

IMPACT REPORT

Dignity in Caring



2023/24

southernareahospiceservices.org

Who We Are & Our Services



Southern Area Hospice (SAH) provides the highest standard of specialist palliative care to the people of the Southern Health and Social Care Trust (SHSCT) area. We have been providing palliative care services for 35 years.

SAH supports people who, due to a palliative condition, are:

- Living with a life-limiting illness
- Caring for someone
- Experiencing bereavement grief

We provide patient-centred, wrap-around support for patients' physical, emotional, spiritual, and social needs. We also support families and care givers with their emotional and social needs.

SAH supports patients with complex, life-limiting conditions to live well with their condition from the point of diagnosis right through to end-of-life. SAH ensures that care is centred around each individual patient's wishes and needs.

We get to know our patients and their families to help make their stay at our Inpatient Unit (IPU) a home away from home. SAH's services include inpatient and community services in Newry and community services at our hub in South Tyrone Hospital in Dungannon.

Our Hospice has a multidisciplinary team (MDT) that provides medical and nursing care, social work, physiotherapy, occupational therapy, counselling, emotional and spiritual care, and alternative therapies such as reflexology and art therapy.

Our Vision, Mission & Values

Our Vision

Our Vision is that anyone with a life-limiting condition and their families should have access to palliative care of the highest standard to help them to live well with their condition and to ease any avoidable suffering or concerns.

Our Mission

Our Mission is to provide the highest standard of specialist palliative care to individuals with complex life-limiting conditions, irrespective of their condition or place of care. We will provide wrap-around support for their physical, emotional and social needs, and will also support their families through this process.

Our Values - SAH is guided by seven core values:

- **Dignity:** We will treat everyone with dignity and respect.
- **Listening:** We will listen to and respect individual's choices and preferences.
- **Compassion:** We will show caring and understanding for everyone.
- **Equality:** We will treat everyone the same, irrespective of gender, age, religion, race, or sexual orientation.
- **Integrity:** We will be honest, open and fair in all our dealings.
- **Innovation:** We will promote innovation and embrace change.
- **Excellence:** We will strive for excellence in everything we do.

Our Year in Numbers

Our Inpatient Unit (IPU)

87.3%

Bed occupancy rate

245

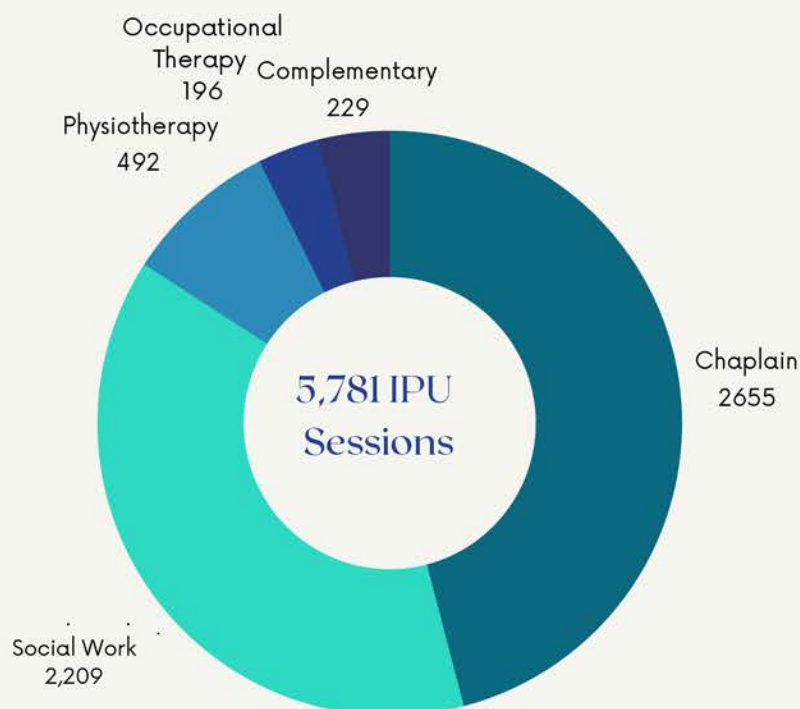
The number of patients the Inpatient Unit cared for

60%

Patient discharge rate

15 days

The average Inpatient Unit stay



A session is defined as the clinical or therapeutic delivery of care to patients, carers or bereaved. A session can be delivered individually or in a group setting and can be up to two hours in duration, depending on the type of care given.

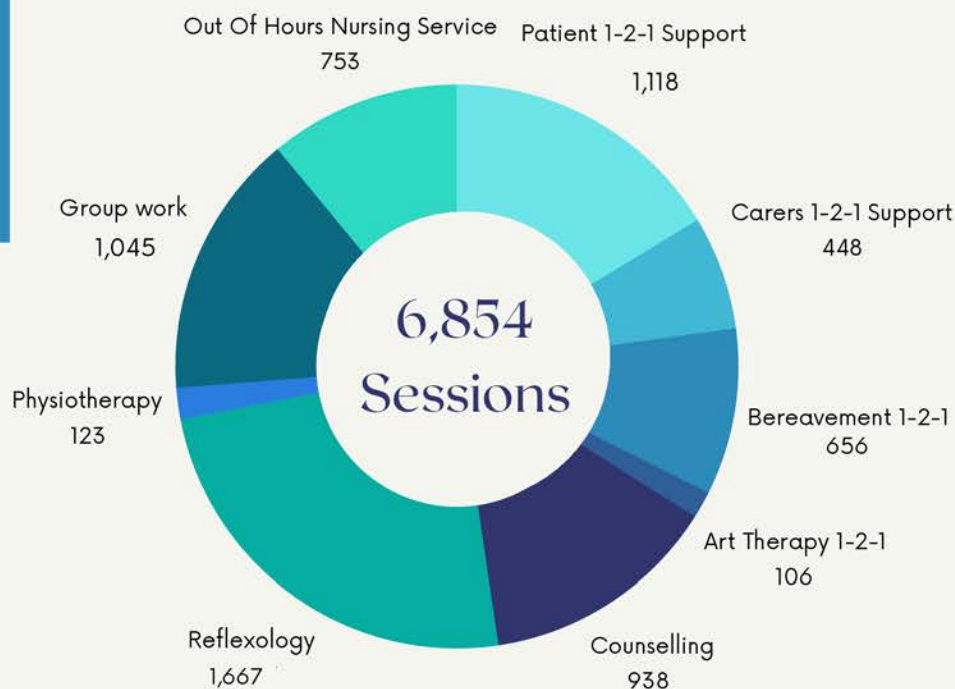


Our Year in Numbers

Community Services

614

People used our
community services



Out of Hours (OOH) Nursing Care at Home service supported 33 people to die at home, in accordance with their wishes.



More than 90% of patients reported a great deal or some improvement in general well-being, emotional well-being, spiritual well-being and stress and anxiety.

Our Chair and CEO



I am pleased to report another year of significant progress in the delivery of the Hospice's objectives despite the continued challenging economic environment, political uncertainty, and the cost-of-living crisis. During this reporting period, we implemented year one of our five year strategic plan. We do not underestimate the challenges we 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 growing needs. We received £3.6 million 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 will increase. On behalf of the Board, I wish to thank everyone who has supported and donated to us throughout this year. I also want to convey my sincere thanks to our employees and the many volunteers who are so committed to the hospice. We launched Project Future-Proof to ensure we develop the people, technology, communications and infrastructure needed to provide our services as healthcare needs continue to evolve in the future.

Patrick Loughran, Chair of the Board

The entire Hospice team worked hard to ensure we had another successful year. I am very proud of them and thank them for their contribution. We have made encouraging progress as we implemented many of our objectives in year one of the strategy. We were able to strengthen our talent in bringing in new people in Income Generation, Care Services, Communications and Corporate Services. We further developed our Hospice model to provide a full patient-centred service, including launching a 'hospice at home' service and further developing our Community Services support. I also want to thank everyone who supports the Hospice. We continue to be dependent on their generosity.

Liz Cuddy, CEO



A Relative's Story

Julie Ann Purdy

Julie Ann Purdy from Lurgan talks about her father's experience of the Southern Area Hospice 13 years ago and how she feels a strong connection to it.

My connection to the Hospice started over 13 years ago when my father, William, fell ill. My Dad had been in hospital for several weeks before being diagnosed with cancer.



When Dad arrived at the Hospice, he was in significant pain. Within an hour, the Hospice staff identified his needs and made him comfortable. He was even able to sit up and smile for the first time in a long time. The staff's expertise and specialisation were immediately apparent to us.

The Hospice's strap-line is "Dignity in caring," which reflects the staff approach. They regularly checked on my Dad to ensure he was not in pain, and on his final day, the doctor clearly explained the process we were about to face. The nurses were equally supportive, always available but never intrusive.

Despite the circumstances, there was a sense of calmness, warmth and control that prevented any panic. Dad's condition deteriorated rapidly and he passed away on the fifth day.

No one wishes to need hospice care, but I am profoundly grateful it exists. The compassion and professionalism my family experienced made an incredibly challenging time a bit more bearable.

The Hospice put my family at ease and took the burden of caring for my Dad away. That allowed us to focus on making the most of the time we had left together. I want to give something back to the Hospice so I began volunteering in January 2023. I help run the monthly Family Night for children who have been bereaved. I love working with the children and their parents and would recommend volunteering to everyone.

A Look Back

Care Services

Inpatient Unit

Admissions increased this year from last year with 234 new admissions to the Inpatient Unit and a total of 245 patients cared for. Total bed occupancy for the year was 87.3%. The average length of stay was 15.1 days. We had 167 patients admitted for the first time, with 67 patients requiring repeat admissions. 148 patients were discharged back home with improved symptom management or to their preferred place of care. The total number of Inpatient Unit therapy sessions for the year was 5,781.

Community Services

We have had 469 new referrals to our Community Services over the last year and had 614 people open to our service. We delivered 6,854 therapeutic sessions to patients, carers and bereaved families. 520 of these patients or family members were impacted by cancer and 94 were impacted by non-cancer related palliative conditions.

Income Generation

Yet again, the financial support we received from the Hospice community and corporate supporters in the reporting year was amazing. Despite the numerous challenges faced in a turbulent economic environment, marked by rising costs and global issues, the support and generosity of our loyal donors and supporters enabled us to generate an incredible £3.58 million, which was an increase from £3.2 million raised the previous year. This is 65% of our operating costs.

A Look Forward

Strategic Plan 2023 - 2028

In 2023/24, the Senior Leadership Team managed the implementation of actions planned for year one in the strategic plan agreed last year. The strategic plan covers a five-year period from 2023 - 2028. The Hospice does not underestimate the challenge it faces in delivering this strategy, but it is fully committed to ensuring that specialist palliative care services are delivered to meet the growing need of the local communities.

At the time of reporting Year 2 - 2024/25 objectives agreed by the Board are:

Investment in People and Training:

- Continue to strengthen the medical model in the Hospice to build resiliency and capacity to deliver specialist palliative care to meet the need.
- Strengthen medical assurance and governance by becoming a designated body.
- Enhance talent management across all teams in the Hospice to ensure appropriate succession planning, employee recognition and improved development of emerging leaders.

Innovation and Collaboration:

- Expand community services delivery to include a hospice at home model of care.
- Continue to develop closer and seamless collaborations with the SHSCT to meet the needs of our patients.
- Enhance employee recognition.

Technology:

- Begin the introduction of electronic patient management and prescribing systems.
- Optimise donor development system to improve information in income generation.
- Begin to research AI technologies to improve capability in fundraising.

Inpatient Unit

- Continue to progress the capital infrastructure project to address the deficiencies and restrictions in the Inpatient Unit to meet current and future needs and provide an efficient work environment in terms of layout and running costs.

Community Services

A Real Success Story

Our Community Services model of support is an integrated, multidisciplinary, community-based, specialist palliative support service for adults over 18 and their families. The Hospice has been able to significantly develop and expand its community services thanks to the funding it received from the Cancer Charity Support Fund.

The service provides physical, psychological, emotional and spiritual support to patients with a palliative illness and their families. The service is provided in the person's home or in one of the SAH hubs in Dungannon or Newry. Services can be delivered individually or as part of a group and are designed in conjunction with patient and family needs.

Community Service Statistics

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| <ul style="list-style-type: none">• 303 patients supported• 144 carers/ relatives supported• 167 bereaved individuals supported• 1,113 sessions delivered in homes• 3,081 sessions were delivered in one of the Hospice hubs or a community setting• 2,660 telephone or virtual sessions | <ul style="list-style-type: none">• 1,118 patient 1-2-1 support sessions• 448 carers 1-2-1 support sessions• 656 bereavement 1-2-1 support sessions• 938 counselling sessions• 1,667 complementary therapy sessions were delivered• 1,045 sessions of group work. |
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We also saw a significant increase in attendance at group sessions in the reporting period, and feedback from attendees has been very positive.

Patient and Family Reflections

Bereavement Services

"I had been referred to SAH as I cared for my mum in her final few months and now as a bereaved daughter! I would like to commend both the outreach nurse and outreach social worker for the amazing 1:1 work they have and still are providing for me as I travel through the grief journey! Their commitment and empathy has been second to none."



Bereavement Services

"This service you provided to me helped me realise that I wasn't alone in dealing with my grief. I was a sole carer & your support helped me to understand & move forward with dealing with my lose."

Inpatient Unit and Community Services

"The care was spectacular for my father-in-law. The hospice staff were very attentive and quickly managed his pain. I found the chaplain support particularly helpful. Every member of staff ensured our whole family's needs were met."

Out of Hours Nursing Service

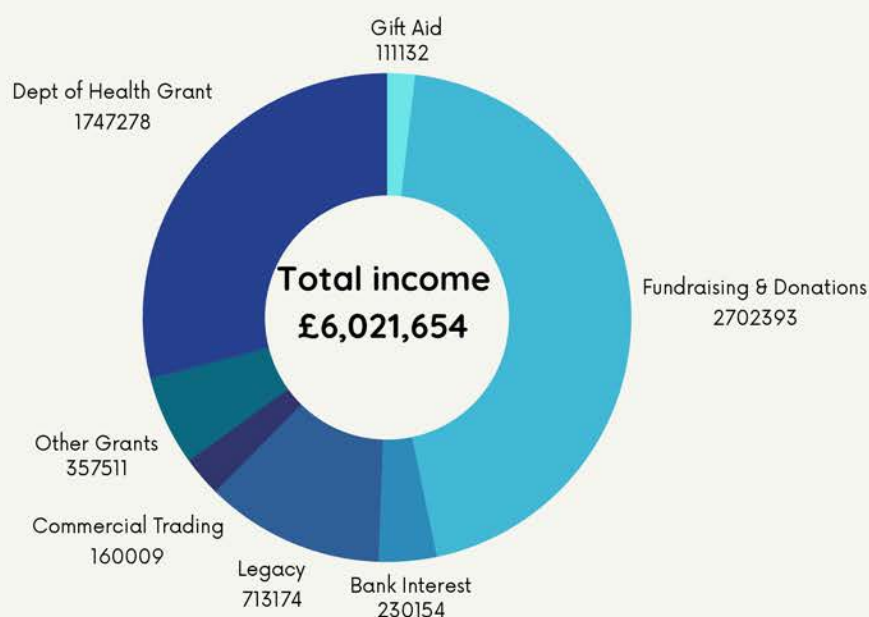
"We couldn't have done without the nurse; one nurse was out four times at that time of the night, and the nurse only seemed to be a few minutes. They knew exactly what to do. I felt so supported but I am so sad now. I wouldn't have known who to ring if the nurse didn't ring me every night at 10pm. That call was so comforting."

Inpatient Unit and Community Services

"I can't say enough good things about Southern Area Hospice. The facility and staff are excellent. They made us feel very welcome and treated my father with utmost respect and dignity. They are very caring and professional."

Our Income and Finances

What we Raised



What we Spent



Sheila's Reflections on 50 Years Working at the Hospice

My name is Sheila McGivern. I started working at the Hospice when I was 14 years old. It was known as the "St. John of God." I worked on the maternity floor and gained a lot of experience at a young age. It was a great place to work for your first job. I believe it made me the person I am today.



Without our invaluable Hospice supporters across the Southern Health and Social Care Trust area we could not continue providing this specialised service. To the public arriving daily at front of house, when they hand me their donation I say, "This is not our Hospice, it is yours".

From my own perspective, Hospice care has changed for the better over the years. We have a lot more services available for patients, carers and family members e.g. counselling, bereavement, reflexology, art, walking groups, to name a few, and each one as important as the other.

More recently, our Community Services has become very specialised. They provide care where the patient does not have to come to us, we can go to them and look after them and their families with the same dedication and expertise. I believe this has been invaluable.

I embrace how the Hospice reaches out to families and loved ones in their time of need. I experienced this first-hand when before the Hospice came into being, my father was admitted to St. John of God Hospital and looked after until his passing. My Mummy, who worked here for over 25 years, and my late brother, were both cared for here until their passing. I saw the exceptional, dedicated and loving care given to each of my family members, and this has stayed with me. I felt I had to give something back as I love and enjoy working with this one BIG FAMILY who work hard every day.





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