



A year at
The
Prince of
Wales
Hospice
2015/16



Thank you...

**does not sound
enough for what you
have done for me...**



Jo Megson,
Day Therapy
and Incare
patient

I have
appreciated
your time,
care, support
and general
compassion
very much.

**Dr Emad
Al-Rikabi**
hospice
doctor



**I realised that
if I worked for
a Hospice it
would be a great
opportunity
to provide**

hope & help

for patients and
carers at times
when hope and
support can be
difficult to find. I love
it when a relieved
patient smiles and
their carer expresses
their relief too.



The year in review

Welcome to The Prince
of Wales Hospice's
review of **2015/16.**

We are pleased to have
this opportunity to share
with you highlights from
the year and developments
in our care for people
in the Pontefract and
Castleford area.



With our eyes to the future, it was a year in which we strengthened our senior nursing team. Three new senior nurse roles are now developing the organisation in three key areas: Incare, Day Therapy and palliative care education.

It was also the first year for our Day Therapy Social Day, a drop-in service launched in March 2015. The day has proved popular, with 426 visits from patients and carers. Crucially, it is allowing us to make or maintain contact with more people with a life-limiting diagnosis to ensure they receive further Hospice support at the right time.

At the autumn 2015 AGM, it was agreed the Hospice shops would move from a separate company to become part of the charity, forming an inclusive group of staff and volunteers working towards the same aim. Former company members became patrons as part of the change and we were delighted to welcome them into this new role.

In fundraising and retail, an investment in staff signalled our commitment to raising funds to further develop care. We continue to be touched by the support of our local community, which was perhaps best illustrated on a cold day in December when a 1km scarf, knitted by patients, volunteers, supporters and staff, was wrapped around our building. The unusual spectacle brought TV coverage for its representation of a charity truly “wrapped in love” by the local community.

Of course, none of what’s contained in this review could have been achieved without our professional staff, dedicated volunteers and committed supporters. May we end by thanking you for the role you play in providing exceptional care for people with a life limiting illness, on behalf of all those who benefit - thank you.

Gordon Tollefson, Chair of the Board of Trustees
David Stewart, Chief Executive

Gordon Tollefson



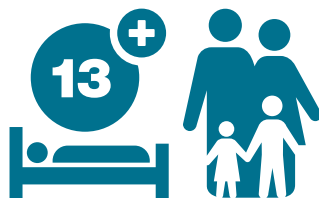
David Stewart



Our care



257 people were admitted to Incare



13 patient bedrooms + 1 family room

INCARE 257 people were admitted to Incare, an increase of 12% on the previous year. They were cared for in our 13 patient bedrooms and 1 family room.

Day Therapy visits

Patient visits

607

Carer visits

123

Social Day visits

Patient visits

388

Carer visits

38

DAYCARE

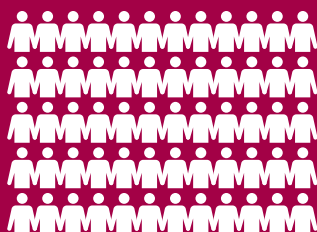
Patients referred to Day Therapy continued to receive a 12-week package of care, tailored to address their needs as an individual. Over 1,000 patient and carer visits were made to Day Therapy, including the new Social Day. 188 new referrals for support were received during the year, an increase on the previous year.

188
new
referrals



LYMPHOEDEMA CLINIC

The Lymphoedema clinic continued to operate at 3 sites: The Prince of Wales Hospice, Wakefield Hospice and the Rosewood Centre, Dewsbury. 1,100 patient-appointments were attended across 312 clinics.

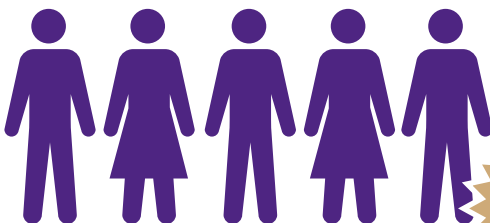


COMPLEMENTARY THERAPIES

We offered complementary therapies including Reiki, aromatherapy and massage to aid relaxation and reduce anxiety amongst carers and patients. 363 patients and 179 carers benefitted from complementary therapies.



363 patients and 179 carers benefitted from complementary therapies.



188
new
referrals

BEREAVEMENT SERVICES

188 new people were referred for bereavement support, which was provided face to face and by telephone on over 600 occasions.



Forget the old idea of going in a hospice to die - it's not just about that, though I know some people are there for that. I always feel better when I have stayed there.

(Day Therapy
and Incare patient)



**Thank
you**

Thank you

for shopping 'til you dropped in our 11 shops and online. You spent an enormous £1.1m!

Thank you also for donating items, signing up to our Gift Aid scheme and for buying bargains.

Thank you for giving.

Your donations, many of them in memory of someone cared for at the Hospice, raised almost £738,000.*

Thank you

for playing our weekly lottery. Together, you played over 5,000 lines each week and raised £112,000.

Thank you

for enjoying the best chip butty in town. Your sandwich, drink and meal purchases helped raised £78,000 at The Caring Kitchen - our cafe.

Thank you

for cycling, running, trekking, skydiving, golfing, baking, quizzing and much more. Your fundraising reached a huge £216,000.

*In addition we received a donation of £288,000 from one donor, specifically to fund refurbishment work taking place in the summer of 2016, plus £12,000 from investments and other income.

Thank you to all the companies and trusts, local and far afield, who supported us. Your grants, sponsorship, staff and customer fundraising raised £188,000.

A special **Thank you** to supporters who thought of the Hospice when they were writing their will. In 2015/16, £248,000 was received from legacies made long ago, but still vital today.

Thank you for volunteering. During the year almost 300 volunteers helped in the Hospice and our shops - 101 of them at the Hospice and 181 in our shops.

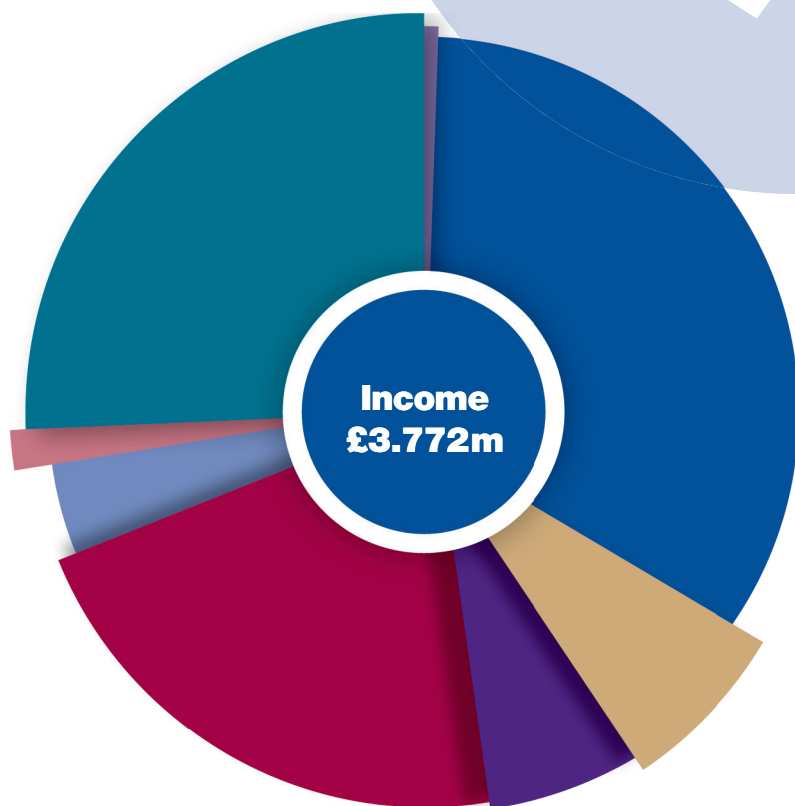


I decided to see if I could volunteer and was particularly interested in helping a local charity. It's hard work, but it's really enjoyable, even therapeutic. Now, my husband John and I volunteer three times a week. It's a nice thing to do. I especially love talking to the customers - you hear their life stories!

Lesley Stares
Pontefract Shop volunteer

Our finances

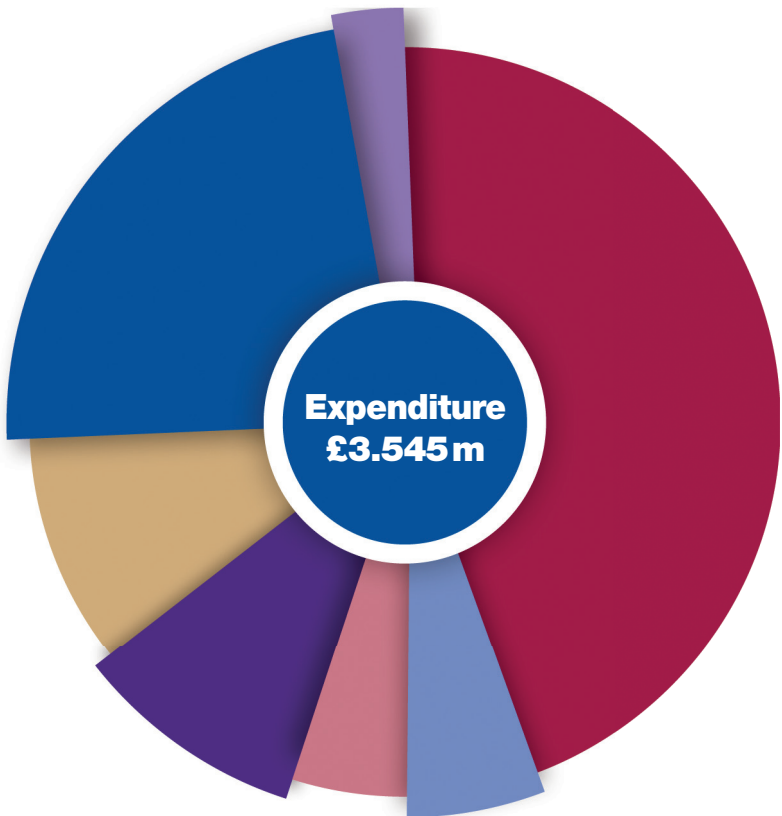
The Hospice relies heavily on public donations to fund patient care.



Donations £1219k*	Legacies £248k	Events £216k	Shops £1,070k
Cafe £78k	Investments £8k	NHS grant £929k	Other income £4k

*Including donations restricted for a specific use

The figures on these pages have been extracted from the audited financial statements of The Five Towns Plus Hospice Fund Limited, on which the company's auditors, Jolliffe Cork LLP, have given an unqualified audit report. Full accounts will be filed with the Registrar of Companies at the end of October 2016. This summary does not contain sufficient information for a full understanding of the charity's finances. For further information the full accounts should be consulted; copies are available from the Hospice or the Charity Commission website.



Incare £1,529k

Day Therapy and carer support £221 k

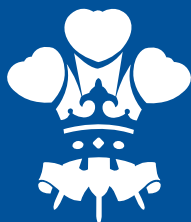
Lymphoedema clinic £163k

Therapies and other care £313k

Fundraising £371k

Trading £870k

Cafe £78k



THE
PRINCE
OF
WALES
HOSPICE

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2015/16**

The Prince of Wales Hospice
Halfpenny Lane, Pontefract,
West Yorkshire WF8 4BG

Call **01977 708868**

Click **www.pwh.org.uk**

Email **reception@pwh.org.uk**



theprinceofwaleshospice



@pwhospice

The Five Towns Plus Hospice Fund Limited

Registered Charity number 514999, Registered Company number 1797810