



St Ann's Hospice

every day makes a difference

A woman with long brown hair and bangs, wearing a grey sleeveless top, is sitting on a blue patterned sofa. She is smiling and looking towards the camera. She is holding a pen and a notebook, appearing to be writing or reviewing notes.

Annual Review 2015/16

Dear St Ann's... Letters to the hospice

A hospice is many things to many people.

It's a place of support. Somewhere to work or volunteer, or somewhere to meet up with friends. It's a friendly nurse who comes to see you at home when you really need a helping hand. Or a place to go to take part in a fantastic fundraiser or for a supportive cup of tea.

It's a variety of things to a variety of people. But ultimately a hospice is a community. Each person involved in or touched by the hospice makes it what it is. Whether that's people who are coming daily to use its services, inpatients receiving support, or donors raising money so the caring can continue.

Each person follows or benefits from the same four core values - **inclusiveness, compassion, respectfulness and professionalism** - and everyone is striving to achieve the same goal, to improve the lives of local people with cancer and other life-limiting illnesses.

The hospice community, supporting our local community.

As we reflect on the past year, some members of that hospice community have come together to share their own thoughts on what St Ann's means to them, via a series of short letters...



Jennie's husband Alan Gibson, or Gib as she always called him, was cared for at St Ann's during the last weeks of his life.



Dear St Ann's,

My gorgeous man, Gib, was 41 when he passed away. He'd been diagnosed with cancer two years earlier, which he bravely fought for as long as he could.

I have to admit we were both worried about coming to a hospice, but I can honestly say you made sure that an awful situation became more bearable from the day we arrived. The whole family was made to feel welcome and our little girls, Phoebe (6) and Lila (2), were treated like celebrities! They were warmly welcomed, stuffed with ice cream and made a fuss of. In fact, even now when we drive through Heald Green they will mention 'Daddy's Hospital' and how we all played Jenga and watched Peppa Pig. I'm so happy that you enabled their last memories of him to be so positive.

Everyone at St Ann's treated Gib with such *compassion* and respect and nothing was too much trouble. I can't speak highly enough of the nurses, who embraced us like family and even when Gib was sleeping they always treated him like the man, husband and father he was, talking to him about what was going on around him. I know how important this would have been to him.

Losing Gib is the hardest thing I've ever gone through, but the work the hospice does in ensuring families can be together during this time is nothing short of wonderful.

I'll always be grateful and will continue to support the hospice any way I can.

Jennie



Dear St Ann's,

If you had told me twelve years ago I'd be writing this letter, I'd have wondered whether that was possible. It was then that I received the diagnosis that I have prostate cancer, and, despite the prediction that I would only live two to five years, I've lived more than twelve and have been able to enjoy spending time with my family and going on holidays in Italy.

The staff at the Neil Cliffe Centre have taught me how to live through some bad times, and thanks to you all I've lived a full life since my diagnosis.

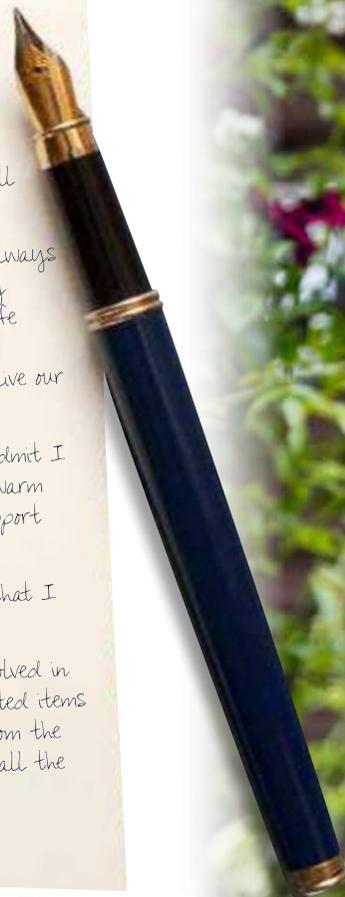
There's no doubt that the hospice has kept me going. You are always so **inclusive**, ensuring your care revolves around me - around my wants and needs. You've also given amazing support to my wife Norma and I thank you for understanding that it's just as important that she gets care and support too so we can both live our lives together.

From the moment I walked into the centre - and I have to admit I was in a bit of a daze when I did - I was greeted with a warm smile and reassuring arms, and immediately felt that the support was there to help me live my life.

From complementary therapies to counselling, you've ensured that I have been treated as a whole person throughout.

I like to give back to St Ann's when I can. I have been involved in various fundraising campaigns, played the lottery, and donated items to the hospice shops. I thank each and every one of you from the bottom of my heart and will raise a glass to St Ann's and all the staff at the Neil Cliffe Centre on my next family holiday.

Ted



"I was greeted with a warm smile and reassuring arms, and immediately felt that the support was there to help me live my life."



Did you know that in 2015-16 we helped thousands of local patients like Ted and Gib?

We cared for **629** patients on our wards this year.



4082 more patients attended as outpatients across our three hospice sites.

our advice line was also there for people 24-7, and received **642** calls.



And our community and Hospice@Home teams visited **394** patients in the place they call home.





"Everyone is different and I love the way that in the hospice we never lose sight of that fundamental, and vitally important, fact."

Dear St Ann's,

Many people go to work just to pay the bills. I love working at the hospice, and it's always been much more than that to me.

My nursing career started in 1975, and it's all I ever wanted to do (apart from about a week when I was seven when I decided I was going to be a ballerina).

The way that patients with cancer and other life-limiting illnesses are cared for has changed a lot in the time I've been a nurse, but compassion has always been something that's prevailed right through the years.

I strongly believe that end of life care should be valued as much as the birth of a baby. That what happens towards the end of our life is just as important as what happens at the start. That's another reason I am a nurse - I want to make a difference. A real, tangible difference to the lives of others.

When I first saw what went on at day care in Little Hulton, I knew immediately that I wanted to be a part of it. It's about focussing on the here and now. Making every day matter. And it's such a positive, happy place.

My dad and niece were both cared for by St Ann's before they died and I found great comfort in the support and help they were both given. It was reassuring and so, so important that I knew they were being given the best possible care at what was an extremely difficult time.

I have had the pleasure of working with so many amazing patients and their families during the many years I have worked at the hospice. As day care Sister I meet so many people with such different stories and it's always really humbling to be able to play even a small part in their lives.

I can honestly say there's never been a day when I haven't wanted to come into work. When I do, I always try to be **professional** and to deal with everyone I meet in the way I'd wish to be treated myself.

It's always important to remember that it's not people's illnesses that define them. Everyone is different and I love the way that in the hospice we never lose sight of that fundamental, and vitally important, fact.

Olwyn



Dear St Ann's,

When I started training to become a doctor, little did I know the huge effect that St Ann's would have on my life.

Bizarrely, I was a trainee doctor at the hospice while my mum Lesley was a patient.

She was cared for on a different ward to the one I was working on but I knew she was being well looked after. I can't stress enough how important that was to me and my family and friends. There were such good connections between Stepping Hill Hospital and the hospice, and I was really impressed at the great communication between teams which meant my mum's care was really joined up.

I'm now a GP and I've experienced St Ann's from every angle, as a relative, and a doctor, but also as a fundraiser too, so appreciate the wonderful work of the hospice and that you rely heavily on donations to keep the doors open.

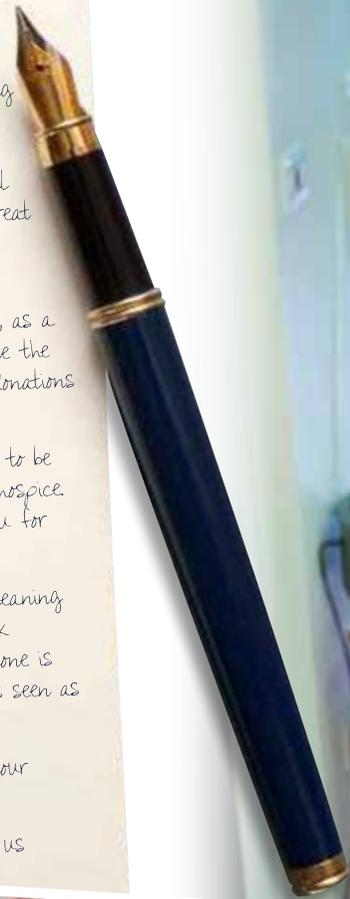
Fundraising is something I really enjoy doing. It feels great to be getting involved in different initiatives to raise money for the hospice. It's lovely to know I can give something back as a thank you for the care given to mum.

There isn't a single person at the hospice from doctors and cleaning staff to nurses and back room administrators who doesn't work tirelessly when we're going through our worst moments. Everyone is **respectful** at all times and each person being treated there is seen as an individual with their own unique set of wants and needs.

I relied on the hospice in tough times and continue to use your services professionally referring patients for ongoing care.

Thank you from both me and my family. You have helped us enormously.

Mike



"There isn't a single person at the hospice who doesn't work tirelessly when we're going through our worst moments."



812 volunteers supported our hospice sites and shops this year - thanks to each and every one of them!

our volunteers worked a staggering 81,030 hours this year.



The hours worked by our volunteers last year saved the hospice a massive £542,901 which is absolutely amazing.



The hospice couldn't continue without their support.

"We meet some amazing people every day, and can't help but be inspired by each of their personal stories."

Dear St Ann's,

It's been such an amazing year, and the exciting thing about working in the hospice is that we're never standing still. We're always striving to ensure we can continue to provide the best care to our patients and their families, and looking for opportunities to develop and improve.

There's always so much going on in the hospice, and this year all of our clinical teams have continued to give patients help and peace of mind at what, for many, is one of the most vulnerable times of their life.

We train others to do the same too, whether that's local doctors as part of their studies or staff from local care homes who complete our 6 Steps Programme training. We've even had medical professionals from as far afield as Lithuania visiting the hospice to learn more about how we work. It's always important that we continue to learn from each other, and to share best practice.

As well as learning from each other, we're also always seeking feedback and continuing to learn and improve our services as a result. Our Patient Carer Group members, for example, have given some brilliant insights and helped shape future services and communications, alongside comments received and interviews with patients and their visitors.

When I became a nurse, I wanted to help people and make their lives better, and as Director of Clinical Services, I never forget that core purpose.

25 years on, I still meet amazing people every day, and can't help but be inspired by each and every one of their personal stories.

Rachel,
Director of Clinical Services





The hospice is a charity.

We also work with other charities and organisations such as hospitals, the Christie, Macmillan, and the Myriad Foundation to help improve the lives of people with life-limiting illnesses.



We support local people from right across Greater Manchester.

Patients and their families are the reason everyone is here - to provide them with the best possible care, right when they need it most.



Training and development of our staff is also incredibly important to us so that we can continue to be the best we can be.

Managers and aspiring managers from across the organisation have been taking part in our new leadership programmes **INSPIRE** and **ASPIRE**.

We were proud to achieve the standards required for Investors in People accreditation again this year.



The Investors in People assessor said that St Ann's is "working tirelessly to further develop and enhance its people, leadership and management practices."

All staff and volunteers are proud to work towards the same goal - supporting local patients and their families.

Dear St Ann's,

With an organisation as old as the hospice, it would be easy for people to take us for granted, but I'm always humbled and overwhelmed to see that our supporters are always there for us.

When we tell people that we need to fundraise around £16,000 every single day to keep the hospice running and our community services supporting people at home, the surprise on their faces says it all.

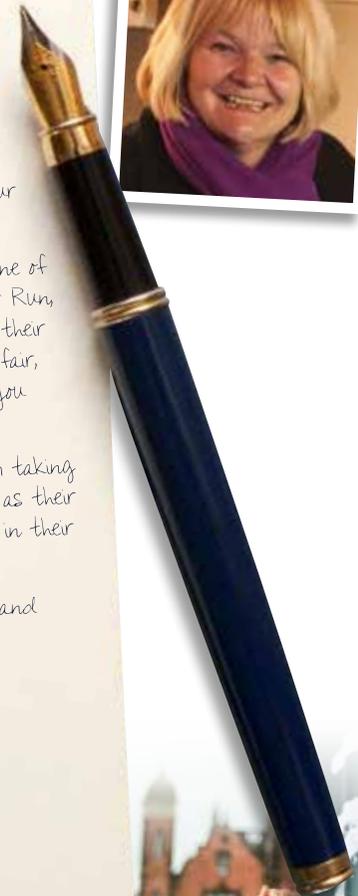
But then local people never fail to put that surprise back on our faces in return with the extent of their amazing support.

Whether it's the thousands of people who have taken part in one of our events such as the Manchester Midnight Walk or the Colour Run, the runners who have got up early week on week to train for their next sponsored challenge, or someone who has come along to a fair, donated to our shops or played our lottery, we can't thank you enough for your support over the past year.

Local businesses have also joined in to support the cause, from taking part in our Accumulator Challenge, to choosing to support us as their charity of the year - or by simply putting a collection tin in their place of work. We couldn't continue our work without you.

Thank you on behalf of all of our staff, volunteers, patients and their families.

Alison,
Director of Income Generation and Communications



Our fundraising promise to you

As a charity, we value all of our supporters and those patients and families in our care. We're committed to serving the communities of Greater Manchester and want you to know that we're using our resources effectively.

We're committed to high standards and are members of the Fundraising Standards Board (FRSB) self-regulatory scheme. The FRSB ensures that organisations raising money from the public do so honestly and properly.

We adhere to all industry guidelines and regulations and require others acting on our behalf to do the same. We take prompt action if we feel these standards aren't being met, and regularly monitor the activities and compliance of our suppliers, including those in relation to the protection of vulnerable people.

We're clear about who we are, what we do and how your money is being spent and are committed to providing you with information about our work, so that we can demonstrate the difference your contributions are making to local people living with life-limiting illnesses.

We're transparent and promise never to sell your data to any third party. We won't share your details with other charities.

We're fair and reasonable and ensure at the start of every conversation, on the phone or in person, that you're happy to speak to us.

We're respectful and promise to communicate with you in a way that suits you. If you tell us you'd prefer less contact, or don't want to hear from us at all, we'll respect your wishes and we make it easy for you to tell us your contact preferences.

Thank you to all of our wonderful supporters!





only 37%
of hospice income
this year came
from the NHS.

The rest was raised
by our brilliant
community of
supporters.
Thank you all!

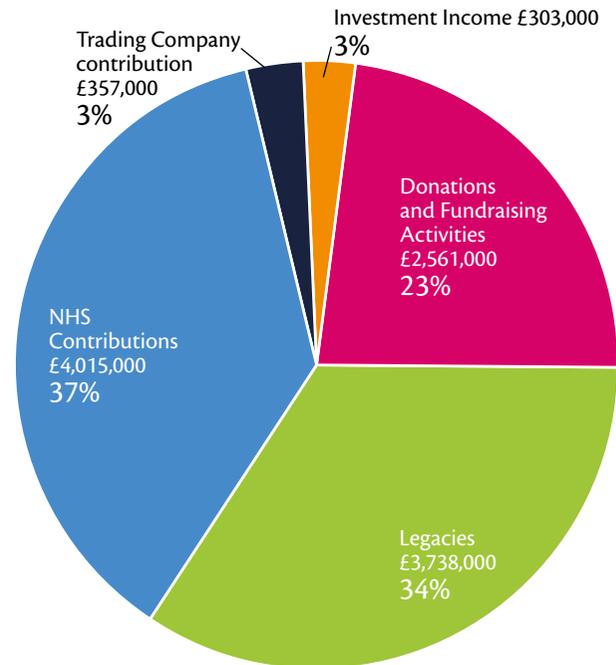


£357,000 was raised by our
Trading Company, including our
hospice shops and lottery.



£3,738,000
was generously
left to the hospice
as legacies by
our wonderful
supporters.

Income 2015-16 £10,984,000



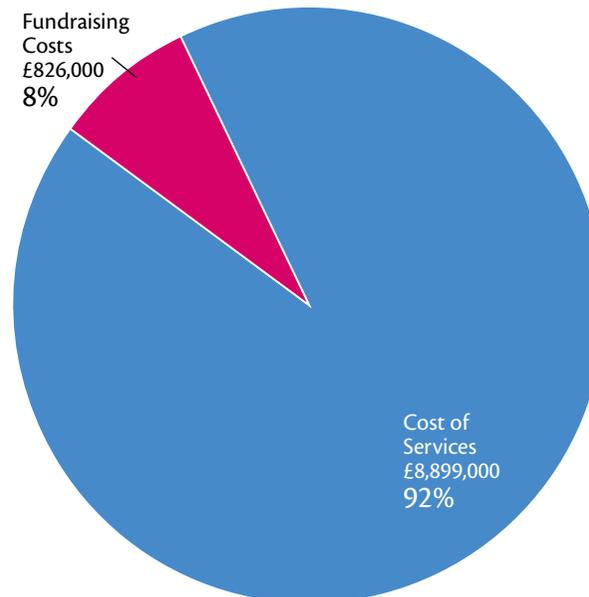
As a charity we monitor our income and expenditure extremely carefully, and with only **37%** of our funding coming from the NHS we rely heavily on the generous support of local people.

During the financial year 2015-16 we benefitted from generous legacy income from supporters, which helped us achieve a total income of **£10,984,000**.

We spent **£9,725,000** in the financial year, the majority of which was spent directly on the costs of providing our services to our patients and their families.

We can't thank all of our wonderful supporters enough for their commitment to helping St Ann's. We wouldn't be here without you, and our patients wouldn't receive the care they need. Thank you all.

Expenditure 2015-16 £9,725,000



Our community

We get hundreds of letters, emails and social media posts every year from members of the St Ann's community, praising our services, and highlighting how our core values have made a real difference to their experiences of the hospice. Here's just a snap shot of what some of them said about us:

“The nurse explained everything and put our minds at ease.”

“The care I have received at St Ann's has been second to none.”

“You gave us peace of mind at a troubled time, we can't thank you enough.”

“Without this service, myself and my wife would've been lost.”

“I think St Ann's is a very special place. Mum has been treated with dignity, thank you.”

“To have someone to help me through my darkest days has been the most important part of my journey.”

“You have always put the patient first and listened to our wishes. An absolutely amazing place. We will fundraise as much as we can.”

“You provide the 'services' you say you will. Not only that - which in itself is amazing in this age - but you did it with care, compassion and true professionalism.”

“Everyone goes the extra mile including catering staff, cleaners etc. No request is too much.”

“Always helpful, kind and considerate. You treat everyone as individuals not as clients, customers or numbers on a list.”

“A calm friendly atmosphere gives a sick person a sense of peace and their family confidence.”

“My mum has been given the most fantastic care. Staff are respectful, compassionate and attentive to both my mum and to me.”

“Because the care I have received in the hospice is excellent, I feel safe, listened to, and understood. My family are welcomed with a smile and a caring manner. Thank you to every single one of you.”

“I always feel safe and cared for at this amazing place.”



Why not share your comments on the hospice by tagging us on social media and using #StAnnsCare?

"Despite the fact that the hospice is always a hive of activity and is ever-changing and developing, the heart of St Ann's always remains the same."

Dear St Ann's,

It's great to be able to look back and see what an amazing year everyone at the hospice has had

A huge thank you to everyone who makes up the St Ann's community. You really do make the hospice what it is, and enable us to support thousands of local people every single year. I'm looking forward to joining the hospice as its new Chief Executive and to working even more closely with that community in the coming year.

It's impossible to document everything that's happened over the past year in one small booklet like this. But, despite the fact that the hospice is always a hive of activity and is ever-changing and developing, the heart of St Ann's always remains the same.

Thank you to our amazing community, and here's to another successful year ahead.

Eamonn
Chief Executive



Contact details

St Ann's Hospice

St Ann's Road North,
Heald Green,
Cheadle,
Cheshire
SK8 3SZ
Tel: 0161 437 8136

St Ann's Hospice

Meadowsweet Lane,
off Peel Lane,
Little Hulton,
Worsley,
Manchester
M28 0FE
Tel: 0161 702 8181

Neil Cliffe Centre

Wythenshawe Hospital,
Southmoor Road,
Wythenshawe,
Manchester
M23 9LT
Tel: 0161 291 2912

 www.sah.org.uk

 enquiries@sah.org.uk

 www.facebook.com/StAnnsHospice

 @StAnnsHospice

 @StAnnsHospice