



HOSPICE ISLE OF MAN

Annual Reports 2013

(to be read in conjunction with the Report and Consolidated Financial Statements)

HOSPICE CARE

Strang ◦ Douglas ◦ Isle of Man ◦ IM4 4RP

NOTICE IS HEREBY GIVEN that the thirty first **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, 11th June 2013 AT NOON** to transact the following ordinary business:

To receive and consider:

1. The 2013 Report of the Board of Governors.
2. The Report of the auditors and the Annual Accounts for the year ended 31st December 2013.
3. To elect three members of the Board of Governors in place of Mr Alex Thomson, Mr Charles Crossley and Sir Miles Walker CBE who retire in accordance with the Articles of Association but being eligible offer themselves for re-election.
4. To re-elect Mr J Rimmer who was co-opted onto the Board of Governors during the year who also retires and offers himself for re-election.
5. To re-appoint Messrs Ernst & Young as Auditors and to authorise the Board of Governors to fix their remuneration.
6. To transact any other business that can be transacted at an ordinary general meeting.

By order of the Board
Mr F Quinn
Company Secretary
This 2nd day of May 2014

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 FIRST ANNUAL REPORT

Covering the year to the 31st December 2013.

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 Mr Adam Wood

PRESIDENT

The Venerable Brian Partington OBE

VICE PRESIDENT

Mr J E Crellin

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 T Groves (resigned 31/12/13)

Mr C Hall MA MSc FloD MIET

Dr F W Harding MB Ch.B (resigned 20/1/14)

Mrs M Linehan RN RM

Mr A Thomson FFA FloD FIRP MCMi Dip Law

Mr A S Townsend MBE FRCOG

Mr J L M Quinn (resigned 01/03/13)

Company Secretary: Mr F G Quinn

SENIOR PROFESSIONAL STAFF

Chief Executive: Mrs Malgorzata J Simpson MA Pg Dip, BSc (Hons), RGN, DN,

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

Hospice Physicians:

Dr Jane E Hockings MB Ch.B

Dr Karen Wilson BSc (Hons) MB Ch.B MRCGP

Dr Jo Scott MB Ch.B DRCOG

Dr John Bloomer MB Ch.B, DipPalMed

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 Chaplain:

Reverend Lynda Brady

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

Diana Princess of Wales Care at Home Trust (helps to fund the Hospice at Home service)

Trustees:

Mr R C Spencer (Chairman)
Mrs L Watterson
Mr M Norbury
Mr A Thomas
Mr M Bathgate
Mr M Hennessy
Mr T Kirk
Mr N Angus

Patient Care Committee

Mr A S Townsend (Chairman)
Ms D Hart RN, DNcert, MSc, PGCE
Mr R Fayle
Dr B D Harris*
Mrs M J Simpson*
Dr F W Harding
Mrs M Linehan
Mrs D Corrin*
Mrs C Bloomer*
Rev L Brady*
Mr J Quinn (resigned 01/03/13) **executive members*

Finance Committee

Mr P C Crossley (Chairman)
Mr T Groves (resigned 31/12/13)
Mr P E Dearden
Mr A Thomson
Mrs E A Quine*
Mrs J Raleigh*
Mrs M J Simpson* ** executive members*
Mrs M Doyle*

Fund Raising & PR Committee

Mr H Craig (Chairman)
Mrs C Cornish
Mr A Pugh
Mr J Rimmer
Mr D Humbles
Mrs B Gore
Mrs C Coleman
Mrs M Doyle*
Mrs M Simpson * ** executive members*

Hospice Isle of Man

Regional Contacts – Fundraising & Appeals Support Committees

Northern:-

Mrs Joan Cranshaw (from June 2013)
21 Queens Valley
Ramsey
IM8 1NG
Tel: 816425

Peel & Glenfaba:-

Mrs J P Jeavons
Apt 3, 2 Marine Parade
Peel
Isle of Man IM5 1PB
Tel: 843653

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

Castletown:-

Mrs Freda Dennis
Croft House
The Crofts
Castletown
IM9 1LY
Tel: 824249

Chairman's Report 2013

This year has been a challenging one. Our workload has been heavier than ever before in almost every department. The budget was set to be demanding in terms of both income and expenditure. After a number of years working within strict expenditure constraints there is little flexibility left and income raising is becoming harder and much more competitive within our community. The economic environment which surrounds us is still quite tough even though, as an Island, we are escaping the scourge of unemployment and all that it brings. We are grateful to our Government and in particular to the Department of Health for the positive way in which we were able to negotiate our Service Level Agreement which will last for the next few years. We enjoy a very good working relationship in health care and a positive partnership in delivering palliative care for the benefit of our community.

This year expenditure exceeded income and we made a conscious decision to utilise some of our reserves rather than reducing our services. This is not a situation that can continue unaddressed and we need to convince the people of this Island that our charity is not a wealthy one and that we require more support if our essential services are to continue. We need to explore every opportunity to get this message to our community.

I believe we have the support that we need but it needs to be encouraged by our volunteers and supporters, by our fund raisers and by our shop volunteers and management. I wish to thank them all for their loyalty and wonderful efforts and assure them all of my support for them and this wonderful charity.

Finally I wish to express my appreciation to everyone that works in and for Hospice Isle of Man and for Hospice Care. A special thanks to my fellow Governors for their support and to our Chief Executive, Margaret Simpson for the exemplary way in which she carries out her duties.

Sir Miles Walker CBE LLD(hc)

Chairman
Hospice Isle of Man

Hospice Isle of Man

Chief Executive Report

In 2013 Hospice Isle of Man provided high quality palliative care to 405 patients and their families. This represents 45% increase since 2007 when we moved to the new building in Strang. Total admissions to the In Patient Unit were 208 and remained similar to the last 6 years. However Palliative Care Nurse Specialist Team referrals have increased by almost 10% and Hospice at Home hours have increased by 23%.

These figures illustrate how Hospice Care is changing and the demand for its services is shifting from the In Patients care into the community. More patients are referred to Hospice following diagnosis as an increasing number of people are now living with cancer and are undergoing treatments for much longer periods. That is why our discharges have increased by 16% in the last 6 years. The aging population and improvements in cancer treatments create a growing need for hospice care and remind us of the challenges we face in future when we endeavour to secure sustainable funding and need to raise £3.6m every year!

Despite tough economic times Hospice does not stand still and in 2013 using a charitable donation the End of Life Care Practice Development Nurse Cheryl Young was appointed to ensure that the support and teaching of other health professionals in principles and practice of palliative care continues so that more people will get better care at the end of their lives. This is particularly important after a decision was made not to use the Liverpool Care Pathway documentation. Cheryl has now prepared Palliative Care Guidelines that professionals (doctors and nurses) use in hospitals, community and in care homes.

The Manx Lottery funded a "Young Person's Support Worker's" post to help children and young people cope with their own life limiting illness or those close to them who are dying, for example parents or grandparents. Lynsey Christian was appointed to this post initially for one year and is working closely with CRUSE charity and with schools.

Another service development was setting up a pilot to create and run a "Drop In Day" in the Scholl Centre every Monday from 10am to 7pm. Anyone can attend to seek support, advice and information. The service is run mainly by specially trained volunteers and so far more than 500 people visited the Drop In Day.

The Hospice Fundraising Team works very hard to ensure that they generate much needed income and in 2013 the team met all its targets and exceeded some of them in the areas that are under their control. Unfortunately legacies income has let us down and Hospice has ended the year with a deficit.

We have now launched a couple of new fundraising initiatives. One is creating the "Gift of Care" cards when anyone who wishes to give something to the Hospice or Rebecca House can purchase a "Gift of Care" from a wide range, another is launching a new Hospice Supporter's scheme.

Another development that will make a positive impact on Hospice and its resources is the development of closer relationship with our subsidiary company Share the Care.

As Hospice Chief Executive I now sit on the Board of Directors with a main responsibility of managing the Share the Care Manager. We have been fortunate to be able to appoint Judith Leslie to the post. Judith brings with her a wealth of retail experience and is already increasing the shops' income.

One of the most important highlights of 2013 was signing a new Service Level Agreement with the Department of Health. The agreement was signed in November and is valid for 5 years. We are grateful to the Department of Health for this support.

In order to ensure that we measure the quality of the service we provide, numerous audits have been carried out, among them by the Help the Hospice charity that allowed us to compare our findings with other hospices in UK. The results for Hospice Isle of Man were excellent.

The annual staff survey was carried out again and demonstrated that 99% of staff are proud to work for Hospice, 91% would recommend us as an employer, 90% are satisfied with the job they do and 82% think that morale is high.

Chief Executive Report (Cont'd).

Our volunteers continue to provide us with a huge amount of help. During 2013 we have developed Care Volunteers (former retired nurses) who give their time freely to support patients and staff in the In Patient Unit and in the Scholl Centre.

In addition we have been lucky to get help from a number of corporate partners whose staff spent time in the Hospice doing gardening, painting or clearing the Hospice's warehouse.

We are most grateful to all for giving up their time.

I would like to thank everyone who supports hospice either in a small or big way. Without you all we would not be able to continue. Please support us in the coming year. We need your help!

Margaret Simpson MA; BSc (Hons); RN, MIOD

Chief Executive

Hospice Isle of Man

Treasurer's Report

The most significant aspect of this year's Financial Statements must be the reporting of a deficit of just over £1 million. Expenditure on the provision of Hospice services continues to be well controlled and within budget. The problem that the deficit highlights is that some lines of income are very volatile – this makes predicting income levels somewhat difficult.

This does present a significant difficulty for the Hospice Governors. At first glance, the obvious way to cope with varying levels of income in a charity is to flex the level of services offered so that costs are always covered by revenue. However, Hospice Isle of Man is now a very large organisation with a caseload of over 250 patients at any one time and nearly 600 staff and volunteers helping to provide services. It is not really feasible to increase and decrease the level of service, with a knock-on effect on staffing and patient levels, on a monthly basis. Instead, the approach taken by your Board has been to accumulate sufficient reserves to smooth out the ups and downs in levels of income and to maintain services at a roughly stable level.

However, the use of reserves to fund a deficit can only ever be a temporary measure. We are now in a period where we have to determine if the difference between expenditure and revenue in 2013 is a temporary blip which will be remedied by a recovery in the level of income or whether, for whatever reason, Hospice Isle of Man is going to have to cope with a reduced level of income on an ongoing basis i.e. is the reduction a permanent change rather than a temporary fluctuation. If this were the case, we would have to contemplate either changing the way we provide services or actually reducing either the range of services offered or the volume of patients taken on within those ranges. Such decisions are not to be taken lightly and we are fortunate that due to the generosity of the charity-giving public on the Isle of Man, no decision will have to be made without proper time for reflection.

In summary, the deficit is significant and sends us a message which cannot be ignored. It is not yet clear if the deficit is a temporary variation due to historically volatile levels of income in some areas or whether we have reached a new paradigm in which we have to cope with reduced income. Due to the prudent accumulation of reserves in prior years no rushed decision needs to be made. However, if it does become apparent the deficit is part of a structural change in the levels of income, your Board will have to contemplate less expensive ways of providing services or source another higher level of income.

Phillip Dearden

Treasurer

Hospice Isle of Man

1 May 2014