

For the people you love



www.sthelenahospice.org.uk
Registered Charity Number 280919

Impact Report | April 2022 to March 2023

StHelena
Hospice

Thank you.

Last year, thanks to your continued support, St Helena Hospice cared for 4,460 local people facing incurable illness and bereavement in north east Essex, supporting them, their families, friends and carers.

That's more people than we've ever cared for before and we are only able to be there for local families at the most difficult times of their lives because of the generosity, kindness and support of people like you.

Last year we expanded our Virtual Ward to support more people in the last weeks of life to remain in their own homes, where they often prefer to be. This invaluable service helps prevent unwanted hospital admissions and provides much needed support for family members too.

Our Safe Harbour project is working hard to reach out to communities who traditionally have faced barriers accessing hospice care.

To support the growth of our services and help extend our reach, we are launching a new commercial cleaning business, Total Clean Colchester. As experts in cleaning to immaculate standards, we are building on these skills to provide commercial cleaning to businesses, with all profits from this business flowing back into the charity to support our core services.

Looking to the future, we have an ambitious vision for the next ten years – to double our reach by 2033.

Against a backdrop of an aging population, we want to reach everyone who needs us, not just in the last year of life, but in the last phase of life.

With costs of care increasing and the population growing, our services are more in demand than ever, so it is essential we raise more vital funds to maintain our high quality services, today and for future generations.

You play such an important role in helping us achieve our vision. We are only here because of the incredible ways you support us, from donating, fundraising and playing our lottery; to volunteering, visiting our shops and paying for care from our Radfield Home Care service.

Without you, St Helena Hospice simply will not be here in the future to support the people you love through the most difficult time of their lives. Thank you.



Mark Jarman-Howe
Chief Executive

Our values

**Bold
Passionate
Caring**



This year has seen us support more people than ever before

We helped 4,460 local people facing incurable illness and bereavement.

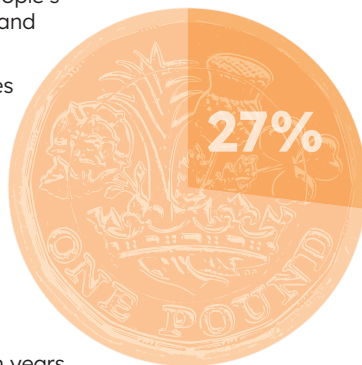
Our vital support was provided in the community, in people's homes, over the phone via our SinglePoint advice line, and at the Hospice in Colchester.

We are an independent charity, providing these services free of charge.

Did you know, only 27% of our income comes from the NHS?

That means more than 73% of the income we need to run St Helena is raised through the local community giving donations, buying in our shops, paying for care from Radfield Home Care in support of St Helena, playing Your Hospice Lottery, and leaving gifts in Wills.

Our bold ambition of doubling our reach in the next ten years can only be achieved with the support of our local community.



3,300 people with incurable illness cared for



1,160 family members supported



£1,409,521 was raised by 65 people leaving us a gift in their Will



How you can help us

St Helena Hospice is so grateful to our amazing supporters who help us provide our many services to local people at the Hospice, in the community and over the phone. There are many different ways to support us...

Gifts in Wills

Gifts in Wills forms part of our core fundraising and is essential to the care we provide. Leaving a gift in your Will is a great way to ensure we can care for local people and their families in years to come.

Did you know gifts in Wills currently provide the funds for us to care for 1 in every 5 people we support?

Regular giving

Giving a regular gift each month can help us plan for our future and contribute to our long term goal of doubling our reach in ten years. Why not join the St Helena Supporters' Network, a vibrant community of supporters who share a commitment to the mission of the hospice?



Help change lives



Fundraise at school

Events and challenges

We hold our own events and challenges throughout the year, such as our flagship Pier to Pier event, our 'hot' new Firewalk, as well as in memory events which are a wonderful way to honour those you love and miss. If you fancy fundraising with friends, family or colleagues, why not raise money at work, school or in celebration of a loved one?

Pier to Pier walkers raised £44,500 in May 2022, which could provide 1,934 home visits from a Hospice in the Home clinical nurse specialist, helping people with pain management and symptom relief, along with emotional support and advice for their family.

Home care services

Our Radfield Home Care in support of St Helena business is dedicated to providing the highest standards of care to people in their home and was rated 'Good' by the CQC (Care Quality Commission) following its first inspection. Whether you need support with personal care, domestic care, support coming out of hospital or just some companionship, our Radfield team would love to help.



Pier to Pier walk



Radfield Home Care

75 people walked across hot coals at our Firewalk!



Donate to support St Helena Hospice right now at www.sthelena.org.uk/donate or by scanning the QR code





Cleaning services

We are now offering our cleaning services too. Our new contract cleaning business, Total Clean Colchester will provide high-quality cleaning at cost effective prices, with all profits going back into St Helena Hospice.

Lottery

Your Hospice Lottery is a fun way to support us! From £1 a week, you can give St Helena a regular and reliable income whilst giving yourself the chance to win a prize. There are lots of weekly cash prizes, as well as a rollover which could reach £25,000. Last year, St Helena supporters won over 1,800 prizes, totalling over £35,000! A huge thank you to our lottery players.

Shop St Helena

Last year we opened two new shops, bringing our total number of stores across north east Essex to 22. None of our shops could run without the amazing support from you, donating your pre-loved items and visiting our shops, which helps us raise a fantastic amount of money each year.

**830,189 tickets
purchased in support
of St Helena**



Play and win

Specialist shops and cafés

We also have specialist shops, including our vintage shop in Colchester town centre and our music and book shops in Frinton, as well as online stores including eBay, DePop, Etsy and our website shop, and we are expanding our range of new goods.

We have two cafés, one in our Mersea shop and one in our Books, Brew and Boutique on Peartree Road in Colchester. Here you could drop off your donations, treat yourself to a coffee and cake, and browse our collection of books, clothes and furniture!

1,448,186 items sold in our shops last year

We couldn't run our shops without our amazing volunteers. If you have a few hours to spare every week or month, we'd love you to join our team.

**805 volunteers
across St Helena, with
over 500 supporting
our retail teams**



Cafés



Specialist shops



The difference you made to people cared for at home

Our SinglePoint service, which provides 24/7 access to advice and crisis support took over 45,500 calls last year and made 1,588 rapid response visits to people at home who needed urgent support, day or night.

1,588 rapid response visits made to families in crisis

Our Hospice in the Home clinical nurse specialists extend our services to individuals in the comfort of their homes. Through personal visits, they establish meaningful connections, enabling us to bring other hospice services to them when they need it.

Last year our Hospice in the Home team had 3,086 contacts with people at home

They provide support when pain or symptoms became difficult to manage, and help people plan for future care.

If an individual's wish is to stay and be cared for at home, our Hospice in the Home teams do everything they can to help this happen. Being able to be open and share these views with family, friends and with the professionals involved in an individual's care

can make this more possible, which is why we support people to fill in a My Care Choices Record.

Emma Settington, clinical nurse specialist, said:

“If somebody wants to die at home and that's really important to them, we are instrumental in organising what needs to happen to make that safe, to make them comfortable, and to make the family feel supported. It can be a bit of a bumpy road at times and we're there to go alongside.”

2,182 people recorded their preferences for place of care using My Care Choices

The Virtual Ward has had another very busy year, resulting in us expanding our service again so we can support more people in the last weeks of life to remain at home if that is their preferred place of care, and prevent unwanted or inappropriate admission to hospital or Hospice.

504 people supported by Virtual Ward

Last year, 80% of the people referred to Virtual Ward remained in their preferred place of care, avoiding admission to the hospital with our support in place.

In 2022 our marathon runners raised £63,381. This could help fund around 1,268 SinglePoint rapid response visits to people in crisis, day or night.



Roger's story

When Roger mentioned to his Hospice in the Home nurse that he would like to go out to the pub, within a few days, two Virtual Ward healthcare assistants picked him up from home and whisked him off to enjoy a real ale with his friends. For Roger and his wife and carer, Di, it was a rare trip out and just the lift they needed...

“ Roger kept saying he wanted to get out and do normal things, so they were brilliant to take him to the pub. It made him feel alive again.

The Virtual Ward people always have a smile on their faces when they visit. To start with, Roger wasn't keen on having strangers attend to his personal care but now they are part of our lives.

SinglePoint too has been brilliant; if we have any concerns, we've only got to phone and it's sorted. We had to use it late one night and they came out to us around midnight, which was a huge relief.

St Helena has been the most amazing help, not just to Roger but to me as well. They make sure I'm OK when they visit and if I'm upset, they'll sit and talk to me.

I also go to St Helena for complementary therapies. They give me massages; an hour to myself and it's absolutely wonderful.

We've got amazing support and I couldn't do it without St Helena. ”



Roger



The difference you made to people staying at the Hospice

347 people facing incurable illness stayed at the Hospice last year, with nearly half of those who stayed returning to their usual place of residence after their physical, emotional and spiritual needs had been addressed.

42.5% of people admitted to the Hospice were discharged to their preferred place of care

The Hospice is not just about death; we help people live well until the end of life. We focus on helping people make special memories they can treasure, so we support them to do joyful things and spend precious time with their family.

This could be helping people celebrate occasions such as weddings, anniversaries, birthdays and graduations; arranging visits from animals such as guinea pigs, horses, and goats to name a few.

If someone cannot leave to experience their favourite things, such as visiting a beach, we will find a way to bring the beach to them.

Some people are admitted to the Hospice for end of life care. If people don't want to die at home, they often choose to come

to the Hospice and when they do, our staff and volunteers work round the clock to ensure each individual and their loved ones are cared for with compassion and dignity.

Dr Emma Tempest, medical director, said:

“When people talk about working in maternity services, they often talk about being present at that moment when someone is brought into the world and what an amazing privilege that is. I feel the same about being there at the end of someone's life, that it's a real privilege to be with someone and if I can help make them more comfortable or achieve something that they want to do before they die then that's why we do it.”

405 admissions to the Hospice

St Helena lottery players raised £830,189. This could pay for over 33,000 of nursing care, providing those staying at the Hospice with comfort, compassion and dignity.



The Hospice



Visitors welcome anytime



Wedding celebrations

Sue's story

Sue volunteers on reception at the Hospice and was inspired to volunteer by the care her husband Sean experienced before he died at the Hospice age 48...

“ I find it peaceful coming back to the Hospice to volunteer. It's amazing what you're suddenly thrown into when you need St Helena; you want your family member to get the best of care.

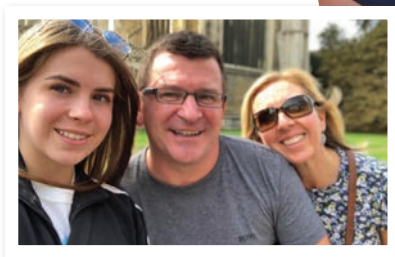
Sean needed a lot of hands-on care and we were struggling a bit at home, so it took that pressure away from us. If I suggested something to the nurses at St Helena, they listened.

My daughter Katie and I were looked after too; she was just about to take her GCSEs so would see Sean and then she'd go and study in the little hut by the pond, or go to the kitchen for some food.

It was our 17th wedding anniversary just before he died. It was a sunny day and the nurses suggested we take Sean into the garden.

Lots of our friends and family came over and we spent a couple of hours outside chatting. Sean wasn't really talking then but he was able to see everybody and he realised who was who.

Eight months after Sean died, Katie and I were snow trekking through the mountains in Transylvania to raise money for St Helena. It was tough, but we met some nice people who also had experience of St Helena, so that was really quite comforting.”



Sue



The difference you made to help create an inclusive hospice

We believe that everyone should be able to live well with incurable illness, to die with dignity in a place of their choice, and be supported in their grief, regardless of their age, race, socio-economic situation, gender, nationality, sexuality, disability or beliefs.

We are actively committed to welcoming people from all backgrounds to create an inclusive hospice that meets the needs of everyone in our community. Our Safe Harbour project was started in recognition of the fact that some people face additional barriers to accessing our care.

To help remove some of those barriers and build relationships with local communities, we held a 'Hospice for all' event which invited members from a diverse range of communities to visit the Hospice. The aim of this was to help improve their understanding of hospice care and the support we provide not just at the Hospice, but in the community too; and to explore some of the issues they experience in accessing hospice services. This event and the partnerships we are developing with

marginalised communities will help us understand and provide better end of life care for all.

69 Safe Harbour contacts, whether in person or over the phone, with people who traditionally have had difficulty accessing hospice services

Vickie Peters, Safe Harbour project manager, said:

“ Many people feel apprehensive about receiving hospice care, and if you have additional needs, come from a deprived situation, have grown up with a different culture or language, or have experienced prejudice, it can feel even more daunting. We are here to put your mind at ease and to ensure you feel safe, supported and valued. ”

To improve inclusivity, we partnered with SignVideo so deaf people can video call us via a BSL interpreter. We have also introduced on demand video remote interpreting, which means staff are able to communicate with deaf people and visitors on the spot, as and when needed.



12 Safe Harbour project



Creating an inclusive hospice



Vickie Peters

Marilyn's story

Marilyn volunteers her time and skills to our Safe Harbour initiative which focuses on building relationships between St Helena and local communities experiencing inequality...

“It's easy to think everyone knows about hospice care. The problem is not everyone does because people live in different cultures and different spheres of life, so St Helena is not something that automatically comes to mind.

From groups I've spoken to since I started volunteering, there is often already a mistrust of professionals because of inequalities already experienced. People are wary and tell us upfront what their expectations are, and we have to respect where they are coming from because only they know their truth.

Working within social care previously, I saw people die without dignity and I wouldn't want that for myself.

For those communities who are already at a disadvantage, we should try much harder to give them information and engage with them so they can have a chance of being supported by St Helena just as well as anyone else.

It's up to us to engage with people and not assume it's an equal playing field. My role is about education, engagement and showing people St Helena cares. It has to be that we're going out and doing positive things, not just doing it for demographic statistics; it needs to be genuine engagement so we leave a positive impression on those communities.”

Marilyn

The difference you made to people grieving a loved one

Last year we were thrilled to expand our bereavement service for adults to also support children who have been bereaved, regardless of the cause or place of their loved one's death.

845 adults and 77 children were supported through their grief last year with counselling support sessions from our bereavement team.

Research shows people who suffer bereavement at a young age are at a higher risk of physical and mental health illnesses. They are also more likely to have difficulties at school arising from low concentration, lack of interest or bullying.

Whilst we cannot protect children from loss, our bereavement service can help them to process their grief and pain, share their feelings, and to live a full life after bereavement.

To receive bereavement support from St Helena, you do not need a prior connection to the Hospice. In fact the majority of local people we supported through their grief following the death of a loved one last year, had no connection to St Helena.

Last year there were 5,362 contacts with bereavement clients over the phone, via video call and in person

Facebook Fundraisers for event sponsorship and birthday giving raised £24,806 last year. This incredible amount could help fund 1,181 bereavement counselling sessions, supporting adults and children through their grief.



Jude's story

Sarah Rogers praised the support her five year old son, Jude, received after his nana Sharon died at the Hospice.

“The sessions with Jude have been absolutely amazing. The change in him is incredible for a little child who really struggled to say how he was feeling. He was very angry, very scared and not Jude at all, but the last few weeks he's himself again. Now he will actually say 'I would like to talk to someone about how I'm feeling'.

It's so lovely having people that understand each child; the first time meeting him, they knew exactly what to say and how to say it to him.

Every week they give me a play by play of what he's done in a session, and the things they do have changed how I parent as well. It's helping educate me to be a better parent in helping Jude to go through that and know in the long run we can do these things for him too.”

Thank you for your support...

Invasion Colchester
Clive Smither & Bill Rix
Jackie Kilby
Julia Goddard
Brightlingsea Supporter Group
Littlegarth School
Colchester Borough Homes
The Albert Hunt Trust
The Inman Charity
Harwich and District Fellowship for the Sick
Ladbroke Coral Trust
The Frank Litchfield General Charitable Trust
East of England Co-op Community Cares Fund
Jacky and Robin Budenberg
Stratford Hills Horse Trials
Reverend Susan Wiggins
Tricia Hamilton
Dr Rosemary Millis
Jane Arnold
Simon A D Hall MBE DL
Nicholas Patten
Informa UK Ltd
Hunnaballs Family Funeral Group
Rose Calendars
Jones and Whymark
Horizon Construction Group
MHA McIntyre
John J Smith Funeral Service
The Coast Inn
Water Monitoring Ltd
J Woods Electrical
Linklaters LLP
Ingleton Wood LLP

Wilkin & Sons, Tiptree
Colchester Cemetery and Crematorium
Ellisons Solicitors
Boydens
Enigen UK
Gosh Projects
Nantmor Blinds
Harrison Clyde Ltd
Matt Sage Plumbing & Heating Ltd
S&K News Ltd
Vodafone
Specialist Floors Ltd
Essex Mechanical Services
Ashbee Solutions Ltd
TTSS & Newtech Ltd
Real Estate Consultancy Ltd
CFB Boilers Ltd
Accelerate Facilities
Steve Right Engineering
C Franklin Ltd
Bionic Services Ltd
Anglian Security and Fire Ltd
Ace Catering Engineering
Codair Design & Publicity Limited
Fenwick
Later Life Lending
Mr O Removals
Perfect for Learning
Reeman Dans
Signace Ltd
The Peldon Plough
Your Claim Independent Loss Assessors

Looking to the future

Over the next ten years, we aim to double the number of local people we support, helping more people facing incurable illness and bereavement; but we can only achieve this with the support of our local community.

With costs of care increasing and the population growing, our services are more in demand than ever, so it is essential we raise more vital funds to maintain our high quality patient care, today and for future generations.

Did you know nearly three quarters of the income we need to run St Helena is raised through the local community giving donations, buying in St Helena shops, paying for care from Radfield Home Care in support of St Helena, playing Your Hospice Lottery, and leaving gifts in Wills.

With your support, St Helena Hospice can continue to be here for those who need us at the most difficult time of their lives, now and in the future.

Learn more about all the ways you can support your local hospice at www.sthelenahospice.org.uk/support or scan the QR code.



Our vision

To double our reach by 2033



Help us achieve our ambitious vision.

Donate now to support St Helena Hospice
at www.sthelenahospice.org.uk/donate
or scan the QR code left.



Contact us
01206 931 468
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