

St Ann's Hospice

Annual Review 2017/2018



My name's Ash and I'm a Consultant in Supportive and Palliative Care at St Ann's in Heald Green. I'd like to welcome you to this year's annual review, which celebrates another amazing year at St Ann's.

As a Consultant in Supportive and Palliative Care, I'm aware of the impact the high quality, holistic care the hospice provides has on our patients. Every day we do our best to help patients through their illness and support their families at the same time. Every patient is unique, and we always aim to treat them as individual people and respect their different values, beliefs and needs, as well as providing the best clinical care possible. That's one of the reasons I love working at the hospice.

Looking back over the last year in this annual review gives us time to reflect, especially as we look forward to what the next twelve months may bring. We're proud to have achieved so much, and we also have big ambitions for the coming year – and beyond too.

We want to make sure that as many people in Greater Manchester as possible can receive the specialist care we provide,

right when they need it most. We want to increasingly try to do that in the place they'd prefer, whether that's in their home, at one of our hospice sites, or elsewhere in the community.

As we're a charity, we can only do that with the help of the amazing community of supporters who help us raise the £20,000 a day we need to keep our hospices running, and the incredible army of 700 volunteers who help us in so many ways.

We can also only be a success thanks to the collaborations and partnerships we have with individuals and organisations across Greater Manchester. We're proud to always be looking at ways to innovate, to develop new partnerships, and pioneer new ways of working to help open up hospice care to even more people, whatever their background and whichever community they come from. Your support is so important to both us, and the families we work with.

So, on behalf of our patients and everyone at St Ann's thank you to everyone who has helped us achieve so much over the last year. I hope you enjoy reading our annual review.

Ash

Dr Ash Ahamed

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:

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



Our progress this year

We're proud of everything we've achieved over the last twelve months. There have been so many exciting projects and activities which have taken place right across St Ann's this year we couldn't possibly list them all, but below is a brief snapshot of just some of the key areas of progress against our organisation's strategic aims. These aims underpin the hospice's five year strategy - from 2017 to 2022 – and everyone involved with St Ann's works in line with these, to help move us towards our goals for the future.

1. To provide world-class, innovative care

- 573 patients were cared for on our wards this year
- We also had 4853 outpatient attendances
- Our community and Hospice@Home teams carried out more than 5000 visits to the places patients call home
- We carried out 596 bereavement support sessions
- 31% of our patients were discharged to the place they call home after receiving care on one of our inpatient units
- We have provided a social work service at The Christie
- We've been working with Macmillan to enhance 7-day access and local community services
- We improved access to services for people living in Trafford, with a new consultant-led clinic at Trafford General Hospital
- We also provided specialist palliative care for people with Motor Neurone Disease via a joint clinic with neurology specialists from Salford Royal Hospital NHS Foundation Trust, at our Heald Green site
- We've continued to learn and respond to feedback on our services and care, received from a variety of sources including our comments scheme, patient/carer group, friends and family and real time surveys, and the I Want Great Care site.

2. To be an organisation of choice

- We've reviewed our employee benefits
- We've invested in training and practice development across the hospice
- Our recruitment materials have been reviewed to showcase St Ann's and the great place it is to work
- We've held information afternoons for healthcare professionals and those interested in working for, or volunteering at, St Ann's
- Our hospice Twitter, Instagram and Facebook pages have continued to grow and attract new supporters from across Greater Manchester and beyond
- We were an organisation of choice for volunteers this year again too. An amazing 700 volunteers gave a staggering 70,427 hours of their time between them to help the hospice.



3. To continue to develop a values-based culture within which there are high performing individuals and teams

- We've refreshed our organisational induction this year to help engage new staff and volunteers with the hospice purpose, strategy and values
- Our leadership development programmes – Inspire for current hospice managers, Aspire for those aspiring to be managers, and Clinical Leadership in Action (CLiA) for our senior nurses continued this year
- Staff across the organisation have also taken part in a Together workshop to help ensure teams are working within hospice values, whilst also understanding the role individuals play in achieving the hospice's overarching purpose
- We've continued to enhance the nursing role and provided training in specific areas such as intravenous and blood transfusion competencies
- Our Learning Week helped showcase to staff the contribution each department makes to the hospice, and allowed teams to share ideas and best practice
- 96% of staff received a Performance Development Review this year
- A new staff group, Involve, was set up to consult staff on a wide range of organisational ideas and projects
- Our new Staff Hub intranet site has continued to grow, encouraging and enabling communication across teams
- Schwartz Rounds were introduced this year as a forum for staff and volunteers to talk about the emotional challenges of working at the hospice and share experiences.

4. To develop appropriate environments and outreach services to facilitate world-class specialist palliative and end of life care

- We've developed nurse led specialist palliative care community clinics in Salford
- We are establishing appropriate data sharing with other care providers, to ensure a joined up approach
- Our sites have also had improvements made, including refurbished bathrooms in Heald Green, and a brand new teenage room , sensory garden and improved pathways in Little Hulton
- Our new electronic incident reporting system has been launched to further encourage reporting across the organisation
- We were pleased to secure funding to run a lecture series in conjunction with Springhill Hospice, regarding the provision of end of life and palliative care for hard to reach groups
- Alongside the lecture series, our Practice Development Team has also been working with communities who sometimes find it difficult to access palliative or end of life care, such as prisoners, people with learning disabilities, and homeless communities.



5. To continue to be financially viable

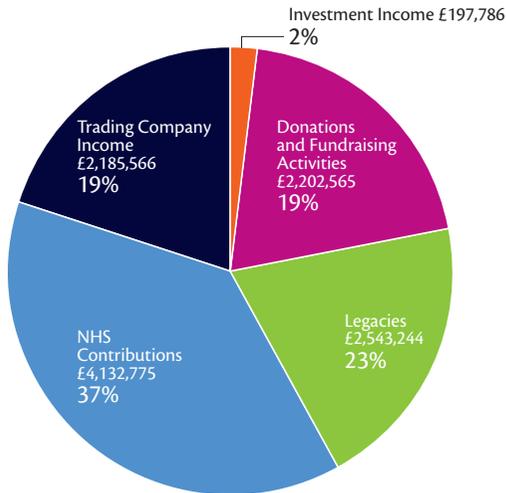
- We continued to work closely with the NHS through a contract with a consortium of four Clinical Commissioning Groups (CCGs) and grant arrangements with three more CCGs. That NHS money provides 37% of our income.
- Our generous supporters helped us raise £7,129,161 this year through fundraising, legacies, our shops, raffle and lottery
- More than 1,200 people took part in our flagship Manchester Midnight Walk event
- We have developed a partnership with other Greater Manchester hospices (GM Hospices) to work together to raise awareness and influence the provision and commissioning of end of life and palliative care in the area
- We have fourteen shops across Greater Manchester, as well as online eBay, Amazon and Facebook Marketplace outlets
- Our trading company also runs a hospice lottery – it's just £1 a week and you could win £2,000!
- We're always looking at new ways to raise money for patients. This year we launched a house clearance service, and also increased our range of new goods which can be bought in our shops and hospice sites
- Our fabulous supporters have run, walked, attended events, baked, jumped from planes, raised money at work...and anything else you can think of, to fundraise for our patients. We can't thank them enough!

Thank you to everyone who has been involved with the hospice and supported our work this year. We're incredibly grateful, and are looking forward to another exciting twelve months ahead.

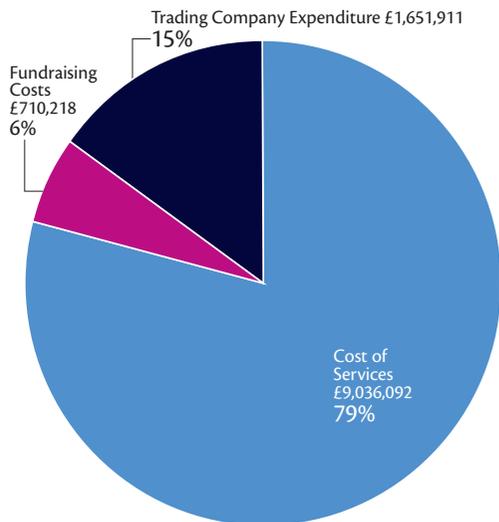
We're extremely grateful to all of our supporters for everything they have done for the hospice this year. With only 37% of our funding coming from the NHS, our fundraising and trading income have again proved vital in ensuring we can continue to provide world-class care.

Huge thanks to everyone who has contributed to our success this year, whether by leaving a gift in their Will, donating to - or buying from - one of our shops, playing our lottery, or joining in one of our fundraising activities.

Income 2017-18



Expenditure 2017-18



Our fundraising promise

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.

We are thrilled to have achieved so much over the last twelve months.

We're always keen to hear what our service users and others who come into contact with St Ann's think of our organisation. We've received some great feedback from patients and their families again this year, and thought it fitting to end this year's annual review with some of their comments. After all, they are the most important people to everyone at St Ann's...

"Everything about St Ann's is about putting the patient and family first. The care and support they gave us was unbelievable from the nursing staff, to the kitchen, café and volunteer staff. Thank you all, you make a difficult situation easier to take."

"The support I have received from the hospice has been invaluable to me. People understand my situation and listen to my feelings, which really helped me."

"The staff and consultant gave me a great deal of reassurance regarding my pain management and personal wellbeing for the future."

"Such a caring, supportive, friendly environment where nothing is any trouble for anyone."

"The support and guidance from the counsellor in the worst time of my life has actually been a life saver."

"I have felt so nurtured and happy in the care of St. Ann's staff, I have decided to make my end of life care here."

Contribute to the social conversation by sharing your #StAnnsCare comments at [f /StAnnsHospice](https://www.facebook.com/StAnnsHospice) [@StAnnsHospice](https://twitter.com/StAnnsHospice) [@StAnnsHospice](https://www.instagram.com/StAnnsHospice)

For more information on St Ann's, please email enquiries@sah.org.uk or call St Ann's Heald Green: **0161 437 8136**, Little Hulton: **0161 702 8181**, or the Neil Cliffe Centre: **0161 291 2912**.