



Southern Area  
Hospice Services

# IMPACT REPORT 2022-23



# CHAIR'S MESSAGE



I am pleased to report significant progress this year in the delivery of the Hospice's objectives despite many challenges such as Covid-19 and the cost-of-living crisis. We have seen the continued roll out of our revised Community Services model of support into an integrated, multi-disciplinary, community-based specialist palliative support service for adults and their families. This development was possible due to the funding we are receiving from the Department of Health's Cancer Charities Support Fund, managed by the Community Foundation, for which we are extremely grateful.

During this reporting period we finalised the strategy for Southern Area Hospice Services for the next 5 years (2023/24 - 2027/28). We do not underestimate the challenges we will face in delivering this strategy, but we are fully committed to ensuring that specialist palliative care services in the Southern Health and Social Care Trust area are delivered to meet the growing need of the local communities. We received £3.2million from our supporters and communities this year which is 65% of the total income we need to operate. However, given an environment of rapidly rising costs the amount we will need to generate in future years is expected to increase.

On behalf of the Board, I wish to thank all individuals, communities and companies who have supported and donated to us throughout this year. The easing of Covid-19 restrictions throughout the year has allowed supporters to re-introduce many fundraising events and many supporters have yet again overwhelmed us with their generosity. The Hospice is extremely grateful for this support and financial assistance – it could not provide its services to the community without this.

I want to convey my sincere thanks to our staff and the many volunteers who are so committed to the Hospice and have so generously given their support this year. With the continued support of our staff and volunteers, we look forward to continuing to enhance the delivery of our services within the community.

Patrick Loughran, Chair of the Board

# CHIEF EXECUTIVE'S MESSAGE



The entire Hospice team worked hard to ensure the Hospice had another successful year. I am very proud of them all and thank each and every one of them for their contribution to what we have achieved. We have a vast task ahead of us to deliver the 5-year strategy. We are working towards further developing our Hospice model to provide a full patient-centred service, including a 'hospice at home' service, an inpatient unit designed and equipped to the standards required and integrated working partnerships with other healthcare providers. To do this we will need to make sure we continue to have highly skilled multi-disciplinary teams across all aspects of the Hospice's work.

I also want to thank everyone who supports the Hospice. We are reliant on their generosity to deliver our services. We will want to work to grow this support as we deal with the challenges of increasing costs and the need to expand our services.

Liz Cuddy, Chief Executive



# WHAT WE DO

This again has been another exceptional year due to the ongoing impacts of the Covid-19 pandemic as well as the cost-of-living challenges. Our focus has been on continuing to provide services in a safe and effective way.

Southern Area Hospice Services aim to help patients who have received a palliative diagnosis live well with their condition and we provide this through an inpatient unit and community support.

## HOW WE MADE A DIFFERENCE

### Inpatient Unit



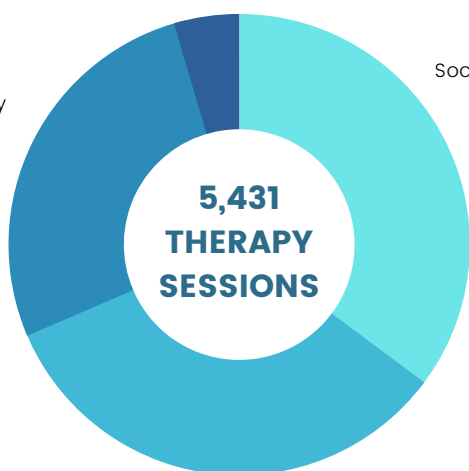
**234**

patients cared  
for in the  
inpatient unit.

Complementary Therapy  
248

Physiotherapy  
1,461

Social Work  
1,911

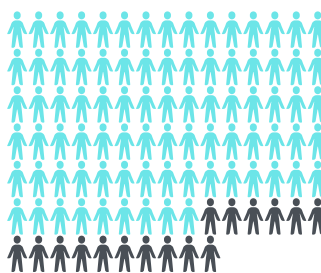


Chaplaincy  
1,811

**141**

patients were able to return  
home with improved  
symptom management.

### Community Services



**620**

referrals, 526 of  
these were cancer  
related.

Counselling  
565

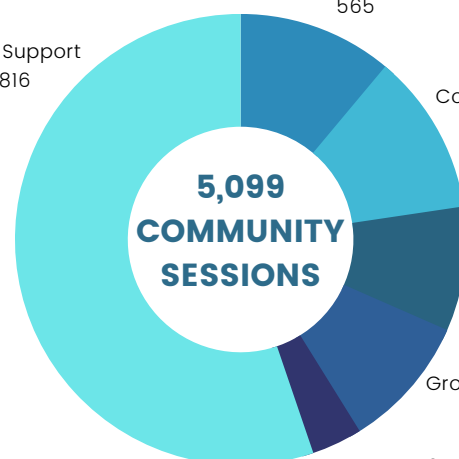
Patient Support  
2,816

Complementary  
Therapy  
590

Bereavement  
1-2-1  
455

Group Work  
488

Carer 1-2-1  
185



**4,738**

sessions  
in our Hospice Hubs or  
other community  
setting.

**361**

sessions  
in the patient's  
home.



# BRONAGH'S STORY



Bronagh loved life, she loved her family and her friends, she loved reading and anyone who knew her knew she loved her fashion.

Bronagh was admitted to the Hospice after being cared for at home by her family. Her illness progressed and she needed more support, her family knew the Hospice was the best place for her. Initially they were hesitant to have her cared for anywhere but at home, but they also realised that their mum needed the specialist care of the Hospice.

Admitting Bronagh into the Hospice gave the family precious time to be with her and each other, to talk and say all the things they needed to and to recall cherished moments and recount their happy lives together. Those memories are so important to them now.

When her grandchildren visited, they were able to enjoy the Hospice gardens. Her family have taken great comfort from the fact her grandchildren remember their beloved nanny in a place of calm and beauty.

\*Consent has been given by the family to share this story.

## THE POTTING SHED



Sarah\* started art therapy after her husband passed away. She had looked after him for 10 years, and when he died everything just stopped for Sarah. She felt she had to keep busy, she would do anything instead of grieving, she even sold her house, but she still felt lost.

Sarah started art therapy at Southern Area Hospice Services, and it turned her life around. In her first session she drew a huge, big cell. The significance of what she drew only came out towards the end of the sessions – it was her husband and his illness, and it was blue like she felt. Each week she attended, her mood lifted, and she wanted to show that she was moving out of this blue feeling and looking forward to colour in her life again. This turned out to be her in a potting shed and lots of bright colours and plants.

Sarah said, "I will always feel the loss of my husband but attending the art therapy sessions made me realise that I couldn't stay the way I was. The group of people and the sessions were just amazing, it is something people think I can't draw so I can't go to art therapy. It doesn't matter, when you are with other people who are walking the same path as you, they encourage you, they don't judge you – they help you."

\*Patient name has been changed.  
Consent has been given by the patient to share this story.

**SOUTHERN AREA HOSPICE SERVICES**  
**IMPACT REPORT 2022-23**



# HOW WE RAISED OUR MONEY

Thanks to the tremendous generosity of our supporters, we raised an outstanding £3.2 million. This extraordinary accomplishment was made possible through the success of various campaigns and initiatives, as individuals enthusiastically resumed their fundraising efforts.



**£206,000**

39 dedicated trekkers raised this extraordinary total by taking part in an unforgettable challenge through the Alps.



**£89,000**

Was generated by our Annual Lights Campaign in the run up to Christmas.



**£30,000**

Was raised by our Big Bucket Campaign which took place throughout the Southern Trust Area.



**£138,000**

81-year-old John Dalzell OBE, who completed his 31st Annual Christmas Sit Out and made this incredible donation.



**£154,543**

From 16 legacy donations.



**£295,000**

Raised from our corporate partners.



**£623,476**

Raised by our community and support groups.

*giftaid it*

**£111,023**

Generated by a 7% increase in the number of donors enrolled in Gift Aid.

## VOLUNTEERS



**300  
VOLUNTEERS**

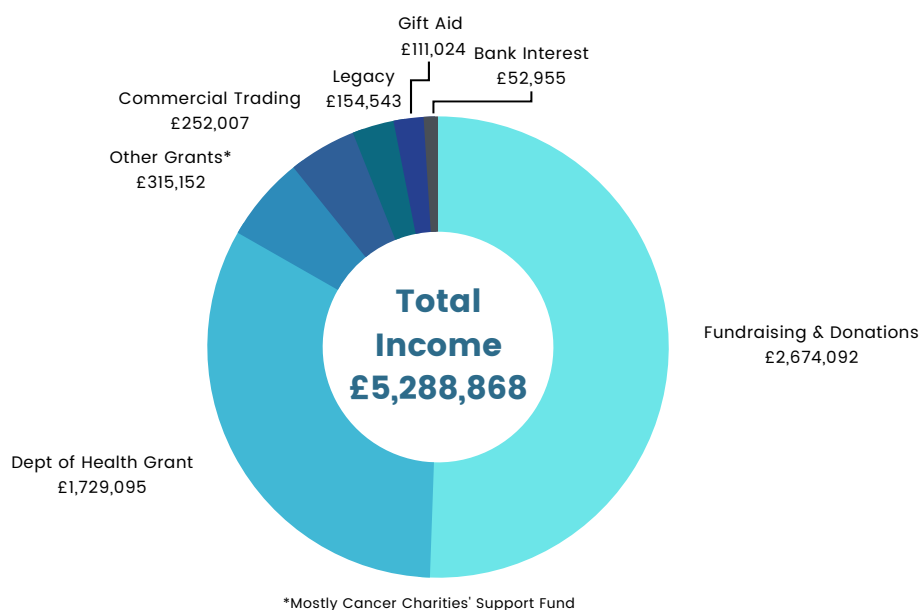
Our 300 volunteers make a huge contribution to the work of the Hospice. Their enthusiasm and skills enhance our service and make an impact on the lives of our patients, their families and our staff. The Hospice could not operate without the invaluable contribution of volunteers to its various departments and events.



# OUR FINANCES

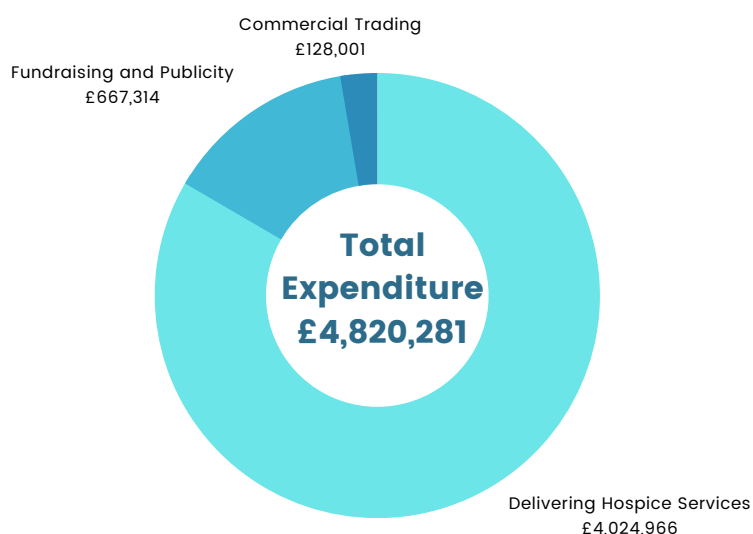
## What we raised

Our total income was £5,288,868. Income from fundraising and donations grew by 12%. Gift Aid income increased by 34%. Cancer Charities' Support Fund supported the development of Community Services – £0.3m.



## What we spent

Our total expenditure was £4,820,281. The cost to deliver care services increased by 11%.





# THE FUTURE

## Strategic aims over the next 5 years are:

To develop our delivery model into a wrap-around holistic service that can respond to patient choice and seamlessly provide multi-disciplinary care in an inpatient unit, in the home or through community hubs, as required.

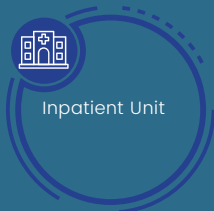
To protect the unique strengths that the Hospice has in its specialist palliative care skills and inpatient facilities.

To firmly establish the Hospice's role as a leading provider of specialist palliative care services in Northern Ireland.

## To achieve these aims, we will be focused on the following key areas:



Investment  
in Care Services  
Staff & Training



Inpatient Unit



Funding



Communications



Technology



Innovation  
& Collaboration



### Investment in Care Services Staff & Training

The staffing structure in the inpatient care services structure is already vulnerable to skills shortages within the sector. The Hospice needs to upskill and build capacity within care services, to ensure that it has a robust and firm foundation for maintaining its high quality of services, to meet the anticipated increase in demand, to optimise operating efficiencies and to protect against any future skills shortages.



### Inpatient Unit

The deficiencies and restrictions in the Inpatient Unit need to be addressed to meet current and future needs and provide an efficient work environment in terms of layout and running costs.



### Funding

The Hospice will require an increase in funding, to support investment in staff, communications, technology, a possible capital project, the expansion of community services and ongoing impacts of inflation. The Income Generation team has been reconfigured to include a small business development function which will add additional skills to this team.



### Communications

The Hospice will improve the understanding of its range of services across the Southern Trust area to ensure more people benefit from them as well as increasing the number of supporters - which in turn will improve income generation. The Hospice will review internal and external communications with all stakeholders to maximise its effectiveness.



### Technology

The Hospice will ensure that where possible technology streamlines processes and removes unnecessary administration, enabling expansion of service delivery without a direct and proportionate increase in back-office staffing.



### Innovation & Collaboration

Innovative thinking will be embedded across the organisation, with everyone encouraged to continually consider if there are new and more effective ways to operate and deliver services. Collaborative working with external partners and suppliers will be part of this innovative thinking, regularly considering if service delivery could be enhanced through collaboration.



# THANK YOU!

We wish to sincerely thank all individuals, communities and companies who have supported and donated to us throughout this year. We could not do what we do without your support.

## Can you help us continue our vital work in your local area?



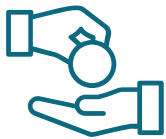
### DONATE

If you would like to make a one-off donation, a regular gift or a gift in memory of a loved one, please visit [www.southernareahospiceservices.org/donate](http://www.southernareahospiceservices.org/donate).



### PLEDGE

Gifts in Wills help us make a difference to patients and families dealing with a palliative illness far into the future. For more information, please visit [www.southernareahospiceservices.org/leave-a-gift-in-your-will](http://www.southernareahospiceservices.org/leave-a-gift-in-your-will).



### FUNDRAISE

Whether you walk, run, cycle or skydive, host a coffee morning or organise an event, there are lots of ways to raise vital funds for us. For inspiration, visit [www.southernareahospiceservices.org/fundraise-for-us](http://www.southernareahospiceservices.org/fundraise-for-us).



### VOLUNTEER

Become a volunteer, there are so many ways to get involved, from helping at an event to volunteering in our offices. Find out more at [www.southernareahospiceservices.org/volunteering](http://www.southernareahospiceservices.org/volunteering).

## Contact

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