



SHARING OUR STRENGTHS

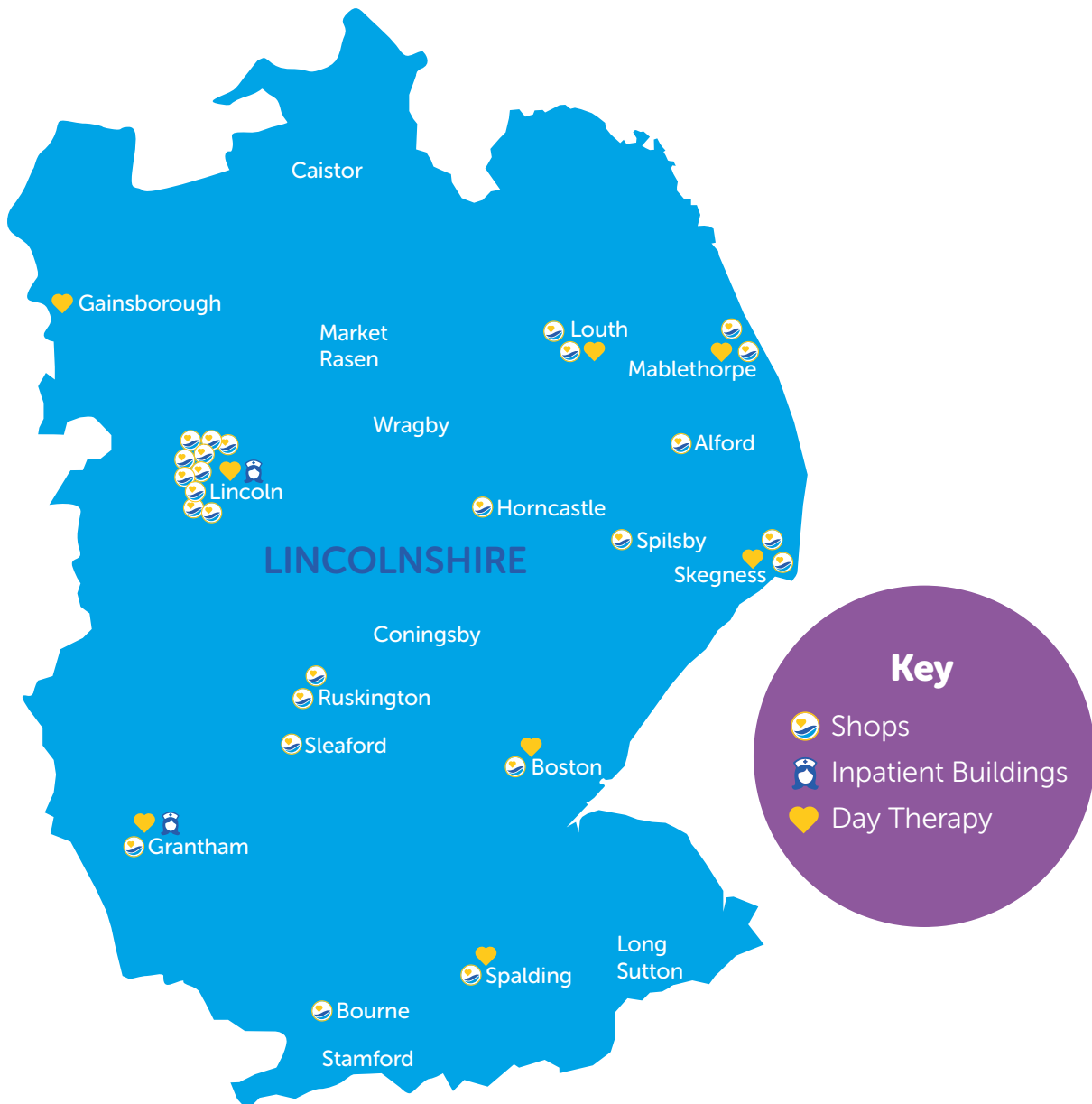
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Annual Report
2017/2018

HOSPICE CARE FOR EVERYONE IN LINCOLNSHIRE

Our hospice services are available to every family in Lincolnshire. Wherever you are, there is a St Barnabas nursing team working in your area, supporting people in your community.



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WHAT WE DO

St Barnabas Hospice is a local independent charity which supports more than 9,000 people across Lincolnshire each year. We deliver free, high-quality, compassionate end-of-life care and support to adults living with a life-limiting or terminal illness, their family and carers. We aim to enable them to live as fully as they are able for however many days, weeks or months they have left.

OUR VISION, MISSION AND 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.



OUR YEAR IN NUMBERS

Last year, we supported more people than ever before. Here are just some of the highlights:



4,135

followers reached
on Twitter - an
increase of 27%

£170,000

was raised from
recycling over
400 tonnes of
items we were
unable to sell

10,500

patients and their
families were supported
across Lincolnshire

1,000



followers reached
on Instagram - an
increase of 122%

Over **72,000**
people visited our
website - an increase
of 14%

£8,016,359

worth of benefits was
claimed and awarded
by our Welfare team

62,000

Raffle tickets were
processed by the
Lottery team

£130,000

was won on the
weekly Lottery

1,300



volunteers gave
their time freely

£18,262

was donated in
our collection
boxes

8,768

hours of
bereavement support
were provided to
patients and their
families

60,000

New Goods items
were sold, generating

£130,000
gross profit

2,013



people were cared for
in their own homes

24,498

calls came in to
our Palliative Care
Coordination
Centre

£72,000

was raised from
Gift Aid in our
charity shops

2,054



people accessed
Day Therapy support

355

people received
specialist
Inpatient Care

73,598

hours of
volunteered time
was donated to our
charity shops



720,000

items were sold
across our 26
shops

11,800



Facebook followers - an
increase of 55%

£71,180

was raised
from Gift Aid
in fundraising
activities



991

patients accessed our
occupational health
or physiotherapy
services

656

people were supported
by our Family Support
Services team

OUR AIMS AND OBJECTIVES

In September 2016, we set out a two-year plan to ensure our care and support is available to as many people as possible, wherever they may be. That strategy highlights the three key goals below. In this report, you'll see everything we've been doing to achieve these aims.

PUSHING BOUNDARIES

We must be ready to change and adapt in order to support greater numbers of people living with life-limiting and terminal illnesses.



REACHING OUT

We must work with others in order to meet the changing needs and demands of the Lincolnshire population.



SUSTAINABLE INTO THE FUTURE

We will manage our resources as efficiently and effectively as possible in order to embrace opportunities.



A MESSAGE FROM OUR CHAIRMAN



Last year saw St Barnabas Hospice celebrate its 35th year of caring for local people.

Having seen the difference our care has made across Lincolnshire over the last 35 years, it is an honour to be part of the movement.

The local community has been integral in allowing us to expand our services to provide care for the whole family. With the support of over 1,000 volunteers and a dedicated workforce of 340, we are able to **share our strengths** to always find the best solution and provide the best quality of care.

Our staff and volunteers go above and beyond to support hospice care. From the nurses in our Inpatient Unit to our volunteers in shops across the county, they all play a crucial part in allowing our care and support to be available to

more people across Lincolnshire every year.

We know how special our team of staff, volunteers and supporters are and as a result, we introduced our **'Above and Beyond'** recognition scheme to show our appreciation. Over 36 awards have been given out so far.

We hope you enjoy reading this report and seeing how your efforts have helped us to be there for more families, every day of the year.

Overleaf you can read the story of how, with your help, we **share our strengths** to provide all-encompassing care.

A handwritten signature in black ink, appearing to read 'Bob Neilans'.

Bob Neilans
Chairman of Trustees

SHARING OUR STRENGTHS

Hospice care is dependent on working together to improve the quality of life for those living with a life-limiting or terminal illness. St Barnabas offers a variety of care and support to help make the most of the time that is left.

We not only care for the patient, but also support carers, families and close friends, both during a person's illness and after they die. We do this by **sharing our strengths**.

Across the Trust we have Bereavement Counsellors, Complementary Therapists, Nurses, Fundraisers, Physiotherapists, pets as therapy and so much more. All of these people **share their individual strengths** to provide the most dignified and compassionate end-of-life care.

They help people to live as fully as possible during the precious time they have left.

We continue to work together with other local health communities and often recommend external services. There may be services that we do not offer and in that case we will signpost other services to our patients, their families and carers.

Supporting the patient underpins end-of-life care and teamwork helps to build a relationship to ensure that the patient achieves their preferred place of death. **Sharing our strengths** creates a patient and family-centred approach, focusing on the patients' needs, whether physical, emotional or spiritual.



“THEY WERE SO GREAT THAT HER HEALTH IMPROVED IN THE HOSPICE”

Inspired by the way St Barnabas had cared for their Grandma, three sisters (Emma, Rebecca and Katie Seddon) took on the challenge of running the London Marathon to raise much needed money for the Hospice.

Their grandma, Eileen Seddon, was diagnosed with Non-Hodgkin Lymphoma. She spent several months being cared for by St Barnabas Hospice before she sadly died on 18th November 2017.

Rebecca said:

“Our Grandma was really fond of St Barnabas and despite the nature of her stay, loved the Hospice itself and the staff working there.

“They were always so kind and caring to both Gran and the whole family too. They were so great that her health actually improved whilst being in the Hospice.

“Seeing first-hand the care and services they can provide for those who truly need it, inspired us to challenge ourselves and raise money.”



HELPING PEOPLE TO MAINTAIN INDEPENDENCE

Many people diagnosed with a life-limiting or terminal illness may still have months or even years of good quality living, providing they can access the right care and support.

Our Day Therapy Centres offer a range of clinical, emotional and spiritual support services in a friendly and relaxed atmosphere.

At Day Therapy, the Hospice can support a patient and their family and carers through a wide range of therapies and activities. These can be done with other people in similar circumstances, or sometimes individually. We aim to help improve the quality of a patient's life whilst maintaining their independence.

OUR 2017/18 ACHIEVEMENTS

- It has been a busy year for Day Therapy; we have seen a huge **increase in Allied Health Profession (AHP) referrals**, which includes occupational health and physiotherapy. This has created a much more integrated relationship between AHP and the Nursing team. This has allowed our team to deliver one-to-one **bespoke palliative rehabilitation**, not only in Day Therapy, but also in our Inpatient Unit and patients' homes.
- The closer working with AHP has come following an investment in the team, which we are looking to continue to grow in the next year. There is a **Lead AHP** in post which has significantly supported the growth.
- **Drop-in sessions** have continued to be successful as they allow our patients to either drop-in or book an appointment. These are done on an individual basis to support the patient's needs.



PALLIATIVE CARE ALL YEAR ROUND

Our Palliative Care Coordination Centre (PCCC) facilitates care packages to support our patients when they are diagnosed with a life-limiting or terminal illness.

The PCCC arranges care from a number of providers across Lincolnshire. Their aim is to provide the right combination and level of care at the right time. They act as a central point of access to our services and any information.

Working **365 days a year**, the team provide advice and support to patients, their families and carers.



OUR 2017/18 ACHIEVEMENTS

- This year, the PCCC developed to become a **Single Point of Access** for all St Barnabas Clinical Services. All calls for our services now go through the PCCC, which means much less confusion for the patient and their family or carers than trying to ring the individual service that they require.
- In 2017/18 it was another busy year, with the centre receiving **24,498** calls.
- The referral process continues to be available overnight with a **night care service** still provided, on the basis that professionals can ring the PCCC.
- The process for new referrals is now much more **streamlined** following a review. This no longer takes over twenty minutes and allows the referrer a better experience.
- Feedback is very positive of our new Single Point of Access, as well as the quicker more streamlined referral process. Externally, other organisations have noticed the changes as well as people in the community. The team is busy but coping well and still taking calls from patients and families.

“ST BARNABAS HOSPICE WAS THE BEST PLACE MUM COULD HAVE BEEN”



Zoe Francis (38), has taken on a 50-mile run with her partner, raising £3,700 for St Barnabas Hospice. She has done this in memory of her mum, Brenda Francis.

Zoe's mum, Brenda, was diagnosed with anal canal cancer and lymph nodes secondary, and sadly died on 16th December 2016 following a seven-week stay at the St Barnabas Inpatient Unit in Lincoln.

Brenda was diagnosed with the cancer shortly after the family returned from a surprise cruise around the Caribbean to celebrate her 70th birthday in 2015.

Zoe said:

"When we found out the cancer was terminal, Mum tried to carry on as normal. In time, the side effects of the cancer began to restrict her daily activities and we had no choice but to admit her to St Barnabas Hospice.

"The whole team were amazing. They went over and above anything we could have imagined to make Mum as welcome and comfortable as possible through those last seven weeks. As well as being there for Mum 24/7, they comforted and supported my siblings and I on many occasions, and nothing was ever too much to ask.

"We are so happy to be giving something back to St Barnabas for all that they did for our family. The charity wouldn't be able to run and do such amazing things for families like ours without financial support."

LIVING WELL FOR LONGER

Many of our patients prefer to spend their last days in their own homes. This is where they feel comfortable, and can spend precious time with their loved ones.

The Hospice at Home team support this choice and work 365 days a year to care for patients in the comfort of their own home.

The Hospice at Home team offer specialist care including the following:

- Personal care
- Help and advice with controlling pain and symptoms
- Practical advice
- Emotional, social and spiritual support

OUR 2017/18 ACHIEVEMENTS

- It has been another busy year for our Hospice at Home nurses, visiting **2,013** patients in their own home. We are continuing to develop fully responsive support outside of the usual planned visits on a daily basis.
- Our Hospice at Home team are now becoming fully integrated with their use of technology, allowing **greater mobile working**, putting the patient first to spend more time with them, their families and carers.
- 2017/18 saw further development in St Barnabas supporting integrated Neighbourhood teams. From diagnosis right through to death, we are able to support the patient. A focus has been on taking on patients earlier to help them **live well for longer**.





"Everyone from the cleaners and the volunteers, to the doctors and nurses were just amazing. From chatting with my dad and making him laugh while he was able to, to making us all feel welcome and reassured with everything that was going on."

Emma Framingham, John's daughter

“A WEIGHT WAS LIFTED THE MINUTE WE WALKED THROUGH THE DOOR”

John White was a much loved father, grandfather and husband to Emma Framingham, Jason Framingham, Ned Framingham, Sienna Sullivan, Amber Sullivan and Maureen White.

Emma, John's daughter, said:

"I was first made aware of the Colour Dash in 2016 through work (Western Power Distribution), as it's an event we sponsor. St Barnabas is a great cause, so my daughter and I took part in our first Colour Dash that year and our second the year after.

"Never would we have imagined when we did those runs that we would be using the St Barnabas facilities the next year when Dad fell ill.

"The care Dad received from St Barnabas was simply phenomenal, and my mum described it as a weight being lifted from her shoulders the moment we walked through the door.

"The nurses were so lovely to my eleven-year-old daughter, Sienna, who was worried about going to see her grandad as he was so poorly. They helped her to understand what was going on, and it meant a great deal to her to be able to spend time with him in such a lovely environment."

John spent time at the St Barnabas Hospice in the Hospital in Grantham for just over two weeks in January 2018. He sadly died on 29th January 2018 from lung cancer which had spread to his bowel.

PROVIDING SPECIALIST, ROUND-THE-CLOCK CARE



Many patients who come to St Barnabas have complex conditions, which need specialist, round-the-clock nursing care.

Our Inpatient Units in Lincoln and Grantham offer bright, homely environments, where this care is available 24 hours a day, 365 days a year.

Patients are supported with symptom control and end-of-life care, and our aim is to ensure they are as comfortable as possible.



OUR 2017/18 ACHIEVEMENTS

- Our Inpatient Unit in Lincoln continues to provide care through **twelve specialist beds**, with a dedicated team of doctors and nurses. Following **investment in new equipment**, new beds have been introduced to support improved patient care.
- In 2017/18 we extended our Wellbeing service to the patients in the Inpatient Unit, providing **more spiritual support** to those in the Hospice.
- Across both Inpatient Units, we have continued to embed our **Integrated Patient Care Outcome Scale** (IPOS) across services.
- The Hospice in the Hospital in Grantham continues to work with United Lincolnshire Hospital Trust to provide **six nurse-led, GP community supported palliative care beds** with the South West Clinical Commissioning Group. They have been a huge supportive factor in the ongoing partnership.
- Our Hospice in the Hospital was **one of the NHS Top 70 Stars**. As part of the NHS's 70th birthday celebrations, they launched the award to recognise people who have made an exceptional contribution to patient care, services and local communities. The unit was nominated and recognised as one of the NHS Top 70.



EMPOWERING FAMILIES TO SUPPORT LOVED ONES

Following our application, St Barnabas Hospice Inpatient Unit and Day Therapy Centre in Lincoln have been accredited with the Lincolnshire Carers Quality Award – ‘You Care – We Care’

The St Barnabas Hospice Inpatient Unit and Day Therapy Centre in Lincoln have impressed the Carers Quality Award panel with their commitment to supporting carers needs, and were given the ‘You Care – We Care’ award on 10th July 2017.

The ‘You Care – We Care’ award ensures that the profile of unpaid carers in Lincolnshire is raised, and the invaluable and essential contribution they make is recognised. This enables carers to live fulfilling lives, combined with their caring roles.

The Community Liaison Manager for St Barnabas Hospice, said:

“We are delighted to have achieved this accreditation for the Inpatient Unit on Nettleham Road and Day Therapy Centre on Hawthorn Road in Lincoln. It goes to show the amazing work that our Hospice staff and volunteers put in each day to help people care for their loved ones.

“I am very proud that we are able to empower families and carers to support loved ones living with a life-limiting or terminal illness. We want to ensure that these people feel as comfortable and in control as they can, during what is a very difficult time of their lives.”

Julie Goy, Carer’s Quality Award Lead at Every-One, issuer of the award, said:

“It has been an absolute pleasure to work with St Barnabas, and I am delighted to hand over this award to them.

“It’s about the journey, not just the recognition, and St Barnabas very much deserve the award after all the hard work which has been put in.”



CARING FOR THE WHOLE FAMILY'S NEEDS

When someone is diagnosed with a life-limiting or terminal illness it affects the entire family, not just the patient. We provide services to encapsulate the entire family's needs, whether that is through counselling, therapies or welfare advice.

In 2017/18 we have been working to bring all of our Wellbeing services together to create a more comprehensive service offering. Across the Wellbeing services, we have supported over 4,000 patients, families, carers, friends and clients.

We continue to be moved by many stories of the difference our staff and volunteers make to people in the local community. One gentleman who met our Patient Care Executive this year, told us how **sharing our strengths**, compassion and care had saved his life. Our Complementary Therapists are consistently being praised by patients and carers who benefit from treatments, ranging from Reiki to Reflexology, to support their health and wellbeing.



PROVIDING PRACTICAL SUPPORT TO PATIENTS AND THEIR FAMILIES

Living with a life-limiting or terminal illness, or caring for someone who is, can lead to serious financial problems.

Our Welfare team helps hundreds of families each year to understand the financial help that they are entitled to.



In 2017/18, **£8,016,359** of benefits were claimed and awarded by our Welfare team

SUPPORTING PEOPLE IN THE MOST DIFFICULT OF TIMES

Our Bereavement Support staff and volunteers offer support in what can be the most difficult of times.

Our friendly, experienced team are there to listen and to deal with all bereavements, not just those through illness or those that have accessed St Barnabas' services.

In 2017/18 we saw **656** clients to provide pre and post-bereavement support, delivering a total of **10,095** hours of care through staff and volunteers.

In 2017/18, our staff and volunteers provided bereavement support for a total of **10,095** hours

In 2017/18, **8,768** hours were worked by our Family Support Service volunteers



In 2017/18, we supported **656** clients, including **198** pre-bereavement and **455** post-bereavement

RE-ENGAGING OUR PATIENTS WITH THEIR COMMUNITY

Since the Consistent Companion service was launched, we have been delighted by the number of patients that have had positive outcomes from seeing our volunteers.

The Consistent Companion volunteers **share their time and strengths** to encourage and support people in their own homes and with trips into their local community. So far, eighteen patients have been supported, with fourteen active matches at present.

The St Barnabas Community Development Officer said:

“Just this week I spent time with two ladies who have been meeting up for around six months. Their conversation was truly heart-warming as they shared the story of how the patient has moved from being anxious and increasingly isolated to much more confident and re-engaged within her community.”



More than **1,300** hours
were volunteered by
our Spiritual Support
volunteers in our Inpatient
and Day Therapy services

INSPIRING OTHERS THROUGH DEDICATED VOLUNTEERING

Michele Duggan, Director of Income Generation and People, handed out a recognition certificate to one of our longest serving volunteers, Judy Hickingbotham.

Michele said:

"Judy joined Gifts Hospice as a Fundraising volunteer in January 1990 and remained dedicated, committed and loyal to the cause. This was especially the case during the merger with St Barnabas Hospice. The nomination came from other volunteers and local Fundraising staff.

"They wanted to recognise and thank her for heading up a successful volunteering team, and for her passion as an ambassador for the Hospice.

"It truly was a privilege to be able to say thank you to such an inspirational and positive lady, and to meet with her husband Brian, who has also been a fantastic supporter of the Hospice."

Since receiving this award, Judy has sadly died in our Hospice in the Hospital. Her contribution to hospice care will continue to inspire staff and volunteers.



Certificate of Thanks

Presented to:
Judy Hickingbotham

Thank you for
Doing It Right

For:
For over 30 years you have remained consistent and committed to the Fundraising Team; and are recognised as an ambassador for the Hospice.

Presented on 10th April 2018

Nominated by:
Janet McConomy, Community Events Fundraiser

Michele Duggan
Chief Executive, St Barnabas

St Barnabas
Hospice - Care - Support

"Most humbling for me was that Judy had remained committed, even though she herself had been unwell and was undergoing treatment for cancer over the last few years."

Michele Duggan, Director of Income Generation and People

MAKING A DIFFERENCE ACROSS LINCOLNSHIRE

It is important for us to reflect and recognise the incredible contributions of some of our staff, volunteers and external supporters.

As we celebrated our 35th birthday in 2017, we also celebrated members of the team who have made a difference to St Barnabas along the way.

Our Staff Awards evening provided us with the perfect opportunity to

recognise the many individuals who **share their strengths**, whether it's in a volunteering role, through commitment to community, corporate partnerships or pushing the boundaries within their own area of work.

We presented Long Service awards to key volunteers and staff who have devoted over twenty years to St Barnabas Hospice.

Long Service

20 Years Long Service Volunteers

Elizabeth Ann Selous and Janet Emerson - Inpatient Unit

Rosalynn Roe and Christine Cook - Fundraising

Julie Pinnington - Nettleham Fields Shop

20 Years Long Service Staff

Joy Fairweather - Clinical Governance Nurse

Angela Willers and Kate Diplock - Higher Level Staff Nurses, Inpatient Unit

Carol Chandler - Shop Manager, Monks Road Shop

Emma Bowman - Retail

Sorter, Cardinal Close
Rose Stubbs - Cook, Inpatient Unit

30 Years Long Service Staff

Yvonne Tye - Health Care Support Worker, Inpatient Unit



WE WOULD BE LOST WITHOUT OUR VOLUNTEERS

Our devoted volunteers make all the difference for our patients, their families and carers. In 2017/18 we were supported by 1,000 volunteers across all areas of the Hospice, donating their time in a variety of roles - from Inpatient Unit volunteers to crafters.

They dedicate their time freely to support the growth of the Hospice, with no motive or reimbursement. They are there simply to help make a difference to people in their community.

Our volunteers **share their strengths** with St Barnabas Hospice. They offer their skills and expertise wherever possible, sharing their knowledge to help find the best possible solution. Nothing is too much trouble and they continue to support compassionate end-of-life care.

Below are just a few examples of the tireless and unwavering support our volunteers provide to our staff, so many of our patients, and their families and carers.



PROTECTING OUR CARE INTO THE FUTURE

Following the restructure in 2016/17, our Individual Giving department was given extra resource. This led to the development of many new campaigns, including further growth for our Make a Will Month, Light up a Life and legacy donations.

Our legacy donations were again monumental in supporting hospice care for now and the future. We received **52** legacies in 2017/18, which saw over **£1.1 million** raised through this source of income. These funds are crucial to the development of our services and help to protect the care we are able to provide into the future.

Our famous collection boxes had a refresh, with many finding new homes. As a result of over **500** collection boxes being gathered in from across Lincolnshire, we raised over **£27,000**. Thank you to everyone who contributed to these over the year.

Over the festive period, our supporters came together to remember loved ones through Light up a Life - a combination of events, services and generous donations. Over **1,000** lights were dedicated, raising more than **£37,000**.



COMMUNITY SUPPORT HELPS PEOPLE NEEDING CARE

Without the generosity of our incredible supporters, we would not be able to be there for over 9,000 people across Lincolnshire.

Thanks to our volunteers, supporters and fundraisers, who have worked tirelessly to help raise the much-needed £5.5 million needed to continue to provide care and support to patients, their families and carers.

Following the restructuring in 2016/17, a lot of changes came into fruition, with new staff members, new events and exciting initiatives.

Our Individual Giving department has seen a dramatic increase in resources which has shown in the success of campaigns. This will continue to grow in 2018/19 and will provide much needed funds to guarantee quality hospice care into the future.

Our Fundraising department has consistently researched, organised and successfully led some of our best events. Growth is guaranteed to continue in 2018/19, as well as the possible return of some of our supporter favourites.





OUR 2017/18 ACHIEVEMENTS

- In 2017/18, our fundraising efforts continued to be vital in supporting the growth of the Hospice. We were able to launch a variety of new initiatives and campaigns.
- In May 2017 the Colour Dash continued to be our most successful mass participation event, with **3,000** people attending. This contributed to an impressive fundraising total of **£240,000** from events led by St Barnabas Hospice.
- While we were celebrating our 35th birthday, we were overwhelmed with the support from our team of dedicated supporters. We are continually humbled and amazed by the generosity of our community, who support us with everything - from Birthday Bakes to Christmas lights. Thanks to the support of our community, we raised over **£95,000** towards hospice care.
- Our Corporate Fundraisers worked alongside local businesses to gain their support for St Barnabas Hospice. Some highlights include sponsorship opportunities at events in the North and South of the county from companies such as Western Power and Lincolnshire Co-operative. We also received a **record number of 'Charity of the Year' statuses** from the likes of Lincoln City Football Club, HomeLet, Brakes and Co-operative Funeralcare.
- 2017/18 also welcomed a brand new venture for our Fundraising team, in the form of a **dedicated Challenge Events staff member**. The role was created as a result of so many supporters choosing to take on a once in a lifetime challenge to raise money for the Hospice. Since its launch, the department has grown to include everything from marathons to treks, skydives to wolf runs.

SECURING OUR FUTURE

As a charity, we rely on voluntary income to provide the majority of our vital services. We must raise £5.5 million a year to continue to provide care to those living with a life-limiting or terminal illness in Lincolnshire.



OUR 2017/18 ACHIEVEMENTS

- More than **720,000** items were sold in our 26 shops across the county, including nearly **160,000** books.
- Generous donations of unwanted items are sold across our 26 shops throughout Lincolnshire. However, in 2017/18 we recycled over **400** tonnes worth of unsaleable items. Whilst this is great for the environment, keeping it out of landfill sites, it also generated **£170,000** in income for the Hospice.
- Each of our shops stock good quality items at affordable prices, many of them stock new items too. In 2017/18 we sold over **60,000** New Goods items, making approximately **£130,000**.
- In August, we opened our first ever café in Spalding. The café serves our specially blended coffee, Blend 35, to celebrate our 35th birthday. Since opening, we have served over **6,000** hot and cold drinks and over **3,600** light meals and snacks.



IN OUR CHARITY SHOPS...

- Over **720,000** items were sold across our 26 charity shops.
- Nearly **160,000** books were sold across our 26 charity shops.
- **189,000** items of clothing were sold across our 26 charity shops.
- **140,000** items of bric-a-brac were sold across our 26 charity shops.
- We served over **1,300** customers every day.
- **£72,000** was generated from Gift Aid in a year.



HITTING THE JACKPOT WITH OUR SUPPORTERS



In 2017/18 the St Barnabas Hospice Lottery continued to be a fundamental source of income for the Hospice.

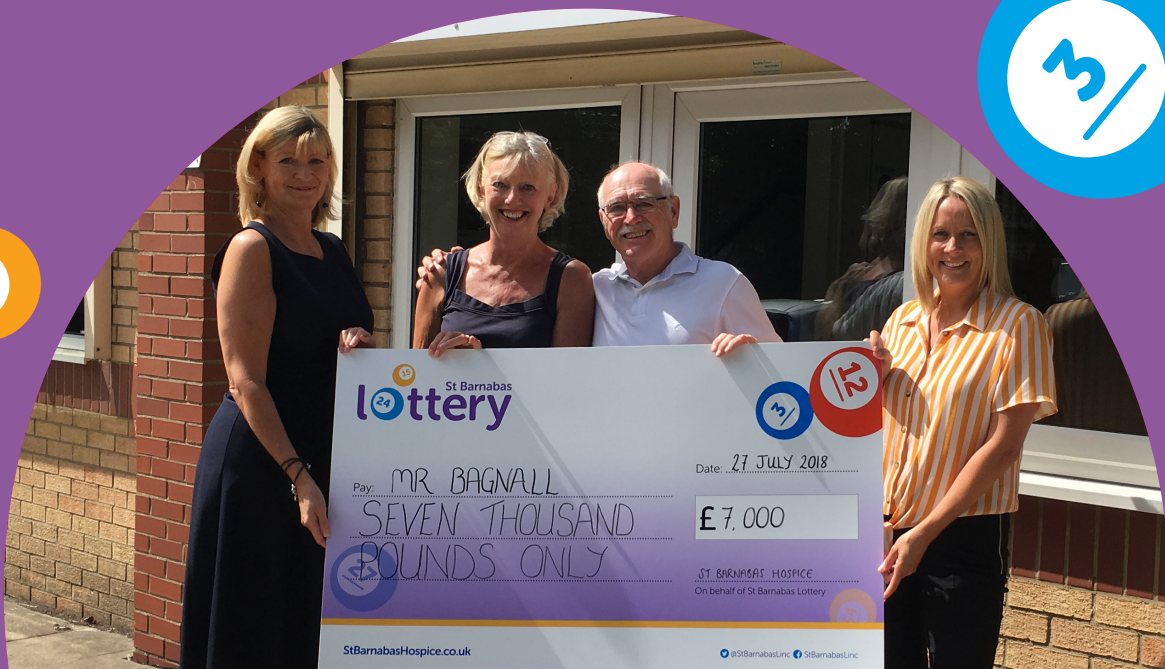
Over **11,600** people play in our weekly Lottery, which has a top cash prize of **£7,000**.

In 2017/18, our Lottery members, scratch card buyers and raffle participants helped us raise over **£300,000** for hospice care. Lottery have worked as a small team since 1996 and this year have reviewed, refreshed and changed all aspects of the department. After nineteen years working with an external Lottery management company, we brought the Lottery in-house. This will bring considerable cost savings in future years.

The change involved three months of preparation work in addition to the normal day-to-day running of the department. **11,500** records were transferred to the new system over three days and the first draw on our Donorflex Lottery system ran successfully four days later.

Having Donorflex and Donorflex Lottery gives St Barnabas a single database for all our supporter records.

The St Barnabas Lottery has continued to help generate much-needed funds to continue to provide care and support to those who need it, across Lincolnshire. We are thankful to everyone who has taken part for their support.





OUR 2017/18 ACHIEVEMENTS

- **2,296** people won a cash prize in our weekly Lottery.
- **2,824** people joined the weekly Lottery.
- More than **£130,000** was won, with two people winning the **£7,000** rollover jackpots.
- **62,000** Raffle tickets were processed by the Lottery team.
- **52** local people won a **£1,000** prize by staking £1 per week.
- **15,657** 'Lucky Ewe' scratch cards were sold in our shops, with over **£6,025** being won.



GETTING TO KNOW OUR PATIENTS AND THE PUBLIC

St Barnabas Hospice uses advertising and marketing tools to engage with the public and supply them with information about hospice care. This means the public can make informed choices about the care and support they need.

The number of people engaging directly with us has continued to grow, with over **72,000** people visiting our website in 2017/18. This is an increase of **14%** from the previous year.

We updated our website in 2017/18 to better communicate our values and the true essence of hospice care. It shows real patients, families and staff in every day scenarios, to increase engagement and break down myths surrounding the care we provide.

Social media interaction has grown significantly in 2017/18. This growth

has been evident in the way that our supporter numbers have increased, as well as our engagement levels.

Social media is a growing platform for the Hospice to communicate with patients and the public. In 2017/18, our likes grew to **11,800** on Facebook, an increase of **55%**. Our Twitter followers grew to **4,135**, an increase of **27%**. Instagram has seen the most dramatic growth with **1,000** followers, a **122%** increase.

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website in 2017/18



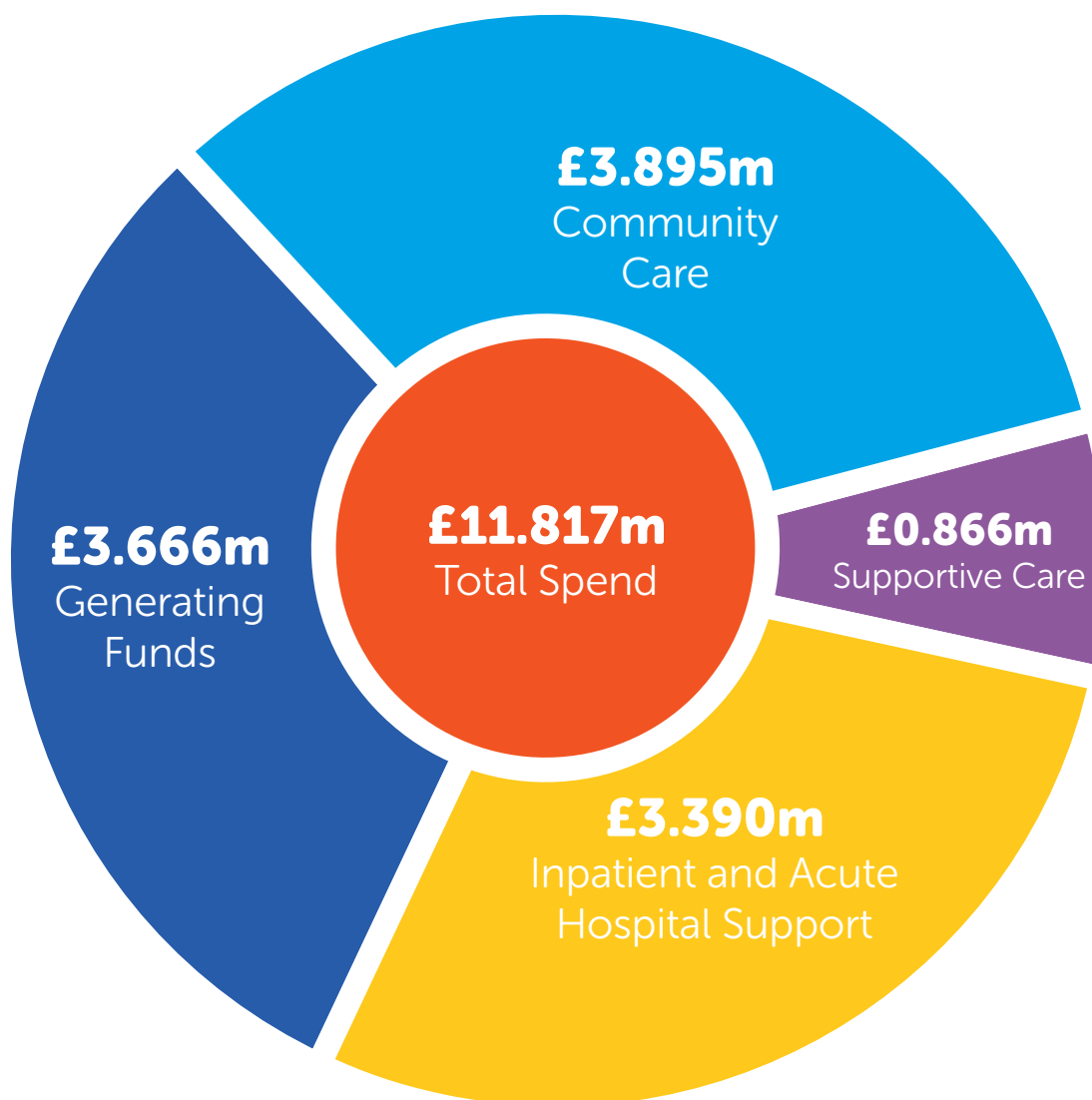
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1,000
followers reached
on Instagram - an
increase of 122%

HOW WE SPEND OUR FUNDS

In 2017/18, we spent **£11.817 million** on our specialist Inpatient care, bringing our care directly to our patients in their own homes, as well as securing our future by spending funds on improving awareness of our charity and generating future income.



FINANCIAL PERFORMANCE

During the 2017/18 financial year, the Trust expected to post a deficit of £0.84m but achieved a surplus of £0.048m. The turnaround occurred because of higher than expected legacy income, lower salary costs, and a contingency for clinical staff restructuring that did not materialise.

Income from all sources amounted to £11.976m (2017: £12.142m) of which 43% was generated through NHS contracts and 57% through fundraising activities. Expenditure for the same period was £11.817m (2017: £11.828m)

The Trust's investment portfolio did not perform as strongly as the previous year, with the Trust suffering a loss on investments of (£110k) compared to a gain the previous year (2016: £861k). During the year, as part of its fiscal governance responsibilities, the Trust appointed an independent auditor to evaluate the performance of the investment manager. Trustees were reassured that the investment manager had performed in line with market expectations. Investment income in the form of dividends and interest at £0.303m exceeded expectations.

Three-Year Plan

During the next three years the Trust expects the fiscal outlook to be more challenging with the continued increases in the National Living Wage and more stringent fundraising regulation putting pressure on hospice finances. The Trust has produced a three-year financial plan that forecasts a deficit of (£330k) in 2018/19, a deficit of (£47k) in 2019/20 before returning back to surplus of £100k in 2020/21.

During the year, the Trustees approved investment in the fundraising team to drive future income generation and ensure our income streams match our expenditure.

Reserves

The consolidated accumulated funds at 31st March 2018 amounted to £18.058m (2017: £18.010m), of which restricted funds were £1.870m (2017: £2.114m). 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 £16.189m, of which £6.073m represents the fixed assets of the Charity, £3.290m is designated for future capital improvements and £5.414m 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 2017/18.

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 31st March 2018

	Restricted £	Unrestricted £	Total 2018 £	Total 2017 £
Income from:				
Donations and legacies	103,952	3,098,959	3,202,911	3,693,046
Other trading activities	-	3,276,348	3,276,348	2,927,822
Investments	-	303,105	303,105	278,738
Charitable activities	31,220	5,162,081	5,193,301	5,243,180
Total income	135,172	11,840,493	11,975,665	12,142,786
	Restricted £	Unrestricted £	Total 2018 £	Total 2017 £
Expenditure on:				
Raising funds	-	(3,666,616)	(3,666,616)	(3,145,959)
Charitable activities	(379,728)	(7,770,824)	(8,150,552)	(8,682,121)
Total expenditure	(379,728)	(11,437,440)	(11,817,168)	(11,828,080)
	Restricted £	Unrestricted £	Total 2018 £	Total 2017 £
Other recognised gains/(losses):	-	(110,023)	(110,023)	861,177
Net movement in funds	(244,556)	293,030	48,474	1,175,883
	Restricted £	Unrestricted £	Total 2018 £	Total 2017 £
Balance carried forward at 31st March 2018	2,114,197	15,895,568	18,009,765	16,833,882

All amounts relate to continuing operations.

Consolidated balance sheet at 31st March 2018. Company number: 3166056

	2018 £	2018 £	2017 £	2017 £
Fixed assets		15,395,062		14,917,216
Current assets	3,884,118		4,093,313	
Creditors	(1,220,941)		(1,000,764)	
Net current assets		2,663,177		3,092,549
Net assets		18,058,239		18,009,765
Accumulated funds				
Unrestricted income funds				
Fixed asset fund		6,073,193		6,073,193
Development fund		3,289,951		3,289,951
Revenue reserve		5,413,517		5,010,464
Revaluation reserve		1,411,937		1,521,960
Restricted income funds		1,869,641		2,114,197

WHERE WE'RE HEADING

St Barnabas continues to operate in a health system that is facing unprecedented pressure on resources as demands rise. The health and care system is also facing a time of major transformation to meet the changing health and care needs of the people of Lincolnshire.

Our strength as an organisation is our thirty-six-year history as a well-respected provider of high quality palliative care in Lincolnshire. Our resilience is intrinsically linked to our ability to be dynamic and focus on delivering the highest possible quality of end-of-life care.

To ensure that St Barnabas continues to deliver its Mission, we will need to evolve as an organisation and continue to be a lighthouse for the community we serve.

Pushing Boundaries

The year ahead will see the ongoing implementation of our Clinical Strategy, as well as further embedding the excellent work that has been achieved this year. This includes the development of a Consultant Nurse Post. Our Education Strategy is to be implemented and this will see growth for internal and external education, working with both the University of Lincoln and Bishop Grosseteste University.

The coming year will also see the further implementation of the St Barnabas Information Management Technology Strategy, with key projects such as Project Echo being implemented alongside our ongoing work with mobile working and the digitalisation of processes.

Reaching Out

The future of health and care is one of collaboration. St Barnabas will work with statutory and non-statutory organisations to ensure high quality end-of-life care is



a key priority. St Barnabas will continue to work within the Lincolnshire Strategic Transformational Partnership (STP), with a key focus being the development of our Neighbourhood teams. St Barnabas will provide system leadership for end-of-life care and other areas such as system governance. Positive working relationships allow us to **share our strengths** with system providers such as Lincolnshire Community Health Services Trust and Lincolnshire Partnership Foundation Trust; these will be a key area of focus over the coming year.

Sustainable into the Future

The coming year will see a new approach to the contracting of end-of-life and palliative care in Lincolnshire, with the development of an Alliance Contract. St Barnabas will be taking a lead role with this work to ensure that the Hospice approach to care continues to be delivered.

This year will see our Estate Strategy begin to be implemented, with changes to our Inpatient Unit and Hawthorn Road buildings being the first to be looked at. The focus will be on developing an estate that is fit for purpose and that supports the delivery of the St Barnabas Clinical Strategy. This will include how buildings can be utilised within the communities we serve, including external organisations.

The year ahead will see St Barnabas face many challenges as health and care provision rapidly evolves. St Barnabas is well equipped to face these challenges, and the strengths we bring to the table are built on the knowledge we are an organisation that is owned and respected by the communities we serve.

A handwritten signature in black ink, appearing to read 'Chris Wheway'.

Chris Wheway
Chief Executive

**We are bringing Hospice care to more people
every year – thanks to you.**

We would like to extend a special thank you to all our supporters who have shared their stories with us for our report.

We would also like to thank everyone who has played a role in the work that we do, regardless of the contribution. Without the support of people like you, St Barnabas would not be able to provide the services our patients need.

From our supporters who jump out of planes, to our volunteers who donate their time, without your support we would not be where we are today.



**THANK
YOU**



CONTACT AND 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 supporting St Barnabas 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



@StBarnabasHospice



St Barnabas Lincolnshire Hospice

For hospice care and support call **0300 020 0694**

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36 Nettleham Road
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LN2 1RE

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enquiries@stbarnabashospice.co.uk

Registered Charity No. 1053814

StBarnabasHospice.co.uk

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Hospice • Care • Support