



ANNUAL REVIEW 2018



CEO FOREWORD

Well we did it; we launched our new strategy “Much More Than a Building” in October last year and it really is an Island strategy to be proud of. It is based on what people told us is important to them and will be implemented keeping their key messages at the centre of planning, delivery and evaluation of care.

Indeed keeping people’s lived experience of care as the basis of our evaluation will ensure this mind set of “What Matters to you Really Does Matter to us” is embedded in everything we do and it is now up to all of us as an Island community to work in partnership to deliver hospice influenced care to all who need it, where they need it, when they need it and by the right people.

So 2018 was the year we set out our stall to respond to the people who continue to tell us that at the end of their life they want to stay at home for as long as possible, be symptom free, maintain their dignity and have the assurance that hospice will be involved in their care either leading or influencing that care.

Sir Johnathan Michael’s Review of Health and Social Care Report acknowledged hospice as “providing excellent care” and care that is “truly person centred”.

Referrals to hospice continue to rise with 527 people referred in 2018 an increase of 7% from 2017. There was also an increase of 17% of those people who we supported in their final days. Everyone referred had their needs assessed and experienced hospice influenced care across many settings including home, hospice and hospital.

When we launched the strategy we acknowledged that hospice alone cannot meet all the future demands for all people who are dying as the numbers of frail elderly people who would benefit from a hospice care approach will rise and peak over the next decade.



The research and teaching team at our Scholl Academic Centre launched in March 2019 will continue to carry out research and evaluation, education and training based on people’s lived experience to ensure we can demonstrate the added value of hospice influenced care.

They and the clinical team also participated in Quality Improvement training in collaboration with Cicely Saunders Institute to establish the Global Outcomes Complexity Collaborative to demonstrate that hospice care does improve outcomes for patients and families.

Providing exceptional care for all who need it and implementing our strategic commitments; delivering what matters to people, working in partnership and keeping things simple will require new ways of working, new ways of educating and training, new ways of evaluating the lived experiences of people and above all else TRUST!

I am as always very grateful to our wonderful donors and supporters for their overwhelming generosity and enthusiasm for Hospice. On behalf of all of the patients, staff, volunteers and our Board of Governors, a great big thank you.

Anne Mills, Chief Executive Officer

2018 HIGHLIGHTS



JANUARY

We celebrated Hospice Isle of Man founder, Nadene Crowther's 80th birthday with a lovely tea party at Hospice. Our stunning 'tree of ties' design also won 'Best of Festival' in the Festival of Trees competition.



Ann Kewley celebrated 30 years working at Hospice. One of our Young Ambassadors, Alexandra Slater, won Strictly Manx with her partner Gianni Fabrizio. We were joined by volunteers from HSBC to help with our new car park. And we also worked with staff and volunteers to consider our Hospice Values.

JULY

FEBRUARY

We started our 'What Matters To You' engagement and listening campaign, speaking to members of the public, patients, families and professional partners to make sure their views were included in informing our strategy.



AUGUST

Dr Chris Kewley, Associate Professor in the Faculty of Health and Medicine at the University of Newcastle, Australia, re-visited his Island roots and came to give a presentation on integrated care.



MARCH

We pampered our volunteers with a well deserved 'Feel Good' event. We also represented Hospice Isle of Man on an international stage at the International Conference on Integrated Care in Utrecht.



SEPTEMBER

We hosted our first Project ECHO session, using video-conferencing technology to share, learn and educate. We also launched our Wallabies Gone Wild project to local businesses, schools and artists.

APRIL

We were well represented in the London Marathon, with 6 runners raising over £17,000. We also celebrated International Volunteers Day and one of our shop volunteers, Brenda Kneale, for 30 years of volunteering.



OCTOBER

We launched our ambitious five year strategy 'Much More Than A Building'. Island boxers came together again for Thriller In The Villa, with participants and attendees raising over £40,000.



MAY

We were visited by Lord Michael Dobbs, who walked the coastal path and hosted functions in support of Hospice Isle of Man. Jake Hodgson also took on the coastal challenge and became a Young Ambassador.

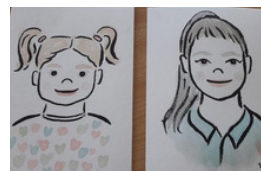


NOVEMBER

Alfie Boe visited and spent time meeting patients, staff and volunteers. He was then treated to a stunning vocal performance by Alexandra Slater. We also launched a World Kindness Day .campaign.

JUNE

Local artist, Kim Gee, visited Rebecca House to do speed portraits for our young people as part of Children's Art Week. We also launched our 'Host For Hospice' fundraising packs.



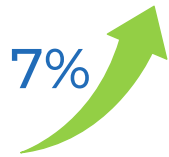
DECEMBER

We held our annual Light Up A Life event in our beautiful gardens. We had another successful car draw and our Strand Street shop won the Douglas Town Centre shop window display competition.



HOW WE ARE USING OUR INCOME

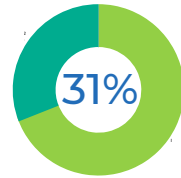
OUR REFERRALS



Overall referrals

527

Adults referred



Non-cancer referrals

4

Children referred



95% of people seen within 48 hours

100%

People referred received care

OUR ADMISSIONS

229

Patients admitted to IPU

64%



Admitted from home

36%



Admitted from hospital

Reason for admission:

31%

Symptom control

53%

End of life care

16%

Respite care

REBECCA HOUSE



Children & families on caseload



Day care attendances



Overnight stays

COMMUNITY SERVICES

9986

CNS team consultations



Care provided by Hospice at Home

72%

Achieved death at home preference

DAY UNIT

1948

Attendances at Drop In Days

48

New referrals

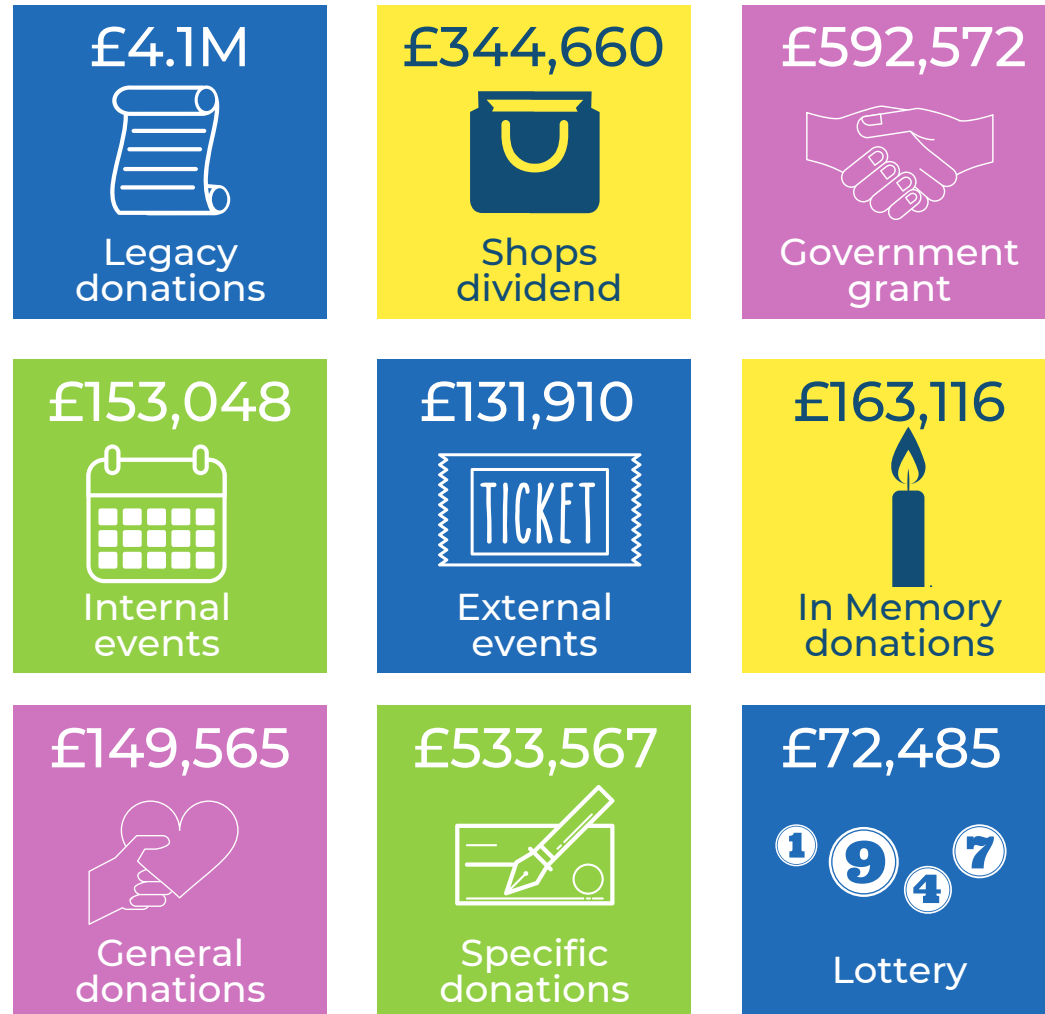
35

People discharged

2018 INCOME & MARKETING

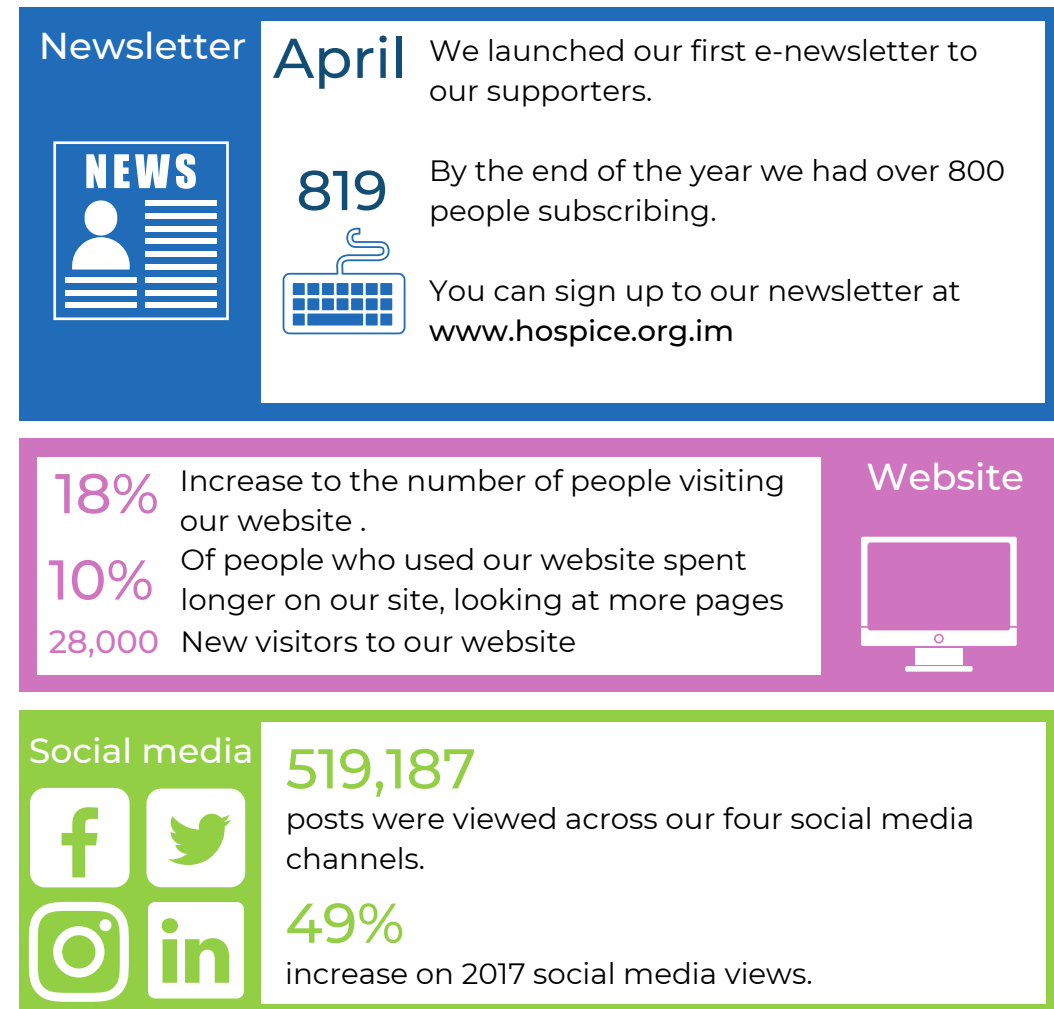
The services we provide come at a cost of over £5 million per year. In 2018 we met these costs through a £592,572 cash grant from the Isle of Man Government and significant fundraising income.

Here's how we generated most of our income in 2018:



As well as generating income, it is also important that we increase awareness of our services, grow our supporter base and build on our reputation.

In 2018 we engaged with our community in the following ways:



HOW WE ARE USING OUR INCOME

THERAPIES

1243

Physiotherapy sessions



Complementary therapy sessions

826

Occupational therapy sessions

PSYCHOLOGICAL SERVICES

1328

Psychological support sessions



Bereavement sessions

759

Young People support sessions

OTHER SERVICES

140

Referrals to social work

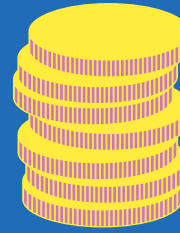


Patient contacts for spiritual & pastoral care

871

Lymphoedema sessions

OUR WONDERFUL VOLUNTEERS



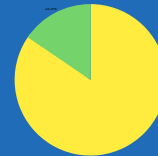
£1.5M

Saved through our volunteers providing their services every year



519

Volunteers across all of our services and shops



439
80

Female volunteers

Male volunteers



86

New volunteers recruited in 2018



WHAT PEOPLE ARE SAYING

"The care she received made her so much more comfortable and settled. In that week we had the opportunity to laugh, cry and share precious time together as a family. Instead of fretting over medications and feeling so helpless." February 2018

"Fantastic! – I will be smiling for the rest of the day."
May 2018

"You know I didn't really want to come here but what a huge difference it has made to my life. I'll be telling people, all about it." August 2018

"What should've been the worst moment of all our lives was actually an extremely loving, peaceful and calm experience – and that was down to you all." November 2018

"You matter because you are you, and you matter to the end of your life" Dame Cicely Saunders, Founder of the Hospice movement

www.hospice.org.im

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