



Impact Report

April 2024 to March 2025

Thank you

Between 1st April 2024 and 31st March 2025, St Helena offered care and support to 3,928 people facing life limiting illness and supported 964 family members.

This was a remarkable achievement for our clinical teams and all those that work behind the scenes to support them, including all our fundraising teams and those who work for our businesses in support of St Helena.

Our SinglePoint team has successfully delivered the first year of an integrated night service, offering both palliative and generalist services to those in need of nursing care overnight across north east Essex.

We launched a virtual specialist palliative care ward, offering consultant-led clinical care to people with complex needs who wish to remain in their own home.

Over three months during the winter we opened some of our inpatient bed spaces to patients from Colchester Hospital who needed end of life care. This supported more than 40 people to be cared for at the end of life in the Hospice who otherwise would have remained in hospital.

In summer 2025, Mark Jarman-Howe stepped down as Chief Executive and we, former Chief Clinical Officer and former Chief Finance and Operating Officer respectively, were appointed interim Co-Chief Executives.

We would like to thank all those who have supported St Helena over the last year, whether by donation, leaving or pledging a gift in their Will, buying lottery tickets, buying from or donating items to one of our shops, or taking part in an event or challenge.

St Helena could not support so many people across north east Essex without you.

Dr Karen Chumbley and Kate Heslegrave
Interim Co-Chief Executives



Outstanding care

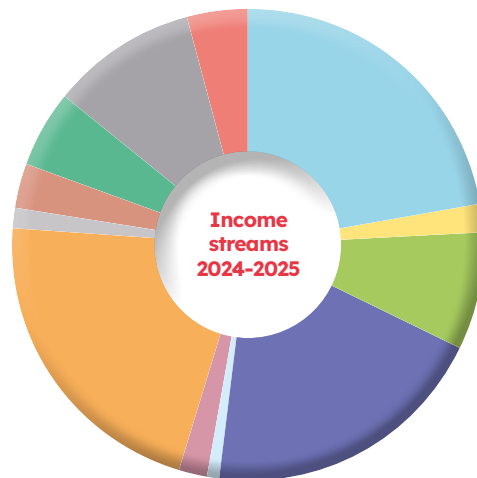
St Helena cared for 4,892 local people who faced death, dying and bereavement last financial year.

Nurses, doctors, occupational therapists and physiotherapists, complementary therapists and spiritual care professionals supported people in their homes across north east Essex, over the phone 24/7 through SinglePoint, and at the Hospice inpatient unit in Colchester.

20% of the income needed to deliver these services came from the NHS last year, the rest we raised through the generosity of our community, grants, retail, lottery, gifts in Wills and social enterprises.

120 solar panels on the Hospice roof generated 18,241 kWh of electricity worth £9,932.59.

906 fantastic people volunteered in roles across the charity, including admin, complementary therapy, catering, counselling, couriers, fundraising, gardeners, maintenance, reception, retail, spiritual care and more.



Income

Income increased by 22% in 2024/25 rising to over £23m.

- 22.3% Lottery
- 2% Other income
- 7.9% Commissioned services grants
- 19.7% NHS grant
- 1% Hospice UK grant
- 1.8% Other grants
- 21.4% Retail
- 1.4% Interest & investments
- 3.2% Events & fundraising
- 5.3% Donations
- 9.8% Gifts in Wills
- 4.1% Commercial businesses

At home

Clinical nurse specialists (CNSs) are often the first to visit people at home.

2,263 people had a clinical contact such as a visit or phone call with a CNS in 2024/25; that's 15,380 contacts made.

CNSs may help patients to think about the sort of care they may want and where they may like to be cared for when they become more unwell. These wishes can be written and stored on the My Care Choices Register (MCCR) if the patient chooses, so health care professionals can help coordinate someone's care.

2,362 people were added to the My Care Choices Register.

CNSs also support the family, who may be worried, tired or struggling to understand their loved one's appointments and medicines.

SinglePoint is a comfort for patients and families at home as they know they can speak to a St Helena professional 24/7 if they are worried or need information. **44,371 calls** from patients, families and health care professionals were received last year.

Alongside support over the phone, the team provided **4,208 rapid response visits**, day and night, to people in crisis who needed urgent assessments and immediate support with symptom management.

Specialist Palliative Virtual Ward provides medically-led care to eight beds in the familiarity of home as an alternative to a hospital or Hospice admission, and last year supported **132 admissions** with an average stay of eight days.

Support and care is given to people in the





John

John was visited at home regularly by clinical nurse specialist Abi, and he and his wife Susie knew they could phone SinglePoint in between.

“ It’s incalculable the value St Helena Hospice gives to me, given that I’m dying, and I know that I’m dying, and there’s no respite from it other than the care and attention and love that the Hospice gives out.

Each and every one of the nurses I have met are exactly the same; they smile cheerfully, they encourage me and give great comfort, most importantly of all to my wife who has to put up with me 24/7. So, without the Hospice, I don’t know what we’d do.

It is reassuring, and that’s the absolute core of the service, knowing, not considering or thinking maybe as with many other areas of life today, but knowing that one telephone call to Abi and she will be here to help me out, and you can’t put a price on that.

They’ve taken over my care in such a way that it gives me enormous relief and confidence, but if I’m stuck in a mess, Susie only has to phone SinglePoint and they will be here. It gives me the confidence to carry on because it’s just lovely knowing there is someone there at the end of the telephone that I could talk to who will respond. We feel safer.

”

place where they live across north east Essex by the Hospice in the Home teams 5

4 Colchester United players and 1 U's manager visited



At the Hospice

282 people were admitted to stay at the Hospice in 2024/25; that's 350 admissions as some people stayed more than once, and the average wait for a bed was three days.

240 fantastic volunteers were based at the Hospice, including 16 making the garden beautiful, 32 washing dishes and helping with food and drinks, 8 maintaining buildings, 22 friendly receptionists, and 2 couriers transporting important documents.

The inhouse catering team made **35,878 homemade meals** for patients, visitors and staff, including 1,235 jacket spuds and 1,402 sausage rolls.

During the year, lots of special moments for patients and their loved ones were created. The corridors and rooms were filled with music from a harpist, singers, choirs, even Elvis popped in.

15 different animal species went from bed to bed putting a smile on everyone's faces, including a donkey, reindeer, a skunk, guinea pigs and a snake.

18 bikers roared into the grounds on classic motorbikes, 1 super sports car made a pitstop and 1 Disney Princess came in to read a story.



6 People who need a little extra support, symptom control or adjustments to their



Julie spent her 46th birthday at the Hospice and during her stay she met a visiting donkey. She appeared on ITV Anglia news and made the front page of the Daily Gazette supporting the call for fairer funding for hospices.

“When I was told they'd have to bring me into the Hospice to get my situation under control, I couldn't help but be a little bit concerned, but I've learnt how much the Hospice team gives.

It just took all those fears away because it's such a beautiful place and has the most lovely staff. I can't tell you how much this has meant to me. Everyone is so kind, there are people on hand who

are supporting me emotionally, and the level of time people here spend with you is incredible. My hair is very long and I don't have the strength these days to do it all myself, but the team takes their time helping me to wash it and look after it.

I feel safe, comfortable, cared for. Everything is better.

I am over the moon and very humbled that little old me could come into the Hospice so quickly when having this overwhelming cloud suddenly loom, and then be supported quite so readily.

I don't know whether all hospices are the same, but this one gets my vote 100%.”

medications, may be admitted to the Hospice inpatient unit for a short stay



Working together

Complementary therapies work as part of the total care given to improve wellbeing, comfort and support for people facing anxiety and worry because of the illness they face as a patient or as someone caring for their loved one.

324 people were referred for complementary therapy, that's 50 family members and 274 patients.

423 massages and 364 reflexology treatments were given.

11 volunteer complementary therapists and 2 volunteer Pets As Therapy dogs visited regularly.

Physiotherapists and occupational therapists provide additional emotional and practical advice and support to help people stay as independent as possible, including day to day activities and to improve quality of life.



537 people had support from the rehabilitation team at home or in the Hospice.

Jacqueline's wish had been to go out on a motorbike again and after spending some time working with the rehabilitation team to build her confidence, when the chance to go for a ride came up, she was ready.

“ I got out of my wheelchair, walked over to the bike and climbed up. I was so delighted and so insistent that I did it, I had to do it properly myself. He took me all along the coast road, just sounding his horn and waving, and it was the most wonderful experience I had in a long time. ”

St Helena's allied healthcare professionals support



Catherine

Spiritual Care offers understanding and active listening at a time when illness may raise questions about meaning, identity, consciousness and connection.

The team also offers help with religious practices and rituals or contact with community faith groups, and with planning life events like weddings and funerals.

262 people had spiritual care support; that's 1,240 contacts between them.

6 spiritual care volunteers gave support.

3 people had support with their wedding or vow renewal.

Catherine saw her daughter's marriage blessing while she was staying at the Hospice:

“ My daughter was due to be married and the Hospice doctors said the best option was to bring it forward. A blessing was arranged by spiritual care Tim and the whole team at the Hospice pulled together and made everything happen.

I really wanted to say my little bit to my daughter and son-in-law. I am in a wheelchair now, so it was a great joy for me that they were able to support me as I stood and read what I wanted to read and that they can then keep those words.

We had the celebration within the grounds of the Hospice; just magical. Out of sadness, joy can come. ”



12 Compassionate
Community
volunteers

3 Safe
Harbour
volunteers

Jill

Outreach

St Helena believes **compassionate, dignified and equitable end of life care should be a right, not a privilege**. It is actively committed to being inclusive and that everyone in its communities 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.

Safe Harbour is a listening project seeking to better understand and address the needs and the barriers that underserved groups can face in accessing hospice services.

Different communities face different challenges in both life and death. Safe Harbour listens to marginalised voices, is committed to community engagement, and over the past year has deepened its understanding of diverse challenges.

£397,000 was awarded by The National Lottery Community Fund to support Safe Harbour for the next three years.

sthelena.org.uk/safeharbour

Compassionate Communities is a collaboration of people, groups and organisations, which together build networks of support in the community to help prevent isolation and loneliness, especially during times of health crisis or grief.

sthelena.org.uk/compassionatecommunities

Compassionate Champions Awards recognise people, places and projects improving lives through kindness. Jill is a Compassionate Communities volunteer who nominated Shawn, the organiser of a local wellbeing walk, for an award:

“ It took me a while to go along to one of the walks as I was nervous about mixing with others but finally I went along and found everyone was so friendly. The biggest thing for me was as soon as I arrived, I was welcomed with a big hug and talked to as we walked along. For some people who feel isolated and alone, a hug can be so important. ”



Emotional support

Counselling and emotional support may help patients and their loved ones as they face dying and death, and may help for adults and children experiencing sudden or expected bereavement.

1,212 people received counselling or emotional support; that's 309 patients and 903 family members.

1,053 adults and 159 children were supported.

269 people were supported for multiple deaths.

sthelena.org.uk/bereavement

**355 new Memory
Pages created online
in memory of loved ones
raising £147,774**

Boud family

Evie, age 13, and her sister, 11 year old Ava, had counselling and emotional support from family support worker Sue before and after their dad, Anthony, died. Their mum, Gemma, explained:

“ Sue supported us in how to approach things. That was so helpful because obviously it's never happened to us before; we didn't really know what we were doing and Sue was just amazing.

When we were told there were only a couple of hours left, Sue said to us 'the girls need to say bye'. They made phone messages and I played them to Anthony and I played their music, their favourite songs that they danced around to together with him in the kitchen.

We were given a little wooden heart at the Hospice and Anthony held it in his hand and we took a photo of him holding it, as suggested by Sue, then we gave it to the girls for their memory box. ”





Caring at home

St Helena Care & Support provides high quality home care services to help people live as independently and comfortably as possible.

Home Ward provides personal care and support for people in the last few weeks of life, helping patients to remain in the familiarity of home.

118 people had 11,760 hours of care and support.

sthelena.org.uk/homeward

The team also provides a range of commissioned care services arranged and funded by local NHS, councils or other organisations.



Urgent Community Response means the team can step in with up to 48 hours of support at home, helping people stay safe, avoid unnecessary hospital admissions, and feel cared for in a time of crisis.

63 people had 1,964 hours of urgent care and support.

POPs and Body Brace Service is a bridge back to independence and confidence for people ready to leave hospital but who need some extra help at home.

109 people had 9,486 hours of short-term care and support.

Night Owls carers are on the road from 11pm to 7am offering reassurance, support and peace of mind.

42 people had 2,284 hours of nighttime care and support.

Night Stays are overnight care and respite for families supporting someone at the end of life.

56 people had 337 nights of respite.

sthelena.org.uk/commissionedcare



Commercial activities

St Helena runs commercial subsidiaries which create local employment and are a future sustainable funding source, as all the profits go back into Hospice services to support people in the last phase of life and their loved ones.

Private respite service offers a high standard of care to people in need of short respite care stays, while raising income to support wider Hospice services.

sthelena.org.uk/respite

Total Clean in support of St Helena offers cleaning services to businesses across Colchester, Ipswich, Chelmsford and surrounding areas. The team uses environmentally friendly products and its business activities have been awarded 'CarbonZero' status.

sthelena.org.uk/totalclean

Forget Me Not offers paid-for bereavement counselling for adults, generating much needed funds to maintain St Helena's free services.

15 people had 77 private counselling sessions.

sthelena.org.uk/forgetmenot

Your Hospice Lottery and **Make a Smile** lottery are operated by St Helena and as well as raising funds for hospice care in north east Essex, they also generate funds for 36 other hospice and UK charity partners.

13,129 lottery plays just for St Helena, that's £782,000 in ticket sales.

£372,891 extra was generated from the Christmas Super Draw.

sthelena.org.uk/lottery

St Helena Care & Support offers paid-for domiciliary and care services.

19 people had 4,303 hours of private care and support in the first nine months of operation.

sthelena.org.uk/careandsupport



Supporting St Helena Hospice

Gifts in Wills make a lasting impact and St Helena Hospice is honoured that people have chosen to leave a gift to help others after they die.

56 people left £2,295,637 in Wills to St Helena in 2024/25.

Supporters Karen and Grahame updated their Wills and chose to leave a percentage of their estate to St Helena.

“The Hospice is just amazing and so is all the care they give in people’s homes. Good dying should be a priority. We’ve all got to go through it, whether you’re looking on like I did with Mum, and then later we’re going to go through it ourselves. We all hope for a good death and hospices help make that happen.

If everyone left just 1% of their estate to St Helena, they would have enough money to make sure everyone in this area had a good death.”

sthelena.org.uk/wills

Philanthropy means St Helena can exceed expectations in delivering its services, and reflects the values and commitment of people who donate to make a change and leave a legacy of compassion and care.

£126,239 was raised in the Christmas 2024 campaign where some of the funds raised were matched by four philanthropic donors.

sthelena.org.uk/philanthropy

St Helena would not be able to deliver its



Regular giving provides a reliable source of funding that St Helena Hospice can count on to help support people at their most vulnerable time, like the Barrow family, as Nicky explained:

“My amazing husband, Jim, was only 40 when he died. He was a family man, all he wanted to do was to look after me and our two young children, Archie and Izzy.

When Jim became very unwell, a clinical nurse specialist started visiting us at home to make sure he was comfortable. It was so hard to see my husband in pain and still have to carry on with family life too, but I could say things to her exactly how they were, and she just got it.



I would speak to the SinglePoint nurses, sometimes daily, for reassurance about what was happening to Jim; they had so much empathy. A few times, we had rapid response nurses out when his pain was really bad which meant we didn't waste the precious time we had left in A&E. SinglePoint was a lifeline to our family.

When the pain became unmanageable, Jim went into the Hospice where the nurses were so kind, friendly and caring. They did anything they could to try to make Jim's life, all our lives, that bit better.

Jim was so well looked after, comfortable and cared for in his last months, weeks, days. The St Helena Hospice nurses were absolutely everything to our little family. They made him feel safe.”

sthelena.org.uk/sponsoranurse

vital care without the incredible generosity of the people who support it



Chris & Roger

Supporting St Helena Hospice

Shop St Helena by visiting in person or online via eBay and Etsy, and donate items to prevent them going to landfill and support hospice care.

1,780,235 items were bought from St Helena retail outlets in 2024/25.

Thanks to the huge amount of donated items from local communities, St Helena has 23 well-stocked shops across north east Essex which last year brought in £5,050,294.

**709 people
volunteer in
St Helena
retail**

**£314,615 of Gift Aid
claimed thanks to
donors ticking
the box**

Chris volunteers in the Tiptree shop as she has seen firsthand the difference St Helena shops make to people who need hospice care, after her husband, Roger, was supported at home and at the Hospice:

“ St Helena Hospice made my life so simple. We had a nurse who came to us at home and she would talk to both of us. If I had any problems, I would ask her about them and she would sort them for me. Roger went into the Hospice, where he died, and they were all lovely there.

Lots of people who come in the shop tell you their stories. I think it does help to talk.

sthelena.org.uk/shop



Community support as a group of friends, family or colleagues makes a huge difference by hosting an event such as a bake sale, sports day or art show, or through remembering a loved one with a funeral donation or memory leaf.

sthelena.org.uk/fundraise

Events can be fun and energetic, or poignant and reflective, experiences for the hundreds of participants gathered together all supporting each other.

681 people lit up the streets of Colchester when Midnight Walk returned last year after a five year hiatus.

712 people walked 7 or 14 miles Pier to Pier along the Essex coastline.

180 superheroes dressed up for Hero Run and took on 1k, 5k or 10k.

200 people remembered a loved one at the Light Up A Life events in Frinton and at the Hospice.

St Helena Hospice hosted its first community fun day in Mile End.

sthelena.org.uk/events

Challenges such as a marathon, a mountain climb or cycling Land's End to John O'Groats are a huge personal achievement, often done in memory of a loved one, which raise vital funds for St Helena Hospice.

15 runners took on London Marathon 2024 raising more than £45,000.

sthelena.org.uk/challenges

£729,927 was raised through community activity

£590,356 raised through all types of St Helena events and challenges

Supporting St Helena Hospice

Trusts and grants provide essential budget relief and mean St Helena Hospice can deliver services and opportunities that would otherwise not be possible.

450 unpaid carers were supported thanks to a grant from Essex County Council's Carers Community Fund, which meant St Helena could provide early intervention for carers before their loved one died, as well as support carers when they faced bereavement.

£334,171 of combined contributions from trusts and grants during 2024/25.

Corporate support from the business community, whether financial or through volunteering days, makes a meaningful difference to St Helena Hospice.

£150,000+ raised by corporate partners through event sponsorship and workplace fundraising.

19 businesses organised for their staff to volunteer with St Helena Hospice

sthelena.org.uk/corporatesupport



Special recognition to the key corporate sponsors 2024/25:

Arc Legal Assistance Ltd
Automatic Transmission Services Ltd
Birkett Long Solicitors
Boydens
Bright Selection Ltd
Capel Court
CWSE
DK Moriarty Ltd
Fenwick
Fisher Jones Greenwood
Gallagher
Graham the Plumbers' Merchant
Holmes & Hills LLP Solicitors Braintree
Horizon Construction
HSBC
Informa UK Ltd
Ingleton Wood LLP
John Fowlers
Jones & Whymark Engineering
Kier Construction Eastern & Midlands
Lidl Peterborough Regional Distribution Centre
Manage Mentors
Matthew Douglas Ltd
MHA
MKM Building Supplies
Optimum Print
Pickering Interfaces Ltd
Porsche Centre Colchester
Reeman Dansie
Rose Calendars
SGN Ltd
The Howden Group Foundation
Thrive Gyms
Tiptree Patisserie
Tokio Marine Kiln
Total Clean
Tree and Lawn Company
UK Plumbing Supplies
Weeks Group

Looking to the future . . .

St Helena's long-term vision remains to grow and meet more needs of people at end of life in our community.

However, we are significantly impacted by the National Insurance and minimum wage increases from the Government budget of 2024, which created a significant predicted budget deficit for 2025/26. As a result of this, we had to take action to secure the long-term sustainability of the Hospice.

We have had to remodel our services and focus on the specialist complex care needs for people that are not met by Primary and Community Care. This sadly led to a small number of staff redundancies in summer 2025, and we were sorry to say goodbye to very valued colleagues.

This has resulted in a slightly smaller and more specialist service which is now financially sustainable and secures the long-term future of St Helena, with the ongoing generosity of our community, our business income and a grant from the NHS.

We remain committed to expanding our services in the future as our fundraising, businesses and NHS commissioning allow, and will seek opportunities for collaboration to offer more care across our community.

We will be aligning some of our services with the new NHS model of neighbourhood care as it develops in Essex, and are currently developing collaborative roles within Primary Care bringing Hospice expertise to more people living in care homes and those who are housebound.

We remain committed to meeting the needs of more people approaching the end of life in our community, supporting them to have dignity and choice.

Karen and Kate



“ I’m not scared of the word hospice
anymore. I should embrace it
because it’s giving me the best
quality of life possible. ”

Viv, patient



Contact us
01206 931 468
fundraising@sthelena.org.uk
sthelena.org.uk

Registered Charity Number 280919



Donate now to support St Helena Hospice
sthelena.org.uk/donate



St Helena
Hospice
For the people you love