



HOSPICE ISLE OF MAN

**Annual Reports
2017**

HOSPICE CARE

Strang ◦ Douglas ◦ Isle of Man ◦ IM4 4RP

NOTICE IS HEREBY GIVEN that the thirty fifth **ANNUAL GENERAL MEETING** of **HOSPICE CARE** will be held at **The Gough Ritchie Education Suite, in the Seminar Room, Strang, Isle of Man** on **WEDNESDAY, 20th June 2018 AT NOON** to transact the following ordinary business:

To receive and consider:

1. The 2017 Report of the Board of Governors.
2. The Report of the auditors and the Annual Accounts for the year ended 31st December 2017.
3. To elect four members of the Board of Governors in place of Mr Robert Fayle, Mr Phillip Dearden, Mr Christopher Hall and Mr John McChesney who retire in accordance with the Articles of Association but being eligible offer themselves for re-election.
4. To re-elect Mrs Heather Blackley who was co-opted onto the Board of Governors during the year who also retires and offers herself up for re-election.
5. To re-appoint Messrs Ernst & Young as Auditors and to authorise the Board of Governors to fix their remuneration.
6. The Governors would be happy to answer any questions that Members wish to raise.

By order of the Board
Mr P C Halliday FIOD FCIS
Company Secretary
This 23rd day of May 2018

NOTES:

1. **Only Members of Hospice Care may vote upon any Resolution. Members of HOSPICE CARE entitled to vote will have received a membership certificate.**
2. **A copy of the Memorandum and Articles is available on request of any Member by collecting a copy of the same from Hospice Care or on application in writing addressed to The Secretary.**

HOSPICE CARE

(An Isle of Man Company Limited by Guarantee and not having a Share Capital) (Registered No. 22473).

HOSPICE CARE is registered as a Charity under the provision of the Charities Act 1922 (No. 317) on the Isle of Man.

THIRTY FIFTH ANNUAL REPORT

Covering the year to the 31st December 2017.

PRINCIPAL OBJECTIVE

To provide an opportunity for enhancement of quality of life for people in the Isle of Man who are suffering from terminal cancer or who are otherwise suitable for Hospice Care and for whom palliative care is suitable and appropriate.

Hospice Isle of Man

PATRONS

His Excellency Lieutenant Governor Sir Richard Gozney

PRESIDENT

The Venerable Brian Partington OBE

BOARD OF GOVENORS

Chairman: Sir Miles Walker, CBE, LLD (hc)

Hon Treasurer: Mr P E Dearden BA (Hons) FCA CIOT

Members: Mr M Bathgate
Mr H Craig
Mr P C Crossley BA (Hons), FCA, TEP
Mr R Fayle BMed Sci (Hons) BM BS FRCOG MO ObstetGynaecol (L'pool)
Mr C Hall MA MSc FloD MIET
Mrs M Linehan RN RM
Mr A Thomson FFA FloD FIRP MCMi Dip Law
Mr J McC W Rimmer
Ms E A Kelly BSc MRICS
Mr. J McChesney
Dr G Sissons (appointed 23rd March 2017)

Company Secretary: Mr F G Quinn (resigned 30th November 2017)
Mr P C Halliday FIoD FCIS (appointed 30th November 2017)

SENIOR PROFESSIONAL STAFF

Chief Executive: Mrs Anne Mills M.Sc. Health Economics; M.A. Leadership in Healthcare;
B.Sc. Professional Practice in Nursing; PGCE; RN ; RCN ; MIOd

Medical Director: Dr Benjamin D Harris BSc MB Ch.B MRCP DRCOG DPM CMS

Hospice Physicians: Dr John Bloomer MB CH.B, DipPalMed
Dr J Scott MB Ch.B DRCOG
Dr Karen Wilson BSc (Hons) MB Ch.B MRCP

In Patient Services
Matron: Mrs Diane Corrin MA NMP BSc (Hons) DipHE RGN RM

Community Services
Manager: Mrs Christine Bloomer Dip L&M NMP BSc BA Dip DN RGN

Hospice Isle of Man

RECEPTION CENTRE

Strang
Douglas
Isle of Man IM4 4RP
Tel: (01624) 647400
Fax: (01624) 647460
email: admin@hospice.org.im
website www.hospice.org.im

REGISTERED OFFICE

Strang
Douglas
Isle of Man IM4 4RP
Tel: (01624) 647400
Fax: (01624) 647460
email: admin@hospice.org.im
website www.hospice.org.im

Patient Care Committee

Mr R Fayle (Chairman)
Ms D Hart RN, DNcert, MSc, PGCE
Dr G Sissons
Dr B D Harris*
Mrs A Mills*
Mrs M Linehan
Mrs D Corrin*
Mrs C Bloomer*
Dr. K. Tebay
Mrs H Costain
**executive members*

Finance Committee

Mr P C Crossley (Chairman)
Mr P E Dearden
Mr A Thomson
Mr M Beresford
Ms A Kelly
Mrs A Mills*
Mrs S Elder*
Mrs E A Quine*
** executive members*

Fund Raising & PR Committee

Mr M Bathgate (Chairman)
Mrs C Johnson
Mrs C Ashley (resigned 2017)
Mr A Pugh
Mrs C Coleman
Mr J Rimmer
Mr D Humbles (resigned 2017)
Mr P Sutton
Mrs B Gore
Mrs A Mills*
Mrs J Leslie*
Mrs M Doyle* (resigned 2017)
Miss R Hughes*
** executive members*

Hospice Isle of Man

Regional Contacts – Fundraising & Appeals Support Committees

Northern:-

Mrs Joan Cranshaw
21 Queens Valley
Ramsey
IM8 1NG
Tel: 816425

Peel & Glenfaba:-

Miss Susan Walkington
93 Westlands
Peel
Isle of Man IM5 1JP

Michael:-

Mrs Barbara Dawson
Sea View
Main Road
Kirk Michael
IM6 1AH
Tel: 878349

Onchan, Middle & Laxey:-

Mrs Gwynneth Turnbull
Druin Veg
Santon
Isle of Man IM4 1EG
Tel: 823892

Southern:-

Freda Dennis
Croft House
The Crofts
Castletown
Isle of Man
IM9 1LY

CHAIRMAN'S REPORT 2017

I find it hard to believe that our 'new' Hospice home is now ten years old and that this year we will celebrate that hospice services have been available to our Island community for thirty five years. From small beginnings in 1983 the hospice services have grown year on year to what we have today. The report of our Chief Executive, Anne Mills, details the immediate aspirations of Hospice Isle of Man and the determination to continue to serve the Island community in the best possible way.

Anne has now completed her first year as CEO and has spent much time getting to know our community, building relationships with Government Ministers, Senior Health Service officials, sister charities and others. Both Anne and her husband Ken are now widely recognised throughout the Island and their willingness to share their expertise and experience with us is greatly appreciated.

The environment in which we work is changing to meet the needs of the community we serve and we are keen and ready to respond to the many challenges of the future.

Our building is now ten years old and although is a wonderful facility it requires investment and updating. Unfortunately, construction work is inevitable which will be messy and can be intrusive but it is our intention that any disturbance will be minimised. To continue to deliver the excellent standard of hospice care, our facility should mirror the same standard to ensure our patients, staff and volunteers have the best possible conditions that we can provide.

Hospice Isle of Man has experienced its busiest year ever and all the indications are that the increase in our workload will continue into the foreseeable future. With the novel treatments in cancer care, we can now respond to the needs of many more patients with life limiting illnesses. Our capacity for non-cancer patients now regularly exceeds twenty five per cent. In order to respond, we have to continue to expand our fundraising activities; continue to recruit and retain the best possible professional staff and encourage growth in our volunteer support. We are excited and looking forward to the challenges of meeting the needs of our patients and their families.

My greatest appreciation goes to our many volunteers who work tirelessly in our shops, in the community and in the hospice itself. Many of these wonderful people have been supporting Hospice since its inception and have assisted in growing the hospice service in a very real way. Recruitment has to continue and we would be delighted if we could extend the interest in Hospice to the younger age group within our community. Many volunteers express to me the great satisfaction they get from working for Hospice. I thank them all, we could not exist without them! The Hospice Shops are a great financial contributor and are the 'hospice face' in the community. Their continued success in a very competitive environment is dependent on the support of the community who supply and purchase the goods on offer. My thanks to them, the Board of Share the Care and the many volunteers who grace us with their presence on a daily basis.

It is my privilege to Chair the Board of Governors and I want to take this opportunity to thank them for their support and their dedication to Hospice Isle of Man. As individuals they hold many professional skills and more than their fair share of common sense. Their skills, whether they be medical, financial, legal, corporate or marketing are available to hospice on a daily and completely voluntary basis.

On behalf of our patients, their families, our officials and staff, my heartfelt thanks.

Sir Miles Walker CBE LLD (hc)
Chairman, Hospice Isle of Man

Chief Executive Report 2017

It's that time of year again, I don't know where the time has gone and I can honestly say that I am still getting to know the island and loving every minute of it.

The AGM is a time to take stock and reflect on both the challenges and successes of the previous year and 2017 certainly came with both. Some senior staff chose 2017 as a year to close their chapter in the story of hospice and I couldn't write this report without acknowledging the dedication and commitment to hospice that Mary Dunne, Jackie Raleigh and Mary Doyle gave to hospice over many years.

The story continues and we welcomed Christine Chadwick, Alison Lester, Sarah Elder and Rebekah Hughes to be key characters in the next chapter of hospice.

2017 also saw the start of a programme of transformational change and I can hear you saying, "hospice is wonderful so why do we need to change".

The philosophy and innovation surrounding hospice care is based on the principles of holistic practice, that is why it is so successful, but how will we manage the rising numbers of people and families who will require our services next year and for the coming years.

In 2017 around 900 people died on the Island and hospice were involved in the care of 302 of them, we accepted all 494 referrals to our various services and there is no waiting lists for treatments (except for complementary therapies as it is so popular), however this number is growing year on year and we would have to expand our services considerably to continue meet this demand.

So 2017 was the year we embraced digital and informatics as one of the enablers of innovation in our care planning. Does this replace the basic human need for the humanity of touch and the socialisation of holistic care, certainly not and never will!

What this does do is enable our staff to stay connected to patients and other professionals with real time data wherever they are so that people can benefit from more choices and preferences for where they would like to receive their care whether at home, residential care setting, hospital or hospice. It supports us to predict and plan care with other professionals who are also very important in people's circle of care.

Another phrase we have adopted and you will start to hear is "Hospice Influenced Care" that is care that people receive in other settings from other carers and professionals where the blue print of the quality of the experience of care can be identified as coming from hospice teaching and learning in other words our philosophy and standard of care is coming through and recognised by the people and families receiving that care.

This is because in the future hospice will not be able to meet the rising demands for end of life care alone and will therefore need to work in partnership with others but we must be able to influence and monitor such care provided by others so that everyone who would benefit from palliative care will receive the highest quality of care and one of the ways we can do this is with digital connection and creating innovative ways of work based learning.

Following a successful application for and donation from the Scholl Foundation we are developing The Scholl Academic Centre. Professor Sarah McGhee has been appointed to lead the centre's research programme.

The kudos associated with the Scholl Academic Centre and the robustness of our ability to evaluate the care we and others provide has led to the successful application for other Grants, Trusts and Foundation funding and also requests from other Global Research Partners to work with us.

We are working with Professor Anne Hendry at the International Foundation for Integrated Care in Scotland and we are proud that they chose Hospice Isle of Man to lead the Special Interest Group for Integrated Palliative and End of Life Care on behalf of The International Centre for Integrated Care based at the University of the West of Scotland. The first Global Webinar Series was launched from hospice just last month.

We have been chosen as a Hospice UK vanguard site for Project ECHO (Extension of Community Health Outcomes), Dr Ben Harris is leading this which is an innovative way using multi point video conferencing to support the development of skills, knowledge and confidence in others to care for people at end of life for example in nursing homes. This complements care in other settings but would not preclude us from providing our Hospice@Home service where this is necessary.

I am looking forward to launching our 5 year strategy in October 2018 when I can share even more of the initiatives we have planned to ensure that people and their families always stay at the centre of care and I will finish with our campaign for 2018:

“What Matters to you Really Does Matter to us”.

Thank you

Anne Mills: M.Sc. Health Economics; M.A. Leadership in Healthcare;
B.Sc. Professional Practice in Nursing; PGCE; RN; RCN; MIoD

Chief Executive
Hospice Isle of Man

Treasurer's Report

The highlight from a financial point of view is that another healthy surplus has been achieved. This year the surplus is not as large as the last couple of years but at over half a million pounds it is very significant and a testament to the high regard in which the Hospice's services are held. I am grateful to donors, clinicians and volunteers.

Total income has in fact increased. Legacies have traditionally been very volatile, sometimes very significant but in other years much lower. At almost £1.9m legacies in 2017 were about the same as the previous year. This is a very significant figure and the lack of volatility is pleasing, large fluctuations make planning difficult. Donations have increased steadily over recent years and at £1.4m the fundraising team had their most successful year ever. The fund-raising team have undertaken significant development of their fundraising methodologies.

Inevitably, despite robust controls being in place, expenditure has also increased. The largest cost, as always, is clinical salaries and there have been significant increases here. There are many reasons for this but two matters can be highlighted. Health Service pay awards in the UK and the IoM have been lagging behind inflation for a number of years. The amount of the shortfall differs depending what period you look at and what inflation measure is used but it is possible to show that clinical pay-scales, in the UK and the IoM have lagged behind inflation by between 10 and 20% over the 10 years to 2017. In 2017 the Isle of Man DHSC followed their UK colleagues and awarded a pay rise of 2.5% backdated to April 2016. Although this added about £90,000 to the hospice payroll on an ongoing basis and more than £130,000 in 2017 due to the backdating, this was an award we could not refuse given the service our staff provide and the recent pressure on their salaries.

After the move from Dorothy Pantin House we have not undertaken much in the way of strategic development whereas medical techniques and accepted methods of service delivery continue to move forward rapidly. It had become clear that in order to continue to deliver a first-class service comparable with that delivered anywhere in the UK we would need to augment our team and some senior clinical appointments had to be made. These have added over two-hundred thousand pounds to the payroll cost. The augmented areas include research and psychological support. The increased costs arising from research expenditure has been met from specific grants and awards made specifically for this type of expenditure, these costs have not been met out of normal income generation.

The IoM Hospice is a larger and more complex organisation than when I first became involved. In order to ensure that we have the right skills in the right place we have recruited a Head of People and Organisational Development and our Marketing effort is now led by a new Head of Marketing. These hires should ensure that we continue to raise the funds that we need and that we spend those valuable resources efficiently and effectively.

The agreement with the IoM DHSC runs to November 2018. Considerable work is being done to agree a new way of working alongside the DHSC to deliver Palliative Care in the best possible way to the population of the Island. This new methodology will underpin a new agreement with the DHSC but this is unlikely to be ready by November 2018 and so an extension of the current arrangement to April 2019 is likely to be agreed.

The above is a very brief overview of what has been a very busy year. Surveys and feedback show that the service provided by the IoM Hospice is very much appreciated by the residents of the Island. Nevertheless, the team will continue to develop their skills, techniques and methods of service delivery so that the best possible service can be provided. This does mean that change will continue, fortunately the Hospice staff have embraced the concept of continual change and shown a willingness to develop their skills and ways of working, as required, in order to provide an optimal service.

On a personal note, my own workload, as far as accounting matters is concerned, has reduced as increasing scale and complexity has meant that we have augmented our Finance Team by taking on a Head of Financial and Operational Services. This is a welcome addition to our team and will help to ensure that as the Hospice's services develop, that costs are kept under control.

As always, I must take this opportunity to express my appreciation for the staff and volunteers who provide such a caring and compassionate service and the donors who pay for it.

Phillip Dearden

Treasurer

31 May 2018