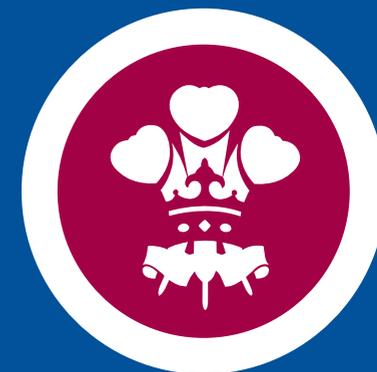




THE
PRINCE
OF
WALES
HOSPICE

A year at
**The Prince of
Wales Hospice**
2016/2017

www.pwh.org.uk



Welcome...

**to The Prince of Wales Hospice's
review of 2016/2017.**

The past year has been a busy one for the Hospice and included a closure for refurbishment work, piloting a new service, a Care Quality Commission (CQC) inspection and a Royal visit!

In this review, we will share with you highlights and developments in our care and what it means to people in the Five Towns area.

"It's a privilege to work around patients and their families during this very private and emotional time in their lives. I find it incredibly rewarding knowing I'm helping to improve the quality of life of people with a life limiting illness."

Theresa, Registered Nurse

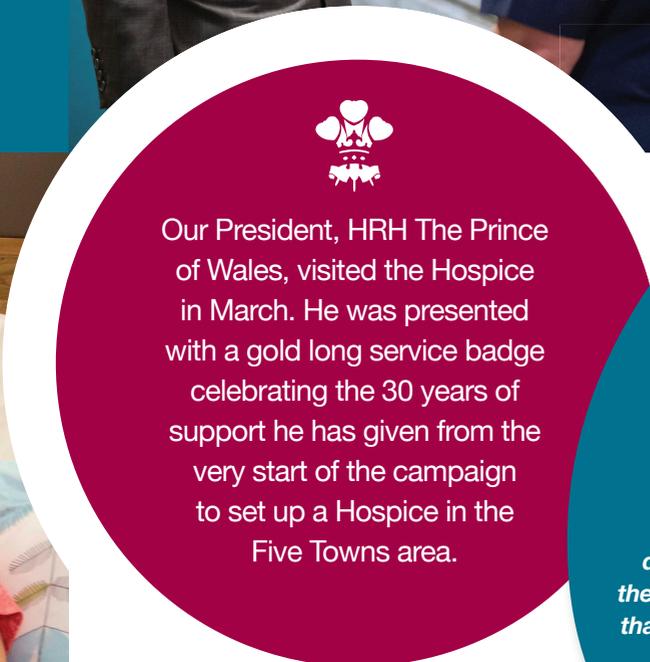
Royal Visit

Incare patient, 72 year old Whyne, received a very special visit from HRH The Prince of Wales during her stay at the Hospice.

Whyne told us that His Royal Highness was really friendly and thoughtful, and confessed that this surprised her! However, when we asked about the nurses who have looked after her, she didn't hesitate to sing their praises;



It's nice to have nurses like them... they are great. Anything you ask them to do, they will do. I couldn't wish for a better place."



Our President, HRH The Prince of Wales, visited the Hospice in March. He was presented with a gold long service badge celebrating the 30 years of support he has given from the very start of the campaign to set up a Hospice in the Five Towns area.

"For me it's remarkable to see the work, the difference, the experience, the unbelievable quality of care that can be offered to so many people in this area."

HRH The Prince of Wales



Refurb

Incare



In the summer of 2016, our Incare bedrooms were upgraded along with the hydrotherapy bathroom, and the conservatory, which is now a communal garden-room offering a social space for patients and visitors. Now all 13 single bedrooms and the family room are furnished and equipped to the highest possible standard.



We had an unannounced CQC Inspection in October. We were delighted to receive an overall rating of 'good'. Families were extremely complimentary about the caring nature of our staff and the quality of our catering.



Incare
203
admitted



54%
discharged

203 people were admitted to Incare, of which 54% were discharged home or to a care home and **82 people were cared for with dignity at the end of their life.**



*"It's a really good homely atmosphere; it's just a lovely place to be."
Ian, Incare patient*

Day Therapy

"The Hospice provides help and support to patients with breathing difficulties that isn't available anywhere else. Having weekly access to medical staff gives me peace of mind. My condition deteriorated further and when the respiratory nurse suggested referring me back, I didn't hesitate. My first session back was like 'returning home'. The Day Therapy weekly sessions have been an enormous help to me, more than words can say."

Sandra, Day Therapy patient



We supported 75 patients and 18 carers through Day Therapy, helping them to manage their condition, keep their independence and work towards their goals. They attended between them a total of 596 times. 21% of attending patients had a non-cancer diagnosis.

A cuppa with a difference

Now on display at the Hospice cafe, The Caring Kitchen, is a giant mosaic tea pot and cups, handmade by patients.

Day Therapy patients worked on the piece over a six month period in 2016/2017. Its intricate detail is made up of cut tiles, glass beads and broken jewellery, forming a mosaic on a giant cut out tea pot. Patients who worked on the mosaic, along with their families and carers, were invited to have the first glimpse of the finished artwork, followed by tea and cake at its official unveiling in March.

The art work was facilitated by Joanne Lister, Day Therapy Activities Co-ordinator at the Hospice. At the unveiling of the piece she said; **"I hope our patients are as proud of the mosaic as I am. It has been a very inclusive piece of art and people with different limitations have been able to still take part. Sadly since starting the project two of the patients involved have died - I am really sorry that Angela and Sue are not here to see the finished piece, but I know they really enjoyed working on it."**



Outreach

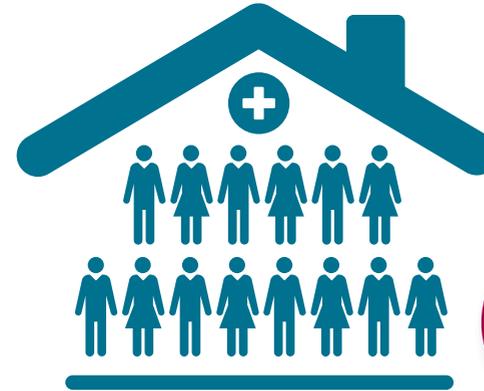
After a successful trial in Badsworth in the autumn of 2016, patients now have the chance to move to our Outreach service when they are discharged from Day Therapy. We have plans to open two further Outreach venues in 2017/2018. All this is thanks to a generous gift from the Barbara Taylor Trust.



Talking about activities in Outreach over the year, Vicky Wong one of our Outreach Health Care Assistants, said;

“We have been painting gifts for family members, making Forget Me Nots for a special sculpture, a volunteer has given complementary therapies and we’ve enjoyed a visit from a school choir. Every week we have a quiz, buns and a cuppa or two, and most importantly, a chat. The therapeutic value of chatting to someone who understands what you are dealing with is invaluable.”

Lymphoedema

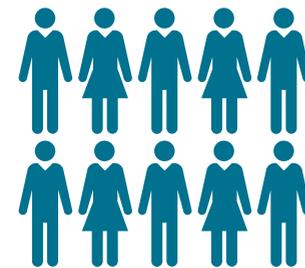


718 Lymphoedema patient appointments were attended across 231 out-patient sessions



Complementary therapy

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



491 appointments

341 attendances



We supported 197 patients and carers, at 491 one to one appointments and had 341 attendances at group relaxation sessions.

Dementia friends

Last year we became Dementia Friendly with one of our senior nurses taking on the role of Dementia Champion, delivering training to both clinical and non-clinical staff.

To support patients with dementia, Incare is now using the 'This is Me' tool; a document for patients to complete to tell staff about their needs, interests, preferences, likes and dislikes just once, which causes less confusion and distress. Signage identifies where the toilet, shower and wardrobes are. We also have dementia clocks, which have a bigger clock face, tell you the date and whether it's day or night.

Talking about the importance of raising awareness of dementia, Cath, Dementia Champion at the Hospice said:

"In an ageing population, more people are being diagnosed with dementia than ever before, so it's essential that as a Hospice we are dementia friendly."



Bereavement support

Bereavement support is just one of the ways we help care for the carers and family members of our patients. Throughout their loved one's illness, Hospice professionals offer a confidential ear and spiritual support. Practical help is also available, from help facing difficult decisions, to planning for the future and advising on possible financial assistance. A gift from The Garfield Weston Foundation helped us offer all this support to families and carers in 2016/17.



We provided bereavement support to 67 people through 207 telephone calls and 229 face to face meetings

"My husband was ill, he had cancer. They told us he only had weeks to live. Then after he died, I was called back to have some bereavement counselling. I never knew it was going to help me. I thought it was nothing to do with me. I said, "What would they do just talking to me?" They would not bring my husband back after all. It helped me to relieve my pains, because the more I talk about it to someone who knows what I'm going through, the better I feel. When I cry, they don't judge me."

Lethy, wife of former patient, Clive

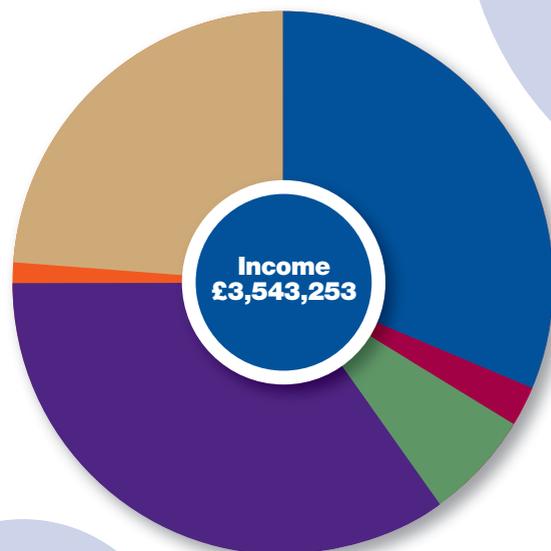


Finances



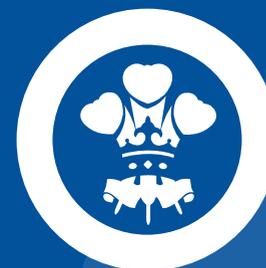
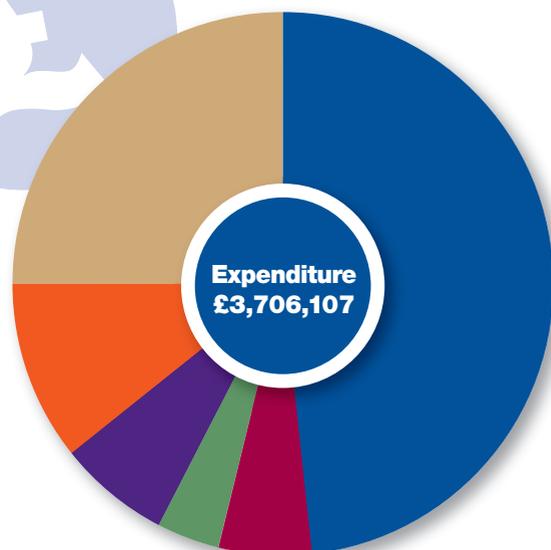
Income

Donations	£1,051,147
Legacies	£89,430
Events & Lottery	£198,793
Shops & Cafe	£1,333,725
Investments & other	£30,535
NHS grant	£839,623



Expenditure

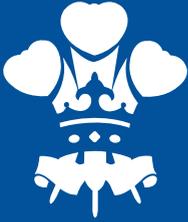
Incare	£1,796,546
Day Therapy	£205,136
Lymphoedema clinic	£139,752
Therapies & other care	£242,242
Fundraising	£368,433
Shops & cafe	£954,058



The Hospice would like to express particular thanks to the following organisations, individuals and fundraisers, who raised or donated £10,000 or more in 2016/17:

- The Barbara Taylor Trust
- The David Brownlow Charitable Foundation
- The Garfield Weston Foundation
- Marks & Spencers Plc (Pontefract)
- G3 Remarketing Ltd
- Jane Tomlinson Appeal
- The Hans and Julia Rausing Trust
- Mr Terrance Whiteley
- Declan and Darcy Wright
- An anonymous donor, DB

The Hospice also remembers with gratitude 14 generous supporters who each pledged a gift to the Hospice in their will. Between them, these exceptional individuals gave over £89,000 in 2016/17.



THE
PRINCE
OF
WALES
HOSPICE

A year at
**The Prince of
Wales Hospice
2016/2017**

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](https://www.facebook.com/theprinceofwaleshospice)



[@pwhospice](https://twitter.com/pwhospice)

The Five Towns Plus Hospice Fund Limited
Registered Charity number 514999, Registered Company number 1797810