



annual review 2007-08

St Peter & St James
HOSPICE &
CONTINUING
CARE CENTRE



thank YOU

As a registered charity we are reliant on the continued goodwill and generosity of our supporters to be able to provide our vital services. There are many different ways in which people can support us, 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 family.

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



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Kim Lower Design (01444 243493)
and Colourwise (01903 242894)



North Common Road, North Chailey, Lewes,
East Sussex BN8 4ED
Tel (reception): 01444 471598
Tel (patients): 01444 471599
Fax: 01444 471088
enquiries@stpeter-stjames.org.uk
www.stpeter-stjames.org.uk

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Having been in post for just over a year I am now able to reflect upon the events of the past twelve months with a greater personal knowledge of the very special care, love and support that we provide. That greater knowledge has only served to increase my admiration for the whole team of staff and volunteers who together work to provide our highest quality of professional care, whether within the patients' own homes, or at the Hospice for day patients or in-patients.

I hear many testimonies to the professionalism and compassion offered by our nurses and doctors, health care assistants, therapists and counsellors from our patients and their families. However, those 'front-line' services could not function without our extremely able teams of administration, catering, finance, fundraising, housekeeping, maintenance, managerial staff and volunteers who work hard behind the scenes to keep the organisation running smoothly.

The Hospice now has a new look: we were pleased to receive Department of Health funding for the improvement and extension of our facilities and, thanks to the overwhelming generosity of our many supporters in response to appeals including the 'Buy A Brick', we have been able to significantly expand that development programme. The quality of the new facilities reflects the quality of the patient care that they support and rightly puts the Hospice at the forefront of the provision of

Specialist Palliative Care to our communities.

The recent publication of the government's End of Life Care Strategy is to be welcomed for the increased focus that it will bring to the provision of this previously neglected area of health care, but there will also continue to be challenges in ensuring that we receive a greater proportion of government funding that more closely reflects the quantity and quality of care that is provided free of charge to all our Hospice patients than is currently the case.

Whilst I will press to increase the level of statutory funding, there is no doubt that we will continue to be hugely reliant upon the generosity of the many individuals, trusts and businesses that have supported us so magnificently over the last year. Much of that support has been financial, including gifts through legacies, and we could not continue to exist without it, but we also gratefully acknowledge the huge range of other means by which our friends have demonstrated their support.

The Friends of St Peter & St James and our 15 local Support Groups, as well as other local groups and organisations too many to mention by name, continue to raise vital funds. Our three shops in Burgess Hill, Haywards Heath and Lewes also contribute to our income: thank you to all the shop staff and volunteers, together with all those who support us by donating items and shopping there.

I conclude with a general 'thank you' to all our Trustees, staff, volunteers, trusts, corporate and individual supporters. You are too many to mention by name or role, but without you the experience of our patients and their families at their time of greatest need would be the poorer.

Colin Burgess



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 Ruby Gordon-Wilson
Dr Philip Tombleson, MBE
Mrs Jane Gray
Mr Peter Swann
Mr Mike Tomes
Mrs Mary Todman
Mr Noel Willis
Mr Jack Wheale
Miss Trudy Wood

Patrons

Her Grace Anne, Duchess of Norfolk, CBE
The Viscount Brentford
Sir Edward Cazalet
Dame Vera Lynn, DBE
The Rt Rev'd Wallace Benn, Bishop of Lewes
The Rt Rev'd Lindsay Urwin, Bishop of Horsham
Mr Edward Fox, OBE
Mrs Anne Bilson
Mrs Edna Sugarman

clinical care

Specialist Community Team

We are pleased to report that during 2007/08 we have been able to increase the Specialist Community Nursing team to 4 full time Clinical Nurse Specialists (CNS). We have an average of 130 community patients on our caseload at any one time.

The role of the CNS is to provide specialist advice and support to Hospice patients, Carers, GPs and other Clinical Teams in the community, including Nursing Homes.

The CNS liaises closely with hospital clinical staff as well as community teams, often being the link nurse between all other services. The CNS attends local GP Gold Standards Framework meetings which provide a useful forum for communication between professionals. The workload has increased over the year with many complex patients to support in the community.

2320 visits

8100 telephone calls

Day Hospice

Our Day Hospice is open four days a week and provides our patients with social interaction as well as clinical support if required. Each day is different, with patients being offered physiotherapy, relaxation, aromatherapy, reflexology, and art therapy as well as craft activities. Volunteers take a very active part in supporting patients as they enjoy and benefit from the activities provided, which are provided based on each patient's assessed needs. Patient transport is provided either by the Hospice Minibus or volunteer car drivers.

In-Patient Unit

2007/08 has seen the start of some exciting developments to the unit, which will provide several new rooms in a total of three new

extensions: new rooms will include a new nursing station; treatment room; training room and a storage room for patient equipment as well as the all-important upgrade of many patient rooms.

302 people were referred of whom 260 were admitted as in-patients.

The in-patient unit offers a total of 23 beds – 8 Hospice, 1 Respite, 1 Health Funded (Limited Stay) and 13 longer stay Continuing Care.

Clinical Team

Each patient is assessed as an individual to ensure that their specific needs are met. Even those in an advanced stage of their disease can be helped to have quality time with their families by the provision of good symptom management.

Our medical staff team is led by Dr Steve Dyer, Consultant in Palliative Medicine with a team of doctors providing 24 hour support for the unit. A large team of trained nurses, many of whom have post-graduate training in palliative care, are supported by a dedicated team of Healthcare Assistants in providing high quality care for each of our patients and their families. Our Physiotherapists provide invaluable assessment support and therapy.

Just as our inpatient team supports patients and their carers at the

Hospice; our Specialist Community Team provides high quality care within the home for the individual who has advancing non-curable disease, thus allowing our patients the potential to spend more time at home.



Consultant's Column

This year has seen a high demand for the services of our team. Our work straddles both the home setting and in-patient unit. The team continues to work closely with our nursing colleagues and indeed the full multidisciplinary team we have within the Trust.

It is gratifying to see many examples of symptoms being brought under our control to the benefit not only of the patient, but the clear appreciation of the whole family. During the year we have welcomed three groups of medical students for the hospice-based element of their training.

We continue to visit GP surgeries to facilitate good communication and share expertise. We are looking forward to further building our medical team and strengthening our work during the forthcoming year.

psychosocial and spiritual team

In June 2007 our Welfare Officer was delighted to welcome a new member of staff to her team in response to the increasing demands of the role.

The Welfare Team have continued to support patients and their families in practical ways through this year and liaised with any external agencies contributing to their overall care and support. They have needed to respond to changes in how funding is applied for from the PCT's in order to finance appropriate packages of care allowing individuals to either remain at home or access continuing care from various sources.

The 'Patient's Forum' gives opportunity for communication between staff and patients and their representatives. It is a space for ideas and concerns to be voiced and to be exchanged. Practical issues can be addressed adding quality to life – as in seeking funding to acquire pictures for rooms; outings for long term residents and the construction of a path to improve accessibility for wheelchair users to see the donkeys.

The vacancy in the chaplaincy team was filled in summer of 2007 and the team has been fully staffed since then. With the recruitment of another volunteer there is now cover four days each week. We continue to hold the weekly Communion Service and monthly Service of Remembrance and Thanksgiving in our Chapel and are grateful for the support we continue to receive from the clergy of neighbouring parishes.

Our chaplains were joined by the Bishop of Horsham for the Lights of Love Service in December remembering those who had died. The Chaplains again led the Day Hospice Carol Service supported, as last year, by the choir from Burgess Hill School for Girls.



The counselling team also welcomed a new member of staff and this allowed greater flexibility in cover for the service. A new development to existing services has been the establishment of a Bereavement Support Group. This group meets bi-monthly and there has been good uptake.

Befrienders Plus continues to offer support to carers thanks to the continued support of West Sussex Social Services. This initiative is offered either through one to one support in the home or at a monthly Carers' Support Group meeting.

As ever, the volume of work contributed by both Befrienders and Bereavement Counselling volunteers in this team is significant and without them we could not possibly meet the requests for support from those who are bereaved.

Through the year all members of these teams have watched with interest as the new suite of rooms which will house their services have emerged. For chaplaincy and welfare this will be the first time they will have had an area dedicated to their services. The move into these rooms is now eagerly anticipated by all concerned.

"Did you know that we use approximately 3,200 pints of milk per year?"



The Facilities Department encompasses catering, housekeeping, maintenance, grounds and contract services.

Whilst we still provide good nutritious meals to patients, visitors and staff, serving on average over 14,000 meals a year, the catering department has been streamlined to produce a more effective and productive catering service. We took the decision to amalgamate the two Catering and Housekeeping Supervisor posts into one new post.

From November 2007 to May 2008 St Peter & St James was turned upside down with builders on site to construct 3 extensions. Reference to the detail of this work is made elsewhere in this Review. Whilst all this work was being carried out, the housekeeping department worked very hard to maintain the cleanliness of the patient rooms and communal areas. The maintenance department's knowledge of the building proved to be invaluable to the builders.

As well as the physical alterations to 12 patient rooms all have been generally improved with the addition of new furniture and curtains. We are also installing telephone points in each room to improve privacy for our patients making calls.



A detailed maintenance and improvement programme has been drawn up and other future projects are being identified. The dedicated and committed staff and volunteers in all the facilities departments will continue to work to ensure that our facilities meet the needs of our patients and their families.

facilities department



This year has seen an enormous amount of hard work and lots of fun! We have been growing as an organisation with the result that we now have a good profile within our catchment area upon which we can build.

With two new arrivals to the Fundraising Team during the year the team have bonded really well and this is demonstrated in the effectiveness of their fundraising efforts. This year has seen the launch of Raise The Roof (our ongoing building campaign) and the first appeal within that – Buy A Brick. As at the end of this financial year we have already raised £77,615 for the appeal thanks to the generosity of our supporters.

We are very grateful to a number of grant giving trusts for so generously supporting these new developments as well as contributing to our ongoing costs.

There have been many and varied events, both those held centrally and those organised by our wonderful band of Support Groups. We have also gratefully received donations from people who have organised their own event for the benefit of the Hospice and, of course, generous donations in memory of loved ones. The Friends of St Peter & St James are stalwart supporters, providing much-needed funds for equipment and furnishings to improve our patients' experience.

Highlights include:

Burgess Hill Bike Ride organised jointly by Burgess Hill, Haywards Heath & District Round Table and Burgess Hill Lions; a Jazz Night organised by The Rotary Club of Uckfield; the London Marathon; the annual Fun Run or Walk; Lights of Love; Hike 4 Hospices and last, but definitely not least, our annual ball, which this year had a 'Casino Royale' theme.

We are all looking forward to the next year with enthusiasm and excitement, aiming to build on the success of last year by holding more centrally organised events that appeal to everyone, seeing the establishment of some more Support Groups, and seeking further support from our local communities, trusts and businesses.



Our large team of over 250 volunteers continues to add its special blend of commitment and loyalty to the smooth running of St Peter & St James. The valuable contribution which the volunteers make greatly enhances the care and support provided by our professional team.

During the year a new Volunteer Services Co-ordinator was appointed who is able to devote her time to liaising with the managers within the Hospice to identify the specific needs of their departments. After the recruitment and induction procedure suitable new volunteers are then placed into these roles and their contribution is monitored. There are meetings which volunteers are invited to attend in order to keep up-to-date with any changes in procedures. These offer a good opportunity for volunteers to meet each other informally, as well as at various social events.

We endeavour to maintain a large team of volunteers who carry out various roles including helping in the Day Hospice; driving patients; serving teas; making beds; visiting patients; helping with administrative tasks; serving in the charity shops or sorting the donated items; maintaining the building and gardens; covering the busy Reception area; arranging flowers; helping with complementary therapies or supporting fundraising events.

As you can see, the list is endless and we try to ensure that the task rotas are complete. However, we would be very pleased to hear from prospective volunteers who would like to find out more about a worthwhile task either within the Hospice or in a supporting role. Please contact the Volunteer Services Co-ordinator on 01444 471598.



"We don't know what we would do without you all."



shops

It has been another year of hard work for St Peter & St James Hospice Shops' staff and volunteers. Gradually each shop is being refurbished and we are refining the product mix to reflect our patrons' requirements.

With the change of logo each of the shops has had a bright new fascia board which has really helped to make them more visible on the high street. This has been an important boost for the Charity and has contributed considerably to its raised profile.

As part of the new image the strap line 'not just any charity shop' has been adopted and is now emblazoned over each of the St Peter & St James charity shop windows and across the delivery van.

Each of the shops now has an easily affordable range of useful and unusual new products including distinctive jewellery, stationery, greetings cards and some products for use in the garden. Introduced at the end of the financial year, we are sure that these new lines will encourage new customers, and lay the foundation for some good sales of gifts during the run up to Christmas.

The Burgess Hill shop concentrates on good quality second hand furniture and has added a 'collectables' area where customers will find anything from a Wade or Beswick ornament to a 1920's dinner or tea service.

In Haywards Heath we offer a wide range of second hand clothing, glass, china, kitchenware, curtains, books and some choice pieces of furniture, whilst the Lewes shop specialises in second hand clothing for ladies and has an eclectic range of pictures, prints and bric-a-brac.

Behind the scenes, in the central distribution unit at the Hospice, a team of volunteers and members of retail staff ensure that every box and black sack of donated goods is meticulously sorted to ensure that nothing saleable or of value is missed.



Kathleen was a sprightly lady, busying herself with running a home, baking legendarily good cakes and pastries and being the matriarch of a loving family. A widow since 1992, she holidayed with friends, travelling to Italy and, for her 80th birthday in 2001 to Lapland! Having worked incredibly hard throughout her life, she enjoyed life in her retirement years.

She was diagnosed with cancer of the bladder in October 2005 and underwent laser surgery and radiotherapy over the next six months. Treatment and the disease took its toll on Kathleen's health and, as she became weaker, she became depressed. She hated taking medication and certainly didn't want to take anything for her mental state. She began to talk about wanting to die, she was angry with the cancer and with herself for what she was no longer able to do. She had further laser resections to try and stem the progress of the disease, but her health declined rapidly until she was admitted to hospital with acute renal failure on 20th February 2007. The doctors gave her a big choice that day – refuse treatment and the kidney failure would kill her within days, or undergo a procedure called a nephrectomy to relieve pressure on the kidney and have a few weeks more life.

She lay in bed, desperately poorly, and chose life. She had the procedure, painfully and under a local anaesthetic as she was too weak to take a general anaesthetic and came home 5 days later with a catheter and lots of 'my equipment'. She struggle to adjust to her new life, attached to pipes and plastic bags. She needed a lot more help by this time and hated being reliant on family and community nurses. Her state of depression took greater hold and one day she decided to end her life. She took an overdose of sleeping tablets and was found unconscious by her daughter. At A&E she rallied after emergency treatment and returned home the following day. It was at this point that the hospice community team really helped the entire family – with Kathleen at the centre of course. The continuing care team visited Kathleen at home and liaised with the GP to adjust medication and Kathleen then visited the hospice and discussed 'end of life' care. Having spent many years nursing the elderly and dealing with people in the same situation as she found herself, she sat asking questions that she had answered to others a thousand times. She began to take her medication, so although her health continued to worsen her spirits improved and she found some peace.

Although she wanted to die at home, her condition deteriorated the level of care she needed made it impossible. She died at the end of August, her few weeks promised by the doctors when she had the nephrectomy had stretched to six months the last few made more bearable because of the work of St Peter and St James.

case study

"A wonderful team of people who have given me the greatest respect and confidence."



St Peter & St James' primary objective is to ensure the delivery of best practice in all areas of care. To fund general operating costs the Trust needs to raise at least £1.3 million in voluntary giving for the year 2008/09. We rely heavily on

the generous support of the community overall to cover our annual expenditure.

It is pleasing to record that the consolidated accounts for 2007/08 showed a substantially increased surplus of £223,495 against £46,111 for 2006/07. To a large extent this was due to the significant increase in legacy income of £706,914 against £262,300 for 2006/7. This off-set the apparent decline in the fund raising income of £812,901, which was down £70,175 (7.9%) from the previous year.

However, not included in these figures was a grant from the Department of Health of £278,950 and £77,615 from the 'Raise The Roof campaign'. These funds, along with other Trust cash resources, have been used for the new building work. An additional £200,000 approximately has been allocated to complete the work.

The total expenditure for the year was £2,412,431. During the year a full audit of the equipment was undertaken and,



as a result, £35,107 was written off to depreciation. Additionally, levels of depreciation were re-assessed in line with standard guidelines. After allowing for the exceptional write-down the expenditure increased by 7.0% of which 4.7% was due to the increase of basic staff costs in line with NHS pay scales.

We only received 15% of our income via our two local Primary Care Trusts against the national average of 31.4% (Source: *Help the Hospices 2007 report on hospice accounts*).

Against the background of a declining stock market, we saw a fall in the investment valuation of £49,409. Throughout the year Trustees took steps to reduce exposure to the stock market, thus mitigating potentially higher losses.

Consolidated Statement of Financial Activities (incorporating an Income and Expenditure Account) for the year ended 31 March 2008.

	2008 Unrestricted Funds £	2008 Restricted Funds £	2008 Totals £	2007 Totals £
Incoming resources				
Donations	440,879	80,391	521,270	702,880
Support Groups	52,466	-	52,466	53,359
Gift Aid/covenants	56,828	-	56,828	55,872
Promotional events	182,337	-	182,337	70,965
Legacies	706,914	-	706,914	262,300
Grants from Primary Care Trusts	212,629	-	212,629	207,616
Day Care	13,655	-	13,655	4,508
Continuing care income	632,666	-	632,666	676,342
Income from shops	181,892	-	181,892	167,990
Miscellaneous income	6,776	-	6,776	360
Rent receivable	6,888	-	6,888	6,511
Bank interest receivable	21,494	-	21,494	18,332
Dividends receivable	11,808	-	11,808	15,674
Capital Appeal	-	-	-	2
Contribution to superannuation costs	22,343	-	22,343	23,300
Clinical Training Services	5,960	-	5,960	2,870
Total incoming resources	2,555,535	80,391	2,635,926	2,268,881
Resources expended				
Cost of generating funds:				
Shop costs	(158,407)	-	(158,407)	(111,512)
Fundraising and publicity	(155,249)	(180)	(155,429)	(121,924)
Investment management fees	(1,293)	-	(1,293)	(1,409)
Net incoming resources available for charitable application	2,240,586	80,211	2,320,797	2,034,036
Charitable expenditure:				
Costs of activities in furtherance of the charity's objects:				
Care costs	1,809,058	100,054	1,909,112	1,785,872
Management and administration	186,362	1,828	188,190	202,053
Total charitable expenditure	1,995,420	101,882	2,097,302	1,987,925
Total resources expended	2,310,369	102,062	2,412,431	2,222,770
Net incoming resources/ (resources expended)	245,166	(21,671)	223,495	46,111
New build written off	-	-	-	(124,233)
Net (losses)/gains on investment assets	(49,409)	-	(49,409)	30,462
Net movement in funds	195,757	(21,671)	174,086	(47,660)
Fund balances brought forward at 1 April 2007	1,683,050	187,438	1,870,488	1,918,148
Fund balances carried forward at 31 March 2008	£1,878,807	£165,767	£2,044,574	£1,870,488

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

Total Income and Expenditure (Hospice & Continuing Care Centre Combined)

