



The Shakespeare Hospice

Impact Report 2021/22





Introduction

It feels strange to be writing my final annual review as CEO of The Shakespeare Hospice. After 40 years of working in the NHS and Hospice Care, I am taking a break to spend time with my family.

It has been an absolute privilege to work with the staff, volunteers and trustees over the past 13 years in what has been an amazing journey of growth and development for the Hospice. It has also been a pleasure to get to know so many of our supporters, thank you so much for all you do for the Hospice.

As Coronavirus has continued to be prevalent, we have continued to provide a blended approach of face to face visits, and virtual consultations, ensuring that no patient or loved one in need has gone without the care that they have required whilst prioritising safety at all times.



This year's achievements have included the implementation of EMIS, our new electronic patient record which will enable us to talk more efficiently with our NHS colleagues. This has been in the planning stages for 3 years and has been a huge achievement by the clinical team to make this operational.

The Day Hospice area has also undergone a total refurbishment and has been modernised with new furniture and accessories, in anticipation of welcoming our patients back on site at Shottery. We continue to work with our Hospice colleagues and South Warwickshire Foundation Trust to improve services for patients and their families. This work will result in a review of equitable access to palliative care services and also NHS funding for hospices.

As we look ahead to returning to normality, the Hospice will move forward with its plans to help more people. However, with the current economic situation, we are mindful that raising funds will be particularly challenging.

With demand for our services increasing, the Hospice has a lot to do and we are so grateful for your continued support, our community has never let us down.

So it is now goodbye from me.

Thank you all so very much for your support of the Hospice and also for myself over the years.

I know you will support our new CEO and I wish the Hospice every success in the future.

Angie Arnold

Chief Executive,
The Shakespeare Hospice

Who We Are

The Shakespeare Hospice offers a diverse range of community-based services. Our expert care is available not just to our patients but also their families, loved ones and those who matter the most to them.

We support over 1,000 patients and their families every year.

Adult Community Care Service (Day Hospice and Hospice at Home Services)

We provide palliative and end of life care to adult patients (aged 18+) who are registered with a GP in South Warwickshire.

The Day Hospice offers physical, emotional and practical support to those with a life-limiting condition.

Our Hospice at Home team provide experienced nursing care for patients approaching the end of their lives, who wish to remain at home, surrounded by those who are important to them.

Rehabilitation/Therapy Services

As part of the Adult Community Care Service offer, the Physiotherapy and Occupational Therapy team aim to maximise a patient's independence, quality of life, and overall wellbeing.

Adult Counselling

We support patients and their carers or loved ones who are affected by a life-limiting condition and individuals who have been bereaved.

Children and Family Support Service (CAFSS)

We offer support to children and young people, who have either been bereaved or who are facing the loss of someone close to them, who has a life-limiting illness.

Transitional Care Service

We support young people aged 16-24 with a life-limiting condition to undertake a seamless transition from children's to adult services.

Adult Community Care Services (ACCS)

Day Hospice and Hospice at Home Services

We have always said that we are a 'Hospice without walls' and never has a truer word been said, particularly during the height of the pandemic.

The blended mix between care provided at home, within other community settings and at our Hospice site, has enabled us to be far reaching and responsive to those who need us most.

Last year, the ACCS team supported 444 patients, completing a total of 1,859 face to face visits. In addition, the service has also provided 9,397 support contacts and care through virtual means to support those patients' families and their loved ones.



1,859
FACE TO FACE VISITS



Lisa's Story

"The death of my father is a painful experience that it is difficult to relive, but I cannot imagine how much more painful it would have been had The Shakespeare Hospice nurses not been there for us. They helped him get comfortable, and with their twice-daily visits took away so much of the stress and the worry, allowing us to enjoy those special moments everyone would wish to have in their final days, sharing happy family memories and letting the love be shown. These people are incredibly special and it amazes me that that they have the strength to do what they do on a daily basis, week after week and year after year."

- Lisa

Rehabilitation/Therapy Services

Our Rehabilitation and Therapy team completed 168 visits providing practical support and advice to empower patients to overcome barriers that may be preventing them from undertaking the everyday activities that are meaningful to them.

Therapy support is an integral offer as part of our Adult Community Care Service; providing a multidisciplinary approach, assessment and plan of care, to ensure that an individual’s needs are being holistically met.

“It's always lovely to see your happy self. We love your visits. You're always so helpful and we appreciate all you do for us. You have been a godsend.”

- Wife of a patient



168
PATIENT VISITS



Adult Counselling

Responding to the emotional and psychological needs of our patients, alongside the provision of pre and post bereavement support to loved ones, is an important part of our care.

Counselling provides a private and confidential space to explore and make sense of thoughts, feelings and experiences without judgement with a trained counsellor or one of our highly skilled bereavement support workers.

In 2021/22, we supported 132 individual clients, of which 98 were new referrals.

In total, 643 virtual one to one consultations were provided during the period.

"I am so grateful for the bereavement counselling I have received since my husband's death. I became aware of this service after the Shakespeare Hospice at Home team sent me a condolence card offering ongoing support. Having never had counselling before I was naturally apprehensive but having plucked up the courage to make contact, my qualms were quickly allayed. I was made to feel supported, informed and above all less isolated. Grief is such a raw and painful mix of emotions that having a safe, confidential and supportive space to process complex feelings has been truly beneficial for me."

- Carolyn

643
VIRTUAL ONE-TO-ONE CONSULTATIONS



Children and Family Support Service (CAFSS)

CAFSS continued to support young people face-to-face in the school environment, at home and virtually. Based upon the young person’s choice, we recognised that we could extend our reach by offering a blended approach.

171

1-2-1 THERAPY SESSIONS WITH CHILDREN

During 2021/22, we received 81 referrals with 36% of young people accessing pre-bereavement support and 64% accessing post-bereavement support.

Despite the constraints of the pandemic restrictions, the team worked with over 20 schools.

In total the team provided 1,627 individual support contacts.

Ellie’s story

Ellie was referred to CAFSS in 2021 where she received weekly pre-bereavement support both at school and at the Hospice during her father’s illness.

Adam, Ellie’s father, sadly died in early 2022 and Ellie has continued to have ongoing one-to-one support to help her adjust to the loss of her father.

Ellie has also attended the bereavement support group, where she was able to benefit from meeting other children with similar experiences.

Ellie (right) wrote a poem to share her experience of the support she received from Jo Sparrow, Practitioner with the Children and Family Support Service:



*“I have a friend, her name is Jo
She helps me when I’m feeling low.
At the end of the session we always say:
“That’s a plan Stan!”
And I want it no other way*

*Uno, dobbble, dibble dab
you can sometimes feel like no-one
can understand your blab.
But my friend Jo always says
‘We’re here together’
and I want it no other way.*

*The activities we do to keep you thinking
Always stop my brain from overthinking.
It’s a great life-cycle I must say
At the Shakespeare Hospice we’re
here to play.”*

- Ellie

“Having Jo’s input has meant that as staff we have been more aware of the children’s needs and have had a greater understanding of the situation”.

- Ellie’s teacher

Transitional Care Service

In 2021/22, the Transitional Care Team supported 17 young people, who at the age of 16, are moving into adult health and social care. Our service aims to ensure that their individual requirements have been successfully met and that their independence has been optimised, in accordance with their personal needs and aspirations.

During this period, the team provided 345 virtual or face to face support sessions dependent upon the individuals’ care plan and individualised goals at the time.

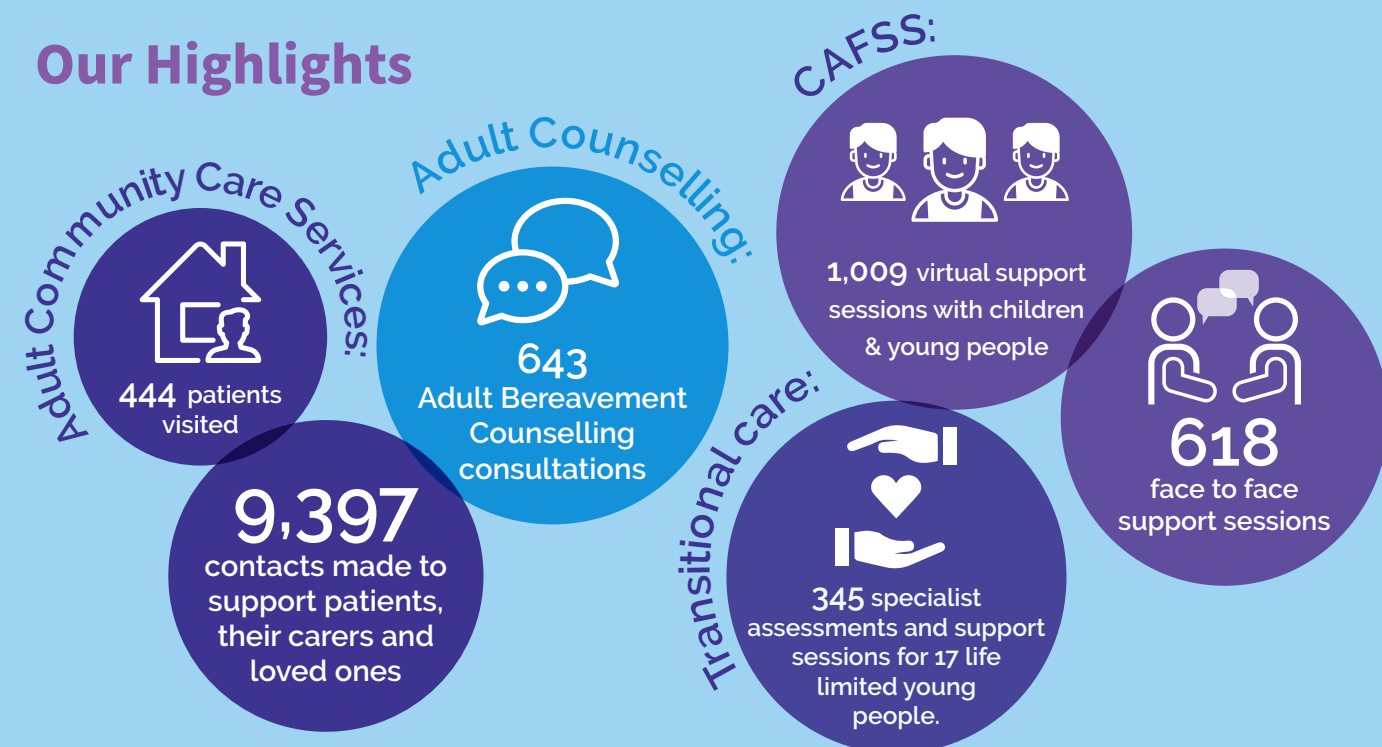
The support provided to carers during the ongoing pandemic has been crucial and the team have invested heavily in ensuring that they have been able to maximise every opportunity to do this.

“You have done more for me and my daughter in a few months than any support system has given her over a few years”

- Mother of a Transitional Care patient

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SUPPORT SESSIONS

Our Highlights



Achievements



As part of our 3-year strategy to improve clinical quality, a significant project to integrate the Hospice into the EMIS database was achieved after a couple of years of planning. The introduction of EMIS across all of our clinical teams has provided clinicians with access to shared care records. Meaning that all of our clinical staff have the most up to date information about a patient at their fingertips and can provide the highest standards of care, in close partnership with our NHS colleagues.



The successful extension of the Single Point of Access Service on behalf of all South Warwickshire Hospice at Home Teams. To support our community care model, the ‘Single Point of Access’ (SPA) is a designated referral line, manned by a qualified nurse, 7 days week during daytime hours. Professionals can now ring one number and our staff member will co-ordinate the rest for them, saving time and providing ease of access to the correct services.



The Hospice was one of 36 applicants to receive funding from Warwickshire County Council’s COVID-19 Recovery Fund which has funded a Children’s Bereavement Counsellor post for 12 months. This newly created role supports the current range of expertise in the service and is an opportunity to widen their outreach work into the hospital setting, with the remit of providing specialist bereavement counselling input on the wards at South Warwickshire University NHS Foundation Trust. This new appointment will help to facilitate and enable early referrals for children related to a patient who is seriously ill in hospital and, therefore, early therapeutic pre-bereavement support.



The successful recruitment of a part time Counsellor to the adult counselling team, providing the potential for greater capacity across the service and ability to meet demand, ensuring waiting lists are kept at a minimum (if at all).

Fundraising

During the first half of the year, our public fundraising activities continued to be impacted due to Covid-19 restrictions. After 18 months of little or no activity, we slowly resumed fundraising events and as restrictions started to ease and life returned to a new normal, so did public confidence allowing us to start forward planning again.

With the help from a new fundraising group called 'Love and Courage', a committee set up by Richard Phipps in memory of his wife Sharne, we were very excited to launch a new Open Water Swim challenge event in September 2021 (picture below). There was overwhelming support for this event and a total of 60 swimmers completed the challenge and collectively raised £8,500 through sponsorship and donations.



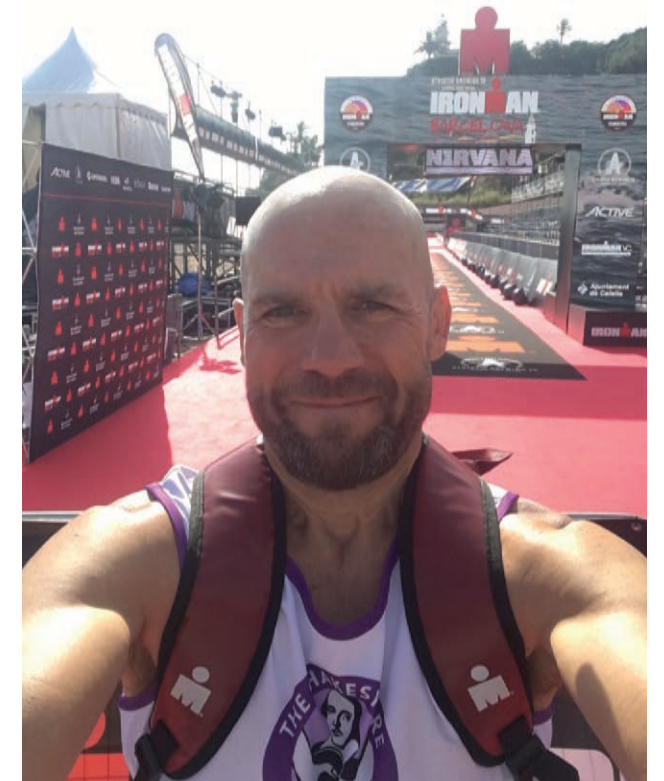
A special thanks to Spot-on Wake for donating the venue and their time to host this event which meant all the income raised went directly to our services.

Our annual flagship Dragon Boat Race event (pictured left) went ahead with 23 teams and over 350 participants collectively raising over £30,000.

In September the past, present and future Presidents of the Henley-in-Arden Rotary Club embarked on an 80-mile trek to raise £10,000 for their three local hospices. The three octogenarians started on the River Severn near Bristol, journeyed up to the River Avon and then to Wootton Wawen via the Stratford Canal (picture below).



In October, Simon (picture below) competed in the IRONMAN Barcelona in memory of his stepmother. The course included a 2.4 mile swim, a 112 mile bike ride and finished with a 26.2 mile run. He completed the route in 12.5 hours and raised over £2,000 to help fund our vital community services.



Kevin and Pauline Taylor (pictured below) raised over £3,000 for the Hospice whilst serving as Mayor and Mayoress of Stratford-upon-Avon. They hosted a range of events to raise money including a 24-hour table tennis marathon.



Retail

During the pandemic, there was a significant change in retail trends with a sharp acceleration in online shopping. We prioritised the development of our new online shop at the start of 2021 and focused on developing existing shopping platforms to help support in-store revenue.

Following the longest period of enforced shop closures, our retail shops came back strong, and income exceeded expectation in many areas, with overall results very close to that of two years ago.



1,374

donors signed up to Gift Aid their donations

27,208

bags donated by Gift Aid Donors

55,110

payment transactions in our shops and online trading

11,925

Gift Aid Donors made one or more donations



Visiting and shopping at one of our shops, or by donating your pre-loved items, allows us to continue caring for those who need us in our community.

Part of our 3-year strategy and roadmap out of the pandemic has been to invest and develop the Hospice e-commerce operation to grow future sustainable income from online shopping platforms. Our focus will continue to ensure we achieve the best price possible for donated goods, increase our reach in a global marketplace, and improve our supporter engagement and brand exposure.

Our shops will always be the lifeblood of the retail operation, both in terms of engagement with our community but also for collecting donations. It is our hope that growth in online sales will continue to help boost our income.

Volunteering

Our volunteers are a hugely valuable resource across all Hospice departments. We are incredibly grateful to every single volunteer who has given up his/her time to support the Hospice, whether that be in retail, clinical or fundraising.



"Fundraising for The Shakespeare Hospice gives me great pleasure in knowing that money raised helps to keep the Hospice offering to others what I and my husband received."

- Cath Tomlinson, Fundraising Volunteer

"I gain wonderful relationships with other staff members and volunteers and am able to give back to the community."



- Becca James, Volunteer Counsellor

Our Plans For The Future

This has been an extraordinary year with extraordinary challenges, but this year has also afforded us many new opportunities.

Our Day Hospice service will have a significant focus on rehabilitation and maximising independence through a range of therapeutic offers. We have already introduced a one-to-one clinic for specific groups and we aim to launch drop-in clinics, that will run alongside this soon, increasing the social opportunities and support for carers and much more.

The Children and Families Support Services will resume both one-to-one and group activities back at site, whilst continuing to build awareness and increase input into our local schools and Warwick Hospital.

The Adult Counselling services will offer a blended mix of virtual and face to face support for those still wishing to receive sessions online. The team will also resume our twice yearly 'Celebration of Life' events onsite at the Hospice.

The Transitional Care service offer of both on, and off-site activities, will afford more individually tailored opportunities to receive support within the community, alongside the traditional day respite at the Hospice and equally practical carer support and advice sessions.

Above all, we will continue to work hard to adapt to the evolving healthcare landscape and seek to forge strong partnerships with other health and social care providers to extend our reach and support more individuals in need, in our community. We will remain responsive and innovative with our service model, to ensure we meet the changing needs of our patients and the community.

- Jo Poyner, Head of Clinical Services

Trustees' Statement

We are pleased to report a surplus of £883k for the year. This is primarily due to receiving £870k of legacy income. Overall, our income fell by £360k: legacy income was £287k lower than the previous year while donations decreased by £163k. Our income from charitable activities increased by £59k and retail income reflected the re-opening of our shops by increasing by £515k. We also increased our fundraising income by £39k. The Hospice continued to benefit from government support and received emergency COVID 19 NHS Grants of £242k compared to £466k in 2020/21. Our expenditure increased by £182k as we filled some vacancies from 2020/21 and retail costs increased in line with trading activity.

We are extremely grateful to all who support us financially during their lifetimes and through their wills. Without this support, we would not be able to provide the excellent care outlined earlier in the review.



Founded 1930



The February Foundation



DMF Ellis Charitable Trust

GJW Turner Charitable Trust Stratford-upon-Avon

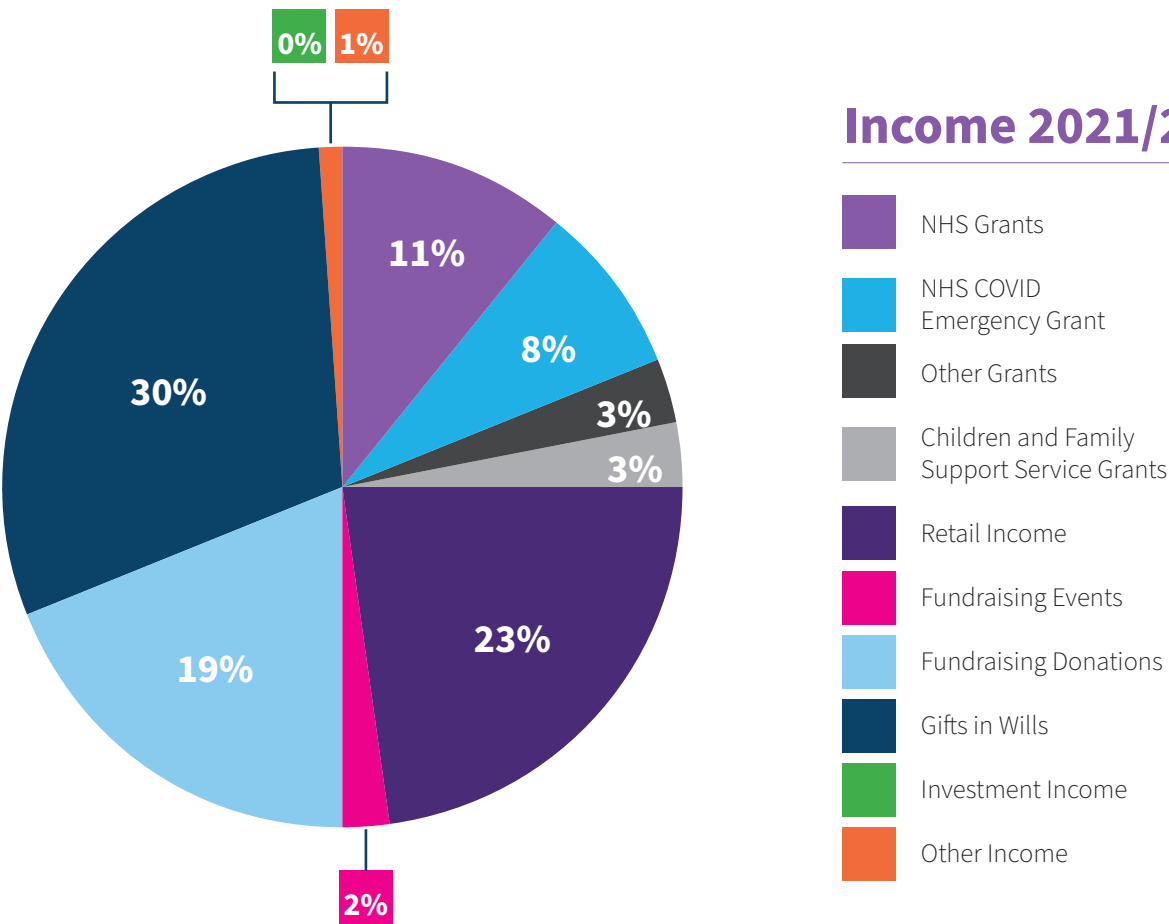
Stratford-upon-Avon Convalescent Home and District Nursing

Thomas J Horne Foundation

Financial Summary:

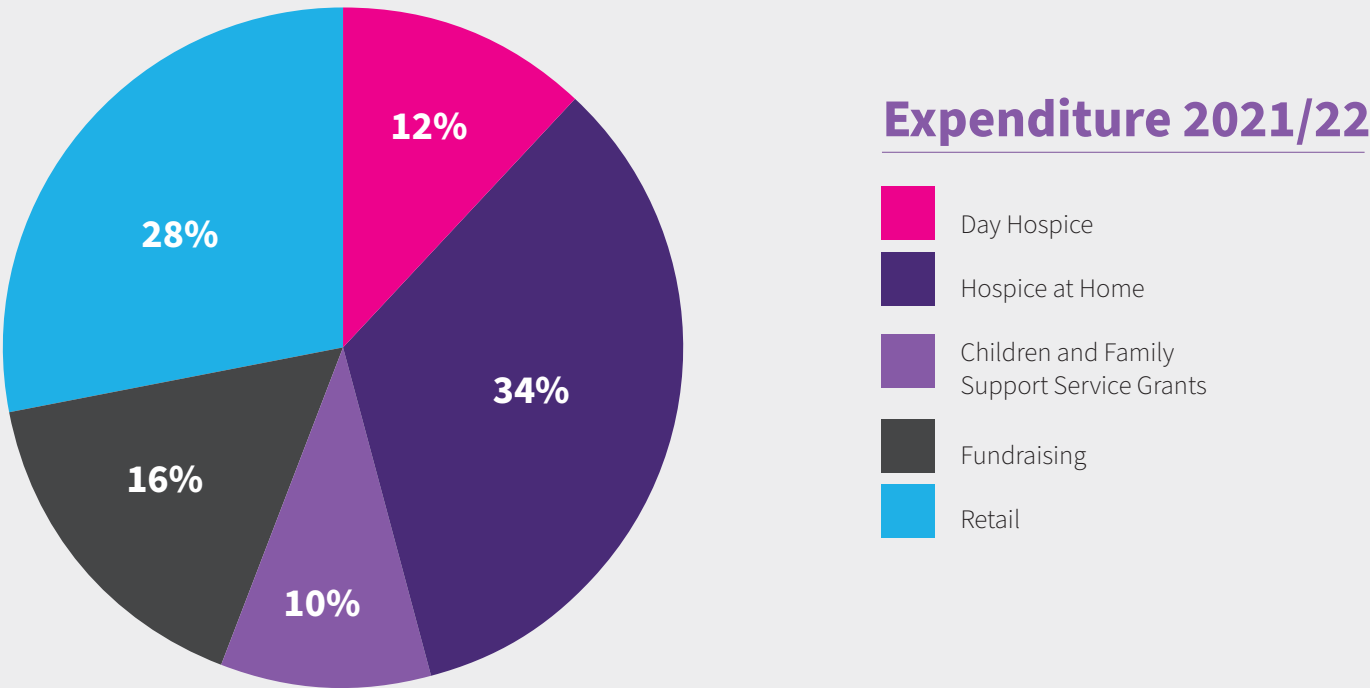
Income 2021/22

	2021/22	2020/21	2019/20
NHS Grants	£336,089	£314,910	£328,160
NHS COVID Emergency Grant	£241,830	£466,172	-
Other Grants	£83,895	£85,943	-
Children and Family Support Service Grants	£84,208	£46,899	£22,066
Retail Income	£685,166	£170,243	£785,800
Fundraising Events	£46,672	£8,034	£63,147
Fundraising Donations	£557,162	£720,658	£688,097
Gifts in Wills	£870,379	£1,156,695	£878,095
Investment Income	£2,787	£48	-
Other Income	£26,524	£324,681	£20,605
TOTAL	£2,934,712	£3,294,283	£2,785,970



Expenditure 2021/22

	2021/22	2020/21	2019/20
Day Hospice	£241,299	£169,673	£563,976
Hospice at Home	£684,603	£685,508	£383,844
Children and Family Support Service Grants	£200,426	£215,966	£238,836
Fundraising	£332,281	£273,596	£374,014
Retail	£567,900	£500,063	£618,788
TOTAL	£2,026,509	£1,844,806	£2,179,458



Thank You!

Please get in touch if you need our help and would like to find out more about the Hospice services.



01789 266852



enquiries@theshakespearehospice.org.uk



www.theshakespearehospice.org.uk

Want To Donate?

It is easy to make a donation to The Shakespeare Hospice in person in our shops, by phone, post or online.

Regular gifts to The Shakespeare Hospice provide funding that we can rely on.

If you would like to make a regular online donation, please visit:
www.theshakespearehospice.org.uk/waystodonate to find out more.

For information about fundraising and how you can help support our fundraising team, please contact us at the below email address:



fundraising@theshakespearehospice.org.uk

Stay in touch



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