



**WAKEFIELD
HOSPICE**
SHARING THE CARE NOW AND
FOR FUTURE GENERATIONS

**30TH
ANNIVERSARY
1990-2020**

COVID-19 – frontline response at Wakefield Hospice

Executive Summary



Infection control prevents or stops the spread of **infections** in healthcare settings.

In a hospice, this is more imperative due to the vulnerability of the individuals needing care. A simple cold virus for example can have more detrimental effects than in other settings.

Covid-19 brought many new challenges to which the hospice team responded immediately, effectively meeting stringent regulations to prevent the spread and protect everyone in the building.

Meeting these unplanned directives incurred a number of unbudgeted costs. The hospice has been able to meet these costs, but in the face of an £80,000 average monthly loss of fundraising and retail income, is looking for help fund the essential, ongoing work of our domestic team who are working so hard to keep everyone safe and ensure that the rest of the hospice can continue to provide its vital work effectively.

About Wakefield Hospice

Wakefield Hospice is an adult hospice committed to providing the highest level of symptom management and end of life care for people with a life limiting illness and supports families and carers throughout the period of illness and into bereavement. It employs 50 full time and 75 part time staff who are supported by 450 volunteers. On average the hospice cares for

- 230 inpatients every year on the 16 bedded in-care facility,
- 3800 day therapy attendances

Of these

- 74% of patients are aged 65+
- 77% are admitted with cancer
- 1200 bereavement attendances each year

Situation Analysis

Covid-19 is known to be highly contagious. Routine infection control measures may not be sufficient to shield and prevent spread.

This crisis has highlighted the necessity and value of the hospice's domestic and housekeeping team. Never taken for granted, they are the unsung heroes of the hospice whose work behind the scenes is now gaining the recognition it deserves. Without them, the rest of the hospice would not be able to operate. Each department is an important 'cog in the chain' and this application is to recognise and celebrate the impact the domestic and housekeeping roles have on the hospice as a whole.

Staff have been required to perform more frequent and deeper cleans, resulting in additional and longer working hours with the need to order extra supplies.

A significant difference to that of 'normal' working arrangements has been the need to purchase personal protective equipment (PPE). In the first few weeks of the crisis the hospice spent an unbudgeted £2294 on new scrubs, masks, goggles, sanitiser & bottles, and computer 'dongles' for remote working. The items purchased are essential but do not always last forever. A lot are single use so the costs already incurred will need to be duplicated, as proven in June when another £3,266 was spent on masks alone!

In April, as the hospice responded to the crisis, an additional £8935 was incurred to fund the additional hours and supplies needed by the domestic and housekeeping team (figures based on same time the year before).

The request for funding is to support the essential, ongoing, dedicated hard work of the team and the equipment they need in order to keep everyone safe and ensuring other teams can continue to do their vital work effectively.

The work of this amazing team does not go unnoticed by our service users either.....



Mum spent just over four weeks in the hospice and my family and I were so grateful for the amazing care she received. Every aspect was so emotional well tended to, from her physical care to her needs.

Mum was also immensely grateful for everything the hospice did. Doctors, nurses, admin, cleaning staff and volunteers all cared for her with such compassion and respect, affording her dignity at all times. (Shani, relative)



Such amazing people, there aren't the words to describe how wonderful they are at the hospice. From the receptionists, cleaners and maintenance staff, to the care assistants, nurses and doctors. I can't thank you enough for the care you gave my Mam, right to the end. These people deserve medals for their dedication and work.



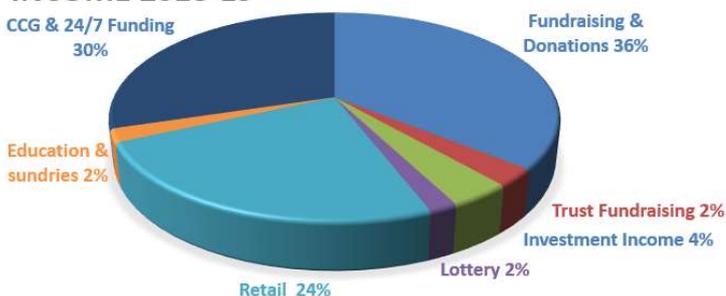
My husband Ron just had his 3rd admission at the hospice, this time 28 days... The care given to him was out standing. From the domestics to the drs brilliant brilliant staff.. Your treated with respect and dignity From the bottom of my heart ❤️ I thank you Elaine xx

The Need for funding

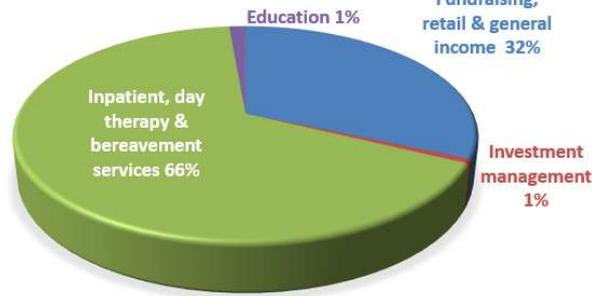
Ordinarily, fundraising and retail activities makes up 60% of the hospice's overall income so not being able to open our shops, or host events is having a huge impact on income generation. We estimate that we will lose an average of £80,000 per month from our fundraising and retail activities during lockdown and are preparing that these restrictions will continue to be impacted for many months to come and it will be difficult to forecast future income until we know if and when the restrictions will be lifted.

The charts below shows that the single largest expense is the provision of inpatient, day therapy and bereavement services. The salaries of the domestic and housekeeping team are including in this as an essential aspect to providing care.

INCOME 2018-19



EXPENDITURE 2018-19



As part of its 30th anniversary year, the hospice had so many plans, so many events and so much to be celebrated. **We will get a second chance at this but when caring for the dying there is only one chance to get it right.**

Funding the domestic and housekeeping team during this period of transition will help meet the increased pressures and costs associated with meeting the intensified, yet necessary infection control measures in place to ensure the safety and wellbeing of everyone.

These really are unprecedented times but we are in this together. Supporting the hospice now will ensure that care can continue for the most vulnerable individuals in our community, during this crisis and once it is over.