



**Hospice**  
ISLE OF MAN  
*care for our community*

# **ANNUAL REVIEW 2017**

## CEO'S FOREWORD

2017 was my first full year at the helm of this amazing organisation, and so a very special year for me.

During this time I received the most wonderful welcome to Hospice Isle of Man and the warmth and friendliness on the Island is evident all around me.

On a day-to-day basis I am honoured to meet our inspirational patients, proud of our hard-working staff and humbled by the support shown by our volunteers and the wider community.

I experienced many firsts in 2017, my first address at the annual ball, my first official visit to Tynwald Day and my first time watching a Chief Minister compete in an egg and spoon race.

I was also delighted that in 2017 we set up our first academic centre and research group. The group is now working through its academic research programme and I look forward to sharing the developments with you later in 2018.

Looking ahead, I am also excited that we will be launching our new strategy in October and look forward to being able to share with you our plans that will further enhance the Hospice experience over the next five years.

If you are interested in keeping up to date with our progress, then don't wait until next year's AGM, simply sign up to our newsletter via our website and each month you will be kept updated with my blog, along with other pieces of news and information.

Finally, I would like to take this opportunity to thank Sir Miles Walker, the Board of Governors and Committee Members for their continued support. I look forward to continuing to work with you in 2018 and beyond.

Anne Mills, CEO, Hospice Isle of Man



# 2017 HIGHLIGHTS



It was very apt that in the year we celebrated 10 years of Rebecca House, we were able to refresh Ben's Corner.

This magical space was created in memory of Ben Cowell as it was Ben's family that primarily drove the campaign that led to the opening of our Children's Hospice in 2007.

It is always a joy visiting Rebecca House and meeting the inspirational children and families that benefit from our service.

But in 2017 we had some very special moments when we received a generous donation of Life-lites equipment from the Isle of Man Freemasons.

It was very special witnessing the emotion on everyone's faces as young Lee Gawne used the Eye Gaze kit to draw a picture and identify his colours.



Some of the Hospice team were lucky enough to get to cycle in the company of Peter Kennaugh and friends at the BIKES/BEATS/EATS event held at Noa Bakehouse following the HSBC UK British Cycling National Championships.

The official after party raised an incredible £5,000 for Rebecca House.

The opening of the Murrell Sensory Walkway was a collaborative effort by many people including the Manx Workshop for the Disabled, patients, volunteers, staff, corporates and local artists, led by our gardener Chris.

It is a fitting tribute to the Murrell family whose generosity made it all possible.



Alexandra Slater and Charlotte Downward were appointed as our first Young Ambassadors.

Their role is to help broaden our network of supporters by reaching out to other young people across the Island.



They will do this through increasing awareness and encouraging peers to become more engaged, compassionate and inspired to make a difference.

As well as reaching out, our Young Ambassadors have contributed substantially to fundraising and supported with events throughout the year.

2017 saw the opening of our new Hospice Shop in Peel.

Located in Peel's main shopping street our modern shop now boasts a wide selection of furniture, bric-a-brac and clothing as well as linen and curtains.



We worked with Joan Emmett to develop a lasting legacy in memory of her husband Thomas Emmett.

Tom's Terrace was opened in December, meaning our patients can now enjoy our beautiful garden and views from the comfort of their own beds.

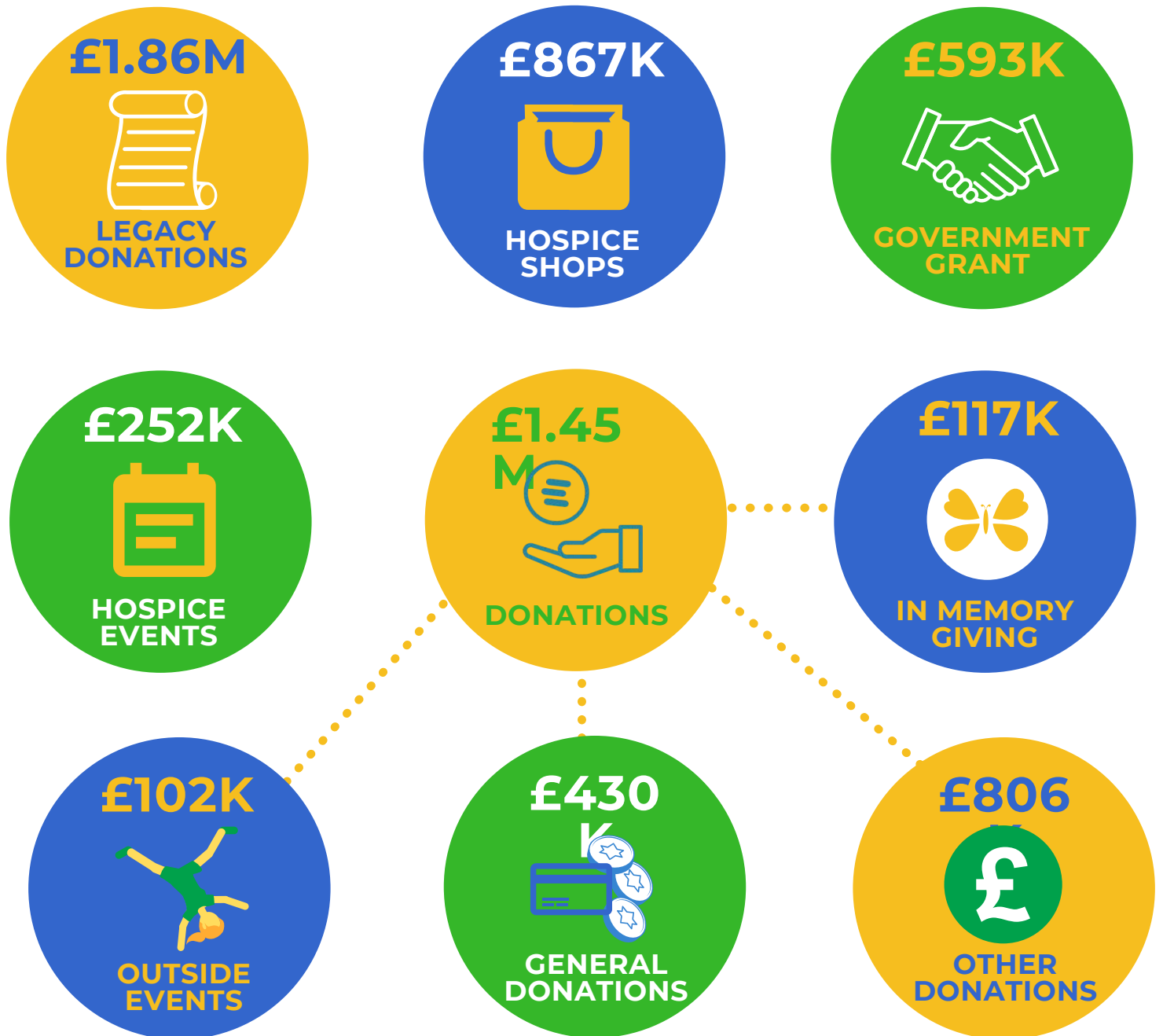


# 2017 INCOME

The services we provide come at a cost of over £4 million per year.

In 2017 we met these costs through a £592,572 cash grant, plus additional help given by the Isle of Man Government, and significant fundraising income.

Here's how we generated most of our income in 2017:



# 2017 IN NUMBERS

The whole hospice movement around the world was born out of a desire to allow people choice and dignity in dying. In 2017 we have cared for many patients and families within our community through our adult In-patient Unit, Rebecca House, our Community Care service or through our Scholl Wellbeing Centre.

Patients and their families are reassured to know that we can offer the highest standard of clinical care, the statistics below can all be found in our Clinical Governance and Quality Report for 2017.

## Referrals



highest no. of referrals ever received

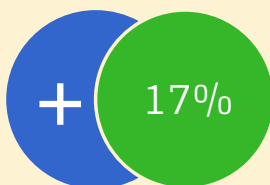


494

new referrals in 2017

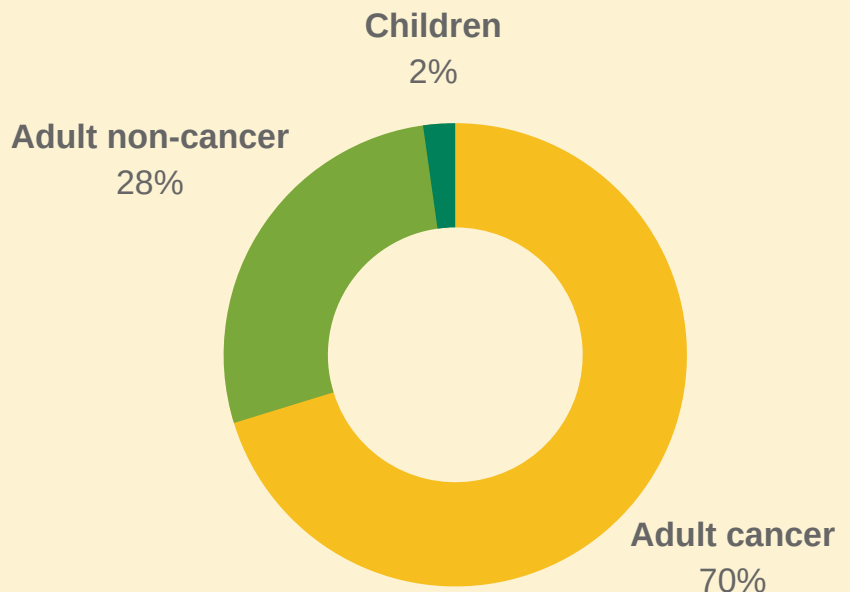


95% of referrals seen/contacted within rapid response time



increase in referrals compared with 2016

## Referrals by type:



Of the 494 referrals, 347 were for adults with cancer, 136 were for adults with non-cancer diseases and 11 were for children.

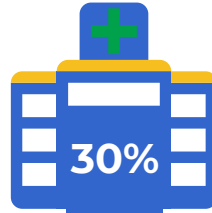
## Patient care

### Admissions to In-patient Unit

“ Each member of staff was so caring and understanding. You helped us all through a very difficult few days. ”



total admissions



from hospitals



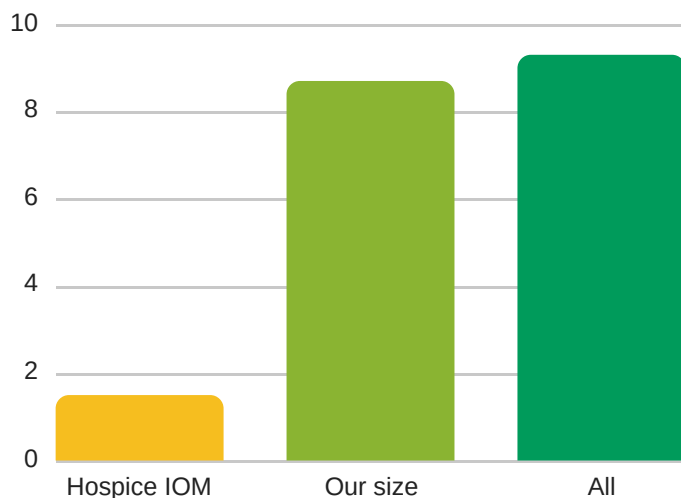
from home

### In-patient Unit Safety

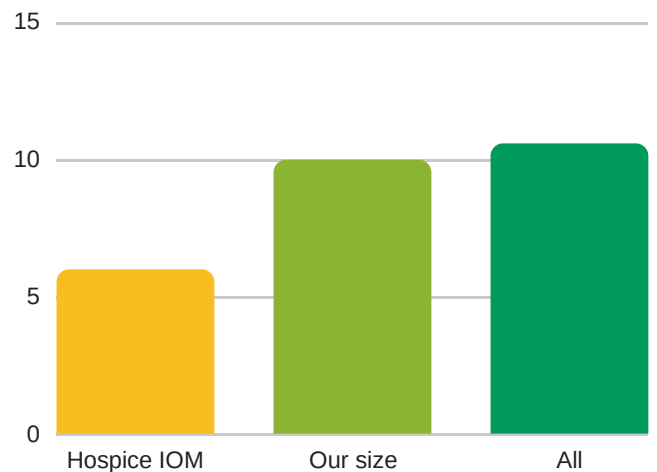
Patients and their families rightly expect to be cared for in a safe environment. Our In-patient Unit has a lower rate of patient falls when compared with both other hospices our size and when compared to all hospices.

None of our falls were in the harm categories.

#### Medication Incidents per 1,000 Occupied Bed Days

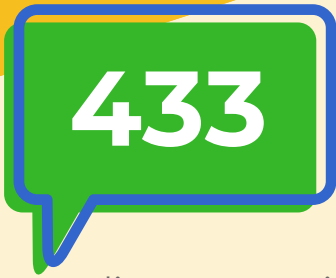


#### Falls per 1,000 Occupied Bed Days



We also have very low numbers of medication incidents compared with both other hospices our size and when compared to all hospices.

These results demonstrate the careful assessments carried out by staff as the patient is admitted and the high standard of care provided throughout their stay.



compliments received

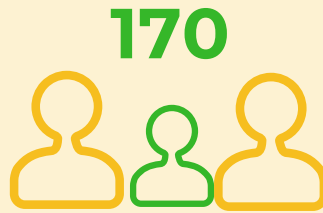


complaints received & resolved

“ Hospice is such an amazing place and is continually making a positive difference to his and our lives, I cant praise them enough ”



complementary therapy treatment sessions provided to patients/carers



relatives supported with specific services



patient attendances at Day Unit 'drop in days' held over 174 days

**1163** occupational therapy sessions

**798** physiotherapy sessions

**103** social work support referrals

**1966** clinical contacts

**366** referrals to Clinical Nurse Specialist (CNS) Team

**10,700** CNS contacts provided

**47** referrals to our Young Person's Support Worker

**725** patient contacts with our Spiritual & Pastoral Care team

**70** lymphoedema referrals

**753** treatment sessions

**2544** hours of Hospice at Home care

**71** patients referred

**34** Rebecca House caseload

**804** day care attendances

**139** overnight stays

**249** training events organised

**2190** total attendance



## 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



new volunteers

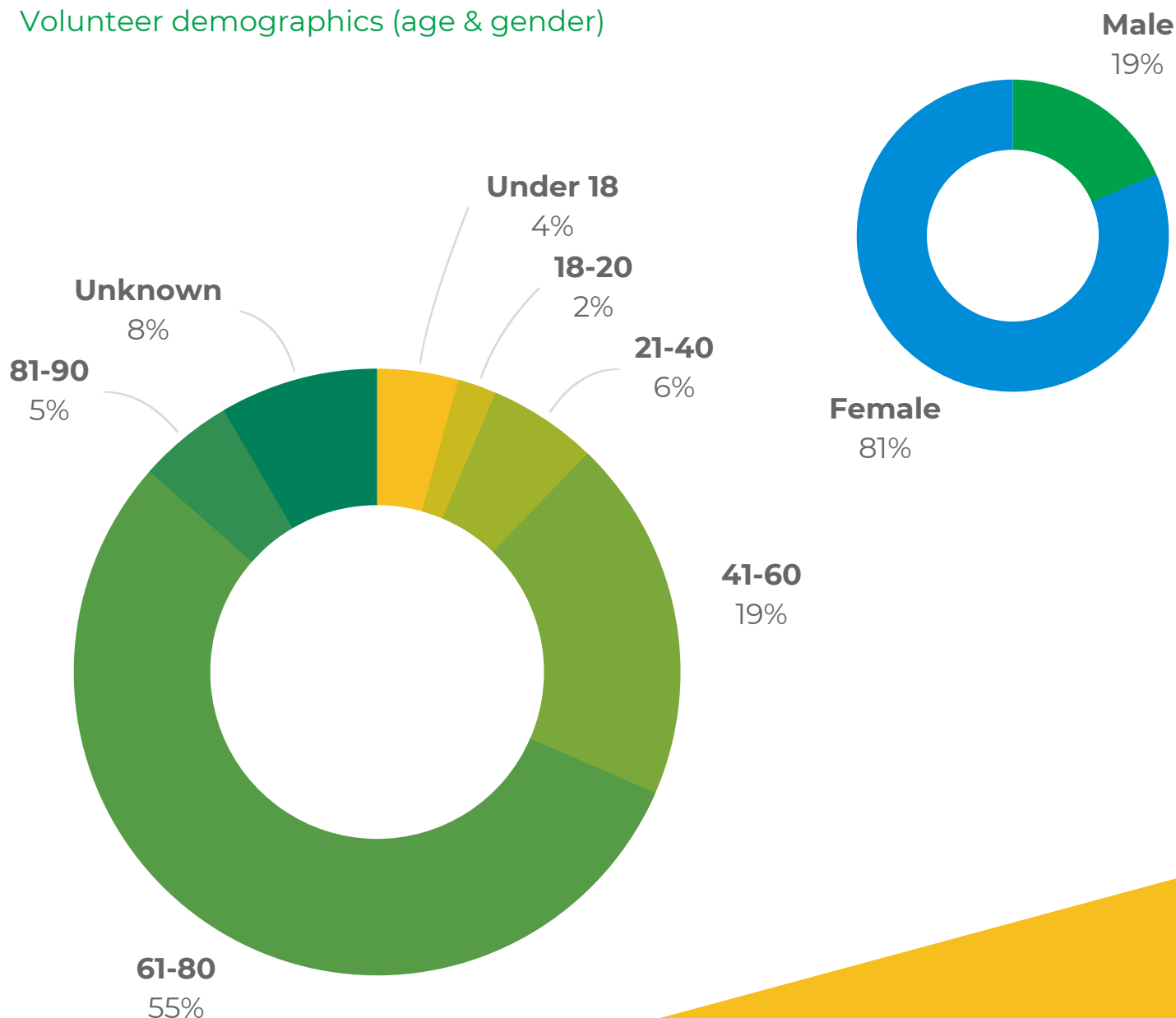
12

retail volunteers

35

hospice volunteers

### Volunteer demographics (age & gender)



“ Don't ever underestimate what a huge difference you make to people's living and dying. ”

2017 was the busiest year yet for Hospice services owing to the 17% increases in referrals. Our clinical teams managed this increase in demands whilst maintaining response times and quality of care provided.

As well as meeting all Registration and Inspection Standards we are proud to provide an excellent quality service that is safe, effective and person-centred. This ensures we are consistently able to meet the palliative care needs of our Island's population.



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