

# Our St Ann's Hospice Community Annual Review 2016/17



This year our annual review looks different. It's shorter, but the purpose is still the same as it always has been – to celebrate another year of providing specialist palliative and end of life care for our patients, and to thank the huge community of people that make that care possible.

Community is so important to us here at St Ann's Hospice. As a ward manager, I'm proud that I'm able to play my part in caring for members of local communities from right across Greater Manchester. I'm proud that so many local people help us achieve the £16,000 we need to fundraise every day to keep providing that free care. And I'm proud of the army of amazing volunteers and staff that I work alongside every day.

Members of that community all connect together, all moving forward with the same aim, which is to provide the best possible care for our patients, in a way that's tailored to their own specific needs. After all, everyone is an individual, and we believe in always remembering that when we are supporting them – whatever stage of their illness they're at, or whichever services they access.

This annual review provides a snapshot of just some of the things that have been going on here over the last year thanks to that community.

It has been an exciting year of change and progression for the hospice. We're never happy to sit back and rest on our laurels. We're always striving to achieve more; to provide even better care to more and more local people; to ensure St Ann's always remains relevant, whatever is going on in the world around us.

On behalf of our patients and all of us at the hospice, I'd like to thank everyone who has helped us achieve so much this year.

Sarah McDonnell

Ward Manager

*Did you know... we're very proud that our CQC inspections this year gave overall ratings for our Little Hulton site as 'Outstanding', and our Heald Green and Neil Cliffe Centre sites as 'Good'.*

# Our Hospice Community in 2016/17



## Our Staff

- We achieved great CQC reports this year, with overall ratings of 'Outstanding' for our Little Hulton site, and 'Good' for the Neil Cliffe Centre and Heald Green hospice
- Staff took part in a series of special Learning Week activities to share ideas and best practice
- We maintained our Investors in People accreditation
- Delivery of Inspire and Aspire, our leadership and management programmes, continued
- Clinical staff have been trained to use a new electronic patient record system to help more efficient sharing of information
- Most importantly, staff have continued to always put our patients at the heart of everything we do.



## Our Volunteers

- We were supported by 772 amazing volunteers this year
- They worked a staggering 78,745 hours between them
- Their work saved the hospice £572,476\*
- Mandatory training that is completed by staff annually, was rolled out to our volunteers this year too
- Volunteers helped in lots of ways including in our shops, at our hospice sites, at events, and on our Board as Trustees.
- We can't thank them enough.



## Our Patients, Carers and Families

- 565 patients were cared for on our wards this year
- Our Hospice@Home and community teams made 4,469 visits to the places people call home
- Thousands more patients attended as outpatients
- Our 24-hour advice line received 583 calls from patients, carers and healthcare professionals
- We took our services out and about to ensure we were reaching even more local people
- Patients and carers helped us too, by feeding into our Patient Carer group, and offering advice on various issues and projects.

## Our collaborations

- Care home staff attended our 6 Steps programme to help support residents with palliative care needs
- We carried out projects with local LGBT and homeless communities, religious groups, and people with dementia to help increase access to our care
- An exchange programme with Central Manchester Foundation Trust enabled us to share knowledge and expertise
- We provided social workers for The Christie's complex discharge team
- Teams attended engagement events to feed into the Greater Manchester Vanguard
- A new outpatient clinic at Trafford Macmillan Wellbeing Centre, and Motor Neurone Disease clinic at Heald Green launched with Salford Royal Hospital NHS Trust, made services more accessible to Trafford residents.



## Our Donors

- Our generous supporters helped us raise £6,474,528 this year through fundraising, legacies, our shops, raffles and lottery
- More than 1,000 people took part in our Manchester Midnight Walk
- Kind-hearted supporters left a staggering £3,529,688 to St Ann's in legacies
- People held bake sales and quizzes, zumbathons and singalongs; they took part in runs and climbed and pedalled, encouraged their employers to get involved, and went above and beyond to help our patients
- Every penny raised really does make a difference. Thank you.



## Our Trading Company

- We have fourteen shops across Greater Manchester
- Our trading company also runs a hospice lottery – it's just £1 a week and you could win £2,000!
- This year the trading company generated £433,619 of income for the hospice
- As well as donated items, we continued to sell a range of new goods in our shops
- And we introduced a range of food and sweet products this year (try them now by visiting our hospice sites or our Romiley, Monton, Cheadle or Bramhall shops).

This is just a small snapshot of some of the work we've done this year across our St Ann's Hospice community. We couldn't possibly list everything, but want to say a huge thank you to everyone who has been involved with the hospice and supported our work. We're extremely grateful.

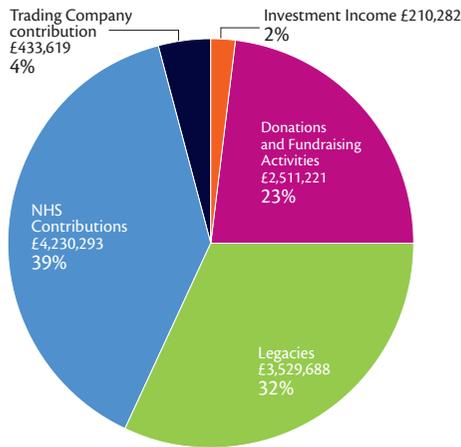
\*If we paid each of them the Living Wage

We're a charity that monitors our income and expenditure very carefully, and with only 39% of our funding coming from the NHS we are incredibly grateful for the amazing support we receive from our local community.

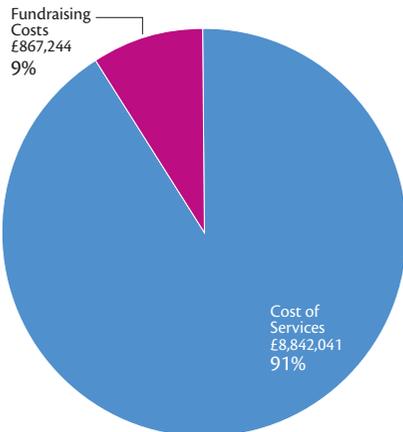
In the financial year 2016-17, we benefited from generous legacy income from supporters of £3,529,688.

We can't thank members of our supporter community enough for all they do for St Ann's. Whether via gifts in their Will, playing our lottery, donating to or buying from our shops, or from fundraising activities, we simply couldn't carry on caring for local people without your generosity, so thank you.

### Income 2016-17



### Expenditure 2016-17



## Our fundraising promise to our supporter community

**We're committed to serving the communities of Greater Manchester, we value all of our supporters, and want you to know that we're using our resources effectively.**

**We're committed to high standards,** are members of the Institute of Fundraising, and are registered with the Fundraising Regulator. 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.

**We're clear** about who we are, what we do, and how your money is being spent. We're 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 that 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 our wonderful supporters.*



## Our hospice values

Everyone in our community follows, or benefits from, our core values. They are at the heart of everything we do, and we expect all of our staff and volunteers to work in a way that demonstrates them. They are:

	<b>Compassionate</b> <i>providing a safe, secure and a caring environment for everyone.</i>		<b>Respectful</b> <i>treating everyone with dignity and respect.</i>
	<b>Professional</b> <i>aspiring to be the best in everything that we do.</i>		<b>Inclusive</b> <i>recognising and accepting that everyone is different.</i>

Feedback we receive is that the specialist palliative and end of life care we provide is in line with our values, and that this is what sets St Ann's apart. But don't just take our word for it. We'd like give the last word to the most important members of our hospice community – our patients and their loved ones...

*"the care and attention given to patients is first class and could not be bettered anywhere."*

*"The staff are very friendly and always willing to listen and help in any way they can."*

*"st Ann's has been amazing and life-changing, through the toughest time of my life."*

*"such a wonderful place. My dad said they made the best poached eggs ever!"*

*"It's those little things they do that make a massive difference to families. It's like a light in the darkest of hours."*

Contribute to the social conversation by sharing your #StAnnsCare comments at

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