

# Annual Review 2019



“Supporting you  
to live well,  
your way, to the  
end of your life”

# Foreword



## Anne Mills, Chief Executive Officer and Chris Hall, Hospice Isle of Man Chairman

Reflecting back on 2019 for Hospice Isle of Man, there were some incredible achievements in supporting the people of our island to live well, their way to the end of their life, and we are both immensely proud of the organisation's success throughout this time.

There were numerous highlights for us including the launch of the Scholl Academic Centre, the commencement of our building refurbishments 'Enhancing our Healing Environment' and the ambitious Wild in Art partnership 'Wallabies Gone Wild'. Through the sheer hard work and commitment from our fantastic staff, along with a supportive Board of Governors, Hospice Isle of Man has continued to develop and enhance our services to meet the increasing needs of our local community.

Launching our strategy, Much More Than a Building in 2018, we committed to delivering what matters to people, working in partnership and keeping things simple, and we would like to extend our gratitude to everybody within the organisation for doing such an outstanding job in working to achieve this on a daily basis.

The level of support and the generosity of the local community is incredible. It has been particularly rewarding meeting and hearing the stories from numerous people who have gone the extra mile to help raise funds for Hospice, not least Keith Jones and the Tevir Group, whose exceptionally generous donation has allowed us to fund some major enhancements to the Hospice building and facilities which means we will be fit for purpose for many years to come. We are so grateful to all our wonderful supporters for their overwhelming generosity.

Our staff really are outstanding across all departments and are a fantastic team to work with.

Finally, our sincere thanks are extended to our incredible Volunteers, the Board of Governors and all our Committee Members for the countless hours they spend supporting Hospice. It is an honour for us both to lead such an amazing organisation, and the continued support of which you provide so freely for our Island's Hospice is exceptional.



Anne Mills, Chief Executive



Chris Hall, Chairman

Anne Mills

C. J. Hall

# 2019 Highlights



## January

### 1st Annual Burns Supper

We held the first of our annual Burns Supper event; a fantastic way to celebrate our Island's diverse cultures whilst establishing new relationships, having fun and raising money for our hospice.

## February

### Braddan Lounge completed

February saw the completion of the first of our Enhancing the Healing Environment projects, our Braddan Lounge.



Thanks to the very generous support of the Tevir Group, our patient and relatives lounge, which was looking a little 'well-used', was spectacularly transformed, becoming much warmer and more welcoming for those who use it.

### 1st Recruitment Open Day

Looking to recruit registered general and children's nurses, health care assistants and volunteers,



we successfully held our very first Recruitment Open Day, which welcomed many prospective employees to drop in and find out how they could be part of the Hospice team.

## March

### Scholl Academic Centre Launch

It was our great pleasure to formally launch our Scholl Academic Centre in March 2019 amongst many esteemed guests from academic centres across the world who would be fundamental to establishing the reputation of the Scholl Academic Centre here on the Isle of Man, across the UK and internationally.



## April

### Special Interest Group for Integrated Care in Small Island Systems Launch

Members of our Scholl Academic Centre along with representatives from the Department of Health and Social Care were delighted to launch the 'Special Interest Group (SIG) for Integrated Care in Small Island Systems' in San Sebastian during the 19th International Conference on Integrated Care.



## April

### Introduced our new Chairman, Chris Hall

We extended a sincere heart-felt “Thank you” to Sir Miles for his many years of unwavering support as he stepped down from the position of chairman, and graciously welcomed his successor, well-established member of our Board of Governors, Chris Hall to the helm.



## May



### Wallabies Gone Wild Launch

In our 35th year we wanted to give something back to the community and on May 24th we were extremely excited to launch our mass participation event in partnership with Wild in Art, ‘Wallabies Gone Wild’.

## June

### Relocated and Refurbishments began to Enhance our Healing Environment

With the aim of improving the physical environment for our patients, their families and others who use our services, on June 15th, our in-patients were temporarily relocated to a refurbished and dedicated unit at Southlands so we could commence our Enhancing the Healing Environment project thanks to the generous support offered by the Tevir Group.



## July

### Strategic Partnership Steering group presented “From Vision to Reality” to Tynwald

Our CEO, Anne Mills represented Hospice Isle of Man as part of the Strategic Partnership Steering Group, along with DHSC and CVO partners, to deliver a presentation to Tynwald and Members of the Legislative Council updating on the progress of ‘From Vision to Reality’, the Island Plan for Integrated Palliative and End of Life Care 2018-2023.



### SAC attended Research festival

The Scholl Academic Centre research team showcased some of their projects, posters, articles and findings at the Festival of Research at UCM Nunnery campus on 19th July, having recently presented them at numerous conferences around the world.



## August

### Introduced our new Hospice President, Sir Miles Walker

Our President of 11 years, the Venerable Brian Partington OBE after his many years of dedication decided to step down from the position. Sir Miles Walker was introduced as our new Hospice President, and was delighted to step into this prestigious position.



## September



### Wallabies Gone Wild holds auction and raises £250,000 on the night

We bade a fond farewell to Wallabies Gone Wild trail as after a summer of exploration, discovery, togetherness and fun, our 26 large Wallabies sculptures and 3 of our small "Wallababies" went under the hammer, raising £250,000 for our charity.

## October

### Nepal Trek

A group of 12 dedicated supporters took on an experience of a lifetime after months of hard work and training with Go-Mann Adventures, they embarked on a Himalayan Trek through the Nepalese countryside to help fundraise for our hospice.



## November



### CIOM - Creating Community Connections and World Kindness Day

Compassionate Isle of Man held their first participation seminar, 'Creating Compassionate Communities', which helped showcase their community approach to transforming societal attitudes, behaviours and wellbeing on our Island.

## December

### Held our Light up a Life ceremony with Howards story

In 2019 our Light up a Life campaign featured the heart-felt story by Howard Callow who spoke of his personal experience of our Hospice at Home team and the care they provided to his late wife, Mary.

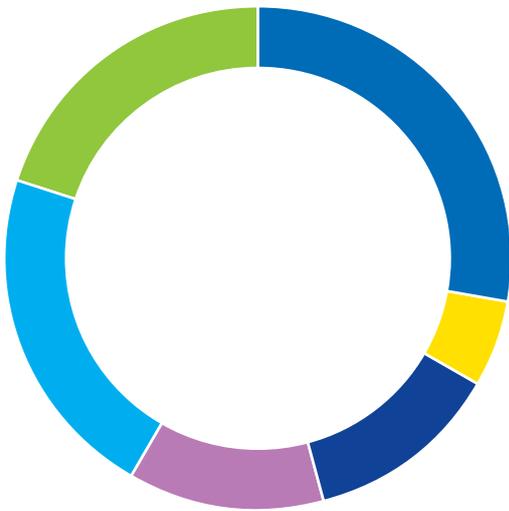


# 2019 Income

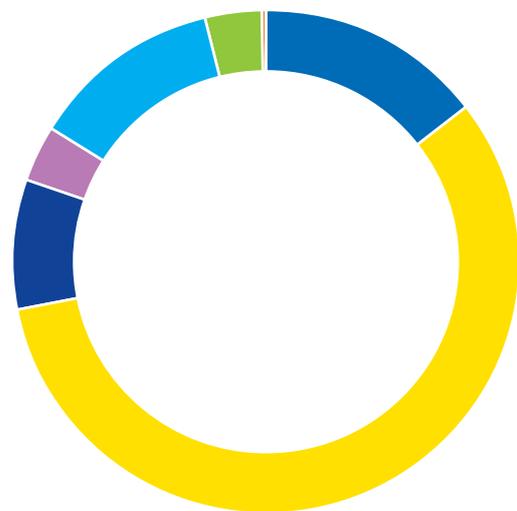
Thank you to everyone who supports us. Every penny raised, hour volunteered or service offered, really does make a life-changing difference in helping us to continue helping those who need us now, and in the future.

Each year, we need to fundraise over £5 million towards our running costs, and with your generous support and fundraising, here is how we generated our income for 2019:

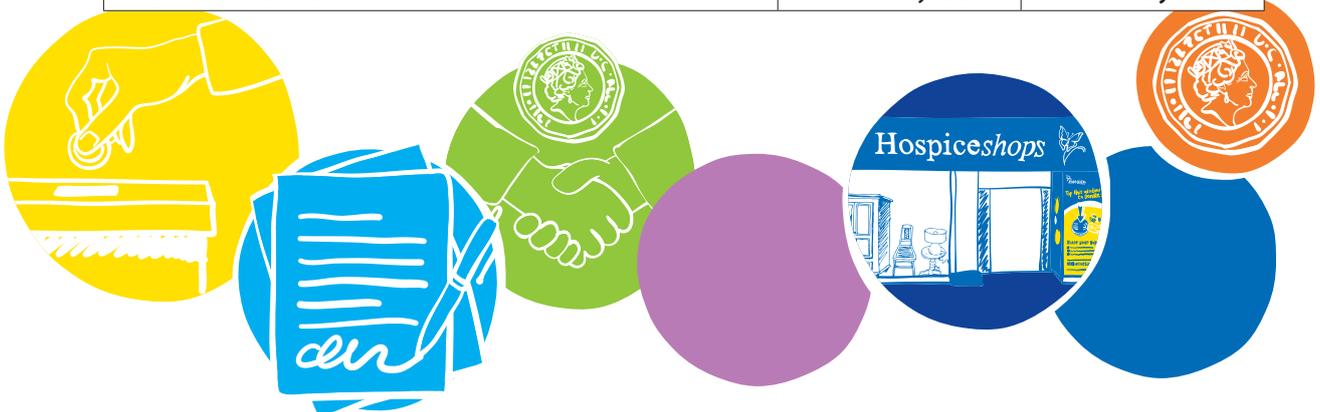
## 2019 Income



## 2018 Income



	2019 (£000)	2018 (£000)
Donations	£1,322	£1,038
Legacies	£266	£4,092
Government grant	£592	£592
Hospice commercial trading operations	£594	£257
Hospice shops and property	£1,018	£88,1
Investment return	£943	£(245)
Other income	-	£13
<b>TOTAL income</b>	<b>4,738</b>	<b>6,630</b>



# How we are using our income

The whole hospice movement around the world was born out of a desire to give people choice and dignity in dying. In 2019 we cared for many patients and families within our community through our adult In-patient Unit, Rebecca House, our Community Services or through our Scholl Wellbeing Centre. Patients and their families are reassured to know that we can offer the highest standard of end of life care, which is made possible by our generous supporters. Here is how our income has helped us provide our services:

## Hospice Referrals

Since 1983 we have cared for over 8,000 patients, and those that matter to them, through our adult In-patient Unit, Rebecca House, Community Nursing or our Scholl Wellbeing Centre.

As well as offering the highest standard of clinical care and the latest in pain relief drugs and techniques we have also developed a range of services that enable people to live well through meeting their physical, emotional, social and spiritual needs. In 2019 we had:

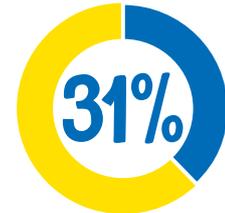
### New referrals



### Adult referrals

616

### Non-cancer referrals



### Child referrals

7

## Rebecca House

Rebecca House is the purpose-built Children's Hospice facility within our building. Offering a safe haven and a home-from-home environment in which physical, emotional, recreational and spiritual care is offered and where children are able to relax and have fun, Rebecca House is a key part of our Enhancing the Healing Environment project, and has been under significant refurbishment since June 2019. We would like to thank all the children and their families who have been so patient and understanding throughout this time. In 2019 we had:

### Children & families on caseload

33

### Day care attendances

748

### Overnight stays

129



### Rainbow Room

Used once for 9 days



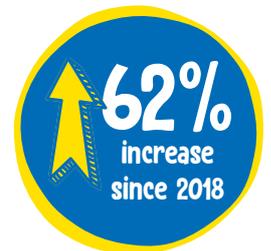
## Community Services

Our Hospice at Home service plays a pivotal role within our community services. We believe that everybody deserves quality end of life care, no matter where, so during our refurbishment phase, we took the opportunity to expand some of our community services, such as Hospice at Home. The chance to progress our community model has been extremely exciting, and the response not only from our teams and colleagues at the DHSC, but from our patients and their loved ones has been incredibly positive. In 2019 we had:

Clinical Nurse Specialist team consultations

**10,419**

Care provided by Hospice at Home



**3,084 hours**

## Scholl Wellbeing Centre

We are committed to supporting you to live well, your way to the end of your life. Whatever living well means to you, at our wellbeing centre we will work with you to plan your future, set goals and ensure your physical, emotional and spiritual needs are met. Helping you to live well for as long as possible. In 2019 we had:

Attendances at Drop-in Days

2019 Approx **2,040**

Comp therapy sessions

**1,700**

Support services

**3,240**

Occupational therapy

**826**

Physiotherapy therapy

**1,612**

# Advance Care Planning

In November 2019 we relaunched our Advance Care Plan, offering the opportunity for people to plan their personal preferences and choices around their future care or support. The leaflets were popular with not only our service users, but with multiple external services across our island, with approximately 250 being utilised within 2019.

You can request your Advance Care Plan by emailing [admin@hospice.org.im](mailto:admin@hospice.org.im), or alternatively you can download a copy at [hospice.org.im/acp](https://hospice.org.im/acp)



## What matters to you, matters to us

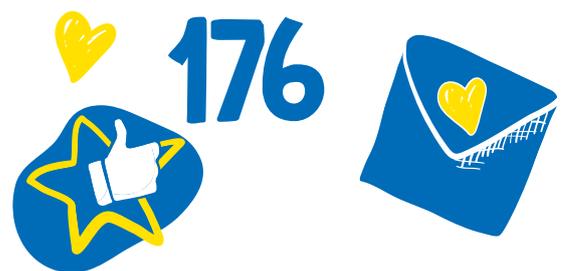
We are proudly committed to delivering services and care that matter to you.

As part of our ongoing commitment in late 2019 we launched a short questionnaire titled, 'What matters to you, matters to us', and invited people to share with us their experiences of Hospice Isle of Man. We are continuing the questionnaire throughout 2020.



If you have feedback for our team, please visit [hospice.org.im/telluswhatyouthink](https://hospice.org.im/telluswhatyouthink)

### Compliments received



### Complaints received & resolved



# Our wonderful volunteers

Of course we wouldn't be able to deliver all of our services without the support of our wonderful volunteers who save Hospice in the region of more than £1m a year. Through their efforts we have more resources to put into our patient care. Volunteers also help us to raise much needed funds and are our voice in the local community.

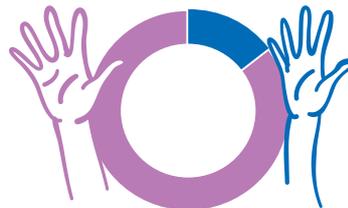
Volunteers  
in total  
**489**

Retail  
volunteers  
**232**

Hospice  
volunteers  
**232**

New  
volunteers  
**69**

Female  
volunteers  
**418**



Male  
volunteers  
**71**

Age	Under 20	20-30	30-40	40-50	50-60	60-70	70-80	80-90	90+
Male	5	2	3	7	5	13	35	1	
Female	11	7	12	23	58	124	132	49	2!

We have volunteer roles to suit everyone including in our shops, on reception, at events, driving patients, gardening, therapy support, and more.

There's so many benefits you could get out of volunteering for Hospice, visit our website to find out more [hospice.org.uk/volunteering/](http://hospice.org.uk/volunteering/)



# Supporting Hospice

Every penny raised really does make a life-changing difference in ensuring that our services will remain available, at no cost, to our patients, friends and carers when they need it most, in a setting of their choice.

Here at Hospice, our one purpose is supporting you to live well, your way, to the end of your life. We don't charge a single penny for our services, receiving a small proportion of our funding from the government and therefore rely on donations and legacies from generous people in the community.

There are many ways that you can help us be sustainable and fit for the future. To find out more visit [hospice.org.im/support-us](http://hospice.org.im/support-us). We are so grateful to everyone who supports us, and thank you in advance for thinking of us.



## Much more than a building

