



Impact Report

2024

Welcome to our Impact Report



This 2024 Impact Report demonstrates how we're looking after our community through dedicated service delivery.



“This year’s Impact Report highlights many of Hospice Isle of Man’s achievements throughout 2024. The generosity of our incredible supporters has allowed us to make the vital difference when it matters most to our patients and their loved ones.

Without your continued support, we wouldn’t be able to do what we do, so thank you. ”

John Knight
Chief Executive

Our **Vision, Mission and Position Statements** provide the foundation of our organisational strategy as well as a framework of direction and guidance to help deliver strategic goals and serve our Island community.

Our Vision

Excellence in palliative and end of life care for our Island community

Our Mission

To provide excellent palliative and end of life care, whether directly or alongside others, respecting and valuing each individual and those who matter to them

Our Position

Leaders of palliative and end of life care in the Isle of Man

Our Values

A

Act with compassion

B

Be collaborative

C

Commit to our cause

A Moment of *impact* in 2024

In May 2024, Dr Justine Needham was appointed as new Medical Director of Hospice to support the delivery of our palliative and end of life care services. Joining the rest of the Hospice team, to uphold the highest standards of medical care.





Our year in numbers



“The people at Hospice Isle of Man were so supportive to me. I will never forget their kindness.”

45.4%

of Isle of Man deaths were supported by our team

2,506

nights of care in IPU, this is an increase of 980 nights over 2023

587

total number of referrals to Hospice

45

children benefitted from our Rebecca House services

156

referrals received for Hospice at Home

245

people were admitted into our In-Patient Unit for care

315

of these were cancer referrals

272

of these were non-cancer referrals

Your Support in 2024

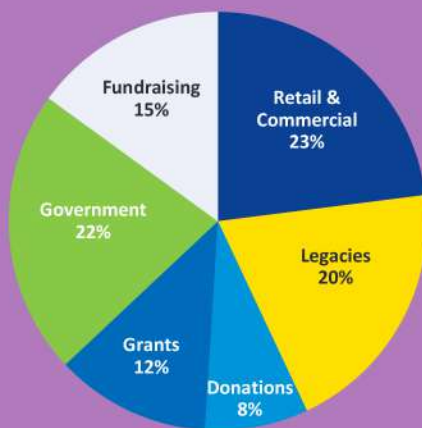
In 2024, it cost us £6.7m

to provide our wide, specialist range of care, which was

£18,350 every day

77%

of Hospice revenues came from the community in 2024



Hospice Group Revenue 2024
Provisional unaudited figures

198

Community fundraisers

269

Corporate supporters

17

Hospice Events

56,117

Number of donations

452

Committed volunteers

Thank you!

2024 strategic priorities

At the beginning of 2024, we launched our new three year strategy 'Measured Ambition'. The strategy intentionally set out to strike a very careful balance between measured service developments, financial sustainability, and a recognition of the changing demographics in the Isle of Man. Throughout the year, we worked on our four strategic priorities - Care Service Provision, High-Performance Culture, Increasing of Awareness and Growth, and Financials.

A Moment of *impact* in 2024

Thanks to support from Flutter International, our Care For A Drink van hit the road for the first time in May 2024. It attended 12 events and served hundreds of hot drinks and slices of cake with all profits going directly into providing Hospice care.



Care Service Provision

- In March 2024, IPU opened all 11 beds for patients and were actively in use.
- We continued with the expansion of our Day Unit service. We also redesigned how we use our funding here to increase HCA hours and introduce an outreach service.
- We expanded our Physiotherapy service and started to pilot a community service.
- In May 2024, we experienced a smooth transition from Dr Harris to Dr Needham, subsequently strengthening our team of Doctors.
- Respite bed usage has been 298 nights in total delivered by IPU with 65% of this being planned more than a month in advance, 35% was short notice. There were a total of 51 admissions for respite care, June and July were our busiest months.
- Internally, we recruited for a Clinical Nurse Specialist, showcasing a great example of growing our own staff.

Awareness and Growth

- The use of our Content Management System was key to data management:
 - 56,117 donations were input in 2024, an average of 215 per working day
- We had a fantastic year in regards to committed supporters:
 - 198 community fundraisers supported us, an increase of 32% from 2023
 - 269 corporate supporters raised an incredible £577,818.71 for us
- Online activity was key with a growth in our presence across various platforms:
 - Facebook followers grew 23% to 11,432
 - Newsletter subscribers grew 18% to 9,557
 - Website users grew 37% to 105,000
- Financially, we saw improvements over the previous year, with £3,962,886.46 raised. Highlights included:
 - £53,000 raised from Car Draw
 - Lottery raised £224,330 (112%+ target)
 - Light up a Life raised over £40,000
 - Santa's On A Bike raised over £79,000

High-Performance Culture

- 98% of our employees enjoy the work they do, 93% are proud to work for Hospice and 92% feel they are making a difference.
- Our volunteer engagement levels have increased by 10%.
- 91% of our volunteers would recommend Hospice as a good place to volunteer.
- Successful recruitment campaigns are ensuring that all our clinical service are fully staffed and services are delivered.
- Donor supported education bursaries, professional development and active workforce plans are in place so we are growing our own future palliative care specialists.
- Dedicated resource is improving Hospice's reach into Nobles Hospital, ensuring people who need our care can access it.
- Hospice was the Winner of the Isle of Man Awards for Excellence – Employer of the Year 2024.

Financials

- Overall Performance of Hospice
 - Unaudited provisional figures indicate a small bookkeeping loss
 - £6.7 million was the cost for Hospice to deliver all services in 2024
- Strong receipts in Q4 of the year, helped overall performance:
 - £913.3k received in legacies
 - £325k received in donations
 - £310.9k received in fundraising
 - £406.4k received from Hospice shops
 - In addition, we have reported a +£292k increase in our market portfolio.
- Expenditure across Hospice:
 - Our people remain our biggest investment within the charity
 - All other expenditure remained within budget throughout 2024