Peter &
St James

HOSPICE &
CONTINUING
CARE CENTRE

admissions & referrals by district

Haywards Heath

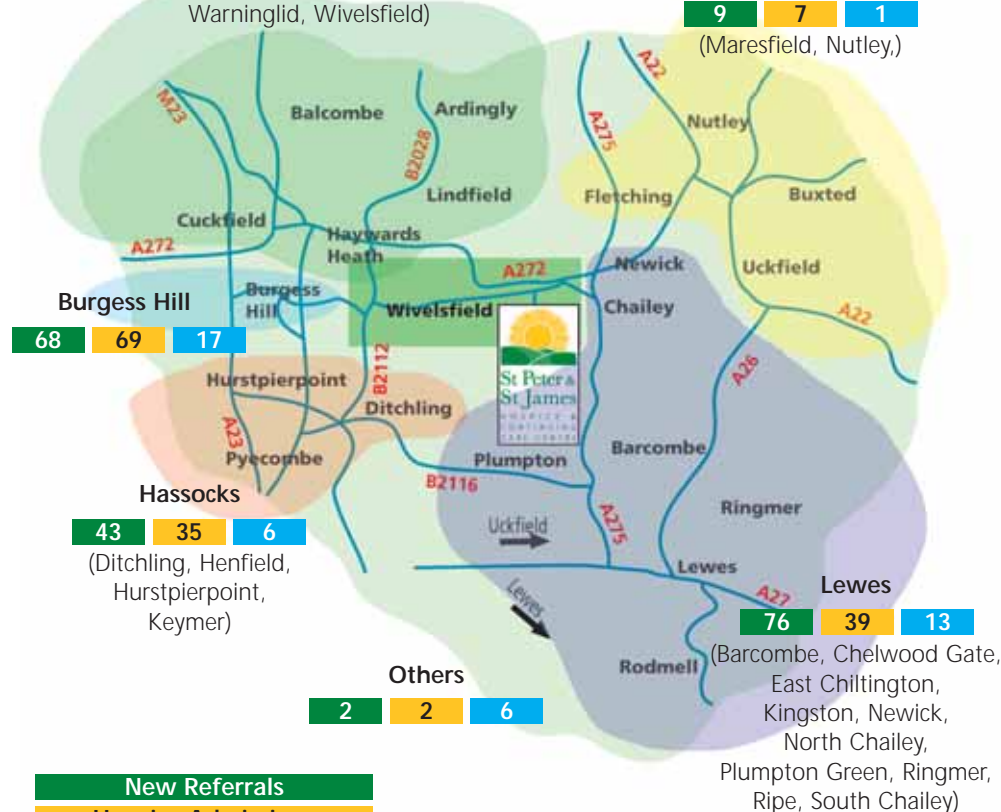
102 75 25

(Ansty, Ardingly, Cuckfield, Danehill, Horsted Keynes, Lindfield, Scaynes Hill, Sharpthorne, Warninglid, Wivelsfield)

Uckfield

9 7 1

(Maresfield, Nutley)



New Referrals

Hospice Admissions

Continuing Care Admissions

contents

- Chairman's message
- Board of trustees and patrons
- Chief executive's message
- Clinical care
- Psychosocial and spiritual team
- Facilities
- Fundraising
- Volunteers
- Shops
- Finance



Global recession and the NHS in apparent economic disarray: facts of our time and facts that make running a Hospice more and more difficult, especially when coupled with increasing costs. St Peter & St James is not immune to external pressures of this nature but every effort is made to minimise their impact. Costs are monitored very closely and every possible source of income is fully explored. The recession reduces prosperity and therefore has the potential to restrict fundraising income. The NHS is short of funds and any hoped for increase in the amount of support given to Hospices appears unlikely. The new End of Life Care Strategy demands more integration in all services but how will this be funded?

Enough doom and gloom: the Trust has a strong structure and the accounts show a more or less balanced position for 2008/09. A small deficit of £30,345 after depreciation is not a major concern at the present time. We forecast another deficit in 2009/10 but again we can cover this from reserves. What is concerning is our continued reliance on legacies which are such an uncertain income stream. New fundraising initiatives continue to grow and our fundraising team are to be congratulated and thanked for the results that they now achieve.

We have an army of unsung volunteers within the Hospice and out in the Community. To the Friends, Support Groups, Partners in Care, and all who make very valuable contributions as volunteers I say a huge thank you. Please continue your excellent work.

Our key asset is our staff. They provide the excellent level of care for our community. We can be justifiably proud of their work and they should be proud too. I cannot praise and thank them all enough. Wherever I go I hear warm words of appreciation and thanks for what they do. Without them we could not support and help all those who sadly need us.

During the year we completed the development scheme and commenced a much needed refurbishment programme. We aim to continue to maintain and improve our facilities as funds allow.

All organisations have to have a leader and the Trust is very fortunate to have Colin Burgess as Chief Executive. My thanks go to him for his calm and efficient management.

Thanks also to my fellow Trustees for their support during the year.

Let us hope that 2009/10 will show an economic improvement but in any event I can assure everyone that all is well with St Peter & St James.

Peter Boyse



chairman's message

“we have an army of unsung volunteers within the Hospice and out in the Community”



chief executive's message

“we continue to be encouraged by the generosity of our supporters...”

As I undertake my role within the Hospice from week to week I am very conscious of the passage of time. In the past year we have seen a number of significant developments: ambitious building work finished with new, purpose-built and equipped accommodation occupied; the significant expansion of our team of volunteers; increasing numbers of referrals to our service; the appointment of new staff into key roles within the organisation.

For our patients, and those close to them, time is a very precious commodity. Both at the Hospice and in the community our clinical staff and volunteers are very aware of the importance of time from our patients' perspective. Whether by controlling pain and symptoms to improve their quality of life, or by spending time to listen and to counsel, their objective is to provide personalised care to meet the needs of each individual. The provision of that professional care, advice and support is enabled by the efforts of all our administrative, catering, finance, fundraising, housekeeping, maintenance, managerial and retail staff. The positive and grateful feedback that I pick up, whether directly or from the messages that are written in the many thank you letters and cards that we receive, indicates that, for the vast majority of those we serve, our team succeeds in helping them make the most of their time under the care of the Hospice. I would like to add my grateful thanks for all their support.

Of course, some things don't change over time: the Hospice still has a dedicated team of staff and volunteers; we continue to be encouraged by the generosity of our supporters (both individuals and organisations) who raise money from all sorts of activities. In September we launched our new regular giving scheme – Partners in Care – and were delighted to see the number of regular donors more than double: of course we also very much appreciate the support of those who donate on an occasional basis. We have received a number of gifts through legacies within the year and have received grants from a number of Trusts. The Friends of St Peter & St James and our large network of Support Groups go from strength to strength. Other people help us by donating goods to, or shopping in, our shops. Our Chairman, Peter Boyse, and the entire Board of Trustees give freely of their time, skills and experience, as do our Patrons. These many and varied contributions are highly valued and I would like to thank you all: I am sure they will continue.

However, other things will change over time, and rightly so. Demand for our services is growing and we must develop them to meet changing individual needs. As we learn more about end of life care so we can use that evidence to develop and improve our practise. I hope that the NHS will increase their financial recognition of the vital contribution made by hospices to end of life care but I believe that such a change will be hard to achieve and we will therefore need to continue to rely heavily upon our generous supporters.

As you take the time to read this Annual Review, please remember that all the vital elements described within it combine to enable St Peter & St James to provide care at the time when people most need it.

Colin Burgess, Chief Executive

board of trustees and patrons

St Peter & St James is governed by a Board of Trustees who are responsible for the long-term planning of our work and the overall management of the Trust.

All of the Trustees are volunteers with expertise in areas relating directly to our work such as nursing, finance, insurance, property and fundraising. Trustees attend a monthly meeting at St Peter & St James and also sit on sub-committees. They represent St Peter & St James at various fundraising events.

Trustees

Mr Peter Boyse (Chairman)
Mr John Kane (Vice Chairman)
Mrs Jane Gray
Mr Peter Swann
Mr Mike Tomes
Mrs Mary Todman
Dr Philip Tombleson, MBE

Mr Noel Willis
Mr Jack Wheale
Miss Trudy Wood

Patrons

Anne, Her Grace, Duchess of Norfolk, CBE
The Viscount Brentford

Sir Edward Cazalet
Dame Vera Lynn, DBE
The Rt Rev'd Wallace Benn, Bishop of Lewes
Mr Edward Fox, OBE
Mrs Anne Bilson
Mrs Edna Sugarman



Peter Boyse



John Kane



Jane Gray



Peter Swann



Mike Tomes



Mary Todman



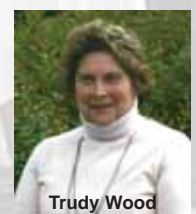
Philip Tombleson



Noel Willis



Jack Wheale



Trudy Wood

clinical care

The past year has seen a continued high demand for our services. Improvements in team co-ordination have enabled the many challenges to be fully met, benefiting our patients and their families. Our hospice beds fulfil a vital function in enabling excellence in symptom control as well as end of life care. Due to the ever increasing demands and need, we have received approval to appoint a further Consultant. This will strengthen the resilience of the unit and enable us to fulfil our commitment to providing the highest quality of care for patients in Mid Sussex.

During the year we have welcomed three further groups of medical students for the hospice based element of their training.

St Peter and St James operates a model of care that incorporates both Specialist Palliative Care (Hospice) and general Palliative Care (Continuing Care Unit). Whether we care for people as in-patients, in our Day Hospice or within their own homes our vision is to provide personalised, high quality care and support, allowing the patient and those close to them to maximise their time together.

Specialist Palliative Care Community Team

Our community caseload has increased by 22% over the course of the past year and this increase is showing no sign of slowing down. In response to this increased demand and to ensure that we continue to meet the diverse needs of our patients we have increased the Community Team by one post to 5 Clinical Nurse Specialists.

The Community Team exists to provide specialist advice and support to patients, carers and community professionals, including GP's and District Nurses as well as staff in Care Homes. At any one time, for every one in-patient in the Hospice we will be providing support and advice to over 20 patients in their own homes through our Community Team.

In-Patient Unit

Having worked alongside the builders since November 2007 we all enjoyed moving into our newly built and equipped accommodation, including a Ward Office, Nursing Office, Treatment Room and an Education Room. As part of this project the Continuing Care rooms have all been redecorated with new wider doors being fitted. A new, light and airy, patients' Day Lounge has also been incorporated into the unit.

The creation of the new accommodation has freed up 2 further rooms which now accommodate a long awaited Therapy Room for Physiotherapy and an office for the Clinical Service Manager.

Day Hospice

Our Day Hospice currently operates on four days a week providing social support as well as a range of therapies or clinical consultations for up to 15 patients each day. A variety of activities take place each day and we endeavour to match the day to the interests of those patients attending. Volunteers take a very active role in the Day Hospice, supporting and running activities, as well as helping to transport patients to and from home. We are awaiting

delivery of a new Mini Bus to assist volunteers bring patients in to the Day Hospice. We also have a variety of outside entertainers visiting during the year which both the In-patients and Day Hospice patients appreciate.



psychosocial, & spiritual services, welfare & complementary therapies



In September we said goodbye to Jo Eaton, our manager, on her retirement and shortly afterwards welcomed Melanie Lockett. During this period the team ensured that the service continued to run smoothly, demonstrating their expertise and commitment.

This year the Welfare, Chaplaincy and Counselling Services moved into a new suite of rooms. The new rooms offer patients and their families the opportunity to talk, in private, about emotional, spiritual and practical problems or to receive a treatment in the 'sensory' room to help relieve unease or improve sleep.

The complementary therapy team provided 1350 treatments to patients in the hospice, continuing care unit and the community this year. The demand for this important service has increased and patients reported feeling the value of aromatherapy, relaxation, reflexology and hand massage in alleviating anxiety and stress.

The welfare team had 2400 patient contacts this year and has played a major role in co-ordinating discharge planning alongside their nursing colleagues, sometimes working at speed to ensure that a patient can go home or sensitively working with patients and their families to secure funding to stay at the hospice or find suitable alternative care. The team also continue to advise patients on a range of practical matters including benefits, pensions and holiday or respite opportunities.

The counselling team has developed a service for children and families this year which complements and enhances the work already being done with patients, relatives and the bereaved. They saw 150 clients over the year. The team remains committed to being able to respond rapidly to patients and relatives whilst adopting a more planned approach to meet the needs of the bereaved.

The fortnightly bereavement group was well attended and, thanks to West Sussex County Council, the Befrienders Plus Service continued to offer one-to-one support in the home and at the monthly friends and families carers support group.

The Chaplains continue to offer a valuable and flexible service to patients of all faiths or of none. Between them they also take the well-attended monthly Remembrance Service and the weekly Communion Service enjoyed by many patients as well as helping to plan the annual Lights of Love service.

We look forward to a challenging and interesting year ahead as we expand and develop our services to meet the growing complex needs of patients and families requiring our help.

facilities

One definition of the word 'facility' is, 'ease of doing'. Some of the challenges that the Facilities Department face are not easy but, despite this, during the last year the whole team has achieved a great deal.

In the course of completing our major building project a number of patient bedrooms have been renovated, a double bedroom has been transformed into a light, airy day lounge for patients and visitors, and we have refurbished a number of offices to make the best use of the limited space that we have available. Much of this work has been carried out by our in-house maintenance team, ably supported by some of our volunteers.

We pride ourselves on the high quality of our home-cooked and prepared food, offering all our patients a choice of menu to suit their personal taste. Our skilled team of kitchen staff provides over 20,000 wholesome, nutritious and delicious meals for patients, staff and visitors, as well as catering for many special events through the year.

The grounds of St Peter and St James are a source of delight to patients, visitors and staff and our thanks go out to the many volunteer gardeners who work tirelessly to tend the grounds come rain or shine to ensure that there is colour and beauty to be enjoyed all year round.

With over 65 separate rooms within the building (not to mention over 300 metres of corridors!) our housekeeping and maintenance teams have their work cut out to ensure that all areas are cleaned and maintained to the highest standards.



fundraising

Once again the Fundraising Department has been a hive of activity this year. Our team has been fully occupied, moving forward with new events and expanding our growing profile within the area we serve.

This year saw the first ever 'Sleepwalk' a 'Ladies only' 10k walk around Haywards Heath and Lindfield – with everyone wearing their pyjamas! In this first year we raised the magnificent sum of £27,000 with over 300 ladies walking. We are hoping to establish this as an annual event and, with the positive feedback we received, are sure that it will go from strength to strength.

Other highlights this year were Fire and Glass walking, Hike4Hospices, Fun Family Picnic, Venetian Elegance Masked Ball, Burgess Hill Bike Ride (organised jointly by the Burgess Hill, Haywards Heath & District Round Table with Burgess Hill Lions) and our annual Fun Run/Walk which continues to challenge young and old alike!

This year also saw us move our annual Lights of Love Service, where we remember those we have loved and lost, to a venue other than the Hospice. This too was a success with increased numbers attending.

We are continuing to build on our relationships with local businesses and are receiving welcome support from them, even in this difficult financial climate. As ever, our Support Groups raised much valued funds and they continue to be wonderful ambassadors for St Peter & St James. We also thank all those people who gave individually or as a group.

We continue to receive grants and income as a result of our applications to Trusts and these funds are an essential way of enhancing our income.

Finally, we are delighted that we have managed to raise all the funds needed to complete our Buy a Brick appeal. All of the much needed new facilities are in use and we wonder now how we ever coped without them! Special thanks must also go to the Trusts and individuals who supported this appeal.

All of us in fundraising are committed to making sure that St Peter & St James Hospice can continue to offer its services to all our patients and their loved ones, free of charge and we are constantly looking for ways to engage our fun-loving and generous supporters



volunteers

Our wonderful team of almost 300 volunteers continues to increase in size and offers commitment, loyalty and passion to the Hospice every day of the year. Whether working in teams or on a more individual basis, they all help to make the Hospice environment the welcoming and special place that it undoubtedly is. All our volunteers are greatly appreciated and daily enhance the services provided by our professional staff.

A programme of recruitment, induction, training, monitoring and updating is organised by the Volunteer Services Co-ordinator. The tasks undertaken are many and varied and include driving our patients to and from the Day Hospice; serving refreshments; flower arranging; bed-making; reception and administrative roles (especially for those with computer skills); complementary therapy; befriending patients and carers in their own homes; counselling and chaplaincy placements; gardening and DIY, to name but a few! Our charity shops are always hungry for volunteers who enjoy a customer-related role or have an artistic flair for display and, for those who are happy to sort and prepare the donated items for our shops there is always a place in our central warehouse.

A great number of volunteers also turn out to support our fundraising events, when it is definitely a case of many hands make light work!

However, it is not all hard work! A group of 50 volunteers enjoyed the superb setting of Sheffield Park Gardens in September when the autumn tints provided an appropriate backdrop for our picnic. Thanks to the generosity of the National Trust we took the opportunity to get to know other volunteers and also take advantage of a guided tour courtesy of the National Trust volunteers. Christmas also provided a good excuse for a superb lunch at Piltdown Golf Club.

Our volunteer requirements are constantly changing so if you can offer us time and commitment you can be assured of a warm welcome!



shops



The past year has been one of consolidation, with a variety of long term plans coming to fruition and bringing our shops well and truly into the 21st Century.

- After many years of trading, the Lewes shop was fully refurbished, with improvements also being made to our other shops.
- We introduced a system where all donated goods are sorted and distributed from the central warehouse, enabling shop staff and volunteers to focus on customer service.
- The former sorting rooms in each shop were converted into additional sales areas.
- Full time Shop Managers were employed.
- Delivery Driver hours were increased to support additional collections & deliveries.
- We introduced a facility in all of our shops for customers to purchase goods with a debit or credit card and the tills were up-graded.
- Computers were installed in each shop to improve communication and reporting.

This investment has been essential in order to ensure that sales are increased and profits maximised in the future and to provide a solid foundation from which to expand the retail operation.

Whilst we are fortunate to receive some excellent donated goods to sell, a considerable amount of the donations are unsuitable for sale in our shops. However, a high proportion of these goods are sold for recycling, providing a useful additional income stream.

The Hospice's retail operation is very reliant upon support from volunteers, both in the shops and in the warehouse and their hard work is greatly appreciated. During the year a number of volunteers have retired and we need to recruit sufficient new ones.

The St Peter & St James Hospice Shops really are our 'window on the high street' and play a vital part in promoting the Hospice and all its activities. We encourage you to come along to one or more of them and to see for yourself that they are modern, clean and smart, demonstrating that they are 'not just any charity shops'!

focus on community services



When people think about the services that we offer they tend to focus upon our In-patient Unit and perhaps the Day Hospice. In fact, although these services are the most visible, they are only the 'tip of the iceberg': at the end of the financial year our team of community Clinical Nurse Specialists were providing support and advice to 150 patients in their own homes, a growth in demand of 22%.

Our team of 5 Clinical Nurse Specialists (CNS's) are experienced nurses with a background in oncology, community nursing or palliative care who have a specialist advisory role, acting as a vital link between the patient and other health professionals including the GP, District Nurse, Consultant, Social Services and therapists. Each family benefits from their own named nurse so they can build a relationship where possible. Our nurses ensure that patients and their families can access the practical and emotional support they need.

They refer some patients to our Day Hospice services, whilst others may be referred to receive counselling, welfare support or complementary therapies in their own homes. A CNS will monitor pain and symptom control; liaising with doctors with regard to prescriptions. An enormous part of their role involves providing emotional support for both the patient and their relatives, helping them to understand and accept what is happening to them and ensuring they are better able to cope as symptoms deteriorate. Support is available 24 hours a day, as families can contact the in-patient unit out-of-hours. The CNS's are also responsible for referring patients for in-patient care in the hospice if their symptoms cannot be controlled at home.

2008/09 – The facts:

- 7626 phone calls made by the Community Team
- 2015 visits made by the Community Team
- 150 monthly average caseload of patients for the Team
- 30 average number of patients per CNS
- 24 hour support
- 5 Clinical Nurse Specialists
- 0 the cost of community services to each patient and their family

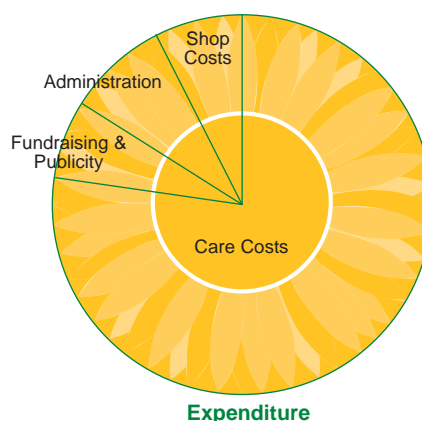
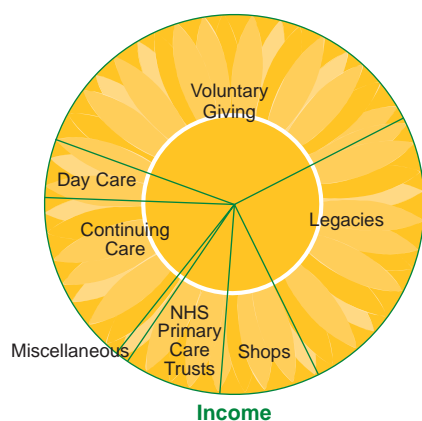
**Consolidated Statement of Financial Activities
(incorporating an Income & Expenditure Account) for the year ended 31 March 2009**

	2009 Unrestricted Funds £	2009 Restricted Funds £	2009 Totals £	2008 Totals £
Incoming resources				
Donations	451,273	212,320	663,593	521,270
Support Groups	60,845	–	60,845	52,466
Gift aid/covenants	43,158	–	43,158	56,828
Promotional events	230,266	–	230,266	182,337
Legacies	649,799	–	649,799	706,914
Grants from Primary Care Trusts	218,717	–	218,717	212,629
Day care	11,183	–	11,183	13,655
Continuing care income	495,108	–	495,108	632,666
Income from shops	189,400	–	189,400	181,892
Miscellaneous income	238	–	238	6,776
Rent receivable	7,170	–	7,170	6,888
Bank interest receivable	48,203	–	48,203	21,494
Dividends receivable	–	–	–	11,808
Contribution to superannuation costs	23,258	–	23,258	22,343
Clinical Training Services	5,932	–	5,932	5,960
Total incoming resources	2,434,550	212,320	2,646,870	2,635,926
Resources expended				
Cost of generating funds:				
Shop costs	(202,178)	–	(202,178)	(158,407)
Fund-raising and publicity	(198,969)	–	(198,969)	(155,429)
Investment management fees	(352)	–	(352)	(1,293)
Net incoming resources available for charitable application	2,033,051	212,320	2,245,371	2,320,797
Charitable expenditure:				
Costs of activities in furtherance of the charity's objects:				
Care costs	1,898,665	160,465	2,059,130	1,909,112
Management and administration	212,812	3,774	216,586	188,190
Total charitable expenditure	2,111,477	164,239	2,275,716	2,097,302
Total resources expended	2,512,976	164,239	2,677,215	2,412,431
Net incoming resources/ (resources expended)	(78,426)	48,081	(30,345)	223,495
Net (losses)/gains on investment assets	(2,604)	–	(2,604)	(49,409)
Net movement in funds	(81,030)	48,081	(32,949)	174,086
Fund balances brought forward at 1 April 2008	1,878,807	165,767	2,044,574	1,870,488
Fund balances carried forward at 31 March 2009	£1,797,777	£213,848	£2,011,625	£2,044,574

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included above.

This is a summary of information relating to the full annual financial statements. The full financial statements have been audited by Keymer Haslam & Co., Chartered Accountants. For further information the full accounts, the auditors' report and the trustees' report should be consulted. For a copy please contact the Finance Manager at the Hospice using the contact details provided on the back page.

Proportions of Total Income & Expenditure (Hospice & Continuing Care Centre Combined)



St Peter & St James' mission is to provide specialist care to those living with progressive, life-limiting, illnesses in East & West Sussex. To fund the general operating costs of that service the Trust needs to raise at least £1.4 million in voluntary giving for the year 2009/10. We therefore rely heavily on the generous support of the communities we serve.

Not surprisingly in the context of the general economic decline it has been a difficult financial year and the consolidated accounts for 2008/09 showed a deficit of (£30,345) against a surplus of £223,495 last year. Significant changes in income include decreases in legacy income of £57,115 and in Continuing Care income of £137,558. We responded to greater demand for our Hospice services with an increase in expenditure on care costs of £150,018. Whilst we were able to increase fundraising income by £184,964 this was offset by increased fundraising and publicity costs of £43,540, which includes start-up costs for our successful 'Partners in Care' regular giving scheme.

The shops costs were exceptionally high due to a successful refurbishment programme and the introduction of full time managers for all shops. We are confident that this investment will lead to a substantial improvement in future performance. The decrease in Continuing Care income is due to reduced occupancy during building works combined with a reduced income from PCT's.

Once again we were the beneficiaries of generous funding given for specific purposes that enabled us to complete our 'Buy a Brick' building project and make further improvements to our facilities as well as providing some additional services for patients. We only received 15% of our income via our two local Primary Care Trusts against the national average of 32% (source: Help the Hospices 2008 report on hospice accounts).

Against the background of a declining stock market, early in the financial year the Trustees took the prudent step of liquidating all investments in the stock market which resulted in a nominal loss of £2,604. Had the investments been retained to year end the loss would have been in excess of £45,000.

Thank you



Launch of
Partners in Care,
our regular giving
scheme



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enquiries@stpeter-stjames.org.uk

www.stpeter-stjames.org.uk

As a registered charity we are reliant on the continued goodwill and generosity of our supporters to be able to provide our vital services. People support us in many different ways, including donating money, volunteering their time or skills or supporting a fundraising event.

To everybody who has supported us in the past and to all of you who would like to support us in the future we would like to say a big thank you. Regrettably we cannot mention you all but please be assured that your contribution really does make a difference to the lives of our patients and their friends and families.

Without you we simply could not continue to offer our vital services.

Registered Charity Number: 1056114

Administered by the St Peter & St James Charitable Trust – a company limited by guarantee.

Registered in England and Wales – Company Number: 3204919

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