

“It takes an amazingly special place with exceptionally special people to make the hardest times of your life turn into the most precious and so full of love.”

## Impact Report

April 2021 to March 2022

# Thanks to you...

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Last year, your incredible support meant we were able to help 4,171 patients and families facing incurable illness and bereavement. This is more people than we have ever supported before, and we couldn't have done it without you.

At St Helena we are always looking to improve. The changes we made to our services at the beginning of the pandemic to allow us to better support the local NHS proved extremely effective, and thanks to the fantastic amount raised from your fundraising, donations, visiting our shops, and playing our lottery, we were able to focus our efforts on reaching more local people in need of end of life care and bereavement support.

Not only were more people than ever before supported through our core services, but we are supporting other local health and social care professionals to provide improved end of life care.

As experts in palliative and end of life care, education is an important part of our work. At the end of 2021, we partnered with St Elizabeth Hospice in Ipswich to launch '**Hospice Education**'. With our combined knowledge and expertise, we can help other health and social care professionals across north east Essex and east Suffolk to develop their skills in supporting patients, families and carers.

We have also launched a home care business offering private domiciliary care to the rapidly growing older community in our local area. **Radfield Home Care in support of St Helena** provides high quality and accessible home care to enable older people in Colchester, Frinton and Clacton to live independently at home. Run as a separate business from St Helena, it will provide us with an additional reliable and increasing source of income to further allow us to continue to grow our vital services for the benefit of patients and families.

You play such an important part in making sure the care we provide will continue for future generations. With every donation, hour volunteered, lottery ticket purchased and offer of support, you showed just how important St Helena is to the community. So from all our staff, volunteers, patients and families – thank you.

In this report you can read more about the impact you are continuing to make to local people facing dying, death, and bereavement.

Mark Jarman-Howe  
Chief Executive



# Your touching tributes...

Thank you for looking after my Dad so well this year especially when he was at the end of life. You were a massive help and support and I wouldn't have got through it without you. Your kindness, honesty and support will never be forgotten. THANK YOU FROM THE BOTTOM OF MY HEART.

We love supporting the amazing team at St Helena Hospice! The work all of you do to support those in need is incredible and deserves so much recognition. We look forward to continuing to raise funds with you all in the future.

It means so much to everyone at St Helena Hospice to hear why you support us and how the support provided to patients and families is making a difference – thank you for sharing this with us...

As a volunteer at the Hospice, I have to say it's a very special place, the kitchen staff, nurses, doctors and pinkies work so hard and I'm so proud to be a very small part of it. You're all special people.

I want to say a heartfelt thanks to all the staff at the Hospice. Mum was an inpatient for the last five weeks of her life. Not once were we made to feel we were in the way, the care they gave to Mum was outstanding. As we now navigate life without Mum, St Helena will always hold a special place in our hearts and we now have a new charity that will forever have our support.

I have renewed Neil's leaf for another year, as I wanted to donate further to this amazing charity, who not only gave my beautiful husband peace and comfort in his last days, but wrapped their arms around us all as a family.

“You made the last weeks so peaceful for me and my husband after a horrendous year, we are still raising money for you, you are truly amazing.”

# Our year in numbers

This is the difference made to local people thanks to you; our incredible supporters, staff and volunteers...

3,163

patients  
cared for



“ 4,337 ”

contacts between  
the bereavement  
team and people  
grieving the death  
of a loved one



902

people on the  
My Care Choices  
Register died in  
their preferred  
place of care



47,421  
calls to  
SinglePoint  
phone line



42%  
of patients referred  
to St Helena had a  
non-cancer diagnosis

22,276



contacts made to patients  
and families being cared  
for at home, over the phone  
and in person by our clinical  
nurse specialists



4.86/5

score on iWantGreatCare



1,008  
family members  
supported

410

contacts made by our  
outreach team, supporting  
vulnerable people who  
traditionally have had  
difficulty accessing  
Hospice services



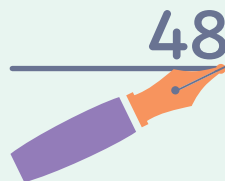
We have only been able to achieve all of this **because of the difference you make...**

**£585,058** \* raised from local individuals, groups, schools, and businesses fundraising in the community has helped provide patients with pain management and relief from complex symptoms with help from our team of doctors for more than 10 months of the year.

And here are just a few of the amazing ways you have supported us...



lottery tickets bought across the year in support of St Helena



**48** people left St Helena Hospice a gift in their Will last year raising more than **£1,940,000**



drunk in our shop cafés



More than **£268,000** raised through online fundraising pages including JustGiving, Facebook Fundraisers and Timeless Tributes



**42** people took part in the Virtual London Marathon raising **£56,551**



More than **£4,000,000** raised through people visiting our shops across north Essex and shopping online via eBay, Amazon and Depop

**£1,560** \* raised from people choosing St Helena Hospice as their charity on Amazon Smile has helped pay for 156 patients staying at the Hospice over the year to keep their strength up by providing nutritious, home cooked meals.

\*Please note these are gross figures



# Care where it's needed

Over the last couple of years, people's choices for their care has changed, with many more wanting to be supported in their home, and where possible, we tailor our care to the individual's needs to help them achieve this.

Last year, **more than 90%** of our care was provided to patients and families where they live.

“ I had known of people who had died in the Hospice but I did not realise they also ran a complete service within the community. Any question we asked was immediately explained and our fears relieved.

One of the most reassuring things was the SinglePoint telephone service; one phone number for any query and help was at hand immediately. You were never fobbed off or made to feel a nuisance. You know whoever answered the phone, help would be forthcoming. They supported us but didn't take over control. We were involved in all his care.

We felt we were looking after him as he wanted and indeed as we wanted. My daughter's concern was if he was getting the same level of care at home as he would in the Hospice or hospital, and the Hospice nurse assured us that he was. ”

The Virtual Ward received **609 referrals**, supporting patients to spend their last few weeks at home if that is their wish, providing personal care and access to medical support, as well as vital support for the family.

“ Having Virtual Ward there to do the morning care and the evening care, and actually just there for support if I had any questions or anything like that, was invaluable, it really was. ”

SinglePoint rapid response nurses made **1,405 visits** to patients in crisis. The funds raised by everyone giving a regular donation, whether monthly, quarterly or yearly, helped pay for 95% of those visits.

**19,018 SinglePoint cases were opened, supporting patients, family members, carers and health professionals over the phone and in the home.**

St Helena  
**SinglePoint**  
24/7 telephone  
advice line  
**01206 890 360**

# A home from home

When there is a need for complex or specialist care, patients are admitted to the Hospice where our team of expert doctors, nurses, clinical support workers, therapists, counsellors, chaplains and volunteers provide compassionate care around the clock in a homely environment.

“It was the fear factor of going into a Hospice but once I was in I didn't have to hide anything. I didn't feel scared anymore.

Within two days I was relaxed and sitting there doing my diamond art with the nurses. Even if I wanted to go into the garden, I could do that. My dog also came in and everybody was fussing her. The nice thing is that she was welcome in the Hospice.

When I came out of the Hospice, my five-year-old grandson said 'nana, I'll go in there'. It didn't bother either of my grandchildren. They were running around. Nobody told them to stop. Nobody told them to be quiet. It's a good place.

I think when I come to the end, they can come and see me and, hopefully, it's not going to be something that they're going to remember and fear. They're going to see it as a positive rather than a negative.”

As well as providing care and support to help patients return home, St Helena also provides end of life care at

the Hospice. Last year there were **315 admissions** to the Hospice. Of these **146** resulted in a discharge back to the place of residence after having symptoms controlled and pain relieved.

**72%**  
of patients were admitted for symptom control

The average stay for patients admitted to the Hospice was **11 days**. The money raised from everyone who made a donation and took part in our annual Christmas Tree-cycle helped pay for the vital care and support provided to the patients staying at the Hospice by our nursing team for **11 days**.

Physiotherapists and occupational therapists had **1,254 contacts** with patients at the Hospice, supporting them with exercises and fatigue management, or planning for home adjustments and equipment needs to support them to return home as soon as possible.

**46%**  
of patients who were admitted were discharged to their preferred place of care





# Supporting adults through grief

Our vital bereavement service continued to see an increase in demand, as did the impact of the restrictions on visiting and attending funerals, resulting in many local people struggling to manage and cope with their grief.

“Everyone keeps telling me how amazing and how strong I am, but I don't personally think of myself as amazing and strong. I just know I have to get up in the morning and carry on because he wouldn't want me to dwell on it and to sit there and mope and cry. With the help of the bereavement support here, I'm slowly getting back to where I was before.”

Of those supported by our bereavement counsellors and volunteers; **11% were bereaved by an expected death** and had a loved one cared for by the Hospice. The remaining **89% had no prior connection to the Hospice** and received support following a sudden death, traumatic death, suicide, pregnancy loss, stillbirth, accidental death or Covid-19.

“My daughter died from Covid and the support I've received from the St Helena bereavement counsellor has been wonderful. I felt that I could discuss my feelings freely and this was a huge help to me.”

In October your donations were doubled on Matched Monday with the amount raised helping people grieving the loss of a loved one by providing **523 counselling sessions** with a bereavement counsellor.

26% of referrals made were for people grieving multiple deaths.

762 people were supported by the bereavement service over the phone, via video call and face to face.



# Looking to the future



With your help, our aim is to ensure people facing incurable illness and bereavement can live as independently as possible, and this includes signposting to other support available in the community, as well as looking at how St Helena can help.

We know we cannot be there for everyone all the time – and we believe everyone has a role to play in supporting each other. That's why we are working with local people like you to launch compassionate community networks in your neighbourhoods and in towns across north east Essex.

Working together as a community, we can equip individuals, businesses, schools and groups with the tools, confidence and resilience so everyone can support family, friends, colleagues and neighbours facing health crisis and personal loss.

As you will have read in this report, demand for care at home during the last few weeks of life and for bereavement support has continued to grow. In the next year, we are expanding our Virtual Ward capacity by 50% and will increase the support for families from six weeks, up to the last 12 weeks of life.

We are also launching a childrens' bereavement service, so anyone of any age in north east Essex, grieving the death of a loved one, can receive the free support they need, regardless of how or where their loved one died.

**We could not do any of this without you. Your continued support will help more local people to receive the care and support they need to face incurable illness and to cope with their grief.**

We are also continuing our vital work in partnership with the North East Essex Health and Wellbeing Alliance to improve end of life care locally. One of the priorities is to ensure that everyone has equitable access to end of life care, regardless of diagnosis, where they live, their ethnicity, or personal circumstances.

Dr Karen Chumbley, Alliance lead for end of life care, said: "We have identified that people living in areas of deprivation are far less likely to have the opportunity to discuss their wishes and preferences for future care before they die; and people with heart disease or lung disease are less likely to record their wishes, than those with cancer or dementia.

"Together, we are striving to reduce the inequalities we find, through new services and collaborating in different ways, such as through a project which will help identify people approaching the end of their lives who are living in more deprived areas to allow us to begin to have these important conversations with them."



Referrals: 01206 890 360

The Hospice: 01206 845 566

Fundraising: 01206 931 468

Bereavement Service 01206 984 274

All the quotations in this booklet are from people St Helena Hospice has supported.



[www.sthelenahospice.org.uk](http://www.sthelenahospice.org.uk)



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