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Just some of the works produced by our patients in our Day Therapy Unit.

Trustee and Management Team

President
Lord St. Oswald

Chairman
Julian Gill

Honorary Treasurer
Gary Mortimer

Management Team

Director of Patient Services
Karen Crawshaw

Medical Director
Dr Anne-Marie Seymour

Director of Corporate Services/
Company Secretary
Barbara Baker

Director of Fundraising
Helen Knowles

Trustees

Mr Ian Chapman
Mr Terry Elms
Dr Paul Fox
Rev Mary Gaskell
Mr Stephen Hastings
Mr John Parton
Mr Tony Revans

Chairman's Report



2010 was a very special year in the life of Wakefield Hospice, being the 20th anniversary of the year we opened our doors to our first patients. Of course the dream that was to become the reality of the Hospice dated from many years earlier and was the

brainchild of those nursing colleagues

whose names are legendary in the history of Wakefield Hospice, Phyllis Chapman, Joyce Swann, Olive Carley and Barbara Wain.

From those early beginnings, and as a result of the appeal that went out to the people of Wakefield in 1982, the Hospice developed into what it is today, a sixteen bed specialist unit serving the people of Wakefield and the surrounding area who are suffering from active and progressive life-threatening illnesses.

Wakefield Hospice is staffed by fully qualified doctors and nurses supported by administrative and hotel services sections and a highly effective trading and fundraising team. The holistic approach to care practiced at the Hospice means that we also have strong chaplaincy and social work departments. Furthermore our care extends not just to our patients but also to their families and friends who are so much in need of support at what can obviously be an extremely difficult time.

In addition to our paid staff Wakefield Hospice is blessed by the services of many hundreds of volunteers who work in our shops, who raise money through community groups, who help with administrative tasks and generally do whatever needs to be done, whenever and wherever that may be.

The value of our volunteers' work in simple monetary terms must run into many hundreds of thousands of pounds each year, representing what would otherwise be additional running costs which we simply could not afford if we had to pay for it. Not only do our volunteers fulfil a vital role in the activities at Wakefield Hospice but their devotion and determination in everything they do is both moving and remarkable.

I give thanks to all those you work for Wakefield Hospice in whatever capacity and commend the contributions of them, one and all.



our splendid hospice...

Elsewhere in these pages you will find detailed and heartening accounts from colleagues about the activities of the Hospice during the period of this Report. True, the national economic climate is grim and consequently our ability to raise the necessary funds to operate to the maximum capacity will be challenging. Nevertheless I know that the Hospice is in good spirits and a positive frame of mind. There is much work to be undertaken for the people of Wakefield and a determination to do it and, at the same time, to continue looking to expand our services and to ensure our facilities are nothing but the best. Our patients and their families deserve nothing less.

With the continued support of the people of Wakefield and the expertise of the staff and the dedication of our army of volunteers I have no doubt whatsoever that the next twenty years in the life of Wakefield Hospice will be as successful and fulfilled as the first twenty.

Julian Gill
Chairman



Meeting the Duchess of Gloucester...



the newly refurbished wards



the original nurses...



Chief Constable West Yorkshire Police...



Director of Patient Services

"The Future Depends Upon What We Do In the Present"

Mahatma Gandhi

Never was a quote so apt as the Hospice embarked upon its 20th Anniversary celebrations in April 2010. In 1982 a small group of people believed that the Wakefield district should

have a hospice to provide better care of the dying. Their belief in what the future could hold spurred them into action and their subsequent hard work to campaign and fundraise to build a hospice for the people of Wakefield was quite remarkable.

I strongly suspect that how Wakefield Hospice would go on to develop to its present level of success was way beyond the initial dreams of those hoping to raise enough money to buy and convert an old house into a hospice.

Due to the generosity and support of our local community, sufficient funds were raised to purpose build Wakefield Hospice which was opened in April 1990 with eight in-patient beds and a day care centre. The Hospice's first years running costs were in the region of £600,000, of which staff salaries accounted for £350,000 of the total.

Times change and to remain responsive to the changing needs of our patients and their families, a further two building extensions have since doubled the number of inpatient beds and has enabled substantial service development.

Additionally, to keep pace with the rapid advancement of medical science and the government legislation that underpins the delivery of palliative care services, the hospice has necessarily invested in its human and physical resources. This has required the funding of new posts and supporting the on-going professional education of its specialist staff in order to meet the regulatory standards set by the Care Quality Commission (CQC) and importantly the requirements of the National Institute for Clinical Excellence Guidelines (NICE). Therefore, the number of salaried hospice staff has grown from 56 in 1990 to just over 100 in 2010, this and the reform of NHS pay scales, which the hospice must match to compete in the local healthcare market, has taken the hospices' salary budget to £2.3 million, with an overall running cost for the year 2010 / 11 of £2.9 million.

The hospice historically received a low level of statutory funding yet, despite this, services have been maintained, new ones developed and the physical environment in which care is delivered to patients has been improved through a comprehensive refurbishment programme and groundwork projects made possible in the main by government grants.

As a result the hospice looks fresh and contemporary in its anniversary year, yet retains its famed welcoming atmosphere. Our 20th Anniversary year posed unprecedented challenges given the instability of the current economic climate, yet we continue to respond positively to the erratic pace of change driven by our new Government and we cope with the "long pauses" in Parliamentary decision making in respect of our healthcare system which has created great uncertainty surrounding future commissioning practices that will determine our future funding. We work collaboratively in partnership with our NHS colleagues and have become integral to the required success of statutory services to deliver on the Governments plans for end of life care. In and amongst the Hospice continues to manage the daily ethical dilemmas and contributes positively to the debate that caring for the dying in the 21st century presents.

Despite the unstable forces around us, I'm very proud to say that the hospice remains a calm oasis for people and their families who need our care. Excellent symptom management and care is evident and I am sure that we have more than fulfilled the dreams of those early campaigners who wanted a Hospice for Wakefield.



our new water feature...



patients obelisk...



new bathing facilities



new shower rooms



the new seating area



the beautiful new walkway

We thank everyone who has loyally supported the Hospice over the last 20 years but must now ask you to bear in mind that our future really does depend upon what you do in the present. Your continued support is vital if the Hospice is to reach its next milestone year and continue to serve the people in its local community.

Karen Crawshaw
Director of Patient Services



Medical Director

The theme of this year has been partnership working:

For several years we have been working with Mid Yorkshire Hospitals

NHS Trust, Prince of Wales Hospice in Pontefract and Wakefield PCT to look at how we can help people with severe lung disorders and in October we started our pilot COPD (Chronic Obstructive Pulmonary Disease) service in Day Therapy. Patients can be referred by their GP or Community matron or by the respiratory services and have an 8 week programme of exercise and education. People accessing the service have told us their breathing improves and they can do more activity at home at the end of the programme. We also take the opportunity to discuss wishes and preferences for the future (advance care planning)– something which our cancer patients have been doing for some time but the patients who are attending our COPD service tell us they often haven't had an opportunity to do before.

We are now recording information on SystmOne – a computer network system used extensively in general practice so when patients are admitted to the hospice their GP can see they are in the hospice and when they go home the discharge letter is immediately accessible to the GP and district nurse on the primary care computer.

Training has always been an important part of what we do. Doctors and nurses who have had experience of working at Wakefield Hospice provide our key partners in general practice and hospitals. Next year we are starting collaborative training for some of our local doctors with the University of Teesside so that they can learn more about palliative care.



First Medical Director Pooresh Gajjar

But our most important partners are the patients and families who access the hospice services and the volunteers and staff who make the service possible. So many patients tell me they were frightened of coming but within hours of arriving feel safe and secure with the support of our hospice team. And the hospice relies on the support of the whole team – you and the fundraisers and volunteers who make this all possible. Thank you all for another year helping us to help all who need us at Wakefield Hospice.

Anne-Marie Seymour
Medical Director



Director of Fundraising

Believe and succeed

We have had the belief and you helped us to succeed - Thank You.



£10,000 Dream - £1m Reality

"I had excellent care and service at all times during my two week stay"

"I did feel like I was at home, my ward was an extended family room and I knew help was at hand if needed. Thank you for everything"

"The staff were wonderful, caring and treated me with respect. Nothing was too much trouble"

"All the staff were very kind and could help me with anything I wanted"

The above is just a selection of grateful appreciation we receive every single day from patients, families and carers. Our purpose has always been to provide the very best quality of care for our patients and at the same time to support their families, both during the illness of their loved ones and through the bereavement. I am quite sure that no one who has had any contact with Wakefield Hospice over the last 20 years could say that we have not fulfilled our mission. We owe a deep debt of gratitude - from the visionary nurses whose inspiration it was to build a hospice more than 20 years ago, to all the staff and volunteers past and present who have worked so tirelessly for the organisation since then. It is their dedication that makes Wakefield Hospice such a remarkable place.

Legacies are an important source of income and we owe a huge debt of gratitude to those who remembered us in their wills.

We are immensely grateful to all members past and present from our Fundraising Groups, whose pioneering work twenty years ago helped build the hospice. Their continual hard work and dedication is very much appreciated.



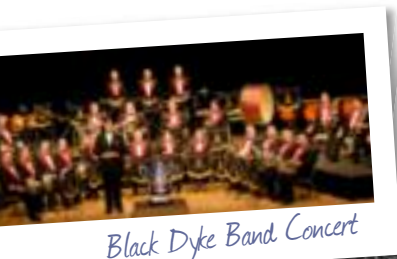
Rose Launch

You can rest assured our plans don't stop here. Fundraising in 2011 will be challenging, frightening for some, exciting for others, it will require every ounce of strength, courage and skill on the Fundraising front line. We aim to continue to ensure many more local people can access our vital services for many years to come. We are committed to quality service, meeting or exceeding the needs of those who count on our availability and skills. We

The 20th Anniversary promised to be a busy and exciting one for everyone involved with Wakefield Hospice. As I look back and reflect on this special year, we are indebted to the hundreds of people each year who take part in our events and help raise money by their participation. Without sponsorship and patronage from the business community our events would not yield the profits they do. The community at large - through pubs, clubs, organisations, associations, families and individuals, and by way of general donations or by organising their own events - have raised incredible sums of money, which is testament indeed to the reputation that Wakefield Hospice has within the area.

treat every individual as if our world revolves around them, because it does. To achieve this we still need your continued support to enable us to provide that all important end of life care for the next anniversary mile stone.

So to each and every one of our supporters, in whatever capacity, thank you so much, especially in difficult financial times. The support has been sublime. Throughout the report you will see some amazing photographs from our 20th Anniversary as well as some delightful photos from years gone by. However for current events, which are regularly updated, please see our website www.wakefieldhospice.org.



Black Dyke Band Concert



lottery launch



the Hospice boat



*Rev Roger Royale
thanking service*



the kings speech signing



midnight walk



Jean Christoph Novelli



running the extra mile



off the rails



top fashion...



by royal appointment...



autumn preview...



where it all began...



Sandal fashion show...



corrie star meets staff...



bridal show...

Bucking the trends

It's a tough time to be a retailer - opinion is divided on whether charity shops do well during difficult economic times, however, evidence suggests that charity shops have performed reasonably well. Thankfully, I can tell you the latter is the case for Wakefield Hospice.

Turnover is up by 6.28% consequently profits have increased by 9.20% on last year and we have managed to turn the economic gloom to our advantage, for example:-

On the 20th day of each month we offered 20% discount on certain items displayed in our shops.

We hosted donation drives within the business community - Donate don't dump, where staff were encouraged to bring to work good quality items they no longer wanted or needed. We went live with Gift Aid on donated items in October, signing up 3,155 donors and we will have increased our income by almost £18,000.00.

November saw the launch of our EBay site.

We launched our Autumn/Winter - Spring/Summer previews mirroring the high street with great success.

We took advantage of an empty shop, by opening a second shop in Ossett specialising in vintage/retro/jewellery/small selected items of furniture - in other words 'niche retailing' at affordable prices and we are planning others.

There are challenging times ahead - changing shopping patterns, being in the right position in the high street, looking at how to reduce spiralling utility bills and finding ways to acquire stock due to enormous competition and demand on donated items. However there are those who will tough it out and be really successful and there will be those who know how to drive businesses forward and are creative about getting it and how to do more with a typical charity shop in difficult times and hopefully, we are one of these 'It's a case of use us or lose us'.

Finally, may I take this opportunity to thank all our valuable volunteers. They are a much treasured group and are one of the Hospices greatest resources. Our volunteers are from many different walks of life, with a wide range of backgrounds, ages and experience. We are very fortunate that they donate so much time and are able to work together for the benefit of Wakefield Hospice. I would also like to acknowledge the sheer hard work and dedication of all our Trading employees past and present.

Finally the biggest thank you goes to our customers for their support, because without you we would not have been trading on the high street for 20 years.

Helen Knowles

Director of Fundraising



long service awards...



long service awards...



new shop signage...



20th anniversary offer...

Director of Corporate Services



This time last year we were waiting for the contractors to move into the Hospice to start work on the 20th Anniversary Project: "Bringing the Outside In". This project, totally funded by the Department of Health, was designed to give patients in the single en-suite

bedrooms greater access to the outdoors. The original bedrooms were to be refurbished and the grounds were to be landscaped.

The en-suite bathrooms in 4 of the bedrooms had baths which were not used and these, along with the showers in the remaining en-suite bathrooms were to be replaced with wet rooms. Narrow doors from the bedrooms into the garden were to be replaced with french doors to enable beds to be pushed outside. Once outside, the doors would lead to a sheltered patio area providing a private space for each room. In addition to the internal works, a major landscaping project would provide a pleasant outlook for patients and their families and visitors and also interesting walkways for those able to spend time in the grounds.

All the work had to be completed by the end of March 2011 – and, of course, it was.

Not only did we achieve everything that we had planned but, having underspent on the project, the Department of Health agreed to us using the remaining funds to extend the works on the gardens around the back of the building. Thanks to this an unmanageable area of land has become a series of pathways bordered by hard and soft fruit trees and plants extending into a peaceful space containing a living willow structure and silver birch trees. Ultimately, the centre of the space will contain a labyrinth and individual areas for rest and reflection.

We are really pleased with our refurbished rooms and gardens and our thanks go to everyone involved in the project – the Department of Health for the funding, Help the Hospices for their administration and guidance, the design team and contractors for their understanding and co-operation, to our patients and their families and visitors who tolerated the noise and disruption without complaint and finally to our staff and volunteers who worked around the ever changing needs of the project.

Barbara Baker

Director of Corporate Services



view out to the beautiful gardens...



looking onto the new wards...



bringing the outside in...



refurbished bathrooms



somewhere to relax...

Patient Statistics

YEAR	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11
IN-PATIENT STATISTICS 2010/11						
Total number of patients	236	231	236	212*	234	215*
Number of new patients	217	212	209	192*	220	200*
Number of admissions	258	258	259	238*	261	248*
Number of deaths	185	158	177	157	161	154
Number of discharges	74	98	85	84	100	94
Average length of stay	12.9	14.8	15	14.1	13.2	14.1
Averages bed occupancy	64.76%	71.77%	77.19%	67.32%	67.61%	70.50%
OF THOSE IN-PATIENTS ADMITTED FOR THE FIRST TIME						
Female	105	102	108	94	107	100
Male	112	110	101	98	113	100
IN-PATIENT AGE ON FIRST ADMISSION						
16-24 years	0	0	0	1	0	0
25-64 years	64	88	74	62	66	60
65-74 years	68	54	57	46	56	57
75-84 years	54	50	60	63	76	55
85 years and over	31	19	18	20	22	27
Not known	0	1	0	0	0	1
DAY THERAPY						
Total number of patients attending	250	298	384	442	313	349
Number of new patients	156	141	188	171	147	153
OF THOSE IN-PATIENTS ATTENDING FOR THE FIRST TIME						
Female	105	101	134	122	106	110
Male	51	40	54	49	41	43
DAY PATIENT AGE ON FIRST ATTENDANCE						
Under 16 years	3	3	0	0	0	0
16 - 24 years	1	5	4	2	3	0
25 - 64 years	82	85	105	100	86	89
65 - 74 years	33	22	45	32	25	30
75 - 84 years	16	16	16	20	16	19
85 years and over	2	0	2	1	4	2
Not known	19	10	16	16	13	13
BEREAVEMENT SUPPORT						
Bereavement Support Service Users	77	89	74	68	71	62
TYPE OF SUPPORT CONTACT						
Telephone Contacts	891	1238	1298	1302	1289	886
Individual counselling	348	365	708	224	231	165
Group session with staff	0	0	0	487	794	788
Other	83	77	124	67	65	97
YEAR	2005/06	2006/07	2007/08	2008/09	2009/10	2010/11

* It should be noted that for the first four months of the year 2008/09 and six months of the year 2010/11 the Hospice was operating with 14 beds. Two beds were closed throughout these months due to building and refurbishment works on the in-patient unit.



