



“I have never felt so much love and compassion from complete strangers, especially on the day she died. It felt, to me, like they had lost a family member too.”

Impact Report

April 2020 to March 2021

Thanks to you...

It is thanks to the incredible and unwavering support of you, our generous community; dedicated volunteers; committed staff; and our valued partners across the health, social care and voluntary sector, that local people have had the choice not to face dying, death and bereavement alone.

May 2020 marked 35 years since St Helena Hospice first opened its doors. The challenges and changes we have faced in just one year are tougher than any we have seen in the previous 35 years; all of which we couldn't have confronted without you.

The Covid-19 pandemic has demonstrated the need for St Helena to be collaborative, agile and resilient. It has accelerated the pace of local health and care integration which has seen us become a coordinating hub for local services and all out of hospital end of life care activity. This allows us to provide even more seamless and responsive care to the local community, ensuring they have access to palliative care and expertise at any time, day or night.

By adapting our model of care in this way, we have been able to work closely with the local NHS to help it cope with periods of unprecedented pressure; a role which has and will continue to grow.

Pam Green, chief officer, NHS North East Essex Clinical Commissioning Group, said: "We all share a common goal; to help local people at the end of life to achieve what is important to them, including access to support 24/7 and symptom management. Healthcare organisations across the system need to work together to deliver this and St Helena SinglePoint is best placed to lead the coordination locally. It's already making a significant difference not just to local people, but to health and social care colleagues too."

Financially, we were extremely concerned about the future of St Helena. We faced a substantial shortfall in income, however, thanks to the kindness and generosity of people like you, plus funding from the local NHS and government initiatives, the financial impact wasn't as bleak as anticipated. Whilst we cannot be complacent, this has made all the difference in ensuring local people continue to receive dignity and choice, right to the end of life, over the last year and into the future.

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

Mark Jarman-Howe
Chief Executive



From you...

Your kind words over the last year gave staff and volunteers the boost they needed to continue on the frontline...

My husband passed away at the hospice 20 months ago and I will never forget how kind and caring you were. I know you are going through a tough time at the moment, but I am sure you are all getting through it with a big smile on your faces.

Nothing was too much trouble. You treated my mum with all the care and love as if she were your own.

I think you are all amazing. I know you have to raise a huge amount of money to keep the hospice running. Am proud to say we donated a nearly new suite last year and it raised over £700 in your shop.

Your dedicated care enabled my husband to stay at home for his last few months.

The kindness that you showed to my husband and all our family will never be forgotten. I will do anything to help you guys get through this.

Thank you for being there for each and every one of us when we need your support.

“I think of you all every day and how you are managing during these difficult times but I am sure that the first thought in your minds are the people you care for. Before you ever think of yourselves, you think of others. That is why you do the job you do and why the hospice is a very special place indeed.”

Our year in numbers

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



2,768
patients have
been cared for*

*this excludes patients supported only via SinglePoint



1,141
family members
have been
supported



45,670
calls to
SinglePoint
24/7 phone line



4,094

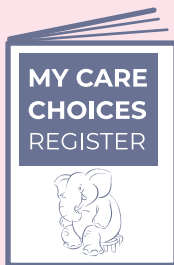
contacts made to
patients and families
on the virtual ward



4.85



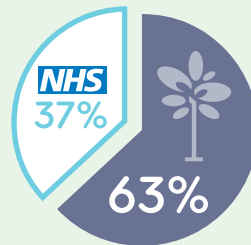
score on iWantGreatCare



72%
of patients on the
My Care Choices
Register died in
their preferred
place of care



43%
of patients referred
to St Helena have a
non-cancer diagnosis



37% of our funding comes from
the NHS, the remaining 63%
comes from our amazing,
generous supporters like you

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

£265,878.88* raised from the urgent appeal has helped pay for patients' complex symptoms and pain to be managed with the expert care of our team of doctors for nearly five months during the height of the pandemic.

£22,149* raised from the Virtual Middy Walk has helped pay for 4,429 patients and family members feeling scared and alone to receive advice, support and comfort over the phone from SinglePoint.

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



people playing the lottery for St Helena Hospice

54



people left St Helena Hospice a gift in their Will last year



£393,680* raised from people shopping St Helena online via eBay and Amazon has helped pay for vital care and support for patients staying at the hospice from our nursing team for around four months.



£33,971
raised from the winter raffle

more than **£368,000** was raised from online fundraising pages such as JustGiving or Facebook Fundraisers

JustGiving™



£1,110.96* raised from people choosing St Helena Hospice as their charity on Amazon Smile has helped pay for compassionate care and support for patients and families on our virtual ward from our team of healthcare assistants on 74 visits. *Please note these are gross figures



More than **450** signed up to join our first ever Virtual Middy Walk



£5 million raised from people like you making donations, fundraising, playing our lottery, visiting our shops and leaving a gift in your Will

Specialist care at a home from home

Our multidisciplinary team at the hospice provided compassion, dignity and specialist care to **276 patients last year**; with some being admitted to the inpatient unit multiple times to help manage their pain and symptoms.

During the pandemic we have seen an increase in the number of people being admitted with extremely complex symptoms; in some cases because the lockdowns have left them afraid to ask for support. When this happens we are often unable to care for these patients in the community as they need round the clock, specialist support from our expert teams which we can best provide at the hospice.

Where possible, our aim is to improve patients' physical, emotional and spiritual wellbeing, to enable them to return home or to an alternative place of care with an improved quality of life.

Over the year, there were 152 discharges from the hospice.

We cared for people with many different incurable illnesses at the hospice including motor neurone disease, heart failure, dementia, cancer, renal failure and respiratory diseases.

✿ 325 admissions to the hospice

✿ The average length of stay for people admitted to the hospice was 10 days

Our multidisciplinary team at the hospice includes nurses, clinical support workers, doctors, therapists, counsellors, chaplains, and our valued volunteer ward helpers; plus our pinkies and catering team.

“I've recently stayed at the hospice for the second time and they helped me with pain control which was really good. I was absolutely apprehensive about going in but when I was in there, the atmosphere is very different to what you'd expect. The staff are amazing and they are what makes the hospice what it is.”



Helping people to remain at home | if they want to be

The majority of the people St Helena supported last year were cared for in their place of residence.

Hospice care is much more than just a building; over the last year we have expanded the support we provide to patients and families to help them to remain at home, where they often want to be.

Our hospice in the home multidisciplinary team includes specialist nurses, doctors, physiotherapists, occupational therapists, complementary therapists, chaplains, and family support workers, to enable us to support not just the patient with medical, physical, emotional and spiritual care; but their family, friends and carers too.

Our SinglePoint 24/7 service became even more of a lifeline over the last year for patients, their family members and carers; knowing they could call the advice line any time of day or night or that a specialist nurse could visit if needed.

8,326 home visits
were made from our
multidisciplinary team to
patients and family
members

- ✿ SinglePoint opened **20,744 cases**, supporting patients, family members, carers and health professionals over the phone and in the home
- ✿ **126 contacts** were made from our spiritual care team to patients and family members in the community
- ✿ We expanded our virtual ward service, partnering with Bluebird Care to support up to **18 patients** and families at any one time at home in the last weeks of life
- ✿ **413 patients** were accepted onto the virtual ward

“Had we not had lockdown, they may have asked if she wanted to go into the hospice had they room but she wanted to be at home anyway. We're grateful for the phenomenal help and support generously given to my wonderful mother by the virtual ward in her final weeks, but also to my aunt and me. We were all treated with unfailing compassion, dignity and respect.”



“When I speak to someone on the phone they are often panicked, but then it is a sigh of relief when they can get to speak to somebody straight away and they know you are there.”

Katy, senior staff nurse - rapid response

Bereavement support for all

Our bereavement support service is available to anyone over the age of 18 who has been bereaved across north and mid Essex – regardless of where or how someone has died.

During the pandemic, we have faced a tragic loss of life, and due to lockdowns, social isolation and restrictions on hospital and hospice visiting, the death of a loved one has felt more traumatic for many people.

Our bereavement team members weren't able to see people face to face, however they managed to provide **6,585 contacts** with people grieving, either over the phone or via video call.

“It's always there but the bereavement support helped kick start my life around the grief. I take it with me rather than it being my entire world, with me trying to follow on behind it.”

Last year we received funding to help people bereaved by suicide. So far, **37 people** have been supported by our new counsellor-led online groups for adults bereaved by suicide.

833 people
were supported by the
bereavement service

We support people bereaved by traumatic death, suicide, unexplained death, coronavirus, sudden death, unexpected death and expected death from an incurable illness.

Our future impact

Looking to the future, we want end of life care to be better for everyone across north east Essex, regardless of where they live, how old they are, or their diagnosis.

At St Helena we recognise that others have an essential role to play in good palliative and end of life care so we embrace partnership working; and to get the most from this we will provide leadership and coordination on behalf of our population.

Karen Chumbley is a GP and North East Essex Health and Wellbeing Alliance lead for end of life care. She said: “The Alliance is adopting a population approach to end of life care in north east Essex, which aims to see all health and social care professionals sharing resources, using them wisely; and working together to improve outcomes and give the right kind of end of life care to everyone locally.

“We asked local people what is important to them, and from this we have set the outcomes we want to deliver over the coming years to ultimately give individuals nearing the end of life, choice around their care. To do this we are increasing accountability, and sharing the responsibility amongst all those involved in caring for people at the end of life, whether they’re in the hospice, in hospital, at home, in a care home, or on the streets.”



Over the coming years St Helena will continue to explore new ways to provide our care and support to more local people. This will include increasing the scope of our hospice in the home service, developing a new compassionate community programme working with community groups and voluntary organisations, and making sure our facilities are sustainable and future-proofed.

We couldn't do it without you. Your continued support will help more local people facing dying, death and bereavement to receive the care, comfort, advice and support they want and deserve, now and in the future.



Referrals: 01206 890 360

The hospice: 01206 845 566

Fundraising: 01206 931 468

Bereavement support team 01206 984 274

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



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