



evora
Hospice Care

Impact Report 2025/26

Formerly Southern Area Hospice Services

A message from our CEO



This year has been a defining one for Evora Hospice as we moved from launching our new identity to truly living it. Now, one year on, Evora has become firmly established as the modern, compassionate and community-rooted organisation we set out to be.

Our rebrand was driven by the need to clearly reflect who we are today and the future we are working towards: a hospice that is forward-thinking, accessible, and deeply connected to the people we serve. Alongside this, our new website has played an important role in improving access to information and services, ensuring patients, families, and supporters can engage with us more easily and confidently.

As we look to the future, our commitment to develop a new hospice facility in Newry remains a central priority. We have taken important steps forward, listening to our supporters, engaging with families who have used our services, and beginning conversations with those who want to help shape the future of palliative care in our region. Their voices are essential as we plan for a facility that will meet the evolving needs of communities across Armagh, Down and Tyrone.

This is a long-term ambition and it will require partnership, collaboration and

the continued support of our incredible community. But together, we are laying the foundations for a hospice service that is resilient, responsive and ready for the future.

We have continued to strengthen our services, enhance how people access support, and invest in our people and our strategic direction. It has been a year of progress, learning and meaningful impact, and one we can all be proud of.

I want to express my heartfelt thanks to our dedicated Evora team. Their compassion, professionalism and unwavering commitment continue to define the experience of every patient and family we support. I would also like to extend my sincere thanks to our volunteers, donors, partners and wider community, whose generosity, time and belief in our mission sustain us and make our work possible. We are deeply grateful for your continued support.

To everyone who supports us: thank you. We cannot do what we do without you, and we look forward to continuing this journey together as we shape the next chapter of hospice care in our community.

Liz Cuddy
Chief Executive

Our mission, vision and values

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:

Dignity
Respect
Compassion
Equality
Integrity
Innovation
Excellence

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

For over 35 years, Evora Hospice has provided the highest standard of specialist palliative care to communities across the counties of Down, Armagh and Tyrone.

We support people who, due to a palliative condition, are:

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

We provide compassionate, patient-centred care that supports every aspect of a person's physical, emotional, spiritual, and social wellbeing.

We care for people with complex, life-limiting conditions from the moment of diagnosis through to end-of-life. We ensure that care is centred around each individual patient's needs and wish.

Our support extends to families and caregivers, ensuring they feel understood, included, and cared for throughout their journey.



By getting to know our patients and their families, we create a sense of home and comfort, whether they are staying in our Inpatient Unit, receiving support at home or in one of 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.

Safety, compassion and understanding

Patient Story

As a woman in my fifties who had worked in the NHS, and like many people, I had my own ideas, and fears, about what hospice care might be like. Those fears began to dissolve the very moment I came through the door of Evora Hospice.

From that first encounter, I felt seen, heard, and truly involved in my own care. The receptionist was incredibly welcoming and couldn't have done enough for me. Nothing felt like too much trouble.

For the first time since my diagnosis, I didn't feel like a condition or a case. I felt like an individual. I felt like myself. This is my journey, with my own needs and my own experience of palliative care, and Evora recognised that from the very beginning.

The empathy shown to me was overwhelmingly beautiful. The hospice felt like a home away from home, a place that offers security, peace of mind, compassion, empathy, and, most of all, understanding. There is something deeply comforting about being in an environment where people continually ask how you are, not just how your illness is.

Nothing is ever too much to ask. The doctors and nurses take time to explain what is happening in a way I can fully understand without medical jargon, and they always ask my opinion. They speak to me at my level, and that matters more than I can say.

There are many moments that stand out to me, and one example that comes to mind is how the doctors take time to go above and beyond their duty of care. I am always kept informed and involved, especially at times when I feel anxious. Being kept "in the loop" and having things explained clearly brings an enormous sense of reassurance and trust.

I truly cannot praise this hospice enough. It has changed my life. I believe in commending a place when there is genuine reason to do so, and Evora offers contentment at a time when life can feel anything but settled. I have complete trust in Evora Hospice and every single person within it.

For anyone who may need hospice care in the future, I want you to know this: it is not what you might fear.

It can be a place of dignity, warmth, understanding, and humanity, and Evora Hospice embodies all of that.



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It's knowing where it's going, knowing it will help others, people I'll never meet...that brings me real joy.

Care that lives on

Compassionate care is made possible by the kindness of our community. That kindness helps provide reassurance, dignified care and support for families during life's most difficult times.

Some supporters choose to continue that kindness into the future by remembering Evora Hospice in their Will, helping future generations receive the comfort and compassion they need.

After years serving in the Ambulance Service, Alan saw first hand how vital compassionate care is for families facing the hardest times. Those experiences inspired him to leave a gift in his Will to Evora Hospice.

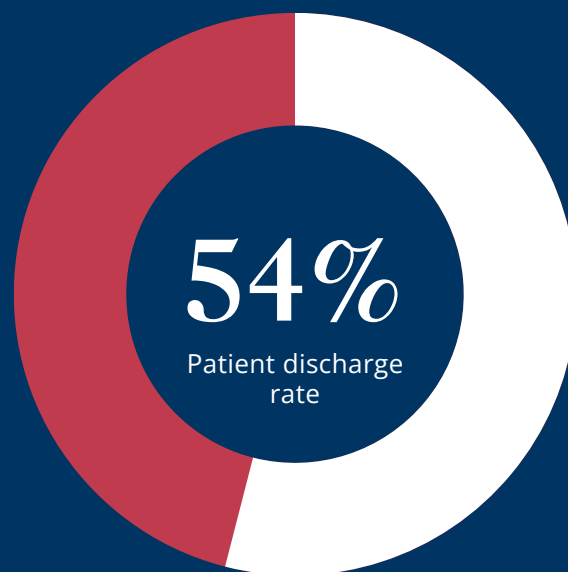
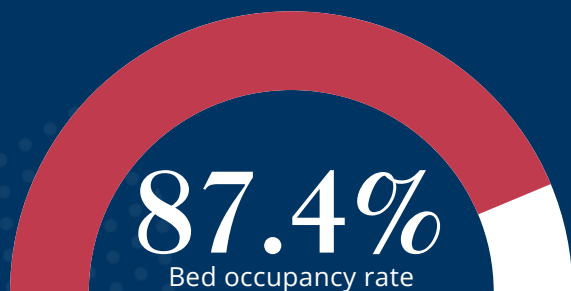
His generosity is helping ensure others continue to receive care and support when they need it most.

Alan said: "We all look after each other. That's what it's all about. Care, love and compassion."

Leaving a gift in your Will is a deeply personal decision, and loved ones always come first. Even a modest gift can make a lasting difference.

For anyone who may wish to explore Gifts in Wills, Elley from our Supporter Care Team is happy to speak confidentially and without obligation. Email supportercare@evorahospice.org for more information.

Our year in numbers



219 patients cared for by our Inpatient Unit

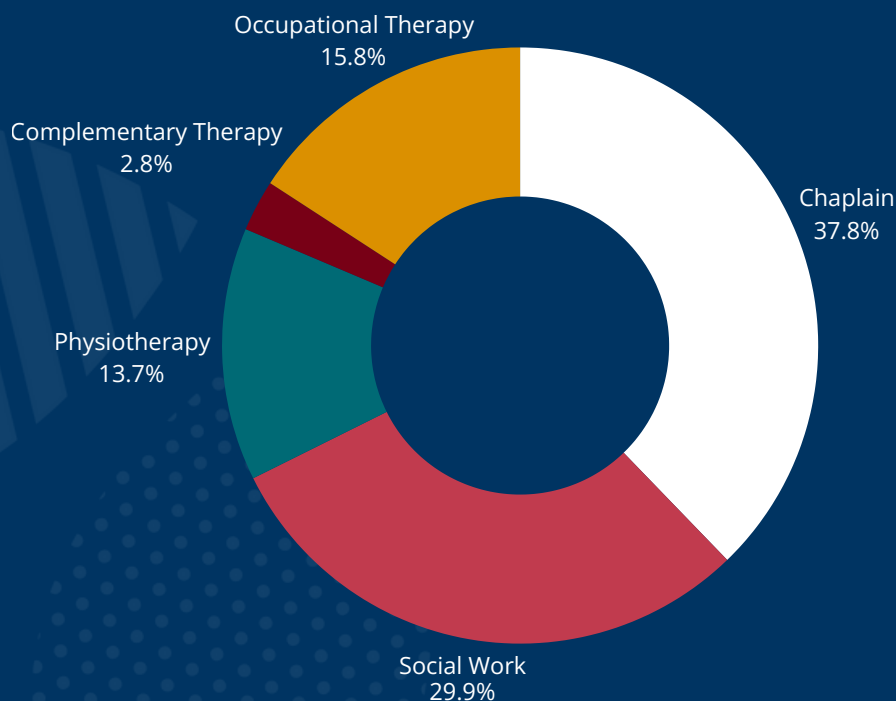
17.4
Average length of stay in the IPU

721

Total number of people who received community services

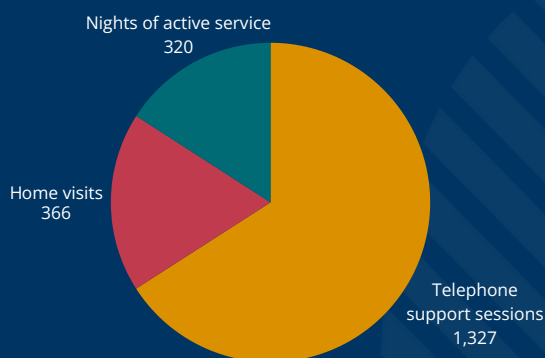
254

Volunteers who help and support us in the hospice



100%

of survey respondents* reported that all Evora Hospice staff treated them with courtesy, dignity, and respect; that the cleanliness of the hospice was excellent or very good; and would recommend hospice.



84 patients and their families received out-of-hours nursing care at home

721 individuals were actively supported through our community-based palliative and supportive care services. In total, the team delivered **7,374** therapeutic sessions to patients, carers, and bereaved families.

- **1,806** home sessions
- **2,136** hospice hub or community sessions
- **3,432** telephone or virtual sessions
- **966** 1-to-1 patient support sessions
- **555** 1-to-1 carer support sessions
- **787** 1-to-1 bereavement support sessions
- **621** counselling sessions
- **1,879** complementary therapy sessions
- **812** group sessions

£3.63 million

The amount raised by our Income Generation Team and all our supporters for the hospice in 2025/26

Main areas of income 2025/26

Income Source	Amount Raised (£000's)
Community Fundraising	1,250
Legacies	146
Corporate	606
Events	904
Individual / Regular Donations	64
Gift Aid	144
Trusts	163
Lottery	151

65%

of the income to run hospice is raised by our supporters

The support we have received this year has meant so much to everyone at the Hospice. In a difficult fundraising environment, the donations reflect the value our community places on the care provided every day by our staff and volunteers. We are sincerely grateful to every individual, family, group, business and corporate partner who has stood with us. Your kindness allows us to continue caring for local people and their families when they need us most.

*survey sample size: 83

Collaboration and advocacy

We have strengthened our voice regionally and nationally, contributing to palliative care forums, conferences, and policy discussions.

We helped shape the Department of Health's Inquiry into Access to Palliative Care, launched in December, with many recommendations reflecting our own priorities for improvement.

We also hosted members of the Health Committee during the year, and more recently the Health Minister, Mike Nesbitt, reflecting growing recognition of the importance and impact of our work.

Our partnership and collaborative working within Hospice Alliance Northern Ireland developed significantly to become a credible lobbying and influencing voice for hospices, and our chief executive Liz Cuddy is pleased to hold the post of co-chair.

Our strengthened partnership with the MND Association has expanded support for people living with MND and their families. Through this collaboration, individuals can access a holistic range of services, a significant achievement for emotional and psychological support.

We remain the lead partner with Queen's University Belfast (QUB) on research into grief interventions.

We also continue to support the development of the future workforce, providing placements for nursing students from Ulster University and fifth year medical students from QUB.



During my visit to Evora Hospice, I have seen first-hand the powerful potential of community action when it comes to delivering outstanding cancer support.

Mike Nesbitt
Health Minister

Developing our people

We invested heavily in our people, strengthening clinical expertise and enhancing multidisciplinary care. This investment ensures our patients receive the very best care.

We recruited Specialty Doctor Sarah O'Hare, bringing our specialty doctor team to three. We also welcomed full-time Pharmacist Sarah Mooney to the team. Siobhan McKibben completed the Specialist Palliative Care Social Work Award.

A major milestone was achieved when Bernie Torley completed her MSc Advanced Nurse Practitioner and became our first Consultant Nurse in Palliative Care in NI.

Bernie Farrell will complete Specialist Nursing Practice & V300 in September and was recently announced as runner-up for the Team Manager Award at the 2026 RCN Northern Ireland Nurse of the Year Awards in recognition of her exceptional leadership, compassion and commitment.

Peter Reel and Olivia Rooney completed their Certificate in Specialist Palliative Training.

Our AHP inpatient team expanded with an additional Occupational Therapist Bronagh Lynch and Physiotherapist Julie Hamilton.

One year of Evora

Our rebrand was about more than a new name.

It was about clearly reflecting who we are today and the future we are building toward. Over the past year, it has been warmly embraced across our communities, strengthening how people recognise and connect with us.

Our values continue to guide us: treating every person with respect, delivering care that is personal and holistic, and ensuring that families feel supported, understood and never alone.



Alongside this, the launch of our new website has improved access to information and services, making it easier for patients, families, carers and supporters to engage with us when it matters most.

A message from our Board



I am proud to reflect on another remarkable year for Evora Hospice, as we continue to build on strong foundations and deliver on our strategic vision. This past year has been particularly significant as it marks one year since the launch of our new name and identity.

The transition to Evora Hospice has been embraced positively across our communities, and we are encouraged by how strongly it now resonates with patients, families, supporters, and partners alike. The rebrand was about much more than a new name or visual identity, it was about ensuring that who we are truly reflects what we do and how we care. Evora continues to embody our core values of compassion, dignity, and expertise, while presenting a hospice that is modern, accessible, and equipped to meet the evolving needs of our community.

An important part of this transformation has been the introduction of our new website. Over the past year, it has enhanced how we connect with people — improving access to vital information and support for patients and families, while also strengthening engagement with healthcare professionals, donors, and fundraisers.

These developments are helping to ensure that our services remain inclusive, responsive, and easy to access for all who need us.

Throughout this period of change and progress, one constant has remained: the unwavering dedication of our staff. Across every department, their compassion, professionalism, and commitment continue to define the standard of care we provide.

I also want to recognise the incredible generosity and support we continue to receive from our volunteers, donors, support groups, and local businesses. Despite ongoing challenges within our wider community, their commitment to Evora Hospice remains steadfast. Their support enables us not only to sustain our services, but to grow, innovate, and plan confidently for the future.

On behalf of the Board of Directors, I offer my heartfelt thanks to everyone who has supported us over the past year. Your belief in our mission and your continued partnership are what make everything we do possible.

Patrick Loughran
Chairman



evora
Hospice Care

Every Moment with Everyone

Evora Hospice

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