

THERE FOR THE WHOLE FAMILY

**Annual
Report**

**2015
/2016**

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StBarnabasHospice.co.uk

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THERE FOR THE
WHOLE FAMILY

Contents

04	Vision, Mission and Values
06	Introduction
07	Making a difference
08	There for the whole family
10	Helping patients to live better, for longer
12	Keeping the family together
14	Round the clock care
15	A terminal illness affects the entire family
16	Making money one less worry
18	Supporting each other
20	Going the extra mile
21	Getting to know our patients and the public
24	Securing our future
25	Our year in numbers
27	Financial Statements
28	The year ahead
30	Thank you
31	Contact & Donations

OUR VISION, MISSION & VALUES

OUR VISION

is a world where dying with dignity, compassion and having choices is a fundamental part of a life.

OUR MISSION

is to ensure all individuals facing the end of their life in Lincolnshire receive dignified, compassionate care when they require it and where they ask for it.

OUR VALUES



Aiming High

We reach for excellence and set the standard for others to follow. Celebrating individual and collective success and actively looking for ways to be even better.



Being Courageous

We push boundaries and provide challenge – standing up for what is right and supporting others to make a difference across all aspects of our work.



Working Better Together

We recognise the power of community; building connections and relationships which help us make a positive contribution. Respecting and valuing all contributions - we are ONE team, united and inspired by our common purpose.



Having Heart

People are at the centre of all we do. We're proud of our ability to work in tough situations with resilience, empathy and kindness.



Doing it Right

We are ethical, honest and use resources respectfully. Taking responsibility for our actions and doing what we say we'll do – we challenge others to do the same.



Introduction from Bob Neilans

Our year 2015/16

This is my 9th year as Chairman of St Barnabas Lincolnshire Hospice, an organisation that I am immensely passionate about. St Barnabas Hospice staff and volunteers are committed to providing high quality services and leading the development of palliative care in Lincolnshire.

For 34 years, St Barnabas has been providing care and support to people affected by a life-limiting illness across Lincolnshire. We are there to support the whole family, not just the person who is ill.

Our aim is to ensure all individuals facing the end of their life in Lincolnshire receive dignified, compassionate care when they require it and where they ask for it.

We can only do this thanks to the generosity of our local community, who last year helped raise over £4 million, to help families when they need it the most.

Here is the story of how, with your help, St Barnabas Lincolnshire Hospice was **there for the whole family**.

Bob Neilans
Chairman

MAKING A DIFFERENCE



People often ask me if working in a hospice is upsetting and, although we experience times of great sadness, the hospice is also an inspiring place filled with laughter, love and an abundance of happy times."

"I am incredibly proud to say I work for the hospice and that I am able to help people to have the best quality of life until the very end. It is comforting to know that what we do makes a real difference to so many people across Lincolnshire.

- Tracy Atkins
Health Care Support Worker
at Lincoln's Inpatient Unit



St Barnabas Hospice is the leading charity in Lincolnshire providing palliative and end of life care to adults with a terminal diagnosis.

Our dedicated, professionally trained nursing staff – with the help of a large team of support staff and volunteers – offer everyone in our community the chance to receive the very best care available at what is often the most difficult time in their lives.

Our hospice services are available to every family in Lincolnshire, the largest county in the UK. Wherever you are, there's a St Barnabas nursing team working in your area, supporting people in your community. Our ambition, for every patient we meet, is to enable them to live life to the fullest possible extent for however many days, weeks or months they have left. We are there to provide specialist medical advice, and also emotional and practical support. We try to relieve pain, stress and worry – and allow those reaching the end of their days to spend quality time with those they love.

We try to care for everyone we meet as if they were our own loved ones.

In November 2015 Chris Wheway took the helm as our new Chief Executive following a 12-year career in the NHS. Since his appointment Chris has introduced a clear vision for the hospice which he has used to formulate a strong Trust wide strategy. He is passionate about the value of the hospice approach to care and continuing to make a difference to the lives of our patients and their families.

THERE FOR THE WHOLE FAMILY



Chris & Alie Brooker

When asked how St Barnabas makes a difference, people tell us it is our unique approach to care. The feeling of family and comfort is embedded into how the patient is cared for and people tell us that “St Barnabas was there for the whole family.”

Our teams across Lincolnshire supported over 9,000 people in the last year alone.

We’re not just there for the ‘medical’ side of things – we have the time to look after the whole person, not just treat the condition. We’re there for the whole family too. Watching a loved one approach the end of their life can be tough – and we can help to make that journey a little easier and create positive memories in years to come.

We were able to share more precious moments together

Chris and Alie were childhood sweethearts who had spent 33 years building their lives together. Devastatingly Alie received a shock cancer diagnosis that saw her admitted into the care of our Inpatient Unit in Lincoln.

“St Barnabas always cared for Alie with the utmost dignity and respect. We always felt like Alie was a priority and nothing was ever too much trouble. The hospice team were always sensitive to how the family was feeling and they were always there to support each and every one of us.

“The team of staff and volunteers demonstrated such sincere compassion and even set up a bed in Alie’s room for me because they understood that I couldn’t be away from her for a single second.”

“I think it is a common misconception that people go to the hospice to die. Yes Alie died in the hospice, but because of them we were able to share four more precious weeks together.

It was time we never thought we’d have.”

.....
- Chris Brooker

HELPING PATIENTS TO LIVE BETTER, FOR LONGER

Many people diagnosed with a terminal health condition will still be able to enjoy many months or even years of good-quality living – if they can have access to the right care and support. Our Day Therapy services are available to everyone we care for.

Each patient’s needs are different. Some get real benefit from specialist physiotherapy or occupational therapy – perhaps to strengthen muscles after a long stay in hospital. Others come for the complementary therapies we offer, such as pain-relieving massage, acupuncture or aromatherapy. Many patients re-kindle a love of art or music and can spend their time creating new pieces or remembrances to hand down to their families.

In 2015/16 our work within schools continued with children’s paintings hung in the main hubs of our Day Therapy Centres. This encouraged a new demographic into the hospice and has resulted in at least six referrals into the Day Therapy service from these families.

Our work to highlight our services within pharmacies and to encourage referrals has grown with our information now found in every Co-op pharmacy across the county.

Our Day Therapy and Hospice at Home services began to work more closely together to improve access to our services. This integration allows for patients and their families to access Day Therapy closer to home, particularly for those who may struggle to travel to one of our Day Therapy Centres. Supporting families and looking after the wellbeing of those caring for loved ones with a terminal illness is pivotal to the care our patients receive.

In June 2015 we hosted Caring for Carers, an event offering practical advice and support and workshops on relaxation, improving sleep and maintaining a healthy lifestyle.

The Plan for Every Patient was introduced to help ensure that a patient’s care is fully coordinated between all care providers to alleviate any unnecessary stress and anxiety.

In 2015/16 we introduced the Empowered Living Team who are volunteers trained to provide rehabilitative support to patients in their own homes.

This team encourages patients to retain their independence and have confidence in their daily lives.

The hospice has been a real life line

Dee Mansell began attending Day Therapy in Gainsborough to help alleviate some of the side effects she was experiencing from her cancer treatment.

“St Barnabas has provided real support at a time when I have needed it the most. Day Therapy has given me access to Indian head massage, Reiki and relaxation techniques which has helped me to combat my restlessness.

“In addition to complementary therapies, I have also relished the social support the centre provides, as I am able to talk with other people who are in similar circumstances to my own.”



Dee Mansell

"Sometimes you hear the word 'hospice' and it can be quite a frightening thought but actually the place is far from frightening and has been a real life line to me."

.....
- Dee Mansell,
Day Therapy patient

"People are often really surprised at the choices we can offer them – there's so much more living they still have left."

.....
- Sue Scully, Deputy Team
Leader in Gainsborough

KEEPING THE FAMILY TOGETHER

Most of our patients tell us that they would prefer to spend their last days at home. It's somewhere familiar, where they feel safe and secure and where they can be with their loved ones.

Our Hospice at Home team enables people to have that wish – by bringing all of our knowledge and expertise right into our patients' homes.

Our highly trained nursing specialists are there to manage the medical needs of our patients – but also to provide the 'human touch' for which St Barnabas is so well known. Their focus is not just the patient, but the whole family. Our nurses offer a listening ear, practical advice and support; or even sometimes just a comforting arm around a shoulder.

In 2015/16 we worked in partnership with Marie Curie to close the gap between the daytime care our Hospice at Home team provide and the night time care Marie Curie provide. This has created a 24 hour seamless service, offering

our patients and their families the reassurance that the care and support they need is available any time of day or night.

At St Barnabas we believe that everyone deserves a compassionate, listening ear, physical and emotional support and a dignified and peaceful death in a place of their choosing.

Our teams in the North West have been working with partner organisations to support the homeless community, providing them with better access to palliative and end of life care services.

The care was there when I needed it the most

Terry Wright's wife received care from the St Barnabas Hospice at Home nursing team in her final hours.

"Two nurses arrived and immediately set about washing and changing Christine and making her as comfortable as possible. I felt like a weight had been lifted off my shoulders.



The hospice has welcomed me with open arms and I never have to feel like I am alone; it's just like being part of one big family.

- Terry Wright

Just knowing that somebody was there was a huge relief.

"The nurses returned later that day to ensure Christine was still comfortable and to reassure me that they were at the end of a phone if I needed them. Christine was extremely poorly and I knew in my heart that we didn't have long left together.

"Later that evening I climbed into bed with Christine for what would be the final time. She passed away a few short hours later.

"I know that Christine only received care from St Barnabas for one day but they really did make such a difference in her final hours, and two years on, they are still making a difference to me."

Lincolnshire is a big place – but we can still say 'Wherever you are, we'll be there for you.'

Fran Tanser, Health Care Support Worker

ROUND THE CLOCK CARE

We provide dedicated In-Patient Care at our centres in Lincoln and Grantham. These bright, homely centres offer highly specialist end-of-life care for people – right across Lincolnshire – whose conditions are serious or complex enough to require intensive, round-the-clock nursing care.



Our two In-Patient Units are open all year round, 24 hours a day for those who really are too poorly to stay at home.

Our workforce work hard to create a home-from-home environment and last year a patient and his partner married at our Hospice in the Hospital in Grantham. This special occasion was organised with the help of staff and volunteers who helped to make the couple's dream come true.

Our work aims to give people the help and care they need to get the most from every day. In 2015/16 our nurses received training in Cognitive Behavioural Therapy to help our patients effectively manage stress, depression, and anxiety, which are often experienced after a terminal diagnosis.

It really was the very best care

Amanda Orr's husband was transferred to the Inpatient Unit in Lincoln after complications following an earlier cancer diagnosis.

"People assume you come to the hospice to die but that is not always the case and certainly was not true for Mick."

"Mick has really benefited from the care of the specialist nurses and doctors at the hospice who are available to him twenty-four hours a day."

"We have been so impressed with the quality of care Mick has received at the hospice; simply put it has been outstanding."

"The staff and volunteers here really go that extra mile, nothing is ever too much trouble, and all you have to do is ask. It really is home from home as best as it can be in this situation."

- Amanda Orr

A TERMINAL ILLNESS AFFECTS THE ENTIRE FAMILY

St Barnabas is not just there for the patient – we're also a vital source of support and care for family members and loved ones. Our large team of Family Services staff and trained counselling volunteers are there to give emotional support – but also practical help where that's needed.

In 2015/16 we saw the number of people accessing our Family Support Services increase and we recruited 12 more counsellors who now deliver counselling services from Lincoln, Grantham and Louth.

"I was immediately put at ease by the bereavement drop-in group who welcomed me with open arms. I find real comfort in talking to like-minded people and I can't praise them highly enough.

"I urge anybody who has been bereaved to give them a try. Anyone who has the capacity to love has the capacity to grieve. And we can all help each other through that."

- Stuart Pearson, Bereavement group attendee

There is

508

years of experience within our Family Services team.

MAKING MONEY ONE LESS WORRY

Many families affected by a terminal diagnosis will face financial implications and uncertainty. There could be worries around employment, additional costs associated with caring and anxiety about the future.

Our Welfare Team help to alleviate that burden by providing confidential advice and support whilst helping patients and their families secure the benefits they are entitled to.

I'm helping my family to create precious memories

Cathy Andrews was working as an Assistant Cook for our hospice when she was diagnosed with bowel cancer.

"Living with a terminal diagnosis is stressful enough without the additional burden of money worries. But with the help of the Welfare Benefits team at St Barnabas that worry was taken away."

"Their wealth of knowledge about the complexities

of the benefits system was astounding and they were able to help me fill out the forms and make the necessary phone calls on my behalf."

"The wonderful thing about the team is that they kept in regular contact and always followed through with their promises. If they said they would call you back at a certain time, they actually did. I know it sounds small but reliability is really important at a time when everything around you seems uncertain."

"The money they were able to secure has made a real difference to my life; it is the difference between existing and really living."



If we are able to reduce some of the anxiety for our patients and their families, then we know we have done our job. There is no greater achievement than that.



- Maureen Leonard,
Welfare Team Leader

It is because of them that I am getting to spend what time I have left with the people who matter the most.

.....
- Cathy Andrews

SUPPORTING EACH OTHER

It used to be that much of the care for those living with a terminal diagnosis happened in the community. Over time this has become increasingly medicalised and now much of the care an individual receives will happen in a clinical setting.

We are working with communities to explore how we can give neighbours the confidence to provide care and support to one another. Sadly patients often report that since diagnosis friends and acquaintances will actively avoid them because they just don't know what to say.

We want to provide opportunities for communities to break down the stigma around difficult diagnosis, death and dying so that the only reason to cross the road is to offer a listening ear, a kind word or some practical support.

Equipping, empowering and supporting communities will be key to ensuring that St Barnabas Hospice can continue to meet the ever growing demand from our communities.

Helping patients and their families to think ahead

An integral part of Compassionate Communities is encouraging patients and their families to talk openly about death, dying and bereavement

to ensure that they receive the support they need to live a fulfilled life.

Thinking ahead - We encourage everyone in the community to talk about what a full life and a good death means to them. Through our community liaison team, Dying Matters Week activities, Dementia Friends Information sessions and schools engagement we are working towards a society where everyone feels they can talk about dying, death and bereavement.

Planning ahead - We support patients and their families to think about their future care. Through Advance Care Planning we help people to think about their preferred place of care, preferred place of death, and whether there are treatments that they would refuse as their condition progresses.

Working with others - Patients tell us that it's frustrating to have the same conversation with different doctors and nurses regarding their care. We are leading the delivery

of the Electronic Palliative Care Coordination System (EPaCCS) in Lincolnshire, which will ensure that patients who are in their last year of life can have their choices recorded, just once, in a place that can be seen by all those providing their care.

I planned for the end to get on with living

Lesley Markham underwent surgery to have her kidney removed after she was diagnosed with an aggressive form of cancer. Just five months later she was given the tragic news that she had secondary liver cancer and was given two years to live.

"When St Barnabas was mentioned I couldn't understand how they could help someone like me. I thought the hospice is for people who are dying isn't it? I mean, I know I'm dying but I'm not bed ridden or anything.

"During my initial visit I began to work with the healthcare professionals to produce my Advance Care Plan. In a nutshell this is a document that details what treatments I am happy to receive, where I would like to be cared for and ultimately where I would like to die.

"It really isn't as morbid as it might sound and actually it has been a real comfort to me. I can be confident that, even if further down the line I am unable to communicate, my wishes will still be carried out."

“ Having an Advance Care Plan has taken away some of the uncertainty and has given me some control back. ”

- Lesley Markham, Day Therapy patient



Lesley Markham



Last year 1,000 volunteers gave their time to support patients and their families across Lincolnshire. Much of the work we do relies heavily upon their hard work and dedication as they bring with them a passion to care and a willingness to help.

Volunteers are ordinary people doing extraordinary things. They are of all ages and from all walks of life, united by one common goal; to ensure our hospice services are there for everyone in Lincolnshire, for free, every day of the year.

 **80%**
OF OUR
VOLUNTEERS
ARE FEMALE

OUR YOUNGEST VOLUNTEER IS **14**
AND OUR OLDEST IS **90!**

 LAST YEAR **315** PEOPLE JOINED OUR VOLUNTEERING TEAM

“My daughter has just been offered a place to study nursing at Edinburgh University, this is in no small part due to her volunteering at the hospice. Her ability to relate her experiences during her university interview made all the difference and gave her real confidence. She has listed palliative nursing amongst her specialisms.”

- Mother of a volunteer who will take up a nursing degree

“Our volunteers enhance the quality of care given to our patients. They bring a varied and colourful mix of life experience which helps to greatly improve the patient experience.”

- Sue Carter,
IPU Ward Manager

“Investing time into someone who is aware their life is coming to an end is an absolute privilege, to share in their journey, to bring them a cup of tea, to listen to their story changes my life as well as theirs.”

- Anonymous volunteer

GETTING TO KNOW OUR PATIENTS AND THE PUBLIC

on Facebook our combined reach surpassed **1,800,000** people.



We received **4,830** enquiries through our website in 2015/16



St Barnabas Hospice used advertising and marketing tools to engage with the public, and empowered thousands by supplying them with information about hospice care so they could make informed choices about the care and support they needed. The number of people engaging directly with us has continued to grow, with over 55,000 people visiting our website in 2015/16, an increase of 80% from the previous year.

We updated our website imagery to better communicate our values and the true essence of hospice care. We portrayed real patients, families and staff in every day scenarios to increase engagement and to break down myths surrounding hospice care.

Demand for support and information through our website remained strong with 4,830 enquiries, an increase of 28% from the previous year.

Social media continued to be a growing platform for the hospice to communicate with patients and the public. In 2015/16 we

had 6,000 likes on Facebook, 3,000 followers on twitter and a growing audience of 200 followers on Instagram.

Our presence on these platforms intensified and on Facebook our combined reach surpassed 1,800,000 people.

Our Community Liaison Manager engaged with over 5,000 people across the county, delivering talks about hospice services and building relationships with minority groups and dispelling hospice myths.

over **55,000** people visited our website in 2015/16



St Barnabas Colour Dash -
photograph courtesy of Stuart Wilde



Knowing that I was raising money for the hospice provided me with that extra incentive to complete the challenge. I see first-hand just how important donations are to our patients and their families.

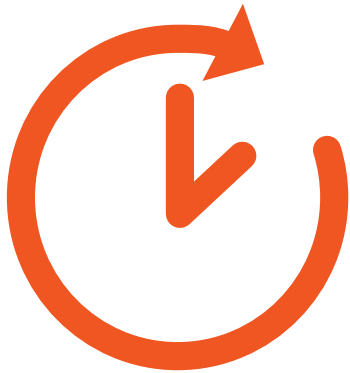


- Adam Brown,
Consultant in Palliative Medicine

.....

Our Colour Dash set new records for St Barnabas when **2,500** people turned out to help raise a staggering **£118,000**. This was an incredible achievement for the hospice and encouraged families to take part together as they stood shoulder to shoulder for hospice care.

SECURING OUR FUTURE



Many people are surprised to find out that St Barnabas Hospice is a charity. We rely on voluntary income to provide the majority of our vital services; in fact, it funds the care of 2 out of every 4 patients we see. We never charge a penny for the services we provide, never have, and hope we never will.

Last year our fundraising, shops and lottery departments worked tirelessly to raise the **£4.5 million** we need to support our patients and their families. More than 100 fundraising events were held, 750,000 items were sold across our 27 shops and 958 people joined our lottery.

The demand for quality products at affordable prices continued to grow, which led to the opening of our 27th shop on Lincoln's High Street.

We also merged two shops at The Forum in Lincoln to create a huge upstairs bookshop complete with a relaxing reading corner and coffee machine. Our shop in Ruskington was extended, doubling the sales

area to allow for dedicated furniture sales. We developed a new calendar that featured the Lincoln Barons and sold **2,500 copies**, raising over **£5,000 in profit**.

Our lottery department introduced our first scratch card game which was installed within our shops across the county and sold at fundraising events. The majority of our care is funded through voluntary donations from our community and that often includes our own workforce going the extra mile. Last year Adam Brown, our Consultant in Palliative Medicine, raised money alongside his family when they took part in our Colour Dash and the world renowned Tough Mudder.

The hospice understood the importance of family

Catherine McIntosh, with the help of her cousin Paula, raised **£11,000** from a ball they organised to celebrate the life of her brother and mark what would have been his 50th birthday.

"Richard was the happiest and most cheerful person you could ever hope to meet. He was the kind of person that would light up a room when he walked into it and his fun loving nature was infectious to all that met him. "Paula and I thought the ball would be a fitting tribute to Richard and we are absolutely delighted to have raised such an incredible amount for St Barnabas, who cared for Richard in his final days.

"We ensured the ball was personal to Richard and the colour scheme on the night reflected Richard's love of Manchester United Football Club."

"The hospice allowed Richard the freedom and dignity to be able to spend precious time with his family and friends and for that we are forever grateful. Our last memories are happy ones knowing Richard passed away peacefully with his family around him."

- Catherine McIntosh

OUR YEAR IN NUMBERS

1932 people accessed Day Therapy support

£130,000 won by local people in the weekly lottery

324 people received specialist Inpatient Care

£7,774,600 worth of benefits claimed and awarded by our Welfare team

1300 customers were served in our shops every day across the county

694 were supported by our Family Services department

17,000 scratch cards purchased in our 27 shops

£284,829 in lieu of flowers at funerals

£629,759 raised from fundraising events across the county

Volunteers donated **71,000 hours** of their time to our shops

9000 patients and their families supported across Lincolnshire

£1,242,461 from Gifts left in a Will

1890 people were cared for in their own homes



FINANCIAL PERFORMANCE

During the 2015/16 financial year the Trust expected to post a deficit of £0.67m but through careful cost management, limited this to a deficit of £0.383m. Income from all sources amounted to £11.177m and expenditure for the same period was £11.318 million.

During the year, the Trust invested a further £0.500m in its investment portfolio yet the total value of investments at the end of March was only £0.257m higher than the previous year, reflecting a difficult year for equity markets.

Reserves
The accumulated funds at 31 March 2016 amounted to £16.834 million (2015: £17.217. million), of which restricted funds were £2.312 million. The Trustees are of the opinion that the reserves are maintained at a reasonable amount having regard to the levels and needs of working capital and other immediate spending requirements. The current level of unrestricted reserves is £14.522 million, of which £5.959 million represents the fixed assets of the Charity, £4.156 million is designated for future capital improvements and £4.407 million in a general revenue reserve.

In line with the Strategic plan, the Trustees have reviewed the designation of funds. To this effect they have determined that the charity requires revenue reserves to fund running costs for at least six months and that all available cash should be held within the general revenue reserve for this purpose. This aim has been achieved in full in 2014/15 and maintained in 2015/16.

The Trustees of St Barnabas Lincolnshire Hospice are committed to supporting the development of a comprehensive network of local palliative and end of life services throughout Lincolnshire so that they are provided close to patient homes.



FINANCIAL STATEMENT

Consolidated statement of financial activities for the year ended 31 March 2016

	Restricted £	Unrestricted £	Total 2016 £	Total 2015 £
Income from:				
Donations and legacies	52,167	2,434,916	2,487,083	2,328,184
Other trading activities	-	3,212,172	3,212,172	2,850,625
Investments	-	253,824	253,824	223,331
Charitable activities	67,750	5,156,382	5,224,132	5,644,598
Total income	119,917	11,057,294	11,177,211	11,046,738
	Restricted £	Unrestricted £	Total 2016 £	Total 2015 £
Expenditure on:				
Raising funds	-	(3,010,790)	(3,010,790)	(2,572,258)
Charitable activities	(650,751)	(7,656,768)	(8,307,519)	(7,057,897)
Total expenditure	(650,751)	(10,667,558)	(11,318,309)	(9,630,155)
	Restricted £	Unrestricted £	Total 2016 £	Total 2015 £
Other recognised gains/(losses):	-	241,699	241,699	685,401
Net movement in funds	(530,834)	148,037	(382,797)	2,101,984
	Restricted £	Unrestricted £	Total 2016 £	Total 2015 £
Balance carried forward at 31 March 2016	2,311,531	14,522,351	16,833,882	17,216,679

All amounts relate to continuing operations.

Consolidated balance sheet at 31 March 2016. Company number: 3166056

	2016 £	2016 £	2015 £	2015 £
Fixed assets		13,436,483		13,408,906
Current assets	4,692,197		5,524,420	
Creditors	(1,294,798)		(1,716,647)	
Net current assets		3,397,399		3,807,773
Net assets		16,833,882		17,216,679
Accumulated funds				
Unrestricted income funds				
Fixed asset fund		5,431,416		5,551,145
Development fund		3,289,951		3,943,588
Revenue reserve		4,935,075		3,940,755
Revaluation reserve		865,909		938,826
Restricted income funds		2,311,531		2,842,365
		16,833,882		17,216,679

16/17

THE YEAR AHEAD

It is imperative that St Barnabas has clear priorities in order to operate successfully in a rapidly challenging health and social care environment. These priorities have focused on developing our Vision and Values and voicing clearly our organisational mission.

Over the next 12 months we will further develop a strategy for the organisation that ensures our Mission is being delivered. The strategic direction for St Barnabas over the next three years will focus on three goals:

1. Pushing Boundaries

We will focus on pushing boundaries in all that we do to ensure that St Barnabas continues to be at the forefront of delivering high quality end of life care. We will be looking at what excellence looks like in all clinical areas and developing clear pathways that are needs led. The coming year will see a number of collaborations with other organisations, statutory and third sector, that will deliver locality focused end of life care. We will embrace technology that makes a positive impact on people's lives and on the efficiency of services. To work differently we will sustain and develop a dynamic workforce that is confident to adopt and drive innovation.

2. Reaching Out

It is clear that we cannot directly deliver all end of life care within Lincolnshire. To deliver our mission will require us to consult with and listen to the communities of Lincolnshire, and to reach out and collaborate with other organisations, hospices and health and social care charities. Our role over the next year will be to lead the end of life discussions and ensure an increased number of patients receive high quality care.

3. Sustainable into the Future

If we are to deliver our mission over the forthcoming years it is vital that we manage our resources; build economic resilience, offer a dynamic approach to workforce and organisational development and invest in new ways of working to sustain us into the future. Over the next year we will be reviewing our approach to fundraising, income generation and our shops. This will include departmental strategies that will have organisational resilience at their core. We will also be undertaking a review of our estate. This will include looking at opportunities for working with other organisations to ensure our approach is sustainable and our buildings are fit for purpose.

Chris Wheway
Chief Executive



Pushing
Boundaries

Reaching
Out

Sustainable
into the
Future

THANK YOU

Special thanks to the families featured, who are, or have been, supported by St Barnabas Hospice.

We would also like to thank everyone who plays a role in the work of St Barnabas – from our loyal supporters who take on marathons and get showered in paint, to our dedicated workforce and selfless volunteers.

With your help, everyone receives the support they need.

CONTACT & DONATIONS

Our vision is a world where dying with dignity, compassion and having choices is a fundamental part of a life.

Help make this happen by donating today.


To make a donation go to
StBarnabasHospice.co.uk/donate

Be inspired and join a fundraising event at
StBarnabasHospice.co.uk
or call **01522 540 300**

Share your story and help us to raise awareness – email
marketing@stbarnabashospice.co.uk

Follow our latest news and stories at

 **@StBarnabasLinc**

 **StBarnabasLinc**

For hospice care and support
call **0845 055 0708**

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St Barnabas Hospice Trust (Lincolnshire)
registered address:

36 Nettleham Road
Lincoln
LN2 1RE

01522 511 566
enquiries@stbarnabashospice.co.uk

Charity no. 1053814