



Quality of life is everything

Annual Review 2017-2018



together
we care

Hello and welcome



Our inspiration comes from people like Laura Collins and her daughter Rebecca. Ardgowan exists to provide them with a range of services to help them physically and emotionally as they cope with a life limiting condition.

This year we have seen the development of our Inside Out Hospice project and the growth of Compassionate Inverclyde social movement in the community.

I am confident that our new Chief Executive, along with her senior colleagues, will have the skills and determination to continue this ambition of giving everyone living in Inverclyde access to specialist palliative care when and how they need it.

There is a lot on the agenda including reducing expenditure without compromising our care. This will continue this year with a renewed clinical strategy and clear aim to eliminate our budget deficit.

We are so fortunate to have a growing band of volunteers and supporters committed to making a real difference and we thank them wholeheartedly for their support and trust again this year.

Keith AJ McKellar
Chair, Board of Trustees

I joined the hospice in March at the end of an exciting and challenging year. Exciting, as Ardgowan Hospice remains at the centre of an appreciative community providing a key healthcare role. Challenging, as it does this with finite resources and a reliance on the kindness and compassion of its supporters.

This Annual Review provides a snapshot of the work we carried out during the year. It demonstrates a collaborative approach to palliative care enabled by the Health and Social Care Partnership (HSPC), by fundraising and donations and carried out by highly trained and hardworking staff and a dedicated team of volunteers. This epitomises what we say in our strapline which is 'Together We Care'; my task for the year ahead is to ensure that, despite the challenges we face, we continue to make that a reality.

I am delighted that Laura Collins and her daughter Rebecca share their story as their story personifies all we are aiming to do. We provide care and support to allow our patients and their families to get the best out of life as 'quality of life is everything'.

Linda McEnhill
Chief Executive Officer

Quality of life is everything

Our cover photograph is of Laura Collins, 53, and her daughter Rebecca, 12.

♥ Diagnosis

Laura was suffering back pain whilst working at the Royal Alexandra Hospital. After an ultrasound and a follow up scan she was diagnosed with primary bowel and secondary liver cancer. Ardgowan Hospice is offering support and essential services to Laura and her daughter Rebecca, to help them get the best out of life.

♥ Help and support at the right time

"The hospice was there for me when I was worried about money." Laura had to stop work straight away and without a permanent contract her wages stopped too.

"The staff were fantastic and took a huge weight off my shoulders sorting out my money worries. They helped me claim everything I was entitled to."

♥ Healthcare

"The Consultant at the hospice communicates with all my other specialist doctors and provides a fantastic overview to help me make decisions about how I want to be treated."

Community specialist nurses are also available to Laura as and when she needs their help.

♥ Extra help during Treatment

"Travelling to chemotherapy treatments and other appointments is tiring and stressful and can take up most of your day." The hospice patient transport service helps Laura to cope with the treatment commitments and have more time with her family.

"I like to do something for myself and am really pleased I can get massage treatments at the hospice and would like to do more complementary therapy."

♥ End of life

"I have been able to have a discussion about what I want to happen at the end of my life with my Hospice Consultant. I want to be at the hospice rather than at home. I'm confident this will give me the best care and my family the support they need."

♥ Bereavement and Care

"Rebecca is my rock, she raised over £1000 for the hospice as she is so pleased with the help we are getting. Rebecca is already going to the Butterfly Service at the Hospice and is able to talk openly with someone about how she feels and is creating her own support network."

"The counselling will continue and is also there for my family or close friends. I would rather have my health, but knowing those I care for will be looked after gives me comfort."

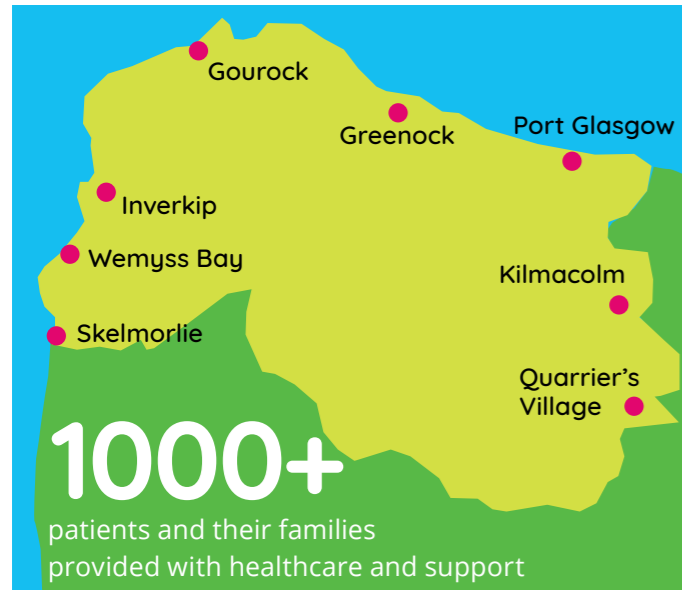


Enjoying precious moments together Rebecca, Laura (centre) and her close friend Mary

"The hospice has been more than helpful and I am very grateful.

The staff support me and also put me in touch with the people I need to be in touch with too."

The impact we have made on the Inverclyde community



124

patients were admitted to our Inpatient unit for 24 hour care and support

61% of patients were admitted within 3 days of referral

We cared for patients in their home...



1097

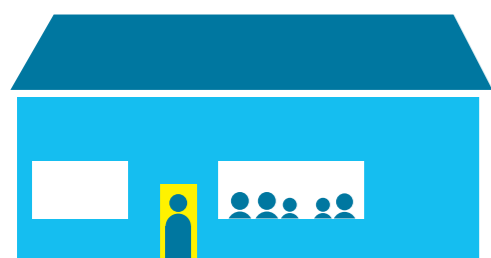
home visits made by our Community Nurse Specialists. An increase of 7%



1159 phone calls and 331 one-to-one sessions given by our Patient and Family Support Service



In the community



247 patients attended our Supportive Care Clinics in Greenock and Port Glasgow

69 of these were new patients



And at our Access at Ardgowan service

331

support sessions given to patients

179

patients chose to drop-in

686

day support attendances



511

complex and maintenance Lymphoedema treatments provided – an increase of 14%



We provided free transport for **2879** vital treatments in and around Greater Glasgow for our patients.

Our drivers covered over **70,000** miles to provide this service.

Generously supported by SPT



338

attendances at our Peer support groups



112

complementary therapy sessions were provided



119 counselling sessions for **88** children and young people and **28** of these were new to the service.

71 support sessions also given to parents and guardians to help children through their loss.

242 counselling sessions were provided to **68** bereaved relatives by our Adult Bereavement Service. The service also supported **27** patients who needed support after receiving a diagnosis. The service also made **271** calls to support patients and clients with a diagnosis



92

people with complex breathlessness supported and given improved quality of life – an increase of 47%

Capturing Moments that matter: An new approach to palliative care



Here is Marjorie enjoying her back to home box

Compassionate Inverclyde launched in March 2017 to enable and empower people to help and support one another at times of increased health need, crisis and bereavement.

Alison explains: "People in a compassionate community help care for each other through small acts of kindness and do not think it's the sole responsibility of health professionals."

Progress this year includes:

- 1000th Back Home Box distributed. All patients discharged from IRH that live alone, regardless of age or need, are given a box of essentials to have a hot drink and something to eat. Each box is filled with items donated and the service is provided by 45 kind volunteers.
- No One Dies Alone (NODA) programme launched at Inverclyde Royal Hospital. NODA programme aims to support people in the last hours of life when they have no friends or family who can be present.
- 70 companions recruited and trained.
- All care homes in Inverclyde have now signed up to the programme.

- High 5 Programme addresses well-being with emphasis on the power of kindness. It has been piloted with young people at schools, youth clubs and adults at work or social groups

- A&E companions for elderly and frail patients attending A&E on their own.

Future plans include:

- Support hub in St John's Episcopal Church Hall in Greenock.
- Establishing volunteer support for people who want to die at home, this idea is in planning stages.
- Continue Speaking and Presenting opportunities to raise awareness of the compassionate community and role of kindness.
- Establishing new partnerships such as with the prison and develop existing projects as need arises.
- A finalist in this year's prestigious RCNi Nurse Awards the team was praised for transforming attitudes and behaviours around death, dying and bereavement.

Reaching out into the community: A new approach to service access



Inside Out Hospice, with the support of the Big Lottery Fund, continues to make significant steps to transform how people across Inverclyde will access services from Ardgowan. New innovative ways of providing services where and when most needed, will allow us to reach people in Inverclyde who are dealing with the most complex and unmet palliative care needs.

The project managed a successful pilot of a new virtual outpatient clinic for the Lymphoedema service. Volunteer participants took part in a trial using a video consultation as an alternative to attending a face to face appointment.

Participants have been very positive with results showing that patients are able to access healthcare from the comfort of their home, saving them time money and travel. The team are continuing to explore how patients, families and carers could benefit from a virtual approach with other services we provide at the Hospice.

The introduction of a new format to remembering those we've supported was delivered through "Together We Remember" this saw the family-focused event remembering relatives and friends while planting a flower as an act of remembrance. The event was a collaboration with local social enterprises and supported financially by local businesses.

Our Butterfly Service has developed community "Awareness Sessions" which have been delivered to various groups including Primary and Nursery Schools, Foster and Kinship Carers and the Inverclyde Palliative Care Team at IRH. This was in response to the identified need from the Butterfly Service evaluations from parents and children, recognising that early intervention can prevent crisis. These sessions provided guidance on the language we should use with children who are affected by bereavement and has changed working practices for those professionals who attended.

A further development this year has been the introduction of Ardgowan Community Nurse Specialist clinics. This is an off spring of the community Supportive Care Clinics which were established by our Consultant in Port Glasgow and Greenock Health Centres. This will continue to enable wider access to our services in locations that is most convenient for our patients and families.

Inside Out Hospice has initiated a significant study involving our healthcare partners GG&C Health Board, HSCP and Scottish Government to accurately measure palliative patient referrals within Inverclyde. This will provide the information needed to speed up pathways to care for patients and their families and understand the impact the hospice is having in their support.

Patients are at the heart of our services



Supportive Care in the Community

We offer hospice care wherever it is needed. Our Community Nurse Specialist team can support you at home. We offer clinics at Health Centres in Greenock, Port Glasgow and at our Access centre.

With the support of the Big Lottery Fund the Inside out Hospice Project aims to develop innovative support services throughout Inverclyde.



Healthcare Partners

We are partnered and part-funded by the NHS. We work together with local GPs and hospitals to develop a plan of care to meet your needs.

As a University Teaching Hospice, we are committed to enhancing our skills and knowledge of palliative care to ensure we deliver the best care to you.



Volunteers

We have over 300 volunteers, that's 3 volunteers to every member of paid staff. Each volunteer donates their time and talents to assist patients and families, as well as clinical and clerical staff.

Each volunteer is dedicated and motivated to give their time to help the hospice offer you the best care.

Community

Colleagues

Friends and Carers

Family



Practical Support

We recognise living with a life limiting illness can bring some practical challenges. Our team at the hospice can provide help and advice for you and your family.

We also provide a free transport service to and from hospital appointments and treatments in the Greater Glasgow area.



Fundraisers

We receive around 40% of funding from the government and the lion's share comes from the generous Inverclyde Community.

Individuals, groups, schools, colleges and corporate partners support the hospice all year with activities and challenges and supporting events.

Inpatient Unit

We offer specialist treatment 365 days a year in our Inpatient Unit, which offers facilities to a maximum of eight patients at one time.

On admission you will have access to specialist doctors and nurses, physiotherapists, counsellors and staff offering family support.



Physical and emotional support

Our specialist team of doctors, nurses and care support staff can help to relieve symptoms such as pain, nausea and swelling (Lymphoedema). We can help you manage tiredness and difficulty with breathing.

We will offer emotional support for you and your family. We provide a service to help young people and children cope during times of family illness.



Our funding and spending

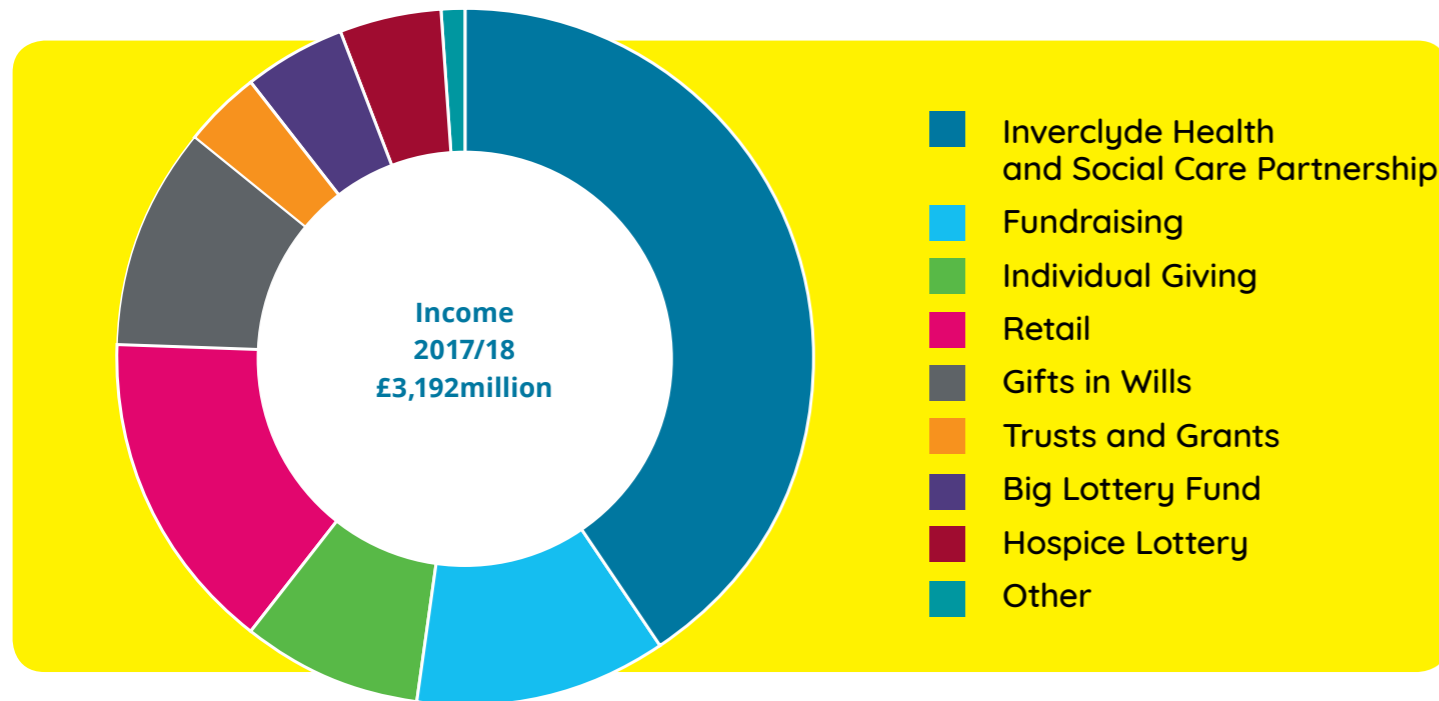
Ardgowan Hospice received a contribution from Inverclyde Health and Social Care Partnership (HSCP) to support its annual running costs. In 2017/18 the HSCP provided funding of **£1,288,410**.

The remainder of the funds, **£1,904,051** in 2017/18, was raised to contribute to hospice care, bereavement projects and complementary services for patients well-being. It also funded maintaining and improving the buildings and facilities at the hospice.

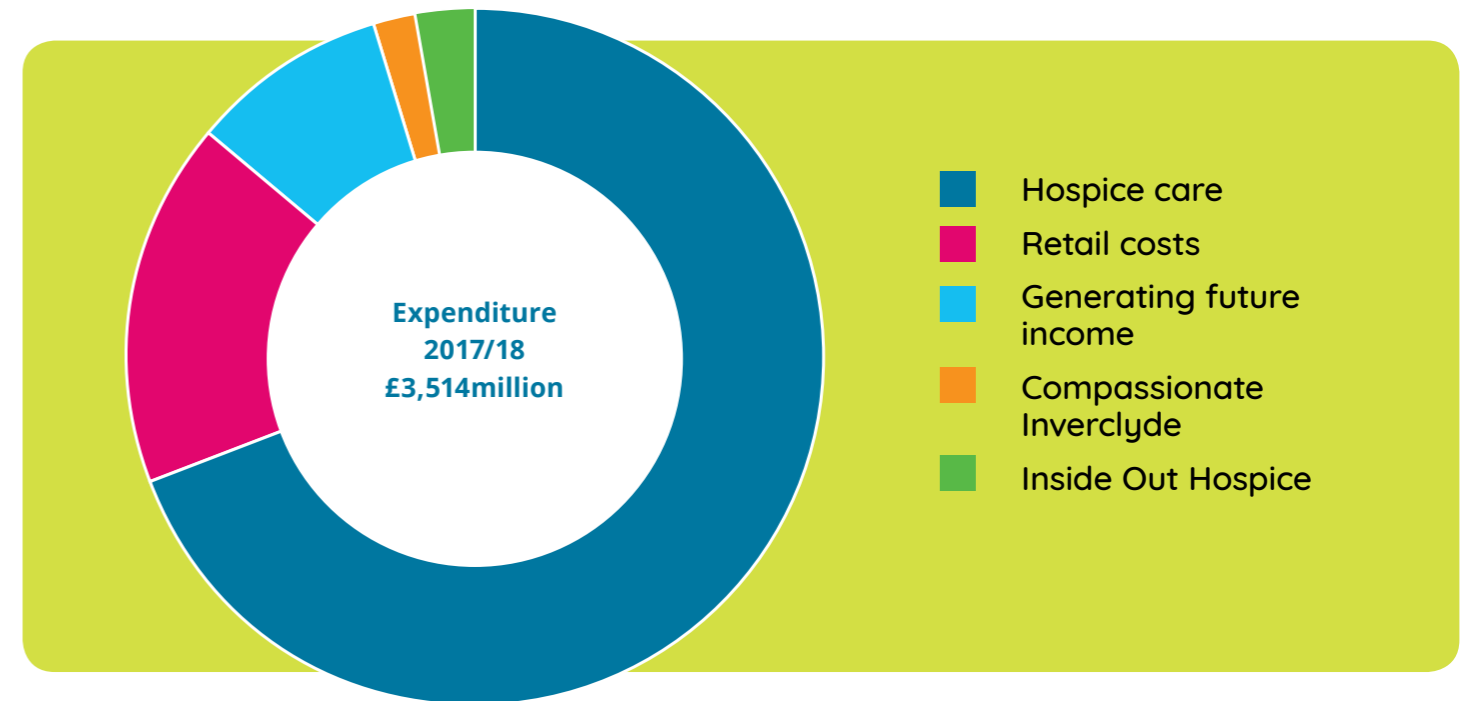
The following pie charts illustrate the total income and expenditure for the 2017/18 financial year.

The hospice spends 81% of its total income on clinical care.

How we raise our funds



How we spend our funds



Inverclyde Health and Social Care Partnership (HSCP): £1,288,410

The HSCP contributed towards the cost of care provided under a service agreement with the NHS.

Fundraising: £365,039

The local community supported us through a huge range of fundraising activities.

Individual Givers: £269,536

Individuals support us monthly via direct debit or one-off donations.

Retail: £469,038

This is money raised through the sale of goods donated to our shops.

Gifts in Wills: £326,769

Individuals also leave us gifts in their wills and these legacies are an important source of income.

Trusts and Grants: £117,900

Generous contributions from charitable trusts and grant making bodies provide valuable support.

Big Lottery Fund: £148,515

This grant supports the Inside Out Hospice project.

Hospice Lottery: £147,000

This is the net contribution received from the Lottery.

Other Income: £29,803

This includes gains from investments and benefits in kind.

Hospice Care: £2,438,333

This is the amount we spend to deliver vital care and support services throughout Inverclyde to those with life limiting conditions. It also includes what we spend to ensure the charity is run effectively and efficiently.

Retail Costs: £446,251

The running costs for our shops include rents, wages, utilities, repairs and insurance, alarm systems, PAT electric testing for goods sold.

Generating Future Income: £322,483

This is what we spend to support local fundraising activities, arrange events and develop fundraising partnerships in the community. We also invest in generating positive publicity and awareness to encourage future financial support.

This also includes the expenses associated with the Lottery.

Compassionate Inverclyde: £74,283

This is what we invested in this important social movement supporting communities in Inverclyde.

Inside Out Hospice: £88,163

This is the amount we spent so far to develop the Inside Out Hospice project in line with the aims and objectives agreed by our funder The Big Lottery.

A community of supporters

This year the local community showed its commitment to hospice care. Hundreds of individuals and groups across Inverclyde from Wemyss Bay to Kilmacolm joined us to fundraise. People supported big campaigns such as Light up a Life and Go Yellow or attended a hospice event. Or they took part in a challenge, sponsored events or organised their own get-togethers and sent in the proceeds to the hospice.

Together our supporters, fundraisers, regular supporters and one off donations raised £636,575 to provide hospice care with an additional £326,769 generously left to Ardgowan Hospice in wills.

The scale of what has been achieved shows that, when it comes to caring for people with life limiting conditions and supporting their families, the Inverclyde community is right behind us. We cannot thank our fundraisers enough for that.

Have a look at some of the highlights from our fundraising year.



The Donnachie family raised an amazing £30,000 for the hospice this year in memory of their beloved dad, Joe.



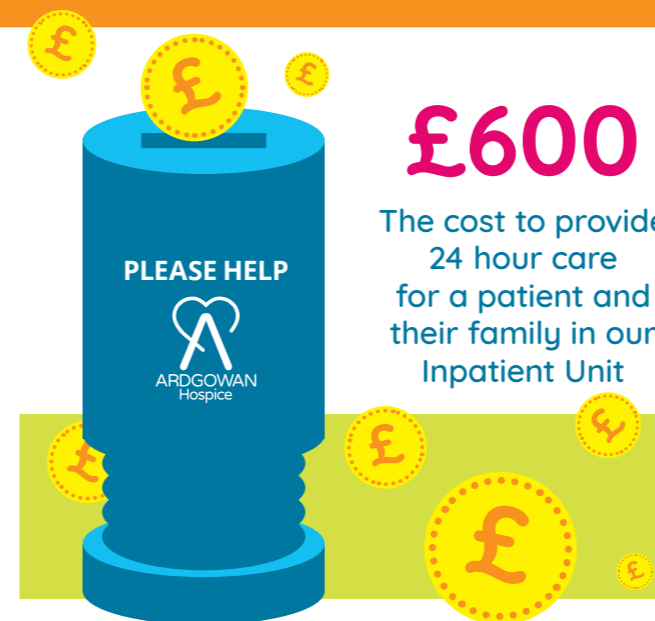
Shaun Miller, from Day services, joins retired nurse Alison Purssell at Cardwell Garden Centre's Go Yellow event for the Hospice.



Sean Gray, pictured here with his family Pamela, Lisa and Lyle, took part in the Stirling Marathon to support the Hospice.



Kevin Gill stood out from the crowd when he ran the Glen Ogle 33 mile race in memory of his dad.



Partnering with local businesses

Our corporate partners have supported us this year by sponsoring events, entered teams to take part in challenges and also organised their own workplace fundraising ideas. We are grateful for all the help from supplying products and services for free to being headline sponsors at our events.

Specsavers Greenock supported us all year and proudly sponsored the Ardgowan Hospice Masquerade Ball.



Lesley Brown and Jonathan Dry from Specsavers with Alex Mula (left) from Hospice fundraising.

"Supporting Ardgowan Hospice has been a huge focus for us for more than a year. Our team has completed a number of fundraising events including the Bubble Rush and Jingle Bell Jog. We're delighted to have raised funds in aid of a charity which is a huge support to so many in the local community." says Lesley Brown, store director at Specsavers in Greenock.



Staff from RBS Mortgage Centre present a cheque for £15,000 in 2017 and we are delighted their staff are supporting us again this year.

Thank you

We would like to thank the following grant giving organisations, trusts, foundations, councils and charities for their generous support of our work.

Big Lottery Fund

The Robertson Trust

The Ashfield Trust

The Maurits Mulder Canter Charity

The Martin Connell Charitable Trust

The Martin Charitable Trust

M V Hillhouse Trust

The J and JR Wilson Trust

DWT Cargill Fund

iHub Scotland

Inverclyde Community High Five

Children's Aid Scotland

The Hugh Stenhouse Foundation

Inverclyde Community Development Trust

SCVO

Inverclyde Council

The Iron Bridge Trust

We are also delighted that over 530 local organisations such as church congregations, schools, businesses, sports clubs, voluntary and youth groups also generated funds for the hospice.

We would also like to thank all our individual donors who support us every month or with one off payments. And our fundraisers who work tirelessly to raise funds for the hospice. Thank you all. Together we can continue to provide everyone with a life limiting illness in Inverclyde good quality services and support for them and their family.

We'd love your support!



Raise funds for us:

Come to one of our events or organise a fundraising event or do your own sponsored challenge. For inspiration visit www.ardgowanhospice.org.uk

To receive advice and help please email fundraising@ardhosp.co.uk or call us on **01475 558899**



Make a donation:

Whether you give a single gift, commit to a regular donation, donate to a specific appeal or choose to leave a gift in your will you will have a tremendous impact on the quality of life of your neighbours in Inverclyde. Sign up on our website, www.ardgowanhospice.org.uk or call us on **01475 726830**



Become a business partner:

Are you looking for a charity of the year partner with a local charity? Are you wanting to set motivational challenges for your staff? Would you like to support a valuable local cause?

If so email us on fundraising@ardhosp.co.uk



“I think many people in the community have been touched or come into contact with the hospice in one way or another, including my own family. You can see how much the community around really need it. I am really passionate about supporting the work they do. There’s a positive energy and the staff are great.”

**Martin Compston,
Actor and Ardgowan Ambassador**



“We found the training from Ardgowan invaluable. Our nursing and care staff really benefited from further training in palliative care and pain assessment and management. We have a good relationship with the hospice and this training enables us to continually improve our care.”

**Carol Chiverton, Manager,
Glenfield Care Home**



“When you are by yourself, you only have yourself. So it was good to be driven to my gruelling radiotherapy sessions from Greenock to the Beatson in Glasgow by a driver from the Patient Transport Service at Ardgowan. I had company and didn’t have to drive myself when I was tired and drained.”

**Barry Blust, Patient and now a volunteer
driver for the Patient Transport Service**

Ardgowan Hospice

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To contact our fundraising team directly: fundraising@ardhosp.co.uk

www.ardgowanhospice.org.uk

Ardgowan Hospice is a charity registered in Scotland.

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