



St Barnabas
Hospice • Care • Support

COLLABORATIVE WORKING

ANNUAL
REPORT | 2018
2019

StBarnabasHospice.co.uk

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WHAT WE DO

St Barnabas is a local, independent charity which supports more than 10,500 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 and

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.

.....

WORKING BETTER TOGETHER

Hospice care is continually evolving with the times and we have found there has been a big increase in collaborative working over the past financial year.

Collaborative working is noticeable in all areas of the Trust – from Income Generation to Wellbeing to Clinical.

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.

Our collaborative working has seen us partner with many local, national and even international businesses and initiatives, with more partnerships planned for the future. Our internal departments have also demonstrated collaborative working with other departments this year, to really enhance the care and support that we provide to our patients and their families and carers.

We continue to work together with other local health care providers and often signpost and recommend external services to our patients.

It is important for us to give our patients the most dignified, compassionate death possible, so it is heart-warming to see a large amount of partner organisations sharing this outlook on end-of-life care. Collaborative working means we can use additional resources to provide more care and support for people across Lincolnshire living with a life-limiting or terminal illness, and their families and carers.

IT IS IMPORTANT FOR US TO GIVE OUR PATIENTS THE MOST DIGNIFIED, COMPASSIONATE DEATH POSSIBLE

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VISION

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

MISSION

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.

VALUES

- Aiming High
- Being Courageous
- Doing it Right
- Having Heart
- Working Better Together.

FUNDRAISING AND LOTTERY

£129,500

was won on the weekly Lottery

59,275

raffle tickets were processed by the Lottery team

£24,941

was donated in our collection boxes



£91,821

was raised from Gift Aid in fundraising activities

£335,394

The total amount of donations made in memory of a loved one.

ONLINE

Over 100,000

people visited our website, an increase of 39%

4,283

followers reached on Twitter, an increase of 4%



1,650

followers reached on Instagram an increase of 65%

12,473

Facebook followers an increase of 6%

SHOPS

55,000

new goods items were sold,
generating over £122,000
gross profit

£75,000

was raised from Gift Aid
in our charity shops

£188,672

was raised from recycling over
558,693 tonnes of items
we were unable to sell

727,000

items were sold across
our 26 charity shops

.....

SUPPORT

766

people were supported by our
Family Support Services team

6,363

hours bereavement support were
provided to patients and their families

10,500

people were supported across
Lincolnshire

£8,628,284

worth of benefits was claimed
and awarded by our Welfare team

CARE

399

people received specialist
Inpatient care



1,949

people were cared for
in their own homes

1,341

patients accessed our
Occupational Health or
Physiotherapy services

25,344

calls came in to our Palliative
Care Coordination Centre

1,136

people accessed Day
Therapy support

.....

VOLUNTEERS



75,308

hours of volunteered
time were donated
to our charity shops

910

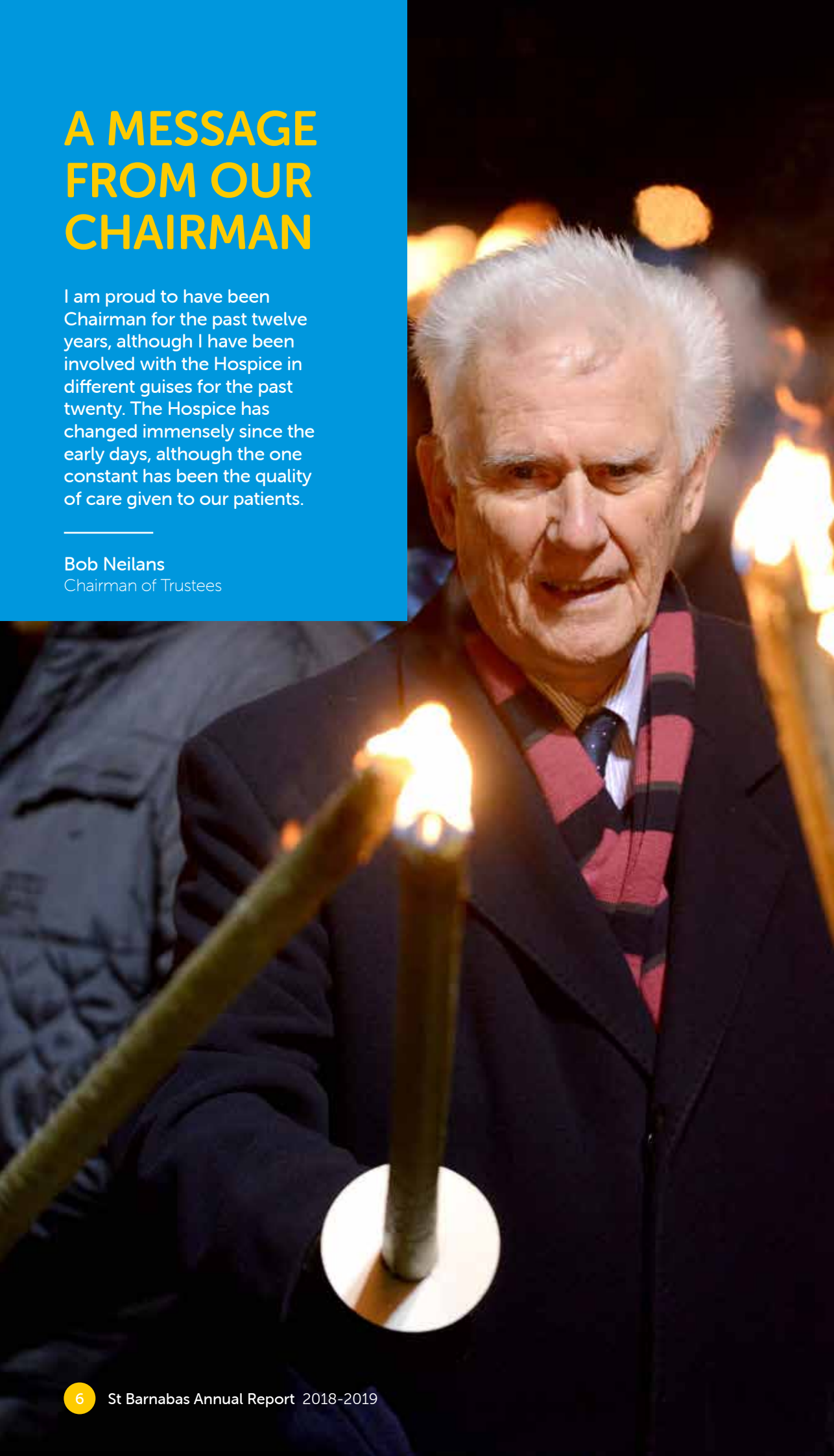
Volunteers gave their time freely

**OUR YEAR
IN NUMBERS**

A MESSAGE FROM OUR CHAIRMAN

I am proud to have been Chairman for the past twelve years, although I have been involved with the Hospice in different guises for the past twenty. The Hospice has changed immensely since the early days, although the one constant has been the quality of care given to our patients.

Bob Neilans
Chairman of Trustees





COLLABORATIVE WORKING HAS HAD A BIG IMPACT ON OUR ABILITY TO PROVIDE HOLISTIC CARE FOR THE WHOLE FAMILY.

We have welcomed many new partners during the past year, which has opened our eyes to new ways of working and new demographics of patients and supporters that we can access.

Departments within the Hospice have started to work more closely on collaborative projects, meaning our strengths are shared around. This is already starting to positively impact on the care we provide, as well as increasing both staff and volunteer morale.

Last year's Staff Awards evening highlighted the positives of collaborative working, as we awarded Hodgkinsons Solicitors, John Kaberry Ltd., Rapid Relief, Turbine Efficiency, Belton Park Golf Club and the Knipfest Committee for the fantastic work they have done with us over the years.

As I say farewell, I am pleased to hand over the reins to my fellow trustee, Tony Maltby, and know that the Hospice is in safe hands. It has been my pleasure to meet so many amazing supporters, patients, staff and volunteers and I hope to continue my association with the Hospice in the future.

I hope you enjoy reading this report and seeing the many ways we have impacted end-of-life care in Lincolnshire over the past year.



IT HAS BEEN MY PLEASURE TO MEET SO MANY AMAZING SUPPORTERS, PATIENTS, STAFF AND VOLUNTEERS

DAY THERAPY

So much more to
hospice care

Hospice care isn't just staying on a ward in an Inpatient Unit. Many of our patients who have been diagnosed with a life-limiting or terminal illness have months or even years left to live. Our Day Therapy Centres across Lincolnshire help these people to live good quality lives for as long as possible.

We support patients, their families and carers with a wide range of therapies and activities at St Barnabas. These can be done with other people in similar circumstances or sometimes individually. We also offer support to make decisions about future care wishes, to manage symptoms such as pain, reduced mobility, poor sleep or anxiety, as well as providing psychological and spiritual support.

1,136 patients accessed our Day Therapy

1,341 patients accessed Occupational Therapy and Physiotherapy

Work also began to integrate our Day Therapy palliative rehabilitation service with the Hospice at Home.

We have continued to collaborate with District Nursing teams, Macmillan Nurses, GPs and other healthcare providers through our Neighbourhood teams and in multi-disciplinary team meetings.





JESS BRINGS A TOUCH OF NORMALITY TO OUR SERVICE, INCREASING THE THERAPEUTIC VALUE OF OUR TREATMENTS IMMENSELY.

Jess the Canine Concern dog has been a regular face at the St Barnabas Day Therapy Centre in Gainsborough and the Inpatient Unit in Lincoln. She has supported many patients and their families during what is one of the most difficult times of their lives.

Jess's owner, Pat, said:

"We find that Jess gives patients the opportunity to talk about something outside of their diagnosis, which can be very difficult at times. She is often the first port of call for patients in Gainsborough as she can put them at ease before they meet with a nurse for their treatment

"Jess once helped a patient who had become unresponsive. She put her paws on the frame of the patient's bed and the patient reached out to stroke her. She said the word 'soft,' which was the first word she had spoken in some time."



SHE PUT HER PAWS ON THE FRAME OF THE PATIENT'S BED AND THE PATIENT REACHED OUT TO STROKE HER.

HOSPICE AT HOME

Supporting care with
home comforts

Many people choose to be cared for in their own home when they receive a terminal diagnosis. This is where they feel safe and comfortable and can spend precious time with their loved ones.

Our Hospice at Home team works 365 days a year to care for patients in their own home.

1,949 patients have been visited by Hospice at Home nurses

We have been working with the Boston Neighbourhood team to introduce the Electronic Palliative Care Coordination System (EPaCCS). This is being rolled out to care homes, hospital frailty teams and people without access to electronic clinical systems.

Project ECHO, a video conferencing support network, launched and supported **432** people by advising care home staff supporting patients with a life-limiting or terminal illness.

We have collaborated with the University of Edinburgh to create a Supportive and Palliative Care Indicators Tool (SPICT) which has been rolled out to care homes in Lincolnshire, Norfolk, Scotland and Wales. It has also been translated into many languages and used in over twenty countries worldwide. This tool empowers relatives and carers to help recognise people who may have palliative care needs. Further research is now being done with the University of Lincoln, East Anglia and Edinburgh on the evaluation and impact of the tool.





THE CARE AT
ST BARNABAS HAS
BEEN SECOND
TO NONE



IT'S SAD TO SAY, BUT IT'S NOT
UNTIL YOU NEED THEM THAT YOU
REALISE HOW IMPORTANT THIS
ORGANISATION IS.

Tim Smith was diagnosed with terminal pancreatic cancer in June 2018, so Lincoln City Football Club decided to pull out all the stops to help make his final wish come true. Tim was invited to attend a Lincoln City press conference and meet the Manager, Danny Cowley.

However, the whole squad turned up to see Tim and invited him to lead the team out of the tunnel at their next home game. A whole VIP day was arranged for Tim, and of course, Lincoln won the match.

When talking about the win to the press, Danny Cowley said:

"That was for Tim Smith. We met him on Thursday and his story really touched all of us. We were really determined as a group to get a win for him and it felt right. It was a pleasure to have Tim and his family with us before the game and it felt really special.

Tim added:

"The care at St Barnabas has been second to none and the Hospice at Home girls are such lovely, genuine people. It's sad to say, but it's not until you need them that you realise how important this organisation is."



THIS IS SUCH AN IMPORTANT DEVELOPMENT FOR DEMENTIA CARE SERVICES IN LINCOLNSHIRE. LAUNCHING SUMMER 2019

We are now working in partnership with Lincolnshire County Council and Dementia UK, and have recruited six nurses to deliver a new Admiral Nurse Service in Lincolnshire.

Admiral Nurses specialise in dementia care. They work closely with families to provide one-to-one support, guidance and practical solutions so they can live more positively with dementia every day.

Sarah Bedward, Admiral Nurse at St Barnabas Hospice, said:

"The most important part of an Admiral Nurse's job is to work with the families and the person living with dementia. If we do a good job, we prevent unnecessary admissions to hospital, improve people's quality of life, help people live at home for much longer and also enhance their wellbeing."

Michelle Webb, Director of Patient Care at St Barnabas Hospice, added:

"I am delighted to welcome the new Admiral Nurses to the Hospice. We have enjoyed working alongside Lincolnshire County Council and Dementia UK this year to create a two-year pilot. This is such an important development for dementia care services in Lincolnshire."



**WE HELP PEOPLE
LIVE AT HOME FOR
MUCH LONGER AND
ALSO ENHANCE
THEIR WELLBEING.**

INPATIENT UNIT

Complex care in a homely environment

Our Inpatient Units in Lincoln and Grantham are bright, homely environments where care is available 365 days a year to patients with complex conditions. These patients are supported with both symptom control and end-of-life care.

The Inpatient Unit in Lincoln has eleven specialist beds and our Hospice in the Hospital in Grantham has six specialist beds. Referrals to this nurse-led service are made via a healthcare professional such as a GP, hospital doctor, specialist nurse or community nurse.

399 people received specialist Inpatient care from our Hospice. 219 people in Lincoln and 180 in Grantham

Dr Adam Brown from the Lincoln Inpatient Unit has been leading on the implementation of the Recommended Summary Plan for Emergency Care and Treatment (ReSPECT) form and process across all Lincolnshire healthcare organisations.

This is a process which creates personalised recommendations for a person's clinical care in a future emergency where they are unable to make or express choices. It provides healthcare professionals responding to that emergency with a summary of recommendations to help them make an immediate decision about that person's care and treatment.



CARE REFERRALS

**Working tirelessly to
support the community**

**Our Palliative Care Coordination
Centre (PCCC) is the single point of
access for our Clinical Services.**

This means that health professionals, patients, their families and carers can all call the same number to access support and advice regarding end-of-life care, as well as making referrals to our Hospice.

Open 365 days a year, the team works tirelessly to get people the support they need as soon as they can.



IN 2018/19 THE PCCC HAD

42% increase of new referrals

27%
increase of re-referrals and
changes to care

32,000
outgoing calls were made

 **55,000**
day care visits were sourced

84%
of equipment returned from
patients homes

1,185 patients received
Fast Track Funding from the
NHS

This ensures that people with a rapidly deteriorating condition that may be entering a terminal phase are supported in their preferred place of care, as quickly as possible.

 **90%**
of patients received care within
seven days

COMMUNITY ENGAGEMENT

Broadening our horizons

At St Barnabas, we use advertising and marketing tools to engage with the public. We raise awareness of the support and care we provide across Lincolnshire and help raise more money, so we can continue this care into the future.

We have developed and improved our new website to communicate better with supporters and patients. The number of people engaging with us through our website has continued to grow, **with over 100,000 people visiting our website in 2018/19**. This is an increase of 39% from the previous year.

Our social media engagement has been improved across Facebook, Twitter, Instagram and LinkedIn. This is due to increased engagement levels and interaction

from the Marketing department. Social media is a wonderful platform for the Hospice to communicate with as it reaches a large audience at a very small cost.

We are delighted to see continued growth in our social media engagement levels.



Our Facebook followers grew to **12,473** an increase of **6%**



Twitter followers grew to **4,283** an increase of **4%**

LinkedIn is a social media network which we have begun to use more frequently when communicating with the business world.



We saw our followers grow to **701** which was a fantastic increase of **24%**



Most impressively, our Instagram followers grew to **1,650** which is an incredible increase of **65%**



THE SUNDAY TIMES TOP 100 AWARD

We have been placed number 89 in the Sunday Times Top 100 Not For Profit Organisations to Work for 2019 list.

The national accreditation is awarded on the results of an anonymous staff survey, which covers staff wellbeing, relationships, leadership and personal growth.

Our ranking appeared in the Sunday Times publication alongside the National Trust, Great Ormond Street Children's Charity and only six other Hospices. With a workforce of over 300 staff and 900 volunteers we commit to providing a happy working environment, celebrating individual and collective success in all departments.

Lisa Phillips, Head of People and Development explains

"The independent survey took place with all staff throughout October 2018. We also completed a comprehensive organisational questionnaire showcasing the services St Barnabas provide, and what we do to support, recognise and reward our employees. This included a Reward and Recognition Scheme, flexible working practices, wellbeing support, a staff and management focus group.

I am so proud to have been awarded a One to Watch accreditation, placed 89th in the Top 100. To have been ranked highly in the 'areas of success' – 'great service to its customers, proud to work for the organisation, and the organisation has strong values and principles' by our own team is such an accomplishment."

Chris Wheway, Chief Executive adds;

"I am delighted that the support, the wellbeing and happiness of our team has been recognised. People are at the centre of what we do, whether that is the patient, their family or the team that make the service possible. I am so proud to lead an organisation that has so many brilliant individuals working together making a massive impact.



PEOPLE ARE AT THE CENTRE OF WHAT WE DO, WHETHER THAT IS THE PATIENT, THEIR FAMILY OR THE TEAM THAT MAKE THE SERVICE POSSIBLE.

WELLBEING PARTNERSHIPS

Support in the most difficult circumstances

Health and wellbeing are extremely important for people living with a life-limiting or terminal illness. Our Wellbeing department, together with more than 100 volunteers across the county, provide a range of services including welfare and benefits advice, counselling services, complementary therapies and spiritual support.

This year, we are very proud of the partnerships we have made with other organisations, so we can work together to improve care and support people in our local communities.

In February 2019, we were delighted to be awarded a grant from Hospice UK and the Masonic Charitable Foundation to set up a project providing bereavement care to the homeless community

in Lincoln. Working with the YMCA, Masonic Charitable Foundation, and charitable organisations who support the homeless community, the aim is to create one-to-one bereavement support to help work through the difficulties, challenges and emotions that can accompany bereavement.

St Barnabas Counsellor, Cat Rodda, is leading the project. Cat said:

"This isolated and disenfranchised group are at greater risk of harm and psychological distress because of their grief. The sessions will provide space in a familiar environment to learn new coping strategies, to come to terms with anxieties and fears and to reduce feelings of loneliness and psychological distress. Training for staff at our partner organisation and for homeless peer mentors will widen the impact of this service."

Looking after our future generations

Our specialist bereavement care has extended to the University of Lincoln. Working in collaboration with the University, we recognised the life changing impact bereavement can have on students at a critical point in their lives.

Our volunteer counsellor provides one-to-one support to students, enabling them to work through their grief and distress without

adding to the pressures of university life.

Christine Fox, Mental Health Adviser at the University of Lincoln, said:

"St Barnabas demonstrates a clear understanding of the challenges our students face, such as balancing their studies whilst supporting them to work through their grief. They have also signposted them to other relevant services when further support needs have been identified.

COMPLEMENTARY THERAPY AND SPIRITUAL SUPPORT

Relieving anxieties in troubling times

Our volunteer Complementary Therapists provide treatments ranging from Reflexology to Reiki, bringing much needed relaxation and support to patients and carers alike. In 2018/19 we provided 608 treatments across Lincolnshire.

Our Complementary Therapy Lead, Sarah Holmes, has been a registered nurse for over 30 years, so we are able to provide professional development and learning and ensure that we deliver an excellent service. Sarah runs a local support group, held at our Lincoln Day Therapy Centre, for Complementary Therapists belonging to the Federation of Holistic Therapists (FHT).



This past year, two therapists from the group began volunteering their time to St Barnabas.

Sarah Holmes, Complementary Therapy Lead at St Barnabas Hospice, said:

“We are lucky that such qualified and professional Complementary Therapists volunteer their time with us. I am proud to lead the team and would like more qualified therapists to come forward.”

Sarah and Counselling Lead, Tracy trained as Dementia Friends Champions in 2018. They now hold information sessions at three of the Day Therapy sites for staff members, volunteers and members of the public to attend.

WE ARE LUCKY THAT SUCH QUALIFIED AND PROFESSIONAL COMPLEMENTARY THERAPISTS VOLUNTEER THEIR TIME TO US.

The Spiritual Support team plays a crucial role in supporting our patients and their families.

A network of spiritual volunteers and visiting ministers from around

Lincolnshire have collaborated to ensure that patients and their loved ones, from all faiths and none, can receive spiritual care and support.

BEREAVEMENT AND WELFARE

Overcoming grief with a helping hand

Our Bereavement Support volunteers work from community buildings around the county and play a crucial role in enabling people to work through their grief and find support among others experiencing a bereavement.

In 2018 we forged partnerships with garden centres, local cafes and community spaces to set up groups in the heart of our communities. Without them, we could not give bereavement support to over 580 people each year.

The financial burden of a life-limiting or terminal illness cannot be underestimated. Our Welfare department helped release more than £8,628,284 in benefits on behalf of our patients. This has been done whilst working closely

with Alzheimer's UK and Macmillan. We are proud of the work we do together to help alleviate some of the pressure and financial difficulty experienced by so many.

Maureen Leonard, Welfare Team Leader at St Barnabas Hospice, said:

"Navigating the range of benefits available can be daunting and difficult, but can make a significant difference to people's financial position. Our advisers can assist vulnerable people to identify and make applications. They can help deal with complex benefit issues. Supporting patients and their carers during a difficult period and knowing we have made a difference is invaluable. Last year, we received 4,146 requests for assistance. This confirms that there is a real need for this type of help."

Mandy Irons, Head of Wellbeing at St Barnabas Hospice, said:

"Our aim is to help people to live well and make the most of every moment of their lives. This year has been a remarkable year for the Wellbeing team. We are delighted to have had so many opportunities to work in partnership with organisations and charities across Lincolnshire, making a difference to people when they need us most. With the addition of a new Community Engagement Project Lead role, we are looking forward to making even more new partnerships in the coming year."



OUR AIM IS TO HELP PEOPLE TO LIVE WELL AND MAKE THE MOST OF EVERY MOMENT OF THEIR LIVES.

VOLUNTEERS

Hidden heroes of hospice care

At St Barnabas we rely on over 900 dedicated volunteers who give up their time to support us in a range of roles across the departments. These volunteers make a huge difference to the care of our patients and their families and carers.

Some volunteers come from local organisations and schools who choose to support us for many different reasons. We welcome Duke of Edinburgh Award students to volunteer in our shops from the age of 14, but the normal volunteering age is 16. Last year Lincolnshire Co-op kindly volunteered in our Louth Day Therapy Centre garden as part of the Big Co-op Clean. They helped us to re-style the garden to be a 'working garden', celebrating the horticultural and agricultural heritage of Lincolnshire.

Lincolnshire companies came together in the Winter to collect Christmas trees as part of our Tree-cycle campaign. They dedicated their weekend and even donated vans and fuel to help us collect 1,500 trees and raise almost £14,000 for the Hospice.

Through working better together with other organisations, we are able to add additional skills and expertise to our bank of volunteers.

910 volunteers covered 30 different volunteer roles.

75,305 hours were spent by people volunteering in our charity shops.

Two volunteers in the Lincoln Inpatient Unit have spent **35** years and **10** months volunteering for us.

80% are female volunteers.

The youngest is **14** and the oldest is **91**.





HER DEDICATION AND LOVE FOR ST BARNABAS IS AS STRONG NOW AS IT WAS WHEN SHE STARTED VOLUNTEERING OVER 35 YEARS AGO.

Pearl Landry is one of the longest serving volunteers at St Barnabas Hospice, having been volunteering for 35 years and seven months. She began when our Lincoln Inpatient Unit first opened its doors in 1983 and has worked on the ward and been a patient driver.

Liz Stainton, Receptionist at St Barnabas Hospice, said:

“Pearl has travelled across Lincolnshire bringing patients to their appointments in Lincoln, sometimes helping out at very short notice. She still volunteers on the Inpatient Unit one morning each week, even though she is now in her mid-80s.

“It’s lovely to see what great care Pearl takes when tending to the flowers brought in to our ward, and she loves to spend time looking after the patients and chatting to them. As part of her role, she helps with food and drinks, completing nutritional diaries for staff to monitor.

“Pearl’s dedication and love for St Barnabas is as strong as it was when she first started volunteering all those years ago. Her commitment, regularity, enthusiasm and caring nature over the past 35 years is outstanding and she is certainly one of our hidden heroes.”



**HUGE THANK YOU
TO EVERYONE WHO
HAS GIVEN UP THEIR
TIME TO VOLUNTEER
FOR US DURING
2018/19**



LOTTERY

A win-win situation for our supporters

Our Lottery department plays a huge role in helping to raise the £5.5 million we need each year to continue providing care free of charge across Lincolnshire. This is through the weekly Lottery, two Raffles each year and scratch cards.

During 2018/19 our Lottery and Retail departments worked collaboratively to sell scratch cards. The charity shops who sold the most were Brant Road, Lincoln (2,933), Nettleham Fields, Lincoln (2,679), Burton Road (1,394) and Mablethorpe (1,071).

Our Lottery Development Administrator has been working hard to provide training, support, stock and the odd competition for our charity shops. We have also introduced a weekly sales league to motivate the shops with their scratch card sales.

£340,000 was raised by our Lottery department for the Hospice.

15 11,700

numbers were played in the weekly Lottery.

2,292 of our supporters won a cash prize, meaning that **£129,500** was paid in prizes.

Four people won a share of **£25,500** which was paid out on our rollover.

16,531 scratch cards were sold and **£5,296** was won on them.

15 59,275

raffle tickets were bought by our supporters.



INDIVIDUAL GIVING

Individuals making a difference

Our Individual Giving department looks after supporters who choose to give us a gift of money, including legacy giving and regular giving.

During 2018/19 we were able to work with various companies and individuals to develop some exciting new Individual Giving campaigns.



Our Make a Will Month campaign was refreshed in 2018/19, which saw a number of our long-standing volunteers appearing in the campaign to talk about their own legacy. We had more people than ever attending appointments

56 people chose to leave gifts in their Will to St Barnabas Hospice.



The campaign beat five marketing agencies to win Digital Campaign of the Year in the 2019 Lincolnshire Technology and Innovation Awards.

927 lights were dedicated on our Trees of Life across Lincolnshire in memory of loved ones.

£41,277 was raised by our Light up a Life campaign.

£54,985 was given to the Hospice by our regular givers. We also welcomed

69 brand new regular givers.



£24,941

was raised in collection boxes

Our Supporter Care team have been instrumental in the upgrade of our supporter database on a programme called Donorflex.

Gift Aid income was boosted by over **£11,000**

£50,000 was raised by the Forget Me Not campaign by **1,277** forget me nots being dedicated in memory of someone special.

SHOPS

Shopping for a cause

St Barnabas Hospice must raise £5.5 million each year to continue providing free care across Lincolnshire to people living with a life-limiting or terminal illness, and their families and carers. Our 26 charity shops across the county are vital in helping to raise a percentage of this money.

Last year saw a partnership form with HM Prison Lincoln and our Retail department. They have helped upcycle some of our unsellable furniture items, transforming them to generate an additional £1,000 for the Hospice so far.



450

Volunteers in our Retail department donated **75,308** hours of their time.

We sold **727,000** items in our shops, including **200,000** items of clothing and accessories, **152,000** items of bric-a-brac, **152,000** books and almost **6,000** pieces of furniture.

 **1,200**

customers are served each day on average.

£5,000 was generated by our collection pots in our charity shops.

15,000 drinks were served and almost **10,000** light meals and snacks in our Spalding cafe.

£16,000 scratch cards were sold

 **88**

house clearances were carried out, generating around

£24,000 for the Hospice



ST BARNABAS HAS REALLY TAPPED INTO PEOPLE'S INCREASING INTEREST IN SUSTAINABLE LIVING.

In February 2019, St Barnabas Hospice partnered with the Waterside Shopping Centre in Lincoln to open an 8,000 square foot pop-up shop in the city centre.

The shop sold a range of vintage and second-hand items, including crockery, upcycled furniture, clothing, wedding dresses and film merchandise. An interactive games area was also created to keep children, teenagers and even some adults entertained.

Caroline Peach, Head of Retail at St Barnabas Hospice, said:

"We have seen a rise in our popularity amongst our high street competitors as throw away fashion loses its appeal. As a society, we are increasingly aware of the benefits of low carbon and environmentally friendly living. We are offering well-made, affordable fashion and homeware that ticks the box."

Dean Cross, Manager at the Waterside Shopping Centre, added:

"The pop-up shop is typical of the proactive relationship that we have with St Barnabas and has certainly brought more people to the Centre. St Barnabas has really tapped into the people's increasing interest in sustainable living."



**WE ARE OFFERING
WELL-MADE,
AFFORDABLE FASHION
AND HOMEWARE
THAT TICKS
THE BOX.**

FUNDRAISING

Funding hospice care into the future

Our mass participation events saw some exciting developments, with the introduction of a brand-new event for the year, the Barnabas Big Screen. Spread over two days, this event raised an additional £7,828 for the Hospice.

Our corporate supporters are integral in helping us achieve the £5.5 million target we must raise each year. Last year saw the launch of our first Accumulator Challenge, which saw fourteen teams sign up and turn £50 into £100 or more for the Hospice. This Challenge was hugely successful raising £18,000 and resulted in other Hospices asking for advice on running their own version.

We pride ourselves on always being in the heart of our community, which is why we are so proud of the efforts that fundraisers in the community put in each year. From taking part in Barnabas Brew coffee mornings to going yellow or even organising unique events. Our fundraisers in the community have done a wonderful job of helping us raise both awareness and money for the Hospice.

£135,812 was raised by participants of our flagship event, the Colour Dash. This event was attended by 1,350 Lincoln-based supporters, 1,026 supporters from the rest of Lincolnshire, and 38 supporters from outside the county.

£55,185 came in from our Moonlight Walks which took place in both Lincoln and Stamford.

£13,165 was raised by an amazing amount of people skydiving in support of us.

£18,519 was raised by fourteen teams of corporate supporters in our first Accumulator Challenge.

£216,100 came in to the Hospice via a huge range of community-led events





IF A FIVE-YEAR-OLD CAN TAKE PART IN THE 5K BUBBLE RUSH, THEN WHY SHOULDN'T A 78-YEAR-OLD BE ABLE TO?

78-year-old Helen Smith from Grantham made the brave decision to take part in the 2018 St Barnabas Bubble Rush in memory of her husband, John.

John sadly died in our Hospice in the Hospital in Grantham, after being diagnosed with metastatic cancer of the lung. Prior to his fifteen days spent in the Hospice, he also received Hospice at Home care from St Barnabas, as well as attending Day Therapy sessions in Grantham.

Helen said:

"I read a story about a five-year-old who took part in last year's Bubble Rush and she really inspired me. If she can do it, then why shouldn't a 78-year-old be able to?"

"I was very unwell and unable to walk without the use of sticks, so I saw this as a goal to help get my life back to normal. John would definitely have been looking down on me and chuckling the whole way round, but I know he'd be very proud."

"The care John received from St Barnabas was utterly excellent. They relieved the whole family, which meant we were totally free to make the most of the time we had with him. It made it really special."



THE CARE JOHN RECEIVED FROM ST BARNABAS WAS UTTERLY EXCELLENT. THEY RELIEVED THE WHOLE FAMILY.

FINANCIAL PERFORMANCE 2018/19

Financial Position

During the 2018/19 financial year the Trust expected to post a deficit of (£0.330 million) but achieved a deficit of (£0.043 million). 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 £12.008 million (2018: £11.976 million) of which 43% was generated through NHS contracts, and 57% through fundraising, donation and investing activities. Expenditure for the same period was £12.153 million (2018: £11.817 million).

The Trust's investment portfolio performed better than the previous year and the Trust had a net gain on investments of £102,000 compared to a loss the previous year (2018: £110,000). Investment income in the form of dividends and interest at £0.330 million exceeded expectations (2018: £0.303 million).

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 (£164,000) in 2019/20, a deficit of (£30,000) in 2020/21 and a deficit of (£25,000) 2021/22.** During the year the Trustees approved investment in the Fundraising team to drive future income generation and ensure our income streams match our expenditure.

Performance of Subsidiaries

During the year, **St Barnabas Shops Ltd. donated £2.432 million (2018: £2.356 million) to the Trust and St Barnabas Promotions Ltd. donated £0.694 million (2018: £0.707 million) to the Trust.**

Reserves

Each year the Board of Trustees reviews the level of reserves required to cover key financial and operational risks faced by the Trust and to support the five-year clinical strategy. Given the large fixed infrastructure coupled with the current economic and political uncertainty in the local health sector, the Board of Trustees consider that it is necessary to adopt a prudent approach to reserves management by holding a combination of cash and short-term assets.

In line with the strategic plan, the Trustees have reviewed the designation of funds. During the next three years, the Trust intends to commence a programme of property development projects to upgrade the quality of its Estate across the county to improve the patient experience. The Estate development will be funded by utilising a combination of funds currently held in Trust investments and launching a public capital appeal. The Trust has set aside a specific designated fund for this purpose.

The Trustees recognise that dividend and interest income earned from the Trust investment portfolio provides an invaluable source of ongoing income and have set aside an investment income reserve to maintain this income flow for future years. The Trust will continue to maintain a policy of holding a reserve of six months running costs.

FINANCIAL STATEMENT

	Restricted£	Unrestricted£	Total 2019 £	Total 2018 £
Income from:				
Donations and Legacies	524,747	2,691,085	3,215,832	3,202,911
Other trading activities	14,482	3,226,723	3,241,205	3,276,348
Investments		330,466	330,466	303,105
Charitable activities	58,168	5,162,417	5,220,585	5,193,301
Total Income	597,397	11,410,691	12,008,088	11,975,665
Expenditure on:				
Raising funds	-	(3,670,025)	(3,670,025)	(3,666,616)
Charitable activities	(288,508)	(8,194,551)	(8,483,059)	(8,150,552)
Total expenditure	(288,508)	(11,864,576)	(12,153,084)	(11,817,168)
Other recognised gains/losses:	0	102,435	102,435	(110,023)
Net movement in funds	308,889	(351,450)	(42,561)	48,474
Balance carried forward at 31 March 2019	15,837,148	2,178,530	18,015,678	18,058,239

	2019 £	2018 £
Fixed assets	14,978,482	15,395,062
Current assets	4,328,975	3,884,118
Creditors	(1,291,779)	(1,220,941)
Net current assets	3,037,196	2,663,177
Net assets	18,015,678	18,058,239
Accumulated funds		
Unrestricted income funds		
Fixed asset fund	3,800,091	6,073,193
Development fund		3,289,951
Revenue reserve	1,855,293	5,413,517
Revaluation reserve	1,301,914	1,411,937
Investment Reserve	6,929,850	
Designated Fund		
Louth Wellbeing	350,000	
Grantham Wellbeing	100,000	
Inpatient Unit	1,000,000	
Lincoln Wellbeing	500,000	
Restricted Fund		
Boston Wellbeing	440,076	
Other Restricted Funds	1,738,454	1,869,641
Total Funds	18,015,678	18,058,239

A MESSAGE FROM OUR CHIEF EXECUTIVE

St Barnabas operates within a healthcare system that continues to be challenged by increasing demand and constrained investment.

As with previous years, the healthcare system is facing repeated transformation, evolving the Strategic Transformation Partnership into an Integrated Care System (ICS).

An ICS will take the lead in planning and commissioning care for the Lincolnshire population and will provide overall system leadership. This will see the Lincolnshire's NHS providers, commissioners and the local authority working in partnership to improve healthcare in Lincolnshire. These changes will see the development of a range of contractual changes, including an alliance contract that is being developed for end-of-life and palliative care. St Barnabas will continue to provide system leadership for end-of-life care and take a lead role within the development of the alliance contract.

There will also be a drive to ensure engagement and co-production takes place with Third Sector organisations. The Hospice continues to work with the wider Third Sector to enhance the strategic impact within the healthcare system. St Barnabas will continue to work with other organisations collaboratively to widen the impact of the Hospice approach to care.





THE EXCELLENT AND INNOVATIVE WORK OF ST BARNABAS HAS ENSURED WE ARE WELL PLACED TO FACE THE CHALLENGES OF A CHANGING HEALTHCARE SYSTEM.

For St Barnabas to deliver its Mission within Lincolnshire, we will be working within the healthcare system to ensure the Hospice approach to end-of-life and palliative care is a key priority within the development of the ICS.

The coming year will see us focus on extending our impact across Lincolnshire, ensuring where ever people live, they can access hospice care. This will see us develop our Estate and focus on innovation, education and cross organisational collaboration. The coming year will see St Barnabas invest in several of our properties to improve the patient and family experience, ensuring the highest quality of care is provided. We will be focusing on developing a new base within the Boston locality that will see our Wellbeing offer expanded. We will also be developing our Louth base to further improve the therapeutic environment and its connection with the local community. Finally, we will be looking to develop our Inpatient Unit in Lincoln to ensure it provides the highest quality environment for specialist palliative care to be delivered.

We will be undertaking and continuing several innovative projects that will improve the quality of our services and widen the impact of the Hospice approach to care in Lincolnshire, these are as follows:

- **Delivering an Admiral Nurse Service for Lincolnshire.**
- **Developing and embedding the role of the Freedom to Speak up Guardian.**
- **Enabling a rehabilitation approach to palliative care with the St Barnabas Multidisciplinary Triage Tool.**
- **Improving equity and access to physical activity within our care services.**
- **Widening the scope and delivery of Project Echo.**

The excellent and innovative work of St Barnabas has ensured we are well placed to face the challenges of a changing healthcare system. We continue to provide system leadership and collaboration across organisational boundaries to ensure the people of Lincolnshire are supported at the most vulnerable times they face. St Barnabas has a long history of high-quality service delivery in Lincolnshire and in this coming year we will ensure this continues in line with our organisational strategy.

Chris Wheway



We would like to say a special thank you to those who have supported the Hospice this year. From sharing stories to volunteering and fundraising, participating in our events and initiatives, joining our Lottery, buying from our charity shops and helping spread awareness of our care across Lincolnshire.

StBarnabasHospice.co.uk

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