



St Helena Hospice

your time...your hospice

Annual Review 2010 | 2011



Your Hospice, building and evolving...



St Helena Hospice

Annual Review 2010 | 2011



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As at 31st March 2011

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Auditors

Baker Chapman & Bussey
Chartered Accountants
3 North Hill, Colchester. CO1 1DZ

Bankers

National Westminster Bank plc
25 High Street, Colchester.
CO1 1DG

Solicitors

Birkett Long LLP
42 Crouch Street, Colchester.
CO3 3HH

Company Secretary

Christine Rose

St Helena Hospice is a company Limited by guarantee.

Registered in England and Wales
Number 01511841.


Registered Charity Number 280919.

Registered Office:
Myland Hall, Barncroft Close,
Highwoods,
Colchester. CO4 9JU

Colchester: Inpatient Unit,
Joan Tomkins Centre,
Education Centre.

Clacton-on-Sea: Tendring Centre.

Grateful thanks to Alan Wright for many of the photographs in this review



"We as a family cannot begin to tell you how grateful we are for the exemplary care, compassion and dignity afforded to him from the moment he came to stay with you. The most unbearable time for us was made bearable by every person we came into contact with."

"I will never forget all you did for us; I don't know what we would have done without you and the hospice."

President's Introduction

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I am more and more attracted by the St Helena Hospice symbol (which I have always liked) - the downy white dandelion and its flyaway seed. It is a clever picture because it suggests a number of different things all at once.

The ripe dandelion, when knocked or blown, sends its seeds flying and seems so fragile. Yet - as every gardener knows - dandelions are actually very robust plants and difficult to eliminate. They are very efficient at scattering their seeds and propagating themselves! At the Hospice we are constantly reminded that life indeed appears fragile and that health and vitality can - too readily sometimes - be blown painfully away. Yet it is good to remember that ties of love and affection, the strength of memories and the passing on of character, gifts and wisdom from one generation to another make of life something hugely strong and enduring.

Sometimes, too, like the flyaway seed we can feel small, lonely and insignificant - facing

sometimes impossible odds with precious little to comfort or support us. Here the Hospice offers impressively good news. The dedicated team of professionals brings significant skills and real humanity to their work, and a huge cohort of volunteers brings warmth and energy to all that they undertake. In addition, the environment at Myland Hall is beautiful and well cared for and the Tendring Day Centre is attractive and welcoming. If we are feeling lonely and insignificant at home then the Hospice at Home team can bring all of these qualities through our front doors and buoy us up with skill and care.

When I was a child we sometimes used to "tell the time" by a dandelion clock. We would breathe out and blow, and time would be the number of breaths it took to blow all the flying seeds off of the dandelion stem - 3 o'clock, five o'clock, nine o'clock (remember?!). When people need to engage with St Helena Hospice for some its provision and facilities - a decision which is never taken lightly or without

care - they sometimes say that they feel that time is not on their side. Relatives can also say, not without reason, that such developments appear untimely. Yet, when talking recently to someone who had experienced Hospice care both at home and residentially they said - with happy surprise - that they were being encouraged to make the most of their time: and were surrounded by real life and love in doing so.

Human life is both fragile and robust, part of our journey as human beings we can only take on our own but much is undertaken in the company of others, and time is not always at our disposal but we can make the most of what we are given. What does the dandelion say to you, and what does it say about our resourceful St Helena Hospice and all its impressive and painstaking care? I hope you will be cheered and stimulated by the pages ahead...

+Christopher Morgan
Bishop of Colchester



"...his last few days were made comfortable and dignified. Everything was made available for us no Rules."



"My father and I just wanted to write and express our utmost gratitude to all the staff at St Helena Hospice from the doctors and nurses right through to the catering staff, administration staff and volunteers. I'm sure we speak for thousands of other relatives who have lost dear ones but have been comforted by the dignity and care provided by St Helena."



Chairman's Report

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Our 25th Anniversary year last year proved to be as successful as we could have possibly hoped and all the team - both professional and volunteers - can be proud of what has been achieved. Over the twenty five years of the Hospice, priorities have changed and it is important that we should continuously look forward and try to forecast the trends and plan for the implications that arise.

Probably the most significant figure to note is the number of patients now cared for in their homes. Our team has always provided domiciliary care but this work has increased hugely over the last few years. Last year for instance, we made the astonishing and impressive total of 18,524 visits to patients' homes against the total for the previous year of 15,000.

This is partly because of the growing work of our 'Hospice at Home' team, who provide care and support at the end of a patient's life and made 13,707 home visits to enable patients to fulfil their choice to die at home.

It is clear that the development of our work in the community will continue to be the way forward and the demand is such that the team looking after this particular aspect of our activities has to be continuously strengthened. This growing emphasis fits in with the recently published government report on palliative care funding, which acknowledges the wish of most patients to be cared for and die at home.

During the last few months we have completed a thorough refurbishment of the Day Centre in Colchester (The Joan Tomkins Centre) which has enabled improvements to patient amenities and space by making a large office within the roof space of this building.

The next building to be tackled is the Education Centre which is also currently being updated and enlarged to provide a support area for the community team, whose work is growing so much. The educational aspects of the Hospice are also taking on increasing importance and delegates come from a long distance to our courses.

As always we are enormously grateful to our local community for very generous support through donations and legacies, which have risen by £58k from last year. Fundraising, including through our shops and lottery, is also important for us as our costs do not stand still. These activities, plus the considerable work of volunteer teams to fundraise throughout our catchment area and the generosity of those living in our area, is most impressive. Perhaps it is a case of success breeding success but, whatever it is, it is to the benefit of all of us. The totals for the year speak for themselves with an increase in net income from these activities of 13% from last year.

May I finish by paying tribute to all those who work in and/or for the Hospice and may I single out the inspired leadership of our Hospice Director Rosy Stamp. You all deserve the thanks of all of us who live in this area.

Christopher Pertwee DL
Chairman of Board of Trustees



"We would like to thank you all so very much for the support, friendship and kindness that you gave to ... and us during his illness."



"To all the nursing staff, kitchen staff and volunteers, I cannot possibly thank you enough for the fantastic care and support that you have all given to us. You have all surrounded him in a cocoon of love and care. I also want to thank you all so much for mopping up my tears and for advising and supporting me through what has been a very traumatic time for me. Thank you also for the laughs - so very important."

" 25 years have passed since you looked after my Dad. Carry on with your wonderful work for many, many years to come."



Hospice Director's Report

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St Helena Hospice continues to evolve in response to the needs of local people. During the year we have been able to modernise our Joan Tomkins Day Centre in Colchester, thanks to a wonderful grant from the Department of Health. As I write, the Education Centre is being extended to provide a support area for our community team. But evolution is about much more than buildings and equipment. We hope this report will give you a glimpse of the work going on to improve the quality of care.

The Day Centre modernisation in Colchester has allowed us to increase capacity from 12 to 14 places a day, to address a waiting list. In addition, it has completely upgraded the clinical facilities for the patients to provide the highest standards.

The increasing number of referrals received puts huge pressure on all the Hospice teams, especially the community nurse specialists and rehabilitation teams. Our team made over 18,500 home visits

during the year reported; an astonishing total. Over 13,700 of these were by members of our wonderful Hospice at Home team.

Individual needs of patients change, with people living much longer with their disease, due to advances in treatments. This is reflected this year in the average length of care which has extended from 68 days last year to 95 days this year. This may also reflect more timely referrals as we improve our communication with local people and with health and social care professionals.

Over the last 26 years the work of St Helena Hospice has touched the lives of many thousands of local people. We are so grateful that our community reflects its appreciation of the importance of the Hospice in the support it provides so generously. Each precious donation ensures that our services will be secure for local patients and their families into the future.

A handwritten signature in black ink, appearing to read 'Rosy Stamp'.



Rosy Stamp Hospice Director

Quality Account

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"We just want to say thank you for the wonderful care you showed both Mum and us as a family when she was with you. You gave her dignity, comfort and peace and enabled us to be with her at ease and secure in the knowledge that she was getting the best care possible."

"This is truly an amazing place full of love, peace and compassion and for that we shall be forever grateful."

Part 1

Hospice Director's Statement

The quality of the services we provide, as experienced by each individual patient and family member, is at the core of our Hospice.

Both corporate and clinical governance are vital to St Helena Hospice. Corporate governance ensures that we grow safely and develop sustainable income streams in order to be able to provide specialist and generalist palliative care to patients and families in our catchment area. This is challenging in the current financial climate and we are proud to have been able to reach more patients and families during the year as well as making significant improvements in quality.

Clinical governance at St Helena involves, staff, volunteers, trustees and, most importantly, patient user group representation. It enables us to monitor our services by focusing on patient safety, clinical effectiveness and the patients' experience.

St Helena Hospice works to be an innovator in the hospice movement and is the main provider of education in palliative care in the Eastern Region, educating to Masters

Degree level. We are moving towards accreditation as a Practice Development Unit (PDU) through Leeds University.

Following submission of our self-assessment in July 2010, the Care Quality Commission identified no shortfalls in the services provided by the Hospice. This is a tribute to the hard work of every member of staff working for St Helena Hospice. The Hospice has a culture of continuous quality monitoring, in which any shortfalls are identified and acted upon quickly.

The safety, experiences and outcomes for patients and their families are of paramount importance to us all at St Helena Hospice. Our services users are an embedded element of continuous development, represented on the Board and on our Clinical Governance Group. Through effective clinical governance, the Hospice audit group, the fully established and integrated User Partnership Group and the PDU process the organisation will continue to focus on the quality of the services we provide.

One element of our Strategic Plan relates to the Hospice as an employer. We recognise that quality of patient care will only improve in an environment where staff members and volunteers are valued with good



communication, education and training at the heart of clinical and organisational standards.

I am responsible for the preparation of this report and its contents. To the best of my knowledge, the information reported in this Quality Account is accurate and a fair representation of the quality of healthcare services provided by our Hospice.

Rosy Stamp
Hospice Director
13th May 2011



Part 2

Priorities for improvement and statements of assurance from the board 2011-2012.

2.1 Future planning priorities

Future planning priority 1

Transitional Care

St Helena Hospice is committed to meeting the individual needs of patients at end of life and their families. Our aim is to develop collaborative services with the local paediatric team, and the J's Hospice to provide support to transitional patients within our catchment area who are reaching the end of their life.

There are different groups within this age range:

- Young people who are living with an adult type cancer where the Hospice Medical Team and the local Paediatric team are liaising regarding their care. Until October 2010 when our CQC registration changed we could not offer a full range of palliative services to this 16-18 age group.
- Young adults who have been using Children's Hospice services throughout their life and are now too old to meet the criteria for these services. These young adults will have



a range of illnesses including cancer and neuro-degenerative disorders. We hope that over the coming year we will be able to collaboratively build a service with the J's Hospice to meet the needs of this specific group of people.

Traditionally St Helena Hospice has not worked with this group of patients and their families. Therefore collaboration with colleagues who are more expert in this field of care is clearly needed i.e. the J's Hospice. Collaboration will provide a service that meets the needs of these young adults in our catchment area.

Measures:

1. Training for St Helena Hospice staff in transitional care
2. Member of St Helena Hospice team to attend Paediatric Palliative Care Locality Meeting
3. Inpatient Services Director to become a member of the Clinical Governance group at the J's Hospice
4. Joint day service group for transitional patients established using both St Helena Hospice and the J's Hospice staff
5. Inpatient admission for transitional patients facilitated if needed.

These are from Tendring Day Services:

***"The nurses, the staff and the helpers
At the Clacton-on-Sea day centre
Are a wonderful lot, they are, they are.***

***A wonderful lot they are
They laugh and they joke with the patients
And the banter is a wonderful thing.***

***There's always a serious side though
When they check to see your OK."***



Volunteer Gardeners at Myland Hall

Future planning priority 2

Volunteer sitters for the Hospice at Home service

St Helena Hospice provides a Hospice at Home service in North East Essex and the Colne Valley region of Mid-Essex. These services are fully funded by the respective PCTs. In order to enhance the service our aim is to recruit a small team of volunteers who will be provided with training to enable them to contribute to patient support, for example, shop, walk a dog or sit with patients allowing family members some much needed time and space.

Measures:

1. Recruitment of volunteers
2. Training of volunteers
3. Number of support activities undertaken by volunteers
4. Service user feedback.

"Thank you for the superb treatment- the love, care, kindness and attention in the beautiful and calm atmosphere of this unique place",



Future planning priority 3

Implement the NHS 'Safety Express' QIPP Safe Care Strategy 2010 - 2013 in collaboration with Colchester Hospital University Foundation Trust (CHUFT).

The local Acute Trust is a pilot site for implementing the 'Safety Express' agenda. St Helena Hospice will work in collaboration with CHUFT on:

- Reduction and prevention of falls
- Reduction and prevention of catheter related infections
- Reduction and prevention of pressure sores.
- Prevention of Venous Thromboembolisms

Measures:

1. Increased education for staff in all of the above areas
2. St Helena Hospice staff to participate in Safety Express meetings with CHUFT
3. Reduction in the number of falls in the Inpatient unit
4. Recording and reporting system for all of the above areas implemented in order to inform Clinical Governance.



Future planning priority 4

Practice Development Accreditation through Leeds University

St Helena Hospice has invested in training staff to become Practice Development leads in order to enhance patient care across all services. This is a 2 year process and the team are currently working towards the mid-term assessment.

Measure:

1. Full practice development status achieved by Summer 2012
2. Budget approval and funds brought in to cover the costs
- 2.2 Statements relating to quality of NHS services provided.

The following are a series of statements that all providers are required to include in their Quality Account, however many of these statements are not directly applicable to specialist palliative care providers.



Review of Services

During 2010/11, St Helena Hospice provided five NHS services:

- Inpatient Unit
- Day Services
- Outpatients
- Hospice at Home
- Hospice Nurse Specialist Service.

St Helena Hospice has reviewed all the data available to them on the 'quality of care' in all of the above services.

The income generated by the NHS services reviewed in 2010/11 represents 100% of the total income generated from the provision of the NHS services by St Helena Hospice for 2010/11. The income generated from the NHS represents approximately 33.25% of the overall running costs of the Hospice.

2.3 Participation in Clinical Audits, National Confidential Enquiries.

During 2010/11 there were no clinical audits or national confidential enquiries covering NHS services relating to palliative care. St Helena Hospice only provides palliative care therefore were ineligible to participate.



Local Clinical Audit and Service Improvement

Infection Control - Environmental Audit

From the 1st April 2011 the Code of Practice for the Prevention and Control of Infection will be enforceable under CQC regulations. In anticipation of the new regulations St Helena Hospice completed an environmental audit in November 2010 which highlighted some areas that required greater scrutiny. The application of new cleaning schedules has ensured that we are now compliant with the Code of Practice.

The infection control group monitor all acquired infections within the inpatient Unit and Day Centre and seek causal agents whether they are vector or person initiated with a view to providing a more concentrated preventative approach.

Nutrition Audit

A baseline audit was completed in December 2010 to ascertain what actions were required within St Helena Hospice to comply with CQC standards and to evidence the quality and provision of the service being offered. The audit covered organisational, inpatient, education and training and a service evaluation form.



As a result of the audit, three priorities for action have been established:

1. Nutrition and hydration policy and procedure to be updated - to ensure compliance with legal and professional requirements
2. The inpatient admission leaflet to be updated to give more detailed and patient friendly information - To ensure patients receive correct information and are aware of how they can access our catering service
3. Training to be provided for relevant staff - To ensure competence and confidence in practice - Study day has been planned for nursing staff.

Menu booklets have been designed with:

- Details of the current weeks high calorie menu
- Alternative dishes available
- Advice on foods when struggling with symptoms such as nausea, dry or sore mouth
- Picture samples of food on offer.

Early feedback suggests that this initiative has been very well received, has stimulated discussion and prompted taster sessions amongst both patients and staff.



Essential Standards of Quality and Safety - The re-registration process was updated for the Care Quality Commission and St Helena Hospice successfully re-registered under the 2008 Health and Social Care Act. The process included evidencing outcomes and placing the views and experiences of people who use our service at its centre. Evidence for compliance with CQC outcomes has been successfully identified and location details of that evidence clearly mapped.

Practice Development Unit

(PDU) - St Helena Hospice wishes to facilitate and support a culture of ownership and responsibility for best practice and to that end wants to achieve PDU status through Leeds University by July 2012. The objectives are as follows:

- To work as creatively as possible in order to improve patient care
- Introduce and spread knowledge of practice development into the Hospice
- Disseminate information about the PDU to staff, volunteers, patients and family and the wider community
- Ensure staff have the opportunity to actively participate.

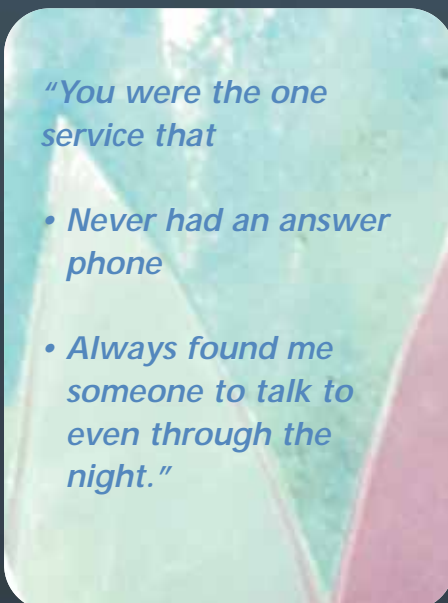


- Ensure patients and families are able to contribute to changes
- Provide PDU leads in all areas.

Work is on-going and is proceeding at a swift pace with a 'roadshow' visiting all services, including Hospice shops, to fully explain the PDU concept and how it will benefit the work we undertake and the patients we serve.

Bereavement Service

St Helena Hospice participates in the National Council for Palliative Care Minimum Dataset. The figures for the last year show that St Helena Hospice offers more bereavement support to families than any other Hospice in the United Kingdom.



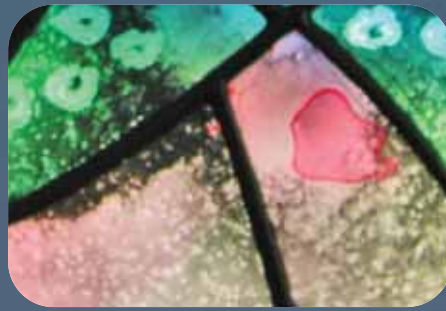
Part 3

3.1 Review of quality performance 2010-2011

Priority 1

Upgraded facilities for patients in the Colchester Day Centre Following a successful grant application to the DOH, St Helena Hospice began a major refurbishment and upgrade of the Colchester Day Centre in September 2010.

Consultation took place with the patients during summer 2010 and it was agreed that day services would be run from the front of the Inpatient building. Despite this being a bit of a squeeze, it has proven to be a very effective way to continue to provide patient services during the build programme. The project provides better disabled access and facilities for patients with all patient services being provided on the ground floor. Design and materials have been chosen to provide the best clinical environment for infection control and treatment, whilst ensuring a welcoming and aesthetically pleasing Centre. Improved and purpose designed space is now provided for work with children. Enhancement of spiritual and emotional care has been provided through a central music system, with touch



screen choice for patients in each room, and a stained glass window in the large counselling room. The loft has been converted to make office space for the therapists and community staff working out of the building leaving the ground floor solely for patient services with the exception of the day service team office which is located adjacent to the main patient area.

The project was completed in early April 2011. The team moved back into the building in the week commencing 11th April 2011 and patient services were re-launched in the newly refurbished building later that week.

A building survey using the ASPECT tool will provide users with an opportunity to feedback six months after completion. Meanwhile, patients, staff and volunteers have been consulted on new furniture. Spontaneous verbal feedback has been warmly enthusiastic from users, local public and professional colleagues.

Priority 2

Roll out of new patient notes

The new notes were trialled by all clinical staff for six months. During this time a file was available for all staff to offer

ongoing feedback, however, it was agreed that the notes would not be altered until a feedback meeting had taken place and all user comments were considered. This meeting took place in October following which the patient notes were altered.

The organisation agreed that an audit of the notes should wait until the final version of the notes had been embedded into practice for six months. This audit is currently taking place.

External feedback

Enable East asked for a copy of the St Helena Hospice assessment tool, the Community Services Director sent the document which is part of the patient notes. Enable East then asked to see the notes in their entirety and have now asked to use them as an exemplar of patient documentation.

Priority 3

Increased engagement with Service Users

Throughout the year 2010 - 2011 the St Helena Hospice User Partnership group has remained engaged and active. Members have commented on the plans for the refurbishment of the Day Centre in Colchester. They have rewritten the patient survey and again distributed and analysed the results.

The chair of the group continues to sit on and contribute to the Clinical Governance group. Focus groups have been discussed at length; the Hospice has agreed that these groups will provide an additional forum for patients and families to provide feedback regarding hospice services. Our aims for the group are:

- To hear, discuss and understand patients', friends and carers' experiences of St Helena Hospice - both good and bad
- To explore these experiences with others in a facilitated group setting
- To discuss and focus on specific areas of patient experience i.e. referral process, patient expectations, first impressions, medical care etc.
- To have any significant issues reported back for consideration and change.

The groups were due to start in January 2011, however, through discussion at the Clinical Governance group it was decided that the original plan to have two counsellors to facilitate the group was flawed. The fact that facilitators could be known to some of the group may inhibit patients or families feeding back any issues.



It has now been agreed that two senior members of the education team who are trainers of advanced communication skills will facilitate the groups which will start in summer 2011.

At their February meeting the User Partnership group reviewed the new menu folders which are now being used in the Inpatient Unit. The Chair of the group felt compelled to email the CEO to say the following:

" At our partnership group meeting on Saturday Chris brought along one of the new menus in use in the IPU to show us. We were overwhelmed by it - the presentation, the explanations and particularly the inclusion of photographs is fabulous. It looked very professional and we could easily imagine how this would tempt a patient who may not have much of an appetite.

At a time when hospital catering is getting a rather bad press this excellent idea is St Helena Hospice showing, once again, how things should be done. We don't know whose idea this was or who did all the hard work to bring it to fruition but please pass on our congratulations to everyone involved."

Priority 4

Feedback from volunteers

The Volunteer forum is now becoming an established group with wide representation from volunteers from the following areas of the Hospice:

Bereavement service, Reception, Distribution Centre, Gardeners, Library, Shops, Patient drivers, Nursing, Complementary Therapy, Central Services, (Finance, HR & IT), this includes volunteers working in all Hospice sites.

The group meets bi-monthly and share minutes with the CEO, Quality and Standards Director as well as with all volunteers across the organisation. Two members of the group represented volunteers at the Hospice Strategy Planning day in the autumn, where from the minutes of their meeting they felt that " There were opportunities for volunteers to contribute."

The Chair of the Volunteer Forum has now joined the Communication Group which has been running at the Hospice for 2 years.

The Volunteer Survey was carried out in summer 2010, overall the results were good. The key positive areas were as follows:

I am proud to work for St Helena Hospice

Yes	98%
No	1%
N/A/Unsure	1%

I enjoy the work I currently do

Yes	98%
No	0%
N/A/Unsure	2%

I understand what the Hospice wants to achieve

Yes	95%
No	1%
N/A/Unsure	4%

From the Hospice perspective having the majority of our volunteers feeling proud to work for the organisation, enjoying the work they do and understanding what the organisation is trying to achieve is a real triumph. However, there were areas for concern identified as follows:

I feel well informed about what is happening within the Hospice

Yes	51.5%
No	19.8%
N/A/Unsure	28.7%

The Hospice makes the best possible use of supporter's time and money

Yes	44.2%
No	16.9%
N/A/Unsure	8.9%



I receive useful feedback on my performance

Yes	65.5%
No	10.2%
N/A/Unsure	24.3%

The organisation looked at the survey results and ways to address areas of concern. A volunteer newsletter was discussed as a way to help to keep volunteers more informed about what is happening within the Hospice and to help to inform them about how supporter's time and money is used. This idea was taken to the Volunteer Forum who agreed that it would be very beneficial.

The Human Resources department agreed to undertake this production of the newsletter with input from staff and volunteers across the organisation. The first newsletter was published in March 2011. It is anticipated that the newsletter will be produced 3 times in 2011 and quarterly thereafter if it is proved successful.

In order to address concerns about feedback on performance to volunteers, the Human Resources team have added an additional training day to the Managers Training programme that already takes place within the organisation. This training day will focus specifically on the management



of volunteers including feedback on performance.

3.2 An explanation of those involved in this Quality Account

The Quality Account was discussed at the St Helena Hospice Clinical Governance group which includes staff from all clinical areas, a Trustee and a Service User. The task of writing it was designated to the Registered Manager and Chief Executive Officer; some priorities were suggested for inclusion.

Discussion then took place with the Senior Staff team regarding the key priorities for 2011 - 2012 the suggestions from the Clinical Governance Group were considered and the four areas above were agreed. The Quality Account was duly written and then presented to the Trustees at the April 2011 Patient and Families Services committee for discussion. Following this the Quality Account was sent to the User Partnership group and Clinical Governance group for comment. The suggestions of this group were integrated into the Quality Account before it was distributed externally to North East Essex PCT; Essex LINK and the Overseeing and Scrutiny Committee at Essex County Council.



Comments from these external agencies can be read below.

Research

The number of patients receiving NHS services provided or sub-contracted by St Helena Hospice in 2010/11 that were recruited during that period to participate in research approved by a research ethics committee was: None. There were no appropriate national, ethically approved research studies into palliative care that St Helena Hospice could participate in.

During 2009/10 St Helena Hospice received a grant for a two year research project into caring for people with dementia which remains current in the reporting year 2010/11. The work for this project has received ethical approval and is being undertaken by a member of the education team, Dr Kate Powis.

"Thank you very much for our good work."

A GP to a Hospice Nurse Specialist



What Others Say About Us

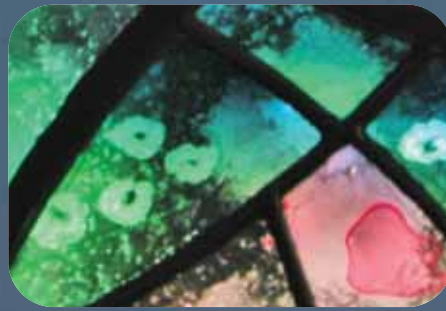
St Helena Hospice is required to register with the Care Quality Commission and its current registration status is 'unconditional'. St Helena Hospice has no conditions attached to its registration. The Care Quality Commission has not taken any enforcement action against St Helena Hospice during 2010/11.

Periodic Reviews by the Care Quality Commission

St Helena Hospice is subject to a periodic review by the Care Quality Commission and completed a compulsory self-assessment and re-registration under the new Care Quality Commission regulations in July 2010. St Helena Hospice was granted registration and deemed as not requiring re-assessment under the new Essential standards of quality and safety until 2012.

Reviews and investigations by the Care Quality Commission

St Helena Hospice has not participated in any special reviews or investigations by the Care Quality Commission during 2010/11.



Statements from North East Essex Primary Care Trust

NHS North East Essex (Primary Care Trust - PCT) welcomes this Quality Account as a commitment to an open and honest dialogue with the public regarding the quality of care in St Helena Hospice, and to continuous improvement of the quality of its services. This commitment is clearly reflected throughout the report, which highlights a range of positive achievements and improvements in all aspects of quality.

Assurance from the PCT is required to ensure that the information in this Quality Account is accurate, fairly interpreted, and representative of the range of services delivered. The PCT is pleased to be able to assure the accuracy of the content. The information presented in this Quality Account gives an overall picture of the quality of the services provided, and represents those mandatory elements relevant to the services provided.

The PCT is particularly pleased to see the successful implementation of priorities for improvement in 2010/11 relating to increasing engagement with service users and improving communication with volunteers. Actions to continue the improvements in



these areas, though no longer priorities, are acknowledged.

We are also delighted that the upgrading of facilities in the Colchester Day Centre appears to be reaping benefits, and that early feedback is promising. We will be interested in seeing the formal results from this initiative.

We are pleased to see that external feedback on last year's Quality Account was followed up, and that as a result your patient notes document has been promoted as a best practice example.

The PCT commends the hospice's commitment to improving clinical effectiveness through participation in local clinical audits. The Quality Account demonstrates how the outcomes of local audit activities are translated into quality improvement actions. The PCT is keen to see the outcome of the two-year research programme into dementia, and hopes to see the hospice take part in further research, once accredited to the University of Leeds as a Practice Development Unit.

The PCT considers the quality indicators chosen as priorities for 2011-12 to be suitable and relevant to the services provided. The indicators have been agreed in consultation with stakeholders and the PCT and cover all domains of quality. Transitional



care is often a gap in health services, and the PCT is delighted that the hospice has identified this priority area for 2011-12. Safety Express is an initiative that is being implemented across all the local health services, and St Helena Hospice's commitment to enhancing the work through cross-organisational engagement is commended.

In summary, this Quality Account has given a positive overview of the quality of services in St Helena Hospice, and identified some areas for improvement, reflected in the priorities chosen for 2011-12.

The PCT encourages and will support St Helena Hospice to continue to implement the multiple and wide-ranging efforts and initiatives to improve the quality of its services.

Sarah-Jane Relf
Director of Quality and
Governance
NHS North East Essex

June 2011

Quality is at the heart of all that St Helena Hospice offers.

"Dear everybody

..... and I want to thank you for all the wonderful care he has received on both of his stays at the Hospice.

Firstly the brilliant doctors who as well as their medical skills gave so much time, patience, care and compassion - wonderful people.

The nurses who again give 100% to their patients in care, love and attention.

We hope all the kitchen workers realise how very important their contribution is - their beautifully cooked meals for the patients, carers, visitors and staff - it really makes such a difference to the day.

All the volunteers are lovely and perform a first class job.

What a different world we would live in if there were more people in the world like all who work at the hospice. God bless you all.

Very many thanks."

"I write on behalf of the family and myself to thank the volunteers and staff of your organisation for the wonderful caring and patient way that you dealt with us all during my wife's time with you.

Special thanks go to all those involved in the care and support of her and us during her last days, it was for us a very difficult time and I really don't know how we would have coped without your help and understanding. How you all manage to do it time after time is something totally beyond me."

"Not having had any previous experience of the hospice movement we were filled with despair and trepidation when it was suggested that ... go there last September. What we found there was a revelation to us. There are no words to describe the care and the generosity and selflessness with which we were met."



"The staff have all the time to assist the learning of students. Resources are available and the library is well equipped with resource material to support palliative care course."



"I would just like to say how marvellous those who attended to my wife's care were (second to none). The emotional support of the nurses to myself is something I will be grateful of forever. I was very nervous when my wife came home but with the support of your whole team, I became stronger. Night care and respite was a bonus."



"Thank you so much for being so kind and making me feel like part of the team. I have learnt so much."

From a Student

Education Centre Report

Annual Review 2010 | 2011



Evolving and developing others is the core business of any educator, and St Helena Hospice Education Team is no exception. This past year has seen palliative and end of life care education emphasised in many arenas and the team continues to be closely involved with those working in health and social care. The appointment of Sue Griffiths as Practice Educator underpins this emphasis for an increase in both internal and external education and collaboration with colleagues in all settings continues within the locality, across the network and throughout the region.

Findings are emerging from the research into Dementia and this study will be completed in October 2011.

This investigation into the perceptions of health professionals on dementia care within specialist palliative care will have implications for both practice and future research.

We have had a busy academic year with all modules, with 11 students graduating in Nov 10.

All students did very well to achieve a BSc in Palliative Care and one was awarded an additional prize for their academic success. Approximately 40 students have attended modules or completed pathways during the year. We have been developing students for many years and consideration of extending education to Masters level will be the focus in the coming year.

Advanced Communication Skills Training goes from strength to strength with courses being delivered to consultants, senior nurses and senior allied health professionals working in cancer care and end of life care. Over 130 participants completed this training which has a strong evidence base showing the increase in the use of communication skills in practice.

This year there were 19 participants for our consistently well evaluated GP course which covers the main issues for those facing the end of life.

These issues and more were addressed in this year's Team Away Day; a fertile ground to

strengthen what we do well and evolve new approaches so that we continue to improve patient and family care through the impact of our education on practice.

Bridget Moss
Education Director

"Thank you so much for your support throughout the two years of my degree – I couldn't have done it without help from all of you. You make a very special team and although it's been hard at times, I've really enjoyed it".

"This is a very friendly and comfortable learning environment. The staff are lovely and make students feel welcome."




*"It was a joy to
fundraise for the
Hospice and we
look forward to
continuing to
do so in the
future."*

*"The
fundraising
team are full
of good ideas
based on
experience in this
area."*



Ann and George Hopkins
who have organised the
Open Garden weekend
in Brightlingsea for
many years.



*"Very organised
and helpful.
Thank you!"*

Fundraising Report

Annual Review 2010 | 2011



The ways in which we fundraise continually evolve and develop to ensure we engage with supporters new and existing across the region and continue to generate income to cover the increasing costs of Hospice services. The income that came from our Fundraising and Marketing activities in 2010/2011 demonstrates how well respected St Helena Hospice is in the local community which often comes from direct experience of Hospice services. It also demonstrates how the Fundraising and Marketing team continue to work extremely hard at building good strong and lasting relationships within our community.

2010/2011 saw the celebration of a fantastic milestone for the Hospice, its 25th Anniversary. To mark the occasion we held an event for all supporters, volunteers and staff on Sunday 1st August 2010 at the Essex University. This was a superb opportunity to hear patient and family experiences, beautiful music played and sung by Hospice supporters and thoughts from key people who have been involved with the Hospice over the last 25 years. This fantastic day came to a

close with everyone enjoying a glass of sparkling wine and a cup cake.

We continue to receive superb support from a loyal database of people who show their support of our work in various ways ie buying tickets for our two raffles, donating to our Light up a Life appeal, donations from 'time' our supporter magazine etc. These activities raise approximately £120,000 each year.

The PR & Marketing team continue to build good quality relationships with the local media which we saw through increased press coverage of a selection of events and activities. The Colchester Gazette continued to be our media partner for the Midnight Walk and the Clacton Gazette and Harwich and Manningtree Standard kindly decided to fundraise through the newspaper with a target of £25,000.

The community team continued to support individuals and groups in our community raising money through their own events and activities. 2010/2011 saw a marked increase in the number of

people taking on a personal challenge ie runs, walks, bike rides, sky dives etc, therefore we are now promoting a wider selection of these activities.

Our supporter groups, Clacton and Brightlinsea continue to make a great contribution to the Hospice and have this year raised approximately £14,000. Unfortunately the Mersea Support Group has now come an end after years of fantastic fundraising. Plans for a new Colchester Support Group are well underway.

Friends of St Helena Hospice are going from strength to strength and are increasing their number of members and collection pot locations. They made a superb contribution to the Hospice of £22,000, this year.

Our events calendar continues to be extremely busy and financially very successful. The most profitable of these is again our Ladies Midnight Walk, bringing in over £210,000. We continue to have a programme of events that take place each year such as our Fete, Ball and Night Vision Relay. They continue to bring in steady income and also enhance existing relationships

continued



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price
£1
per ticket
and a little
money your



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win
£1,000
ery we

Summer Raffle
1st prize

Events and Challenges



Fundraising Report

Annual Review 2010 | 2011



with individuals, groups and companies in our community. We saw two new events in 2010/2011, It's a Knockout and Pier to Pier. Both events brought in new supporters and performed very well financially, especially Pier to Pier which while I write this document has raised in excess of £30,000. Our Light up a Life events continue to increase each year with 2010/2011 seeing the first service in Bures taking place in a barn at Hole Farm, Knowl Green, surrounded by sheep and other farm animals! These events will continue to grow with fantastic support from local funeral directors, schools, choirs and churches.

The corporate community continues to suffer from the current financial climate. However we have seen superb corporate support. This is not always in cash donations but often as gifts in kind for auction and raffle prizes and items needed for our events such as the Ladies Midnight Walk and Pier to Pier.

The lottery continues to be extremely successful and increased the number of players in 2010/2011 from 10,393 at the start of the year to 12,110

at the close. A great deal of investigation and planning work has been undertaken into increasing lottery income through a partnership with another Hospice. By the end of 2010/2011 we had an agreement to partner with the Arthur Rank Hospice in Cambridge. The new partnership was launched in the 2011/2012 financial year and is now known as 'Your Hospice Lottery'.

Our retail department continues to grow through our eight units and donations have increased at our distribution centre. Retail income increased in 2010/2011 by £97,516 to £854,673. In August 2010 we launched our retail gift aid scheme. This allows the Hospice to sell items on behalf of customers that are tax payers and claim back the gift aid. This has been extremely successful with gift aid claims of £9,200 by the end of 2010/2011.

The face of Fundraising and Marketing will continue to evolve as we move forward. We will constantly be looking at maintaining the quality of the relationships that we have with all the individuals, groups and companies within our

community and continuing to develop those relationships to maximise our income generation and marketing opportunities.

Sarah Green

Fundraising and
Marketing Director

Firstly can I say a huge thank you for letting me run for the Hospice. I can't begin to describe the emotions that I felt that day, from standing at the start line feeling very emotional, remembering why you are running and friends I have lost, through to the sheer joy of actually passing the finish line feeling ok!!! What an amazing day, I loved it. I can't actually believe I am saying that!!!

Thank you for putting on such a wonderful event and for all the hard work involved in making the night go so smoothly. I completed the walk with my neighbour and with all the girly gossip and the cheering on from the volunteers, the time went past very quickly!"



An additional small van will help us improve our responsiveness in collecting and delivering donated furniture. So please remember us next time you spring clean.

"St Helena Hospice provides excellent all round support to patients and families. Thank you all."

Partnership Group Chair, Ken Aldred and member Chris Fletcher attended a Buckingham Palace Garden Party to represent the St Helena Hospice volunteers.

Partnership Group

Annual Review 2010 | 2011

We are proud that our 'User Group' at St Helena is such a core element of our work. The Partnership Group reviews any planned building work and advises us. Members plan and deliver the Patient Survey each year as well as writing the report and discussing outcomes with the Hospice managers.

The group was consulted during the recent PCT Marie Curie Delivering choice scoping exercise and the Chairman, Ken Aldred, has been involved with creating the Advance Care Plan document to name but two of their activities and contributions to local service development.

Sometimes their suggestions are easy to achieve but no less important (e.g. removing speed bumps at Myland Hall which were causing discomfort to patients driving over them).

We are extremely grateful for the contribution they make and proud that the Chairman, Ken Aldred, and another member, Christine Fletcher, represented our volunteers at a Buckingham Palace Garden party this summer.

"All the nurses who came to support us were very kind and supportive. On one of the last visits, they made my mother smile. She also commented how very kind they were. Thank you for that memory."

"Hospice at Home is a wonderful service. Without this fantastic, professional and caring team of ladies, from the office staff to the nurses coming into our mother's home, we would not have been able to make our mum's wish in spending her last few days at home with her family possible. For the support, care, attention we received and the care they gave mum we cannot thank you enough. At the time when we really needed support and guidance you were always there to help and advice. Thank you so much."





"The hospice provided us with top service. Without your service we would not have coped, your support, care and advice was excellent. Thank you so much."

"The Hospice fundraising team have always been supportive and results orientated".

Financial Report

Annual Review 2010 | 2011



The accounts for the year reveal a satisfactory financial performance. This has resulted from the continued support of our local community, and our local NHS, and progress with our financial strategies

The results differentiate between “Unrestricted” (money for the general running of the Hospice) and “Restricted” (money for specific purposes). Unrestricted income was £5864k against spend of £5643k, generating an Unrestricted surplus of £221k. Restricted income was £634k, including the NHS capital grant of £495k for the Joan Tomkins Day Centre expansion against spend, excluding that on the Day Centre expansion, of £189k, generating a notional increase in Restricted funds of £445k. The Day Centre expansion costs are shown elsewhere in the accounts, and fully used the NHS capital grant; the revised Restricted results, reflecting Day Centre expansion costs and income, show reduced Restricted funds of £50k.

Unrestricted income was buoyant and diverse, reflecting continued links with other

health bodies, successful progress with new initiatives and targeted increases in existing initiatives. Sources include NHS support (£1,810k including £333k for Hospice at Home), legacies (£1,117k), donations and fund raising (£990k), shops (income of £855k, surplus of £213k), lottery (income of £591k, surplus of £347k) and investments (£226k).

Unrestricted cost increases mainly resulted from inflation and from increases in clinical demand, especially within the community and Hospice at Home. Total costs were managed within income levels.

Accounting policies, and Hospice structures, have developed to reflect progress with our financial strategies. The lottery expansion, which includes managing on a paid basis lotteries in other areas, requires initial recruitment costs which are written off over 3 years in line with expected income streams accruing from such recruitment; the retail expansion, including branded goods, has required the setting up of a separate Hospice Trading company, in order to maximise

returns including tax relief, and to comply with charitable law concerning trading amounts.

The value of our underlying investments increased, with an unrealised gain of £175k.

The Unrestricted income surplus of £221k, and the unrealised investment gain of £175k, have strengthened the balance sheet. This has allowed funding of service developments, including the upgrading of clinical and other facilities at Myland Hall, to be undertaken in 2011. This strength has also enabled a £400k transfer to be made to the Capital Fund which now stands at £4,400k, equivalent to 9.3 months’ running costs (target 12 months).

In conclusion, the financial results are encouraging. They have allowed finance to support the Hospice’s clinical strategy and developments. Continued support from our local community, from our local NHS, and continued success with our financial policies will allow this expansion to continue.

Roger Sirman
Treasurer

St Helena Hospice Limited

Group Statement of financial activities (incorporating an Income and Expenditure Account)
for the Year ended 31st March 2011

	Unrestricted Funds £	Restricted Funds £	2011 Total Funds £	2010 Total Funds £
Incoming Resources				
Incoming resources from generated funds:				
<i>Voluntary Income</i>				
Donations	496,401	120,192	616,593	692,443
Legacies	1,117,499	18,000	1,135,499	1,002,145
Other Voluntary Income	58,207	-	58,207	58,076
<i>Activities for generating funds</i>				
Shop Income	854,673	-	854,673	757,157
Fundraising Events	493,555	-	493,555	388,438
Hospice Lottery	590,582	-	590,582	495,236
<i>Investment Income</i>	226,270	910	227,180	204,058
Incoming Resources from charitable activities:				
Health Authority Grants	1,477,345	-	1,477,345	1,488,966
Hospice at Home Grant	332,914	-	332,914	330,984
Education Centre Income	216,476	-	216,476	215,602
Department of Health Capital Grant spent on Joan Tomkins Day Centre	-	495,000	495,000	-
Total Incoming Resources	5,863,922	634,102	6,498,024	5,633,105
Resources Expended				
<i>Cost of Generating Funds:</i>				
Costs of generating voluntary income	339,689	559	340,248	327,412
Shop Expenditure	641,190	912	642,102	479,821
Lottery Costs	243,354	201	243,555	201,175
	1,224,233	1,672	1,225,905	1,008,408
Charitable Activities:				
In Patient Services	2,229,242	81,274	2,310,516	2,161,453
Day and Community Services - Colchester and Halstead	456,066	22,669	478,735	484,928
Tendring	487,329	22,602	509,931	542,688
Community Team	475,232	23,942	499,174	542,440
Hospice at Home	418,882	1,868	420,750	378,758
Educational Services	326,710	22,723	349,433	303,128
	4,393,461	175,078	4,568,539	4,413,395
Governance Costs	37,963	-	37,963	44,402
Total Resources Expended	5,655,657	176,750	5,832,407	5,466,205
Net Income / (expenditure) for the year	208,265	457,352	665,617	166,901
Transfers	12,385	(12,385)	-	-
Net Incoming Resources / (Resources Expended)	220,650	444,967	665,617	166,901
Gains/(Losses) on Investment Assets				
- Unrealised	175,054	-	175,054	460,543
- Realised	-	-	-	(370)
Net Movement in Funds	395,704	444,967	840,671	627,074
Balances brought forward at 1st April 2010	7,687,516	2,268,874	9,956,390	9,329,316
Balances carried forward as at 31st March 2011	8,083,220	2,713,841	10,797,061	9,956,390

St Helena Hospice Limited

Group Balance sheet as at 31st March 2011

	2011 £	2010 £
Fixed Assets		
Tangible Assets	4,856,708	4,218,938
Investments	4,992,970	3,817,915
	<u>9,849,678</u>	<u>8,036,853</u>
Current Assets		
Stocks	20,662	19,360
Debtors	468,051	301,922
Short-term Deposits	2,532,895	1,862,174
Cash at Bank and in Hand	147,561	151,806
	<u>3,169,169</u>	<u>2,335,262</u>
Current Liabilities		
Creditors - Amounts falling due within one year	2,221,786	415,725
	<u>947,383</u>	<u>1,919,537</u>
Net Current Assets		
	<u>10,797,061</u>	<u>9,956,390</u>
Net Assets		
	<u>10,797,061</u>	<u>9,956,390</u>
Funds		
Unrestricted Funds:		
Designated Funds	7,530,254	7,005,201
General Funds	552,966	682,315
	<u>8,083,220</u>	<u>7,687,516</u>
Restricted Funds	2,713,841	2,268,874
	<u>10,797,061</u>	<u>9,956,390</u>

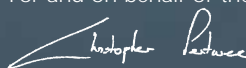
Statement by Trustees

The attached summarised group financial statements are a summary of information extracted from the annual group financial statements and certain information relating to both the group statement of financial activities and the group balance sheet.

These summarised group financial statements may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, the full annual financial statements and the trustees' annual report should be consulted: copies of these can be obtained from the Hospice Director, St Helena Hospice, Myland Hall, Barncroft Close, Highwoods, Colchester CO4 9JU.

The full annual financial statements have been subject to external examination by an independent auditor and received an unqualified report. The annual financial statements were approved by the Trustees on 10th August 2011 and have been submitted to the Charity Commission.

For and on behalf of the Trustees.



Christopher Pertwee
Chairman Board of Trustees
10th August 2011

Independent Auditors' statement to the Trustees of St Helena Hospice Limited.

We have examined the summarised group financial statements for the year ended 31st March 2011 set out on pages 30 to 31.

Respective responsibilities of Trustees and Auditors.

The trustees are responsible for preparing the summarised group financial statements in accordance with applicable United Kingdom law and the recommendations of the Charities Statement of Recommended practice.

Our responsibility is to report to you our opinion on the consistency of the summarised group financial statements with the full annual group financial statements and the Trustees' Annual Report. We also read the other information contained in the summarised annual report and consider the implications for our report if we become aware of any apparent misstatements or material inconsistencies with the summarised group financial statements.

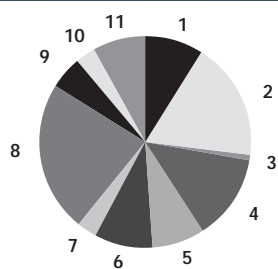
We conducted our work in accordance with Bulletin 2008/3 issued by the Auditing Practices Board.

Opinion

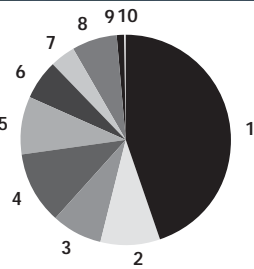
In our opinion the summarised group financial statements are consistent with the full annual group financial statements and the Trustees' Annual Report of St Helena Hospice Limited for the year ended 31st March 2011.

Andrew Taylor
(Senior Statutory Auditor)

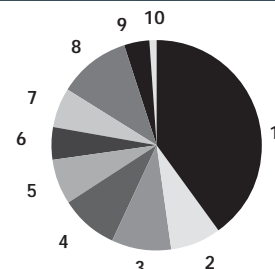
For and on behalf of
Baker Chapman and Bussey
Statutory Auditor
3 North Hill, Colchester, CO1 1DZ
22nd August 2011.



Income	2010/11	
1 Donations	616,593	9%
2 Legacies	1,135,499	18%
3 Other Income	58,207	1%
4 Shop Income	854,673	13%
5 Fundraising Events	493,555	8%
6 Hospice Lottery	590,582	9%
7 Investment Income	227,180	3%
8 Health Authority Grants	1,477,345	23%
9 Hospice at Home	332,914	5%
10 Education Centre Income	216,476	3%
11 Dept of Health Capital Grant	495,000	8%
Total Income	6,498,024	



Salary Costs	2010/11	
1 Inpatient Services	1,897,844	45%
2 Day & Community Services - Colchester and Halstead	396,002	9%
3 Day & Community Services - Tendring	357,569	8%
4 Community Team	451,036	11%
5 Hospice at Home	359,044	9%
6 Educational Services	247,656	6%
7 Fundraising	166,450	4%
8 Shops	279,431	7%
9 Lottery	61,716	1%
10 Governance	21,089	-%
Total Salary Costs	4,237,837	



Expenditure	2010/11	
1 Inpatient Services	2,310,516	40%
2 Day & Community Services - Colchester and Halstead	478,735	8%
3 Day & Community Services - Tendring	509,931	9%
4 Community Team	499,174	9%
5 Hospice at Home	420,750	7%
6 Educational Services	349,433	5%
7 Cost of Generating Income	340,248	6%
8 Shops Expenditure	642,102	11%
9 Lottery Costs	243,555	4%
10 Governance Costs	37,963	1%
Total Expenditure	5,832,407	

St Helena Hospice

Myland Hall Inpatient Unit
Barncroft Close, Highwoods
Colchester CO4 9JU
t : 01206 845566
f : 01206 843294
e : request@sthelenahospice.org.uk

St Helena Hospice

Tendring Centre
Jackson Road, Clacton-on-Sea
CO15 1JP
t : 01255 221222
f : 01255 435409
e : request@sthelenatendring.org.uk

St Helena Hospice

Joan Tomkins Centre
Barncroft Close, Highwoods
Colchester CO4 9JU
t : 01206 848163
f : 01206 752245
e : request@sthelenahospice.org.uk

St Helena Hospice

Education Centre
Barncroft Close, Highwoods
Colchester CO4 9JU
t : 01206 851560
f : 01206 845969
e : education@sthelenahospice.org.uk

St Helena Hospice

Fundraising Office
95-97 Magdalen Street, Colchester
CO1 2LA
t : 01206 791740
f : 01206 793477
e : enquiries@sthelenahospice.org.uk



The images used throughout this review are of the specially commissioned stained glass window that is situated in the newly modernised and refurbished Joan Tomkins Centre. Designed and created by local artist Surinder Warboys and paid for through our grant from the Department of Health, the piece was born from her time spent in the gardens at the Hospice, photographing and sketching the lily pond. The intention of the final design is to present the viewer with a reflection of the elemental and floral world around us. The filtered light and colour from the natural world outside shift as the day passes.



St Helena Hospice is
a company Limited by guarantee.

Registered in England
and Wales Number 01511841

Registered Charity Number 280919

Registered Office:
Myland Hall,
Barncroft Close,
Highwoods,
Colchester. CO4 9JU

Colchester: Inpatient Unit,
Joan Tomkins Centre,
Education Centre.

Clacton-on-Sea: Tendring Centre.

www.sthelenahospice.org.uk