

Impact Report

2021-2022

Help make every day matter, now and in the future

Gifts in Wills funds the care of one in five of our patients. We have remained by the side of our community for forty years and this is largely thanks to people who think of us when making their Will.

Discover the power of a gift in your Will today

Call Louise on 01392 688020 or
email legacyinfo@hospiscare.co.uk

Because every day matters
www.hospiscare.co.uk

Registered charity no. 297798





Welcome

to Hospiscare's Impact Report 2021-2022. As the Founding Chair of Hospiscare, I am delighted to have been asked to write this foreword to mark our 40th anniversary.

Dame Cicely Saunders, the founder of the hospice movement, taught us that the pain of terminal illness is emotional, social and spiritual as well as physical. Effective end-of-life care seeks to relieve each of these so that the patient can live as fully as possible for the time that remains. The hallmark of Hospiscare is that, while it has adapted to changes in clinical care and fundraising methods, these principles are still at its heart.

It is truly remarkable how far Hospiscare has come in four decades. From tiny beginnings, we have developed a comprehensive service of end-of-life care for our patients and their loved ones. Whatever is helpful, whatever is needed, Hospiscare provides it.

We have faced many challenges over the years and funding and recruitment difficulties remain present. Hospiscare was formed at a time of economic crisis and yet weathered the storm. Years later, we faced the market crash of 2008 and now we must prepare once again for national recession.

Despite these pressures, we have much to celebrate. Looking back on that snowy night 40 years ago when I spoke to the people of Exeter at The Guildhall, I could never have imagined the journey Hospiscare would take. This report will speak to Hospiscare's impact over the past year and I would also like to recognise the enormous impact of the hospice over the last four decades. Year on year, we have brought specialist care to our patients, enabling more and more people to spend their final days in the place of their choice, whether home, hospice or hospital.

Dying and death are much more readily seen as a part of life now. When I did my medical training, we were told not to tell patients if their condition was terminal. Hospiscare has been part of the movement to change this, empowering our patients with an honest prognosis and plan for their care, so that they truly can make every day matter.

After two of the most difficult years in our history, I would like to sincerely thank our wonderful team of staff and volunteers, as well as every person, group, organisation, business and trust for supporting us every step of the way. Together, we will continue to deliver the vital end-of-life care that our local communities of Exeter, Mid and East Devon need.

John

Dr John Searle
Founding Chair of Hospiscare

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Making Every Day Matter



At Hospiscare, we understand how precious life is. That is why we strive to make every day matter to our patients and their families.

Our specialist doctors and nurses are available 24 hours-a-day, seven days-a-week to support our patients and their loved ones when they need it most.

We believe that everyone deserves a good death and we are committed to making this happen by:



Caring for patients in the place of their choice

Our specialist doctors, nurses and therapists care for patients on our ward in Exeter, at the Royal Devon University Healthcare NHS Foundation Trust, at home, in care homes, in Exeter Prison and those who are homeless or have complex housing needs.



Sharing our voice

By training the next generation of doctors and nurses and sharing our expertise, both locally and nationally, we aim to improve the standard of end-of-life care for all.



Making every day matter

We can't give our patients and their families more time, but we can support them to make their final days matter. From supporting patients to achieve bucket list goals to advising them on how to make their final wishes known, we are there to make every moment count.



Being there after death

For many of our patients, leaving loved ones behind is one of the most worrying things about a terminal diagnosis. At Hospiscare, our care doesn't stop after the patient has died. We remain by the side of families for as long as they need us.

Our Mission

We provide compassionate, expert end-of-life care to those in need – before, during and after death. Together with our local community, we make every day matter.

Our Vision

Our vision is to ensure those in need receive outstanding end-of-life care in the place of their choice.

Our Values

Our values are the foundations upon which our strategic ambitions are built and determine how Hospiscare is run on a day-to-day basis. In everything we do, we strive to be:



Compassionate

towards every member of our community, from our patients and families to our staff members, volunteers and supporters.



Respectful

to the needs and beliefs of the people we serve.



Professional

in our provision of specialist end-of-life care.



Inclusive

of all needs and circumstances, ensuring end-of-life care remains accessible to all.

Our Impact



From the moment that we walked in to the hospice, there was just this wave of compassion that hit us. We knew that everyone was working towards the best thing for Dad.

We had the most beautiful family day on the last day of his life. I'll never forget how we were able to take Dad's bed out into the garden and sit around him, with Scooby on his bed. We cuddled and told him that we loved him. We sat together as a family of five, as we would have done when we were kids, and it was just beautiful.

Ellie's dad, Mike, was cared for by our community team and spent his final days on our specialist ward at Searle House, surrounded by his family.

We said...

We would bring our care closer to home.

In March 2022, we launched a new Hospiscare@Home service for Crediton, Okehampton and North Dartmoor to bring 24-hour hospice care to one of our most rural regions. Supportive care groups have also commenced at the Seachange Centre in Budleigh Salterton with plans to roll these out further across our Hospiscare hubs to reach more patients and families where they live.



We would be experts in our field.

We have been working closely with the Royal Devon and Exeter Hospital community team and the Devon Partnership Trust to empower more healthcare professionals with knowledge of end-of-life care. Members of our supportive care team have also been working closely with the hospital's cardiac nurse specialists in delivering our Heart2Heart groups for cardiac patients.

Our work with local care homes continues and from April 2021 to March 2022, we provided ten training sessions on a range of topics including pain and symptom control and using syringe drivers.



We would care for all of our patients' needs.

Our multi-disciplinary approach to providing end-of-life care has been strengthened this year thanks to the appointment of a physiotherapist and the secondment of an occupational therapist. We have also benefitted from the secondment of a paramedic to our community team who has been able to share his 26 years of experience in dealing with emergency call outs. We are also pleased to announce that our Clinical Co-ordination Centre, first established during lockdown in 2020, is now embedded as part of our service, allowing patients, carers, family members and medical professionals 24-hour responsive, effective access to support and advice.

Our work with local care homes continues and from April 2021 to March 2022, we provided ten training sessions on a range of topics including pain and symptom control and using syringe drivers.



We would accelerate our income for financial stability.

As part of our COVID-19 recovery strategy, we launched an emergency 'Save our Services' appeal in November 2021 to reduce our income deficit. Over a period of five months, our community helped us raise an additional £1 million to prevent the closure of four ward beds and the reduction of our community services.

We established the 40 Club to engage local businesses in celebration of our 40th anniversary year. By pledging to raise at least £1,000 for Hospiscare in 2022, this incredible group of 63 businesses contributed an astounding £85,000 to our charity.

Finally, we have invested in both our fundraising and retail teams following the pandemic and our Trading Board is developing a three-year strategy to develop our e-commerce branch.



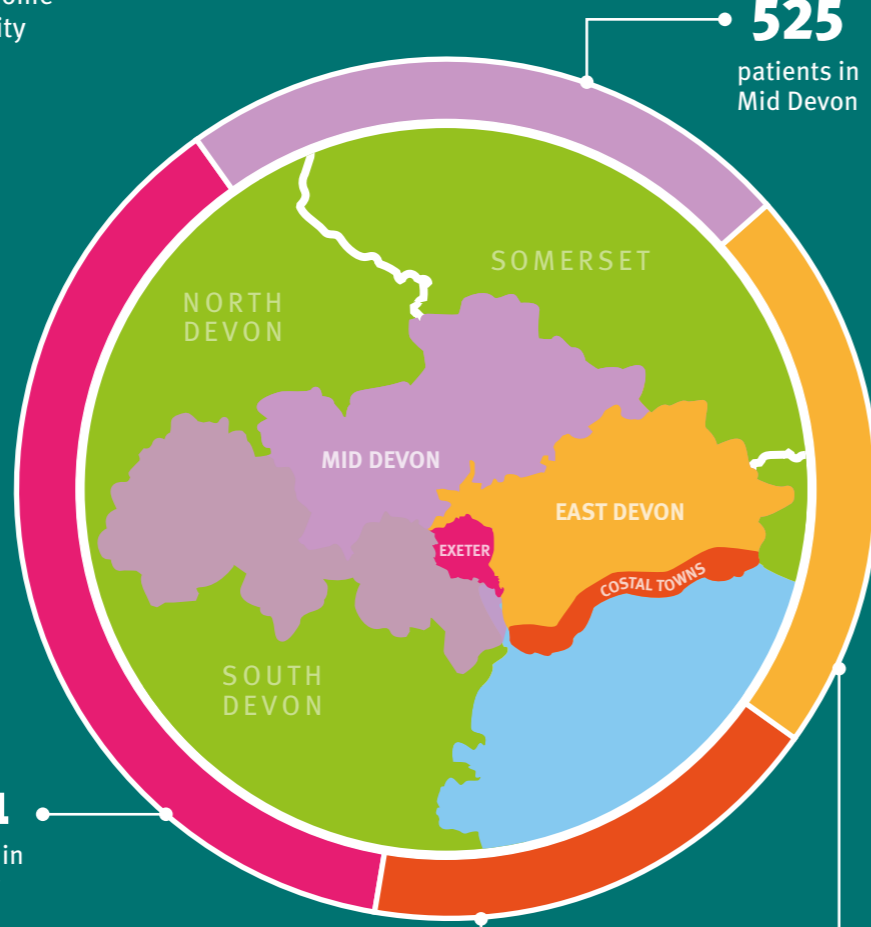
Our Year in Numbers

201 patients cared for on our specialist ward

2,046 patients cared for at home and in the community



Our care spans 1,028 square miles of Devon's heartland.



852 hours of training provided for fourth year medical students



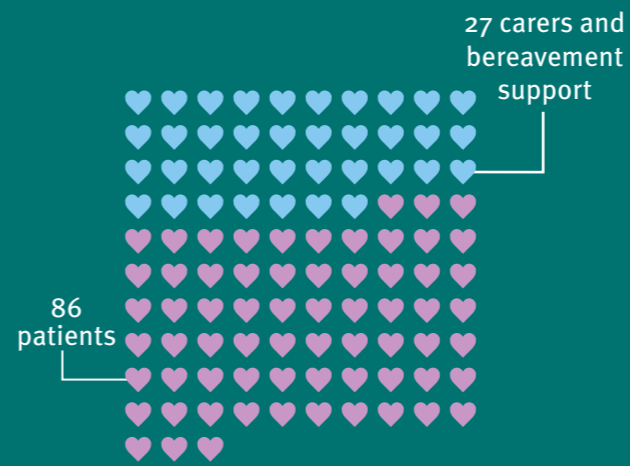
5,912 home visits were made by our Hospiscare@Home and Community Nurses



768 patients were supported by Hospiscare to die at home



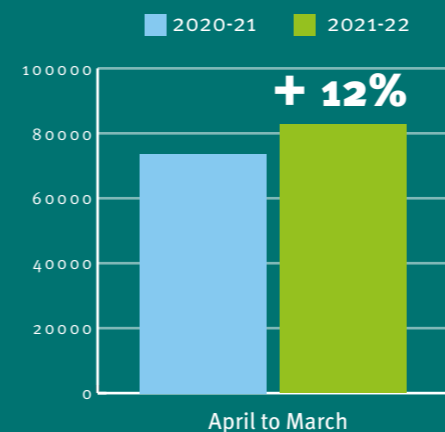
417 family members and friends received bereavement support



113 patients and families were supported by our Admiral Nursing Service



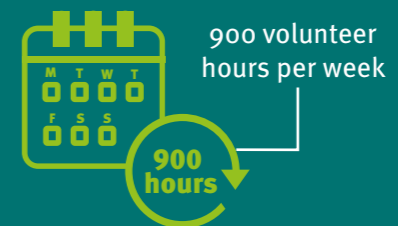
15,468 calls answered from patients, family members and health care professionals by our Clinical Co-ordination Centre



82,730 people visited our website for advice and support, an increase of 12% from the previous year



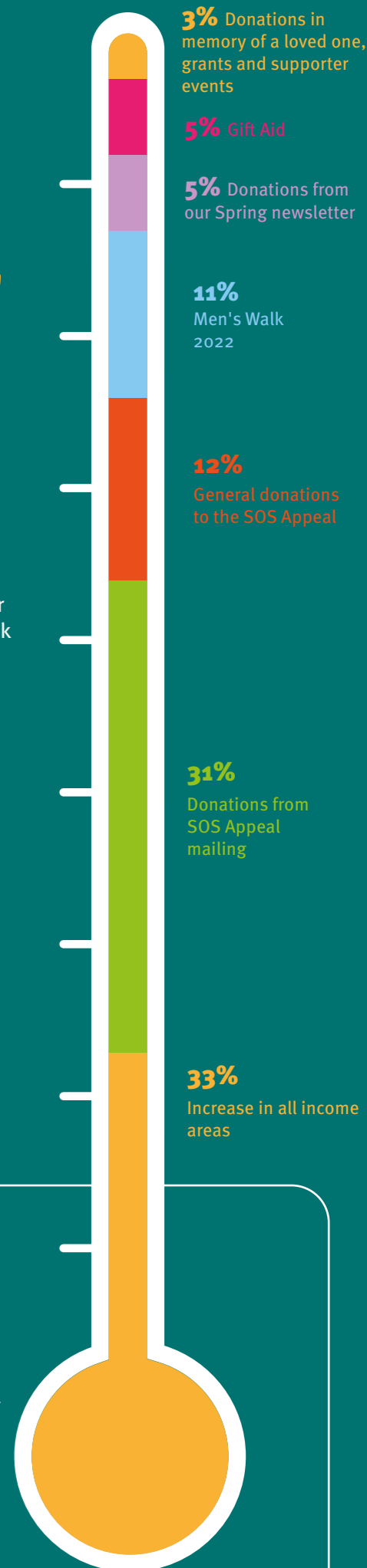
582 people joined our Light up a Life broadcast to remember their loved ones



Over 45,000 hours donated donated by our dedicated volunteers, an average of 900 hours per week. Their incredible contribution has saved our charity over **£400,000**

SOS Appeal

In November 2022, we launched an emergency 'Save our Services' appeal to raise an additional £1 million to prevent reducing our vital services. The strength of our community saved our ward beds and weekend community services from closure.



Patients and Families



Knowing that Keith was able to carry on doing the things he loved most, such as playing his guitar and having a sing-song with Des or having a cheeky beer with dinner was a real comfort to us all. We will be eternally grateful to the work that Hospiscare do and the incredible support they give.

We wanted to do something for the Hospiscare@Home team and the doctors and nurses on the ward. Marathon in a Month coincided with the anniversary of Keith's death, and also his birthday, so it just felt right to honour him in this way and get something positive out of something so devastating.

Gill and her family took part in Marathon in a Month in October 2021 to honour the one-year anniversary of Keith's death.

Patients are at the centre of everything we do

The safety and wellbeing of our patients remains our priority and we continue to adapt our care approach in line with emerging government and CQC guidance. Our staff continue to undergo lateral flow and PCR testing and when COVID positive patients were cared for on our ward, all planned measures were successfully implemented and any learning opportunities for future care were noted.

The formation of the Clinical Co-ordination Centre (CCC) was part of our emergency planning in March 2020 to respond to the COVID-19 pandemic. We aimed to create a single point of contact for patients, families and healthcare professionals and this has now grown to be an invaluable service for all of our community and supportive care patients. Our experienced team triages calls and responds in a timely way by offering specialist palliative care advice or signposting to our own services, or external providers to best meet the needs of the individual.

Despite the challenges of COVID-19, we have continued to deliver our Heart2Heart sessions to support patients living with heart failure and their families. This year, we supported 19 patients and their families through a combination of weekly face-to-face or virtual meetings.

Supporting families no matter what

Our supportive care service works closely with our volunteer teams to increase our support to families:

- **Care Navigators:** these specially trained volunteers visit patients at home and on the ward to provide a range of support, from respite for carers to assistance with writing memoirs and putting affairs in order.
- **Bereavement volunteers:** these volunteers are part of our listening service and provide regular phone calls to those who have lost a loved one. We have a walking group where bereaved friends and relatives can meet and share their stories with others and our HEAL group is another extension of our bereavement support, offering regular meet-ups in local pubs as well as two drop-in groups that meet in Exmouth and Budleigh Salterton. We have further plans to establish additional supportive bereavement activities in the coming year.
- **Spiritual care volunteers:** our four specialist volunteers are based on the ward and support patients and their loved ones, as well as staff.
- **Complementary therapy volunteers:** this team supports our Complementary Therapy Lead and together they have successfully implemented a twilight service which enables them to see patients and relatives after the necessary nursing and medical care during the day.

Caring for all of our patients' needs

We are excited to be in a position to see our supportive care vision moving forward. Following a consultation on our day services in 2020, our ambition was to expand the number of patients that could benefit from our services, whilst making our offering more tailored to the individual needs of our patients and families.

Over the past six months, the team in Exmouth and Budleigh Salterton, alongside our supportive care team, have been testing a new supportive care group model. This has proved successful, albeit with restricted numbers, and we will now be launching a blend of clinics, support groups and other activities that will be offered across our clinical sites and in the community in the coming months.

We continue to strengthen our multi-disciplinary approach to end-of-life care and in addition to the specialist dementia support provided by our Admiral Nursing team, our patients now also have access to the expertise of a physiotherapist and occupational therapist.

Hospiscare is committed to all elements of our patients' care and from June 2021, we adapted our spiritual care provision to include and connect people from across different faith groups. Our team has grown to include volunteers from many different faiths, as well as non-religious individuals and those who identify as spiritual but not religious.

From April 2021 to March 2022



*iWantGreatCare is an independent service that allows patients to provide feedback on their care

Maintaining our Standards

As a charity that provides a care service, we are registered with the Care Quality Commission (CQC). The CQC's five lines of enquiry – caring, responsive, effective, safe and well-led – form the basis of our care.



Caring

Following the sharing of findings from the Carers' Strategy Report in August 2020, a steering group for action plan delivery has been established. The particular challenge we are exploring is inclusion and involvement and we are undertaking an NHS self-assessment relating to carer and user involvement.

Caring for our staff's wellbeing is a priority and we have continued to offer our Compassionate Conversations sessions, with plenty of engagement across our workforce. We also appointed our first fully trained Mental Health First Aiders to support staff and volunteers.

Responsive

Learning through experience, to respond to several incidents of staff suffering injuries inflicted by patients, we commissioned and delivered Safe Holding and Restraint training. Attended by a range of clinical staff and our estates team, who ensure the safety of our sites and personnel, this quickly addressed the issue and improved staff confidence and safety.

Other new courses have been commissioned in response to the changing configuration of our workforce and educational needs. These have included courses on mental health awareness for managers, and triage and clinical reasoning to support the work of the CCC and out of hours advice line. Retail staff working with members of the public whose behaviour is sometimes challenging identified the need for a course on managing communicating with the public effectively, which also included de-escalation techniques, and this has been commissioned for delivery in 2022.

Effective

We continue to focus on quality improvement, including engagement with external research and audits. At the beginning of 2022, Hospiscare was engaged in two different research projects: the Stephen Hatch Project and the South West Peninsula NIHR Palliative Care Research Partnership. The first project is being led by Hospiscare and City, University of London and aims to explore the language used by healthcare practitioners who refer to hospice care and the challenges for them in making earlier referrals. The South West Peninsula project aims to establish a research partnership that identifies community support needs for under-served rural and coastal patients and families in the area. Alongside other hospices and palliative care teams, the group has representation from local universities, NIHR, community groups and Healthwatch among others.

Safe

We continue working with the Care Quality Commission (CQC) to maintain a transparent and proactive approach to our service. We meet with our CQC colleagues on a bi-annual basis and these meetings give us the opportunity to share the developments within our clinical service, along with any challenges we may be experiencing. We are currently working across our organisation to understand the new CQC assessment process and embed this into everyday practice across our clinical and support teams.

Ensuring safe staffing in light of the COVID pandemic and ongoing recruitment challenges continues to be a pressure felt by Hospiscare. This is not uncommon across many healthcare organisations at this time, but we are mindful that we therefore need to explore recruitment nationally and be imaginative about the roles we will need in the future to ensure ongoing excellent clinical care for our patients.

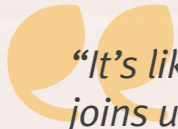
Well-led

Our Clinical Director and senior clinical team are engaged with end-of-life groups at both a local and national level to debate and consider how services can be planned and delivered into the future. This is an ever-changing platform and it is important we are at the forefront of these discussions to enable the best opportunities for our patients and their loved ones.

We were thrilled to welcome Jane Milligan, the CEO of the Integrated Care System for Devon (ICSD), to our hospice this year. We had the opportunity to show her around the hospice and share with her the amazing clinical care we provide to those in our community.

ICSD has recently completed a commissioning review for end-of-life care and we are working with them and other partners to consider how we can deliver the aims and goals set within this paper

We continue to work closely with our partners in both the acute and charity sectors and working through COVID-19 together has enhanced these relationships. We look forward to developing some exciting initiatives going forward. These include enhancing the discharge process across the patient pathways and settings, providing further education opportunities to our acute partners, and linking in with our close charity colleagues to consider future support projects.



“It’s like a big family working here; even though what joins us is a sad thing, together, we make it positive.”

Becci Stone joined the Hospiscare family as Volunteering Administrator in May 2021 but this wasn’t her first contact with our charity.



Our Family

“I knew it was the one”

After fundraising for Hospiscare for three years, Becci didn’t come into contact with Hospiscare again until 2018 when her stepfather, Malcolm, was diagnosed with bowel cancer.

Becci explains, “Malcolm’s health started to go downhill rapidly and he was admitted to Hospiscare’s specialist ward. People sometimes think hospices are sad or stressful places, but we always had happy memories of our visits.

“After his respite time on the ward, Malcolm returned home. Hospiscare came from all angles and helped us through that tough time. It was like being wrapped up in a hug when the nursing team were with Malcolm, both for him and for us as a family. Hospiscare’s support and expertise helped us to remain strong for him and keep him as comfortable as possible and fulfil his wish of wanting to die at home.”

During the COVID-19 pandemic, a position at Hospiscare opened up and Becci knew it was the one: “I’ve never worked anywhere like Hospiscare before. Everyone I speak to has a story and a link with Hospiscare. It’s really quite wonderful - you know everyone is here because they genuinely want to be.”

Together, we make every day matter

It is the strength of our family that has continued to see us through the COVID-19 pandemic as without the dedication of our staff and volunteers, we simply would not be here.

In the second year of the pandemic, we carefully brought back non-essential staff, some of whom had been furloughed three times as the pandemic entered new waves. We also started the sensitive and delicate journey of inviting our volunteers to return, giving them the opportunity to return to their previous roles or where our requirements had to change, to new roles. Retail volunteers began to return in April 2021 and our first ward volunteers returned to Searle House in September 2021.

We had to continue limiting footfall in the hospice and at our sites in Tiverton and Honiton, which meant that many support staff continued to work mainly from home. Our priority, even when the government relaxed restrictions in work settings, has always been the protection and safety of our patients and this is shared by our workforce of staff and volunteers.

In 2021, we gained the Bronze Award in Mind’s Workplace Wellbeing Index Survey, following a staff survey with a response rate of 51%. We were delighted with this recognition as it shows we are serious about achieving change. We took on board all of the recommendations that came out of the survey results, including launching a Mental Health First Aid service

and doing more to ensure line managers have more wellbeing information and resources available.

Staying connected

The continued need to limit inviting volunteers back to our sites has been felt throughout our organisation and we know that many volunteers have missed their work and felt out of touch. We introduced more ways to improve our communications and we continue to do so.

Staying connected when so many staff could not be physically present at our sites was incredibly difficult. Communication was vital to ensure our staff, many of whom were working from home or furloughed, and our volunteers still felt that sense of belonging. Our CEO, Andrew Randall, continues to send out weekly emails to all staff with updates about our charity and we introduced a staff newsletter, sent out electronically, to keep our teams connected.

In addition, regular ‘Compassionate Conversations’ sessions were scheduled to provide staff with a safe discussion forum for a range of topics, from COVID-related worries to emotional overwhelm and burnout.

Our volunteers received news and updates via email and were invited to virtual events to socialise, share news and celebrate long service achievements.

As we look ahead, there are many lasting changes as a result of the pandemic. We have adopted a hybrid working model, where many of our non-clinical staff continue to work from home for the majority of their working week.

Most of our volunteers have returned and we are delighted with the enthusiasm they have shown for new roles such as ‘Welcome Support’. Some volunteers chose to stand down following the final lockdown and we extend our heartfelt thanks to them for their vital contribution.

From April 2021 to March 2022



52%

of our employees have dedicated five years or longer to working for Hospiscare



64%

of our volunteers have supported Hospiscare for five years or longer



Over **600** people volunteered for Hospiscare

“The training at Hospiscare is very varied. I gained experience in the community by going on home visits as well as by working on the hospice ward at Searle House.

“Everyone at Hospiscare has a proactive way of wanting to be better – to do more and learn more. The people here want to take every opportunity to learn and improve. You don’t find that very often.”

Specialist Registrar-in-training, Emily Russell, completed her one year placement at Hospiscare in July 2022.



Learning and Developing

Training the next generation

As specialists in end-of-life care, a vital part of our mission is passing on our expertise to the next generation of doctors and nurses.

As well as a vast range of training opportunities available to our staff and volunteers across all areas of our charity, Hospiscare also provides placements to medical students, nurses, Specialty Registrars, GP trainees and Internal Medical trainees.

In our first year of training GP registrars, Hospiscare was delighted to receive an ‘Excellent’ grading from the GP Quality Panel. The panel, which assesses the quality of training provision and incorporates feedback from the trainees, identified areas it felt ought to be highlighted as good practice to other training providers.

In addition, the quality of our Speciality Registrar training was recognised and we were thrilled to also receive an ‘Excellent’ grading from the Peninsula Deanery Specialty Registrar Quality Panel. This was awarded to our programme in recognition of a number of achievements, including the welcoming and supportive training environment provided, the effective and timely feedback given to our trainees and our strong focus on trainee wellbeing.

The People Team lead our work on apprenticeships and their hard work in recruiting candidates means that we have been able to use our apprenticeship funding levy effectively and offer development opportunities across a wide range of departments. As of March 2022, we currently have seven individuals following an apprenticeship pathway.

Collaborating to create opportunities

Following a successful grant application to the Masonic Charitable Foundation in 2020, we began a project to support our homeless community in partnership with St Petrock’s homelessness charity. Exeter has one of the highest rates of homelessness outside London and as a particularly vulnerable group in our community, it was vital that we put plans in place to achieve our mission of accessible end-of-life care for all.

Although the pandemic halted the project temporarily, we were able to reinstate our plans in January 2021. We currently have two community nurse champions employed to improve access to end-of-life care for our local homeless community, as well as provide training to St Petrock’s staff. This partnership has allowed us

valuable insights into the homeless community and has provided an opportunity to share knowledge with St Petrock’s, resulting in their staff and volunteers gaining a greater understanding of our service and how to signpost the homeless community to our care pathways.

Developing strong ties with our local business community

Hospiscare is extremely fortunate to have strong ties with our local business community which enables our charity to benefit from a range of support.

There is growing importance and emphasis being placed on corporate social responsibility in the workplace; the businesses that support our work also support their employees and local community by striving to be mindful employers. From providing sponsorship to ensure that our fundraising events are a success to choosing our organisation as Charity of the Year or Commercial Partner, our local business community has been a vital pillar of support.

This support continues to evolve and strengthen and as we entered our 40th anniversary year, we launched a new corporate fundraising initiative: the 40 Club. 63 local businesses pledged to support Hospiscare in 2022 by raising at least £1,000 over the course of the year. In addition to raising over £85,000 for our hospice this year, these businesses are also helping us to share our mission across Devon and we have plans to continue the 40 Club for 2023.

From April 2021 to March 2022:

 **96** medical students undertook placements at Hospiscare

 **114** workshops and courses were delivered in-person or via Zoom

 **28** local businesses sponsored our events and activities



Looking Ahead

40 years of Hospiscare

After two of the most difficult years in the history of our charity, reaching the incredible milestone of our 40th anniversary is a true achievement to celebrate with our community.

From that cold, snowy night in January 1982 when Dr John Searle gave his impassioned speech to the people of Exeter, our service has grown from a single nurse to one of the largest community nursing teams in the country, with four dedicated sites across over 1,000 square miles of Devon's heartland.

This year, we will be giving thanks to all of those who have been instrumental to four decades of Hospiscare. It is humbling to know that the hard work and vision of a handful of individuals has led to four decades of dedicated end-of-life care for the people of Devon. As Dr Searle explains, "In those early visionary days, you just do it, because you've dropped a pebble in the pond and either the ripples are going to fade out, or something is going to happen."

The road ahead

Looking ahead, our organisation is currently working on a three year strategy which will be centred on four strategic pillars: clinical services, infrastructure, people and culture, and finances. We aim to launch this strategy by spring 2023.

The year ahead holds many challenges for our hospice charity, with the effects of the pandemic continuing to be felt along with the new pressures of the economic crisis which our country is facing. We have set out our priorities for the year ahead to ensure not just the survival of Hospiscare, but our continued aims to grow and develop as experts in the field of end-of-life care.

Our priorities

To care for all of our patients' needs and bring our care closer to home

Our long-term vision continues to be establishing 24-hour hospice care at home or in the place of our patients' choice. At the beginning of 2022, we launched a new Hospiscare@Home service for Crediton, Okehampton and North Dartmoor and we will continue to develop this service. We will also fully launch our new supportive care services model to provide our patients and carers with access to a range of support.

To accelerate our income for financial stability and seek to achieve a sustainable level of income

We will continue our discussions with the ICSD to bring our contribution up from 19% to a level closer to the national average of 33%. We are researching new income generation opportunities and growing and revitalising our current fundraising and retail streams following the pandemic.

To create a strong presence in our community, engage with current and new supporters and clearly communicate that we are a local charity

We are in the process of updating our brand identity with messaging to reflect our 'we are local' message and will continue to communicate a clear message about our services and the impact these have on our community. Following the multiple lockdowns, we are taking every opportunity to embed ourselves within the community through involvement with events, as well as providing education and partnering with local businesses and media.

To recruit skilled staff and volunteers using a pro-active approach for professional development, reward and recognition

By updating our recruitment and induction process, we aim to make our future workforce feel part of the team right away. Hospiscare offers individualised professional development and provides fair pay and conditions of employment to attract skilled staff. We are also inviting volunteers to support us in increasingly targeted ways where they feel rewarded and can therefore bring maximum value to Hospiscare.

To prioritise wellbeing using inclusive and flexible approaches

We will continue to develop our newly instated Mental Health First Aider provision and promote our Employee Assistance Programme, which provides access to free confidential counselling, wellbeing advice and much more. In light of the pandemic, we have been able to offer flexible and hybrid working solutions so our staff can achieve a positive work-life balance tailored to their needs. Following a recent consultation, we will establish an action plan to further develop diversity and inclusion in our service provision.

Your Money

“For health reasons, I had to do Men’s Walk in stages this year by choosing the ‘Your Way’ option. My wife, Veronica, supported me for the first two stages and my son, Matthew joined me for the final stage where we made it to Double Locks! I had my dog, Ruaraidh, with me throughout and it was great to be part of ‘the action’ on the big day itself. It was so important to me, and also to Hospiscare, that I support them in these difficult times.”

Long-term Men’s Walk supporter George Pert was determined to take part in this year’s event, despite his cancer diagnosis. George raised over £3,700 for our SOS Appeal with his incredible fundraising and became our Men’s Walk top fundraiser for 2022. We would like to dedicate this page to his memory.



Saving our Services

We have remained by the side of our community for the last 40 years and at the end of 2021, we had to call on our community to ensure our services remain here for the years to come.

In November 2021, we launched an emergency ‘Save our Services’ appeal to raise an additional £1 million to prevent the closure of four of our ward beds and the reduction of our community services. The pandemic left our charity facing a deficit of over £1 million and we were truly humbled by the response from our supporters, whose dedicated fundraising ensured the future of Hospiscare.

We were also fortunate to receive a winter contribution from NHS England of £630,000 in recognition of the support Hospiscare provided to the NHS during the pandemic.

This year, we have had to accrue an unprecedented level of gifts in Wills’ income. This means that £1.94 million that is expected in 2022-23 has been accrued

back into 2021-22 end of year accounts due to the level of certainty we had about the gifts, which is a legal requirement. This means we are in an unusual situation where we have a surplus. We will need to use this income to cover the deficit in 2022-23 where we had originally budgeted this income for. This also means that the NHS contribution to our overall income is down to 14.4% in 2021-22, but forms 19% of our actual costs. This is still below the national average contribution of 33% of costs, and we continue to work closely with NHS Commissioners, the Integrated Care System Devon, on what we can do to improve this financial support.

Our ongoing financial situation remains challenging, not only the recovery from the pandemic but the added pressures of the cost of living crisis. We will be running on planned deficits while we find ways to grow our income. We thank everyone for their continued support, we would not be here without your financial contributions and kindness.



*Due to COVID-19 impacting the level of activity and sales within our shops in the 2021-2022 financial year.

We couldn't do this without you

40 years of Hospiscare

One man who knows there must be a better way, three nurses begin that first year, 24-hour hospice care is on the horizon.

Eight supporters found Exeter Friends, one appeal for a hospice, three years of incredible fundraising turn Searle House into a reality. That makes 40 years of Hospiscare.

One vision for a good death for all, five years of Hospiscare@Home, compassionate care 24 hours-a-day, seven days-a-week, across four dedicated centres in the heart of Devon. That makes 40 years of Hospiscare.

17 charity shops flourishing thanks to our community, 22 years of dedicated support for the Hospiscare Lottery, all for one cause, that makes 40 years of Hospiscare.

16 years tinged pink for Twilight Walk, 11 years of pints, pasties and pounding the pavement for Men's Walk, nine dedicated support groups raising vital funds, four decades of dedication, all for one cause, that makes 40 years of Hospiscare.

Our patients, their loved ones, our supporters, our founders, our staff, our volunteers, they make the future of Hospiscare.



94 people or organisations held a Coffee Morning to support local end-of-life



12 local businesses chose us as their Charity of the Year



38 Hospiscare Heroes' blogs celebrated our supporters' achievements



45 gardeners opened their gates and shared their green spaces for our Open Gardens. In a record-breaking year, they raised over £40,000!



140,840

items of clothing sold in our charity shops



103

people created a Facebook birthday fundraiser for Hospiscare



2,519

people dedicated their fundraising to the memory of a loved one



Over

1,100

people took part in Men's Walk in March 2022