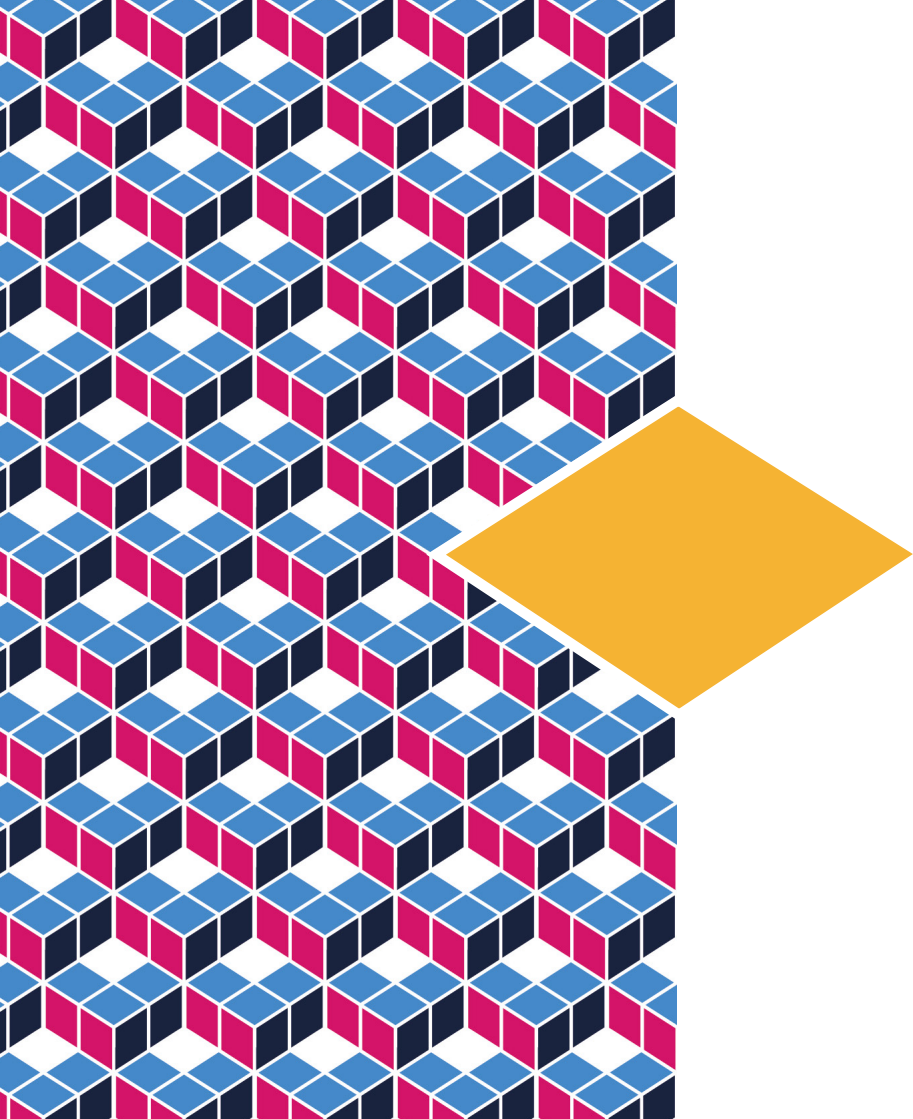


“Why we urgently need to build a new hospice for Greater Manchester in Heald Green.”





1

## Mayor of Greater Manchester Andy Burnham on our Build It Together appeal

**My message is a simple one: please back this fantastic institution that serves us all.**

In my role I hear what's said about different organisations and the reputation of St Ann's is right up there because of the families that have been helped over many decades. The NHS does a wonderful job, but what it doesn't always manage to achieve is providing that whole person care - the physical, mental, spiritual and emotional support that patients, families and loved ones receive at St Ann's. While you can put a price on a new building, you can't put a price on care and compassion like that.

A new purpose-built hospice in Heald Green will transform care for residents across Greater Manchester. The current building is over 150 years old – the care is fantastic, but the building is not.

Our city region should have a hospice that we can all be proud of. If we're honest, it's not just about helping the hospice rebuild, but also about changing the way we think about hospices and end-of-life care and their importance to families and communities.

It's clear to me that St Ann's needs the support of many more businesses from across the region. There's a real opportunity here for business leaders in Greater Manchester to get behind a fantastic charity that is absolutely at the front line of providing care when families most need it.

I'm hoping you will join with me and do all you can to make St Ann's ambitious vision a reality.

*Andy Burnham,  
Mayor of Greater Manchester*

**"It's clear to me that St Ann's needs the support of many more businesses from across the region."**



Andy Burnham,  
Mayor of Greater Manchester

## Introduction to our Build It Together appeal from Chief Executive Rachel McMillan

I am proud to be the Chief Executive of St Ann's Hospice. Founded in 1971, we are one of the oldest and largest hospices in the UK.

Not everyone is aware that St Ann's operates two hospices – one in Heald Green, Stockport and the other in Little Hulton, Salford. Operating across two sites - with inpatient units at both - means that we are able to be there for people right across Greater Manchester when they need us most.

Our hospice in Heald Green is a much older building than our Little Hulton hospice, which has recently been renovated thanks to the kind support of local donors. In contrast, our Victorian building in Heald Green is an astonishing 150 years old. It was already more than 100 years old when this former children's home was converted into a hospice.

The building's age and structure are creating limitations on our ability to evolve to meet the growing and changing needs of the people we serve. We have few private bedrooms for example, and the rooms and corridors are small and cramped – not ideal in a time of COVID when for infection control purposes it is helpful to have as much airflow as possible.

We are hugely ambitious in our desire for our care to be the best it can be, and to be here for people in Greater Manchester for generations to come. That's why we have developed our plans for a new hospice in Heald Green. Built next door to our existing hospice building, with your help it will be a model of future hospice care and one of the most modern hospices in the whole of the UK; a real centre of excellence for end-of-life and palliative care.

“The building's age and structure are creating limitations on our ability to evolve to meet the growing and changing needs of the people we serve.”



Rachel McMillan,  
Chief Executive



## Why we urgently need a new hospice at Heald Green

Our Heald Green hospice is more than 150 years' old. A former children's home, it was never designed to be a hospice – unlike our Little Hulton hospice which was purpose-built. The building now requires timely and expensive maintenance, the heating system is archaic and extremely expensive to run – even more worrying in a time of escalating energy prices – and the structure and layout is compromising our vision of future world-class care.

We are happy to welcome you in person to our hospice at Heald Green so you can see for yourself why we urgently need a new hospice for the people of Greater Manchester.

Here are just some of the challenges we face in our current Heald Green hospice:

### Bedrooms and facilities for inpatients

We have multi-bedded bays rather than private bedrooms in the inpatient unit which can compromise privacy and dignity for patients and their loved ones in the precious time they have together.

The bays also restrict the number of patients we can admit with complex illnesses needing specialist equipment such as oxygen therapy, hoists and wheelchairs.

### Outside space

Most patients do not have direct access to the gardens – which is something our patients and their visitors value for reflection as well as to enjoy the outside air. Research shows how important time spent outside is to mental wellbeing and clinical outcomes in people with serious illnesses.





## Hospice layout

Our building was an old children's home before it was a hospice and it has lots of small rooms and narrow corridors. There's no big open-plan space here! It's impossible for us to be as dementia-friendly in this space as we would like to be.

## Oxygen

Unlike most modern hospices and hospitals these days we do not have piped oxygen in our hospice. Our Chief Executive was very surprised to find this out when she first started working at St Ann's – and that was over 10 years' ago!

What this means in practice is that while we can get oxygen to our patients, our nurses have to wheel heavy oxygen cylinders up and down narrow corridors. This takes time that would be better spent elsewhere and is also hot and heavy work – especially in some of the high temperatures we have experienced during the summer.

## Temperature and air flow

Apart from opening the (single-glazed) windows, it is hard to regulate temperature or control air flow in the hospice.

The cramped rooms mean the hospice quickly warms up in the summer and in 2022 we had to rent a large air-conditioning unit at considerable cost, space and expense.

The single-glazed windows and various nooks and crannies due to age of the building mean we soon cool down in the winter months.

We need bigger spaces for improved airflow – crucial for modern, infection control purposes especially as we will be living with COVID for years to come.

## Facilities for family and friends

We would love for family and friends to have more space to have time for themselves as well as with their loved ones. Out of normal office hours they are restricted for private space, facilities to make a drink or snack, or for rest. Large families visiting a patient in our multi-bedded bays can feel like they are 'in the way' or 'intruding' when we need to provide care to another patient in the same room.

## Space for younger children

Put simply – we don't have much space for children at all and we would like them to feel more welcome and that the hospice is a home from home. We know how important the remaining time together as a family is for children with a seriously ill or dying patient and we would like them to do so in surroundings that make them feel safe, welcome and that there is no rush.

## Staff and volunteer wellbeing

We care about our staff and volunteers too and want them to have a good working environment, so they look forward to a day at St Ann's. For example, the changing facilities only have space for three people, currently we are using a meeting room as a make shift changing room for nursing staff, the staff breakout room has no windows to allow natural light and the upstairs office have hot pipes running through them which cannot be turned off, making the spaces unbearable in the warmer months.

## Roof

Our roof has regular leaks which have to be fixed and patched. In the long run this is more costly and means we sometimes have to close-off areas altogether which is time-consuming, and mean we have to make last-minute changes to how we deliver our care.

## Sustainability

Our ambition is to be a much greener hospice with a lower impact on the environment, but the current building does not allow it. Technologies and energy saving measures that were not available at the time of building cannot be installed retrospectively, resulting in a building that is expensive and inefficient to run, and in turn bad for the environment.



## Help us to achieve our vision

This is an ambitious  
**£22 million**  
project.

It is essential so that we can continue to provide our care into the future, and ensure the palliative and end-of-life care needs of patients in Greater Manchester can be met.

With the plans in place, we now need your support to raise £2 million together, to ensure that this vision becomes a reality for our community. Our vision will only become a reality with the support of businesses from across the region.

The trustees of the charity have designated significant funds towards the project, but with no government funding available for hospice buildings, we need your support to ensure the completion of this essential facility.

50 years ago, the community of Greater Manchester helped us to build this hospice.

Today we need you to help us build the new St Ann's Hospice.

We're asking you to come on this journey with us, to ensure that future generations of patients and families continue to access excellent end-of-life care at St Ann's. We hope that you will help us now, to make sure we can continue to support and care for people in the future.





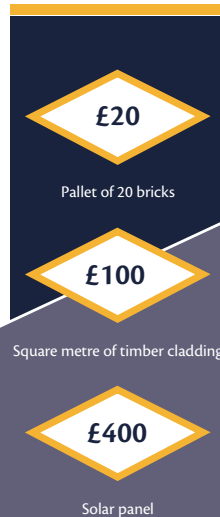
## Ways to support our hospice

### Sponsoring a part of the build or area of the new hospice

We welcome interest from companies or private individuals who are interested in sponsoring a part of our new build, or area of the new hospice. For example, your company might like to pay for one of our new 21 individual en-suite bedrooms each with their own access to private outdoor terraces. Funding will be recognised on our Donor Recognition board in agreement with you. We can work around your particular interests – for example, you may be interested in our offer to visitors, friends and families and be interested in making their visit or stay more comfortable.

### Here are just some of the areas where sponsorship is available:

- Private patient bedroom x 21
- Youth Zone
- Family breakout and overnight rooms
- Wellness and relaxation area
- Rehabilitation Suite
- Gardens and mindful external space
- Staff and volunteer wellbeing and rest areas
- Reception and welcome areas



### What your money could buy

Why not inspire your team to fundraise together to raise the money for a window, a room that reflects their interests – or even a dedicated part of the hospice. We're happy to discuss the options with you.

To give you an idea, here's the difference your donations could make:



## Taking part in a challenge or event

Getting a group of people together to take part in one of our challenges or events can be a great team-building exercise and a way of having lots of fun – as well as a way of supporting our new hospice appeal. We have events from abseils, to midnight walks to 5k and 10k runs (as well as marathons!) so there is something for everyone.

Or you may want to organise your own event, ask for your own contributions and then simply donate the money to us at the end.



## Making St Ann's your company's nominated charity of the year

We are always delighted when firms decide to make us their nominated charity of the year, and fundraise for us throughout a 12 month period (or even longer). Rest assured, our fundraising team is on hand to provide lots of support, encouragement and ideas to make sure your staff teams stay motivated.

## Donate to our Build It Together appeal

If you want, we can keep it simple. You can make a straightforward donation to our Build It Together new hospice appeal.

All corporate donations large and small are very welcome – and we are happy to discuss sending a member of our fundraising team along if there's a special presentation or event you want us to be a part of.

## Payroll giving

One of the easiest ways to give to our new hospice appeal. You ask your staff if they would like to contribute direct from their payroll, and if they do, the money is automatically deducted from their salary and ring-fenced to support our new hospice at Heald Green. Even better, it means the contribution is eligible for Gift Aid too!

### For more information, please contact:

Anne-Marie Wynne,  
Head of Fundraising and Capital Campaign

0161 498 3631

email: [newhospice@sah.org.uk](mailto:newhospice@sah.org.uk)

# Sesame Bankhall Group (SBG) is funding a counselling room in our new hospice.

Sesame Bankhall Group (SBG) is getting its staff behind a huge effort to raise £33,000 to fund one of the counselling rooms at our new Heald Green hospice.

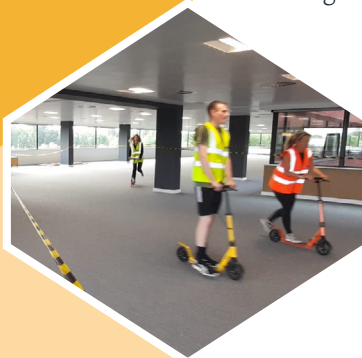
SBG is not doing things by halves - holding a series of 24-hour fundraising challenges.

So far, this has included a 24-hour karaoke marathon from its Manchester office – joined virtually by colleagues from across the globe.

The company also held a 24-hour scootering challenge - with non-stop scootering taking place at its Sale office. The wheels were not allowed to stop turning at any point!

Head of Fundraising and Capital Campaign Anne-Marie Wynne says:

“As SBG are showing, there are loads of fun ways businesses can get behind our new hospice appeal and have a lot of fun in the process. Being able to say they have paid for a counselling room at our new hospice will be a huge achievement and we are so grateful for their support.”



# A £40,000 donation from Greater Manchester energy social enterprise Box Power.

Greater Manchester-based social enterprise Box Power CIC is one of the founder funders of our new Heald Green hospice, donating £40,000 towards our Build It Together appeal.

The firm, set up by husband-and-wife team Corin and Tricia Dalby, is the UK's first not-for-profit energy consultants for business.

Box Power uses its expertise and buying power to broker great prices, with profits going back into communities and supporting good causes.

Corin and Tricia founded Box Power after their son Benjamin was diagnosed with autism and the couple sold their large, multi-million-pound energy brokerage company to a PLC in 2012. In the time that followed, the couple were so blown away by the help they received from support networks and the local community that they felt inspired to give back.

St Ann's team members were invited to a special charity giving event at Brookfield Hall in Bolton to find out the good news that not only were we receiving funding from Box Power, but that the hospice was receiving twice as much money as it had expected - a huge £40,000!



The funding from Box Power is a great example of how companies from right across Greater Manchester are coming together to support our campaign for a new hospice in Heald Green. We do hope you can join them.



## The architects on the problem they are trying to solve

**Architect Ed Cutler has played a prominent role designing the new St Ann's Hospice development.**

Like all his projects, he cannot wait to see it finished. Ed and colleagues at PRP, an architectural practice with offices in Manchester (as well as Surrey and London), have come up with an exciting plan for the new hospice.

The long-term project will transform the end-of-life care experience for future generations of patients.

Ed, an associate at PRP, said: "I'm probably closer to this project because of what the building will be used for, and having spent a number of years getting to know the teams across the organisation.

"As architects you rarely get to work so closely with an end user. Quite a lot of the time if you're developing an office block, for instance, it will eventually get leased out to new tenants who will come in and change things round.

"Ever since we first set foot in the hospice and realised it wasn't working for them, we were keen to get a new building as quickly as possible.

"One exciting aspect is having the chance to work so closely with the clinical, executive and fundraising teams to create a building and give them exactly what they want.



Architect Ed Cutler

“We’ve been involved with St Ann’s since 2015 and I’ve met pretty much everyone there during that time. We worked alongside them to develop the brief and get those early conversations going.

“The project has many different facets. We needed to create a space that meets stringent clinical requirements, but looks and feels homely. It almost wants to feel like a five-star hotel.

“It also has to be a building that keeps staff happy and safe, as much as patients and visitors.

“It’s taken so long to get here and it’s great to get to the point where we’re going to be breaking ground in the next 12 months. That’s fantastic.”

The project will cost a total £22 million. St Ann’s has launched its Build It Together appeal to raise the final £2 million to make its vision a reality.

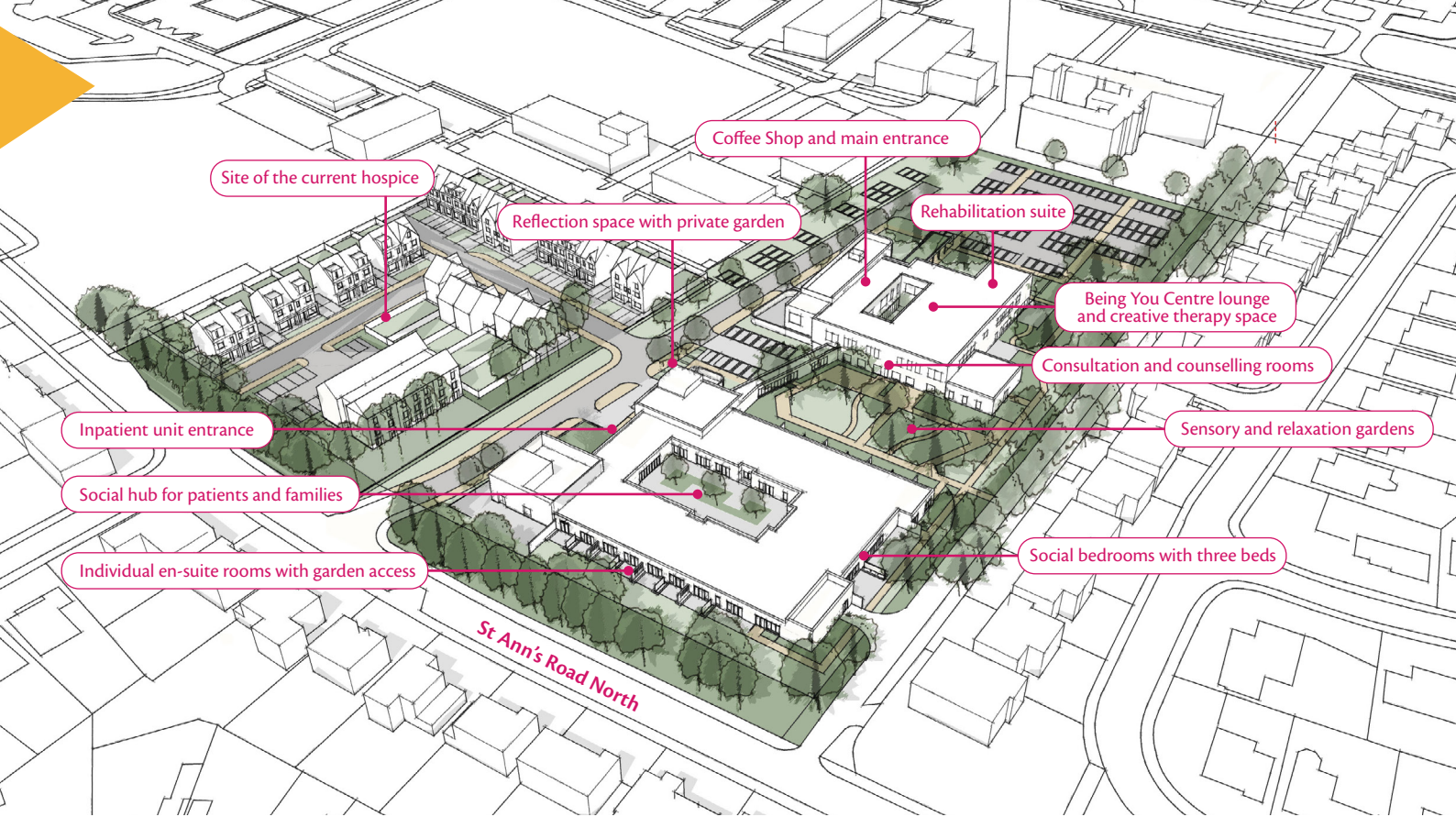
Ed said: “The site, next door to the existing Heald Green hospice, has thrown a number of challenges at us. One of the biggest challenges was the existing trees, which have been retained almost in their entirety.

“We naturally have three parcels of land to build the hospice into, and a ready-made mature landscape to nestle gardens into. But we needed to maximise on the width of the inpatient building to ensure patient rooms and corridors are wide enough to allow for bed access throughout. We also need a sizeable courtyard, so patient privacy in the inpatient unit is maintained across it.”

The architect’s report to the local council emphasised the urgency for a new hospice. It read:

**“The Heald Green site wasn’t purpose-built. Presently, the warm character and high-quality care and support that St Ann’s Hospice offer are not supported by, nor evident in, the building itself.**

**“Staff face a daily struggle to operate a 21st century hospice in a building born out of a series of renovations and extensions to a Victorian children’s home.”**



## Our Vision

Help us to build a new hospice for  
Greater Manchester in Heald Green





“Our new hospice will be built next door to our existing building and one of the most modern hospices in the UK; a real centre of excellence for end-of-life and palliative care.”

Rachel McMillan, Chief Executive



Artist's impression





*Artist's impression*

## Focus on: Patients bedrooms

Our new hospice will feature a bright, modern, spacious inpatient unit with 21 individual en-suite bedrooms and two three-bed bays, all featuring comfortable furnishings and access to private outdoor terraces.

All our patients will be able to go outside with their families and enjoy the fresh air, listen to the birds in the trees and relax.

The layout will be dementia-friendly, allowing us to continue to support these patients and their carers going forward. This improved environment can continue to cater for their changing and increasingly complex needs.

The improved and flexible accommodation, fully equipped to care for those with complex illnesses, will also enable us to increase our admissions, ensuring that those who need specialist palliative care can access it sooner. The individual rooms will provide privacy for patients and allow them to spend vital moments with their

loved ones, to say what they need to say without the worry of being overheard – a place for families to share their thoughts and feelings and relax in a private space.

En-suite facilities will increase patient dignity for personal care. Three-bed bays will cater for those for whom social interaction is more important. The bays will have ample space for equipment and visitors with easy access to the outside spaces. Infection prevention and control will be managed better due to less shared space and improved air quality technology.

A separate entrance to the inpatient unit will allow out-of-hours access for overnight visitors and staff, as well as ambulance drop off for patients during the day.

The improved facilities in the inpatient unit will enable more patients to access care and support sooner and more efficiently. Earlier support will enable an earlier discharge to a patient's usual place of residence or preferred place of care.



*Image is for illustration purposes only.*



## Brian's story

Brian Smith says the new hospice with individual bedrooms will make a huge difference for patients on our inpatient unit.

He could not avoid overhearing a difficult bedside conversation between a fellow patient and his wife at the current Heald Green site.

Brian, from Offerton, said: "I'm in a ward with four people and we're separated by curtains. It means I can't see what's happening but I can hear it and when some guy is talking to his wife about going home to die, I'm there and don't want to be invading his privacy and listening to that.

"I want him to have his own room, so he can go outside on a patio terrace and maybe have a glass of wine while having that conversation."

Privacy is precisely what a new hospice will give patients once the new £22 million complex is built.





The plans include 21 private rooms - all with individual outdoor terraces - so end-of-life patients and their families can share precious moments together in privacy.

Brian sold his financial services business four years ago after he was diagnosed with prostate cancer and his condition is complicated by suspected deep vein thrombosis in his left leg, possibly caused by steroid treatment.

He said: "With the tumour pressing on my spinal cord, the pain increased 10-fold. I have to lie down most of the day and wear a corset to tilt my body up slightly for a few hours.

"I'm staying positive, even though I've been told I only have up to 12 months to live. I'm receiving radiotherapy and although it's a long, slow process my aim is to get out of bed and stand up.

"My big ambition is to go back to my flat, walk through the door, cook a meal and have a glass of wine watching television.

"I'm going to cook the meal I had after I came to St Ann's a couple of weeks ago: salmon with feta cheese, cooked in filo pastry, with Jersey royal potatoes and a nice cream sauce. That's the plan.

"St Ann's is out of this world. The people are fantastic and can't do enough. They're tending to me at four in the morning while the rest of the world is asleep.

"Anything I need, I press the buzzer - and it's the little things which matter a lot. From what I've heard of the plans here, they'll be phenomenal.

"I can't find fault with the treatment here, but I can understand how things can be improved. They do so well in the circumstances with the building, but a new hospice will offer so much more in terms of facilities and space and that'll make a big difference to the end of people's lives."

Brian was a patient on our Inpatient Unit at Heald Green and died there in August 2022

## Brian's story



## Focus on: Outpatient support

Our reimagined Being You Centre focusing on the needs of the 'whole person' will be transformed by the increased space, offering an integrated dining area, lounge and a suite of consulting rooms for the outpatient services - including counselling, patient and family support and complementary therapies.

A fully equipped rehabilitation suite will enable staff to work with patients to increase their independence and realise their personal goals in a safe, modern space.

Increased capacity means that patients can access our services earlier in their diagnosis; this will enable us to better support them in managing their life-limiting illness, and ultimately will enable people to live at home for longer.

Larger consulting rooms will enable our holistic approach to care to be delivered more effectively; patients will be able to meet a number of professionals in one day, all in one place.

Ultimately, when a patient does need our specialist inpatient care, they will already be familiar with our clinicians, health professionals, and the hospice itself, helping to reduce anxiety at an already very difficult time.

Access to the landscaped gardens will enable relaxation and outdoor activities to take place, whilst the courtyard between the Being You Centre and the Village Street will make this a bright and airy space for patients, visitors, staff and volunteers to enjoy.



## Focus on: Friends, family and loved ones

The inpatient unit will be designed with the families of our patients in mind. Larger bedrooms will accommodate families without the worry of overcrowding neighbouring patients or hindering the work of health professionals.

The ward will also have relaxation spaces and overnight rooms, allowing families to take a break from the intensity of being bedside, without the fear of leaving the ward. A young person's hub will provide space for children and younger visitors to take their own time out to relax, equipped with up-to-date technologies, comfortable seats and a space for homework too.

Larger consulting rooms will enable patients and family members to attend appointments together if appropriate, and family members will be able to have some

space to themselves (to make a drink, get something to eat, or just take time out) without feeling they are dependent on the support of our clinical teams.

The Village Street and main entrance will be a community facility that will break down the barriers between the hospice and the outside world. The design will be non-clinical; the coffee shop will enable patients and their visitors to relax and enjoy time together in an area that feels less like a hospice and more like a normal café.

A small shop area will allow patients the ability to feel independent and buy a newspaper, socks, toiletries and cards. The separate entrance for inpatients will offer a bright warm welcome to many people who may never have stepped inside a hospice and may have some anxieties and preconceptions.



# 10 Focus on: Our people

Our new hospice will transform the working environment for our staff and volunteers. Rooms will have increased space around the bedside compared to our current provision, allowing healthcare professionals to have conversations at the bedside with family members in the room.

A number of fitted hoists will reduce the amount of lifting and handling our nurses undertake, whilst improving patient dignity. Piped oxygen and suction facilities will eliminate the need to move oxygen cylinders around the building.

Our new training suite will cater for educational needs all in one location, giving us the opportunity to really invest in the development of our staff and volunteers. The simulation suite will enable our Practice Development Team to run drop-in sessions and increase planned training.

The wellbeing of our Housekeeping and Catering Teams will be improved with a purpose-built kitchen and laundry, facilitating increased capacity meaning we can develop and improve our menus, increase efficiency and develop services.

In summary, improved facilities, easier working conditions and the knowledge that we are constantly striving for excellence in the care of our patients and their families will help improve the wellbeing and retention of our highly skilled workforce, in turn enabling us to continue to bring the best of care to the Greater Manchester community.



## Focus on: Sustainability and outside space

It is our responsibility to ensure that not only can we provide the best of care now but for generations to come, so sustainability is vital to the future of the Heald Green hospice.

The building has been designed with the environment in mind. It will be ecologically efficient, using the latest green initiatives including a green roof, PV panelling and grey water solutions. The car park will have electric charging points and far more room for bicycles than we have now.

One of the biggest challenges in our new hospice plans was the existing trees, which have been retained almost in their entirety. It means we naturally have three parcels of land to build the hospice into, and a ready-made mature landscape ready to welcome our first patients.

Our new hospice will be so welcoming, we will be encouraging other people to come and use the space.

Our new hospice will provide a specialist training facility to enable our staff, multi-disciplinary teams and external specialists to access regular training.

This will allow us to share our expertise more widely, which is essential as the number of patients needing care at the end of their lives will grow in future years.

Our plans are to further generate income through the training suite, which will be publicly available to hire both for medical training and community activities, such as yoga, fitness training and community service groups.

The coffee shop will be open to local residents and employees from the nearby business park, providing a much-needed facility for the area and generating income for care provision.



Artist's impression



# Thank you!

Thank you so much for taking the time to learn more about our new hospice plans and why your support is so urgently needed.

We look forward to hearing from you – and welcoming you to our new hospice at Heald Green in the near future.

## CONTACT

For more information, please contact:

Anne-Marie Wynne,

Head of Fundraising and Capital Campaign

0161 498 3631

Email: [newhospice@sah.org.uk](mailto:newhospice@sah.org.uk)

[www.sah.org.uk/newhospice](http://www.sah.org.uk/newhospice)



Registered with  
FUNDRAISING  
REGULATOR

Registered charity number 258085