



**evora**  
Hospice Care

# Impact Report 2024/25

Formerly Southern Area Hospice Services

# A message from our CEO

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This year marked a bold and exciting step forward for Southern Area Hospice as we launched our new name and brand — Evora Hospice. This evolution reflects who we are today: a modern, vibrant organisation deeply rooted in the communities we serve and care for. It also represents a confident step toward the future, reinforcing our vision to continue delivering the highest standards of palliative care across the counties of Armagh, Down and Tyrone for many years to come.

Our new identity is just one part of a wider commitment to future-proof our services. This includes our vision and ambition to develop a new hospice facility in Newry to ensure we can meet the growing and changing needs of those we care for. To help inform this vision we want to talk to our supporters, those who have used our services and those who are interested in developing services in our area as they need to influence this.

We know this ambition will be a long-term undertaking, requiring collaboration and support from our incredible staff, volunteers, donors, and the wider community.

I want to take this opportunity to thank our dedicated hospice team — their resilience, compassion and professionalism continue to drive our mission forward. In the words of a family member whose father was recently in our Inpatient Unit: “the person-centred and holistic care we received was second to none. All of the staff treated dad with dignity and care; they supported us as a family which enabled us to support dad and to spend special moments with him.”

I am immensely proud of what we have achieved together this year, from continuing to deliver high quality services; enhancing how people access our services through our new website, to strengthening our strategic direction and developing our people. It has been a busy year — but a very successful one.

To all who support us: thank you. Your generosity and belief in our work sustain us and give us the strength to move forward with confidence. We look forward to continuing to work with you as we cannot do what we need to do without your support.

**Liz Cuddy**  
Chief Executive

# Our mission, vision and values

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## Our Vision

Our Vision is that anyone with a life-limiting condition, and their family, 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 Values

We are guided by seven core values that are central to every aspect of our service:

## 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 Services

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Evora Hospice, formerly Southern Area Hospice, provides the highest standard of specialist palliative care to the people of the Southern Health and Social Care Trust area. We have been providing palliative care services for 35 years in the counties of Armagh, Down, and Tyrone.

We support 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.

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



We get to know our patients and their families to help make their stay at our Inpatient Unit a home away from home. Our services include those delivered by our Inpatient Unit and within the community, including at our Wellbeing Centres in Newry and Dungannon (in South Tyrone Hospital).

Our hospice has a multi-disciplinary team 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.



# 35 years of hospice care

One of the standout moments of the 2024/25 year was a special celebration marking 35 years of Southern Area Hospice.

In October, we were proud to host an unprecedented gathering of 80 Hospice staff at the Canal Court Hotel, Newry — a moment for reflection, gratitude and celebration.

What began in 1989 as a six-bed unit in Newry has grown into a vital service delivering specialist palliative care to over 1,000 patients each year in the counties of Down, Armagh and Tyrone.

Today, our services extend far beyond our Inpatient Unit, out into the community supporting people in their homes or in one of our Wellbeing Centres in Newry or Dungannon, and at night via our Out of Hours nursing service.

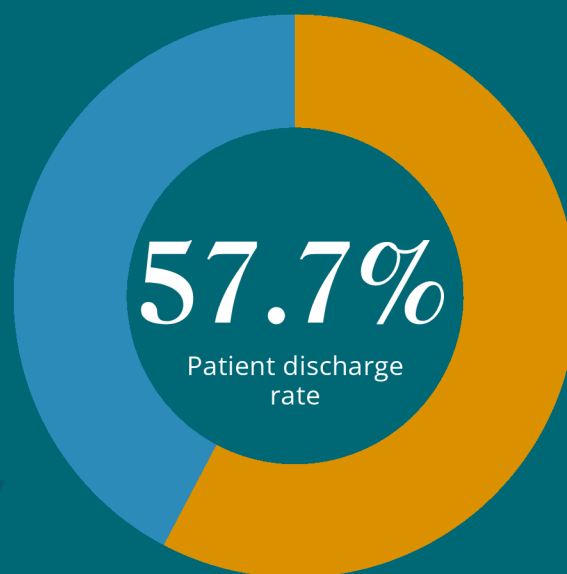
This commemorative event, kindly sponsored by Health Matters, recognised the outstanding efforts of our staff — past and present — whose compassion and commitment have shaped the Hospice's journey over three and a half decades.



It is the people behind the service we provide who have made it all possible. To every member of staff, past and present, thank you. Your hard work and compassion define who we are.

**Liz Cuddy**  
Chief Executive

This milestone served not only as a celebration of the past but as inspiration for the future, reaffirming our commitment to ensuring everyone in our community has access to compassionate, specialist palliative care when they need it most.



## Our year in numbers



239 patients cared for by our Inpatient Unit

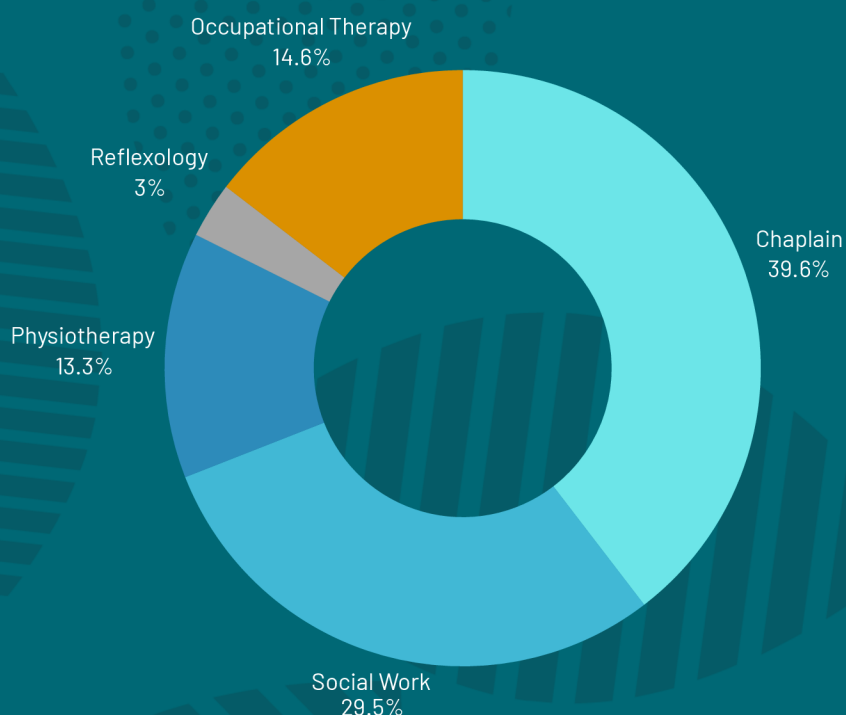
16.3  
Average length of stay in the IPU

664

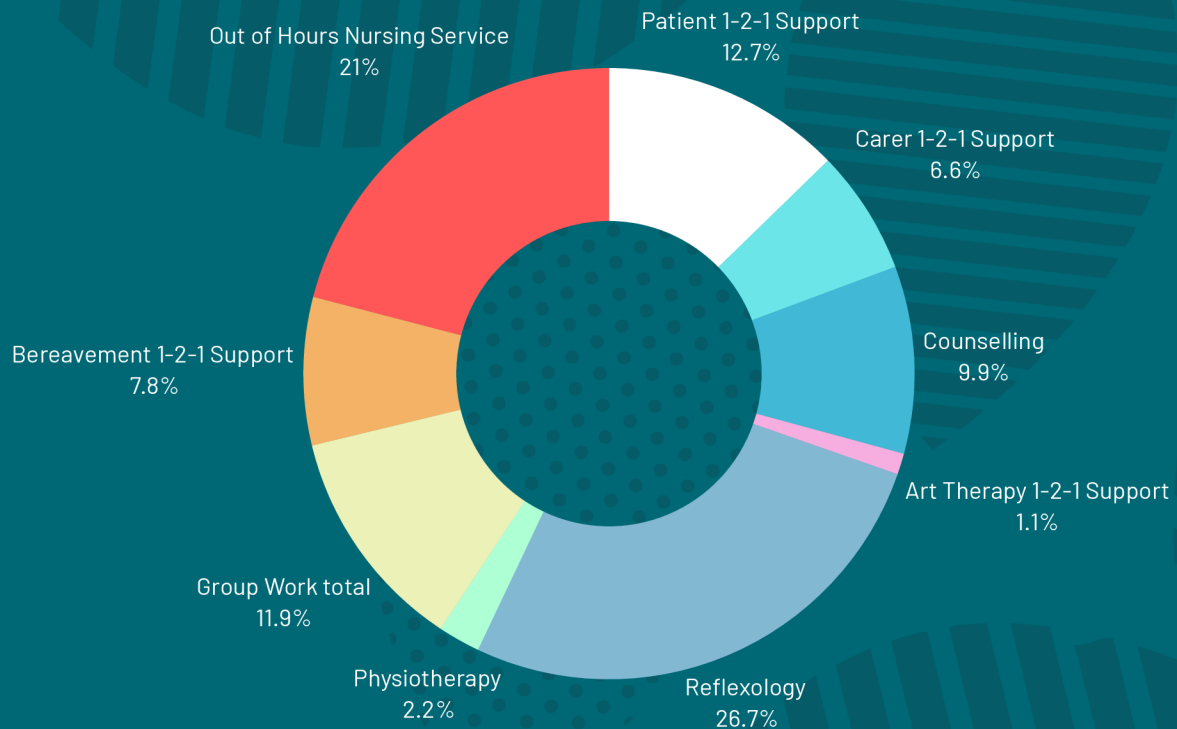
Total number of people who received community services

250

Volunteers who help and support us in the hospice



## 7,360 total Community Services Sessions delivered



# £3.42 million

The amount raised by our Income Generation Team and all our supporters for the hospice in 2024/25

# 65%

of the income to run hospice is raised by our supporters

## Main areas of income 2024/25

Income Source	Amount Raised (£000's)
Community Fundraising	1,076
Legacies	214
Corporate	381
Events	951
Individual / Regular Donations	53
Gift Aid	159
Trusts	94
Lottery	79

To achieve such exceptional results amidst an extremely challenging and competitive funding environment is a testament to the unwavering commitment of our staff, volunteers, community, and corporate supporters. The hospice extends its sincere thanks to every individual who has stood by our side, demonstrating their incredible support. We are profoundly indebted to every person who has played a role in our continued success.

# Learning to smile again

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✓ shared with permission

**This is Christine's story, one of love, loss, and how the right support can help even in the darkest of times.**

Christine and her husband Kevin were inseparable. For 43 years, they built a life together in Newry, side by side in everything they did. Where you saw one, you always saw the other. When Kevin was diagnosed with cancer, Christine's only thought was to be there for him. As his health declined, they cherished every moment at home, making the most of their time together, as they always had.

When Kevin sadly passed away, the world Christine had known disappeared, she lived alone for the first time in her life, the home they had filled with laughter and conversation was suddenly silent.

A year passed. Encouraged by her niece, and following a gentle nudge from her daughter, Christine reached out to the hospice and took her first step toward healing. What started as an hour of quiet relief in the capable hands of our reflexologist, Ann, soon became something much more: a lifeline.

Reflexology sessions offered a much-needed hour of peace, a sanctuary and escape from the quiet loneliness of home. Encouraged by her conversations with Ann, Christine reached out to our bereavement support services.

Through one-to-one counselling and The Bereavement Journey programme, led by our chaplain, Jim, Christine found something she never expected: friendship and hope in a warm and welcoming group of people experiencing similar loss, who understood her pain. Each session lifted a little of the burden, replacing sorrow with understanding and isolation with friendship. Slowly, Christine began to find her way forward.

"I didn't think anything could ease the pain of losing Kevin, but the kindness I found here, the people who listened, the moments of peace, it all helped me find my way back to living again."

**Christine learned to smile again at the memories of Kevin, and knew that living a full life is what he would have wanted for her.**



# We get by with help from our friends

Friends of Southern Area Hospice in Lurgan recently celebrated its 25<sup>th</sup> anniversary. Over the years, I've met so many lovely people, many who have lost loved ones to cancer or who have experienced hospice care firsthand.

To date, we've raised an incredible £1,043,805. We originally thought we would stop fundraising once we hit the million mark — but how could we? The hospice will always need funds and people willing to support its work.

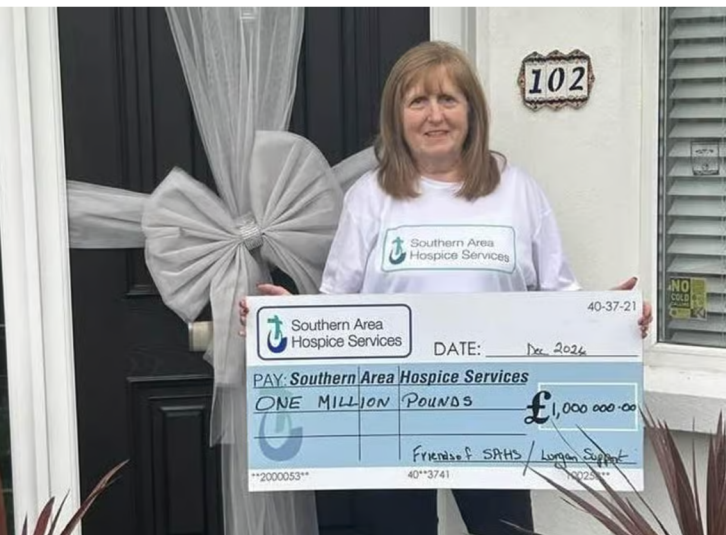
Our work is made possible by our dedicated team of volunteers: Anne Dalzell, Anne Nugent, Ann McSherry, Angela Boyle, Denise Maguire, Jean Mc Veigh, Josie Quinn, Siobhan Murtagh and Ursula Magee, and I would be absolutely lost without the additional help from my close friends Cathy McNally, Mary Hamilton and Roisin Neeson who are always happy to get involved with all our events.

We're so grateful for the extra helping hands we receive from friends and the wider community. We truly couldn't do what we do without you.

## Deirdre Breen

Friends of Southern Area Hospice Lurgan

**We're fortunate to have so many volunteers like Deirdre who support us. Every volunteering action, contribution, and donation is needed to ensure we can continue to provide our services.**



The support from these individuals has been incredible. Even during the COVID years, when everything felt uncertain, our community's support never wavered. People continued to donate, and we received phenomenal backing from our local GAA clubs and Orange Lodges, helping us raise £55,000 for the hospice when it was needed most.

In December 2024, we reached an amazing milestone — raising £1,000,000.

# Out of Hours Nursing Care at Home

**In February 2025, we expanded our Out of Hours Nursing Care at Home service to support even more patients.**

Initially a pilot funded by the Cancer Charities Support Fund, the service has been running since July 2023 and operates in the BT35 and greater Newry area, providing essential assistance to patients and their families during night-time hours, ensuring care and comfort at home.

Following a review of the pilot and its success, we decided to expand the service to all palliative conditions and widen the referral criteria. The service is now funded by the hospice and we hope to expand it beyond the greater Newry and BT35 area in the future, conditional on securing additional funding.

Our Out of Hours Nursing Care at Home service is delivered by a team of experienced hospice nurses. It is designed to complement and collaborate with voluntary sector partners and the Southern Health and Social Care Trust to enhance end-of-life care for palliative patients.

**This service has already been a lifeline for many, and by increasing its reach, we can provide even greater comfort, reassurance, and specialist care to more individuals when it is needed most.**

**Bernie Farrell**  
Community Services Manager





# Living Well Café

**Our first-ever Living Well Café in our Wellbeing Centre in Dungannon was officially launch in March 2025.**

After the success of the programme in our Newry Wellbeing Centre, it was decided we should expand this service for the benefit of the community in the Dungannon area too.

The Living Well Café is open to patients and those caring for patients who are suffering from an illness that cannot be cured. It provides the perfect place for individuals to come together, share, connect and benefit from the support of those who may be going through similar challenges, while also learning more about the services and support which is available for them through hospice care.

The Living Well Café at our Dungannon Wellbeing Centre ran fortnightly from 31<sup>st</sup> March until 26<sup>th</sup> May 2025.

The Living Well Café is a welcoming space to meet others with shared experience. It provides a supportive environment, helps people feel less alone, and offers a sense of community and understanding.

**Emily Murray**

Head of Patient and Family Services



# Working Smarter

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**We are making a significant leap forward in digital healthcare with the adaptation of the Optum (EMIS) electronic prescribing and administration system.**

The integration of this technology will bring major benefits, particularly in streamlining patient care, improving access to crucial medical information, and enhancing overall efficiency. The full rollout and review is expected to take a year.

This system will improve the recording, updating, and access of patient information, enhance medicine prescribing and risk management, provide real-time statistical data, and strengthen the measurement and analysis of patient outcomes to ensure seamless continuity of care.

We have also introduced Office Vibe, an employee engagement tool built to maximise feedback and recognition of our staff, and upgraded our IT infrastructure to improve functionality and security.

# Investing in people

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This year, we enhanced our skill mix in Care Services through several new appointments to the team and reaffirmed our commitment to on-going training to ensure we continue to provide the highest standard of palliative care.

A comprehensive review of our recruitment and selection procedure and policy was completed and recommendations implemented to streamline the process, resulting in reduced time to hire, allowing us to focus our energy on staff retention and patient care.

We are also committed to upskilling our team and launched a new Leadership Development Programme to find and nurture the healthcare leaders of tomorrow.

**We want to thank our entire hospice team, past and present. You are the beating heart of hospice care and an inspiration to us all.**



# Every Moment with Everyone

**In June 2025, we officially revealed our new name and brand: Evora Hospice.**

At an event in the Seagoe Hotel, Portadown celebrating our 35-year anniversary, we unveiled our new name, brand identity, and website.

Our new name and brand are a true reflection of who we are today: modern, vibrant and rooted in the communities that we serve.

Evora derives from the Celtic word for yew, reflecting our roots in Newry, a word that also means yew. Evora is also the district of Portugal where St John of God was born providing a strong link to our legacy as an organisation founded by the Sisters of the Order of St John of God.

The development of our new name and brand is also about looking confidently to the future and is an important part of our vision to ensure the continued provision of the highest standards of palliative care for many years to come.

Alongside the reveal of our new brand, we also set out our ambition to build a new world-class hospice facility within the Newry area.

Fulfilling this ambition will be a long-term commitment and will require a concerted effort by Evora Hospice, our supporters, stakeholders and the wider community in the years ahead.

But we have great determination to turn our ambition into reality and we look forward to talking to our supporters so we can work together to develop this ambition so we can meet the growing need for our services in the Southern Health and Social Care Trust region.



Development of our new brand and website was made possible through an award from Dormant Assets NI, delivered by the National Lottery Community Fund.



Delivered by

**THE NATIONAL LOTTERY  
COMMUNITY FUND**

# Finding Hope: Pat's story

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My journey began with counselling sessions with Lisa, from there, I received six sessions of reflexology and later I was introduced to Jim who guided me through the bereavement journey programme, which I found incredibly supportive. I also attended the bi-weekly Drop-in Café where I was able to connect and understand with others.

In October 2022, my world changed forever when my daughter, Clare, passed away suddenly at only 33 years old. My husband and I were utterly devastated. Only four months later, in February 2023, my husband, Dermot, passed away following a two-year battle with cancer.

**Overnight, my home, which had once been filled with laughter and love from three people, was left with just one.**

During this time, I was struggling with depression and was attending regular visits with my mental health nurse, who referred me to Evora Hospice for bereavement counselling.

I hadn't realised I was eligible for their support, as Dermot hadn't received hospice care during his illness. I am beyond grateful for this referral, because without the hospice, I truly do not know how I would have coped.

The hospice bereavement services have been an amazing lifeline. Meeting others who are also navigating grief – especially at the drop-in café – has brought a sense of comfort. The bereavement journey helped me to understand and process my grief in a meaningful way.

Everyone I have met through the hospice has been compassionate and supportive, but Jim in particular has had a profound impact as he is approachable, kind and someone I found easy to talk to.

I would wholeheartedly recommend the hospice bereavement services to anyone who is struggling with loss, whether their loved one received hospice care or not. These services made a world of difference for me. I was feeling broken, and through the hospice I've found hope, healing and the strength to carry on.

**Pat Donaghy**

# A message from our Board

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I am proud to reflect on what has been a truly transformative year for Southern Area Hospice. Building on the strong foundations laid in previous years, we've taken major steps forward in delivering our strategy. One of the most significant milestones has been the launch of our new name and identity — Evora Hospice.

This rebrand is far more than a new logo or visual identity. Evora reflects the values that continue to guide us: compassion, dignity, expertise, and a deep-rooted connection to the communities we serve. It embodies a hospice that is modern, forward-thinking, and committed to evolving to meet future needs, while honouring the legacy and trust built over many years.

We also launched a new, user-friendly website to ensure easier access to our services, information, and support — whether for patients, families, professionals, or fundraisers. These developments are key to how we deliver on our vision for the future of hospice care in the Southern Health and Social Care Trust area.

The response from our supporters this year was incredible. Once again, their commitment to the hospice has proven to be immensely impactful. Despite the formidable challenges still facing our local community, support groups, and businesses, they have continued to rally behind our cause with unwavering generosity.

Our staff, across all teams, are committed, hardworking, and dedicated. I thank each and everyone of you. A patient recently remarked: "Every single member of the team, from student to senior management, in every area of the hospice, have been simply AMAZING."

On behalf of the Board, I want to express my heartfelt gratitude to everyone who has supported us this year. To our volunteers, donors, and wider community — thank you. Your belief in our mission and your continued partnership are what enable us to evolve, grow, and meet the future with confidence.

**Patrick Loughran**  
Chairman



**evora**  
Hospice Care

# Every Moment with Everyone

**Evora Hospice**

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