

Quality of life is everything

.....
Annual Review 2018 - 2019



together
we care



Hello and welcome

It has been a challenging yet rewarding year at Ardgowan Hospice.

Exciting new innovations such as our Kinship Care Project and learning focussing on dementia care are helping further the reach Ardgowan Hospice has in our local community.

Compassionate Inverclyde continues to go from strength to strength in its continuing mission of making Inverclyde a Compassionate Community. With the project receiving international acclaim for its work, other communities around the world are sure to benefit from the Ardgowan Hospice funded initiative.

Butterfly, our childhood bereavement service, has seen wonderful feedback from their educational play staged at The Beacon theatre, and they are now playing a vital part in implementing a bereavement policy in Inverclyde schools.

More than ever we have to thank our inspirational volunteers and supporters who have provided immeasurable support to the dedicated staff at Ardgowan Hospice during this year.

I would like to close by thanking you all for the continuing trust and belief you hold in Ardgowan Hospice.

Keith A J McKellar

Chair, Board of Trustees

It has been another full year in the life of Ardgowan Hospice. It's a year when we have undertaken exciting new projects to better meet the needs of the people of Inverclyde. Some of these are detailed in this review which has seen us reaching out to a wider group of people who can benefit from our support and making new partnerships to do this.

It has also been a year when we have worked hard to reduce our operating costs and to increase our income to offset these. I remain in awe of our wonderful community and the many, various, creative things that individuals, families and groups do to raise funds for us.

Some of these such as the Kiltwalk are reported on here. We are also very grateful to the HSCP for their generosity and to the trust and grant making bodies who contribute significantly throughout the year making our high-quality care possible. We are indebted to our fundraising team who continue to out-perform our expectations, bringing in almost two-thirds of the income we need each year to continue to ensure that an increasing number of people each year are cared for by Ardgowan Hospice.

It's a joy and privilege to work alongside our wonderful team of staff and volunteers who every day make a difference, their presence, compassion, innovation and resilience fill the pages of this review which I hope you enjoy reading.

Linda McEnhill

Chief Executive, Ardgowan Hospice

Kiltwalk 2019

The 2019 edition of the Glasgow Kiltwalk was our most successful yet.

The April event saw walker numbers for Ardgowan Hospice **double!**

For the first time we offered walkers for Ardgowan free places at the event in return for an agreed upon minimum sponsorship.

Our walkers rose to the challenge and smashed their targets, raising almost **£10,000!**

People (and one dog) of all ages and abilities took on the challenge, rubbing shoulders with fellow fundraisers for other charities along with local celebrities.

The Mighty Stride: 23 miles
The Big Stroll: 15 Miles
The Wee Wander: 6 Miles

The Hunter Foundation tops up your donation by 40% meaning 140% of your fundraising goes to charity!

Thank you to our walkers and their sponsors for making 2019's event so successful!

Congratulations to Nadia Ucci, one of our fantastic fundraisers, who **won a brand new Kia Rio** courtesy of Arnold Clark, Platinum Sponsors of The Kiltwalk! We're over the moon that one of our very own walkers won!



2020 entries are now open
Register with fundraising@ardhosp.co.uk





The Impact We Make

The following spread details just some of the ways we have impacted our community in Inverclyde, ranging from our free-of-charge Patient Transport Service to the number of patients we have supported.

1190+

individual patients and their families supported by Ardgowan Hospice

350

complementary therapy attendances

300

post bereavement counselling sessions

171
patients seen at clinics

1140

Home Visits by Ardgowan Community Nurse Specialists & Health Care Assistants





**Distance Travelled By
our award winning
Volunteer Patient Drivers**

158 Individuals used the transport service 18/19

98% satisfaction rating

"Wonderful service. Could not have attended treatment without it."

**Ardgowan Hospice Community Clinical Nurse
Specialists (ACNS) made and received nearly
4000 calls to patients and their families, providing
essential support.**

Since March 2019, the Kith & Kin Project has supported

Twenty
Kinship Carers

Eight
Young People





Compassionate Inverclyde

It has been a successful year for Ardgowan Hospice's Compassionate Inverclyde initiative, with the team winning many awards for their caring work in our community. Recently the local HSCP kindly agreed to help fund the project along with Ardgowan Hospice, helping CI continue to develop its important work in Inverclyde. Here is how this funding helps make Inverclyde a compassionate community:

No One Dies Alone

Providing support to those in their last hours who do not have family or friends available to be with them during this time.

- 67 patients/families supported
- Provided support in 15 separate locations
- Provided 2670 hours of support
- 79 active NODA companions at present

Back Home Boxes

Boxes containing bread and other provisions are gifted to anyone being discharged from Inverclyde Royal Hospital, regardless of age or need, who live alone. This allows recipients to concentrate on recovery over worrying about shopping.

- 2562 boxes given out
- Easter gift given to each person in IRH
- Competition with local school children to design a kindness tree which will become the Compassionate Inverclyde card
- 45 active BHB Helpers

Back Home Visitors

The scheme is based on neighbourliness where a visitor will visit a socially isolated person over 80 who lives alone, building friendships/relationships. This idea is based on the statistics from the Back Home Boxes that the biggest majority of the boxes are given to people over 80 who live alone.

- Supporting 24 elderly people (since April 2019)
- 18 active Back Home Visitors

Palliative Care Companions

Volunteer support for people who want to die at home. An initial meeting with ACNS nurses within Ardgowan Hospice took place in May 2018 to develop and enable ordinary people to help support a patient and family who wish to care for their loved one at home. This support works alongside family & health care professionals and offers practical services which can be achieved with members of our community.

- 6 patients/families supported
- 12 active Palliative Care Companions
- Help has included walking a patients dog, sitting with a patient to provide respite for families, visiting family members for support, and cutting the grass.



Compassionate Inverclyde Support Hub

A volunteer led support hub started on 29th May 2018 in St John's Episcopal church hall in Greenock. The hub is a meeting place for anyone with loneliness, social isolation, bereavement, etc. Coffee and cake is available. This is run by Back Home Box helpers and supports 30-40 people on a weekly basis.

Singing Group established

A singing group has been established for people who are isolated and lonely and like to sing. There is no need to be able to sing to any standard other than liking to sing. The group will help reduce isolation and improve well-being through music and singing together.

Kinship Care

The Kith & Kin Project has supported 20 kinship carers and 8 children & young people in Inverclyde since March 2019.

We offer advice and guidance through monthly drop-ins with social work, awareness sessions and one-to-one help. We have also developed a kinship loss and change programme for 8-12 year olds and offered Kinship Kickabout football sessions with our partners at Morton in the Community.

We are enjoying creating kinship resources with our teenage focus group to raise awareness in our local community and our young people are excited to also be involved in shaping a new bereavement policy for Inverclyde schools.

Dementia End of Life Care at Home: Bereavement and Loss

Stemming from an exciting partnership between Hope for Home, Ardgowan Hospice and Campbell Snowdon Care Home, a day long conference was organised, bringing together opinion leaders, academics, clinical practitioners, community development experts and family carers to discuss dementia and end of life care.

The conference took place at the Broomhill Gardens in Greenock and was a tremendous opportunity for the assembled to learn, explore and share new ideas and exchange views.

Namaste Training

The training day was a great success with 15 Ardgowan staff, 9 Campbell Snowdon NHS staff and 6 St Columba Hospice staff among the attendees. Namaste is a multi-dimensional structured programme developed in the USA which integrates compassionate nursing care with individualised activities for people with advanced dementia.

The training was beneficial in extending the skills of our Dementia Champions.

Archie the Aardvark

Archie is our new mascot, you can learn more about how he helps the hospice by turning to page 14.



I'm Archie!

Innovation

is one of Ardgowan Hospice's key growth areas, helping to expand and improve upon the way we fundraise, learn and care in our community.

Fundraising in the Digital World

With the world going increasingly digital, it's important that supporters are able to help the hospice quickly and easily through their smart phones and laptops. Here are just two examples of our fundraising teams electronic efforts.

Facebook Fundraising

We have recently joined Facebook's fundraising platform. The service allows Facebook users to create fundraising pages, similar to JustGiving, within Facebook itself rather than having to go to an external webpage.

Friends and strangers alike can then donate to these pages which are set up primarily for birthdays, but also for challenges.

The programme saw over **£2,000** of donations within the first 3 months following a soft launch!

Donr

Donr is a text to donate platform used by over 1,000 charities to fundraise for their cause.

We set up campaign names, share the message on our promotional materials, and kind donors are just one simple text away from making a one off donation.

For example you can text Review to 70085 to donate £3 today! *

Users can also opt into future contact and have the option to become regular donors to Ardgowan.

We have other exciting digital fundraising ideas up our sleeves, so be sure to keep a close eye on facebook.com/ardgowanhospice.

*This costs £3 plus a std rate msg. Alternatively, you can opt to give any whole amount up to £20 by texting Review and any whole number to 70085.

Volunteers

are the lifeblood of Ardgowan Hospice. We have over **300** wonderful individuals who donate their time, experience and skills to Ardgowan.

Every volunteer has a different reason for this valuable gift, just as every volunteer brings their own unique life experiences and voice to their chosen role within the organisation.

The time given to Ardgowan Hospice is roughly 800 hours* per week (which could equate to a weekly saving of at least £6,200+) and is distributed throughout a broad range of services.

Let's learn a little more about these areas, and the incredible people who help.

**Volunteer hours may vary depending on service, time, need and availability*

Joe Kelly Voluntary Gardener



Visitors to Ardgowan Hospice often comment on our hanging baskets and planters. We even find passers-by, particularly tourists from visiting Cruise Ships to Greenock, stopping to photograph the front of our In-Patient Unit.

The beautiful displays are courtesy of Joe Kelly who stops by to water, replace and arrange the flowers that brighten up our entrance way and make the exterior of Ardgowan Hospice as welcoming and homely as the care patients receive inside.

Joe recently won 'Best Baskets & Tubs' and was nominated for the 'Community and Commercial' at GardenFest 2019!

Neil Campbell Voluntary Patient Driver

Neil has been a member of our award winning Patient Transport service for 6 years. He dedicates his free time to helping patients get to and from hospital appointments in the Glasgow area for vital treatments.

He likes to hear everyone's stories as he plays his part in the 70,000+ miles our patient transport team cover annually.



Kenny Paton Voluntary Admin Support



"I volunteer to give something back (which can NEVER be enough) for all that the hospice is and does.

I carry out general duties in the Finance department (the team are great!). It's fun, the full-time staff make you feel valued. It may appear to be "not very much" but it makes a difference, and it is all to do with support.

My father (who worked for the Greenock & District Health Boards) died of cancer in 1977 - there had to be a better way of dying. A very close friend (a mother of a 4 year old daughter) died in the hospice - the IPU staff were magnificent."

Caroline Caniffi
Voluntary Receptionist



"I volunteer because I'm partially retired and have more free time. I wanted to give some of that time to help others and also to do something new which would give me contact with people and keep the old grey matter going with some mental stimulation. I enjoy helping others and meeting new people - the home baking is world class too!"

"It was important to me to give some time to the hospice in gratitude for the wonderful care and support the whole team provided for my mum, and for other family members. I am wholeheartedly grateful.

I find being a part of that team very rewarding and I really enjoy my time as a volunteer.

I am delighted to offer a little bit of my time. I would ask others to become involved too. The feelings when being active within a very important asset, which looks after the very vulnerable in our local community, is immense."

Rhonda Hagan
Voluntary Receptionist



Patricia Moore
Voluntary Admin/Hospitality Assistant



"Hi, my name is Patricia and I am a 67 year old retiree.

Since retiring, I have worked in the Hospice movement for 7 years, 2 of which have been in Ardgowan Hospice.

I currently spend 8 hours per week across 2 days volunteering in Administration and Hospitality.

I enjoy interacting with others and working as part of a team. Volunteers at Ardgowan Hospice are always made to feel appreciated and welcomed.

Volunteering is a great way to meet new people and to support your local Hospice. Volunteers are one of the greatest assets at Ardgowan Hospice.

Different reasons for volunteering may include having a connection with the hospice through a family member or friend, having a desire to give something back to the community or a way to enhance a C.V. Many more young people (over 16 years) are now volunteering.

Whether you can commit to a few hours or a day a week, there really is a role for everyone."



Barbara Hasler
Voluntary Admin Support

"I have been a volunteer for nearly two years doing admin support for the Bereavement counsellor.

I wanted to use my skills in a positive way by helping the organisation and I feel that I make a useful contribution to the workplace."

Corporate Support

We also enjoy the support of local businesses. We frequently host teams from EE, DWP & River Clyde Homes, to name a few, who opt to use their voluntary days at Ardgowan Hospice - from painting to retail work, they have been a huge help to the hospice!

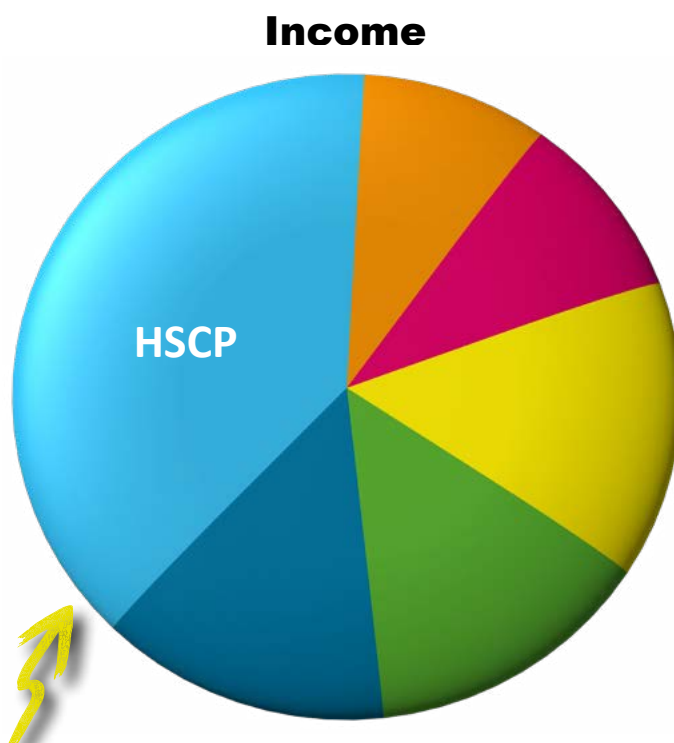


Our funding and spending

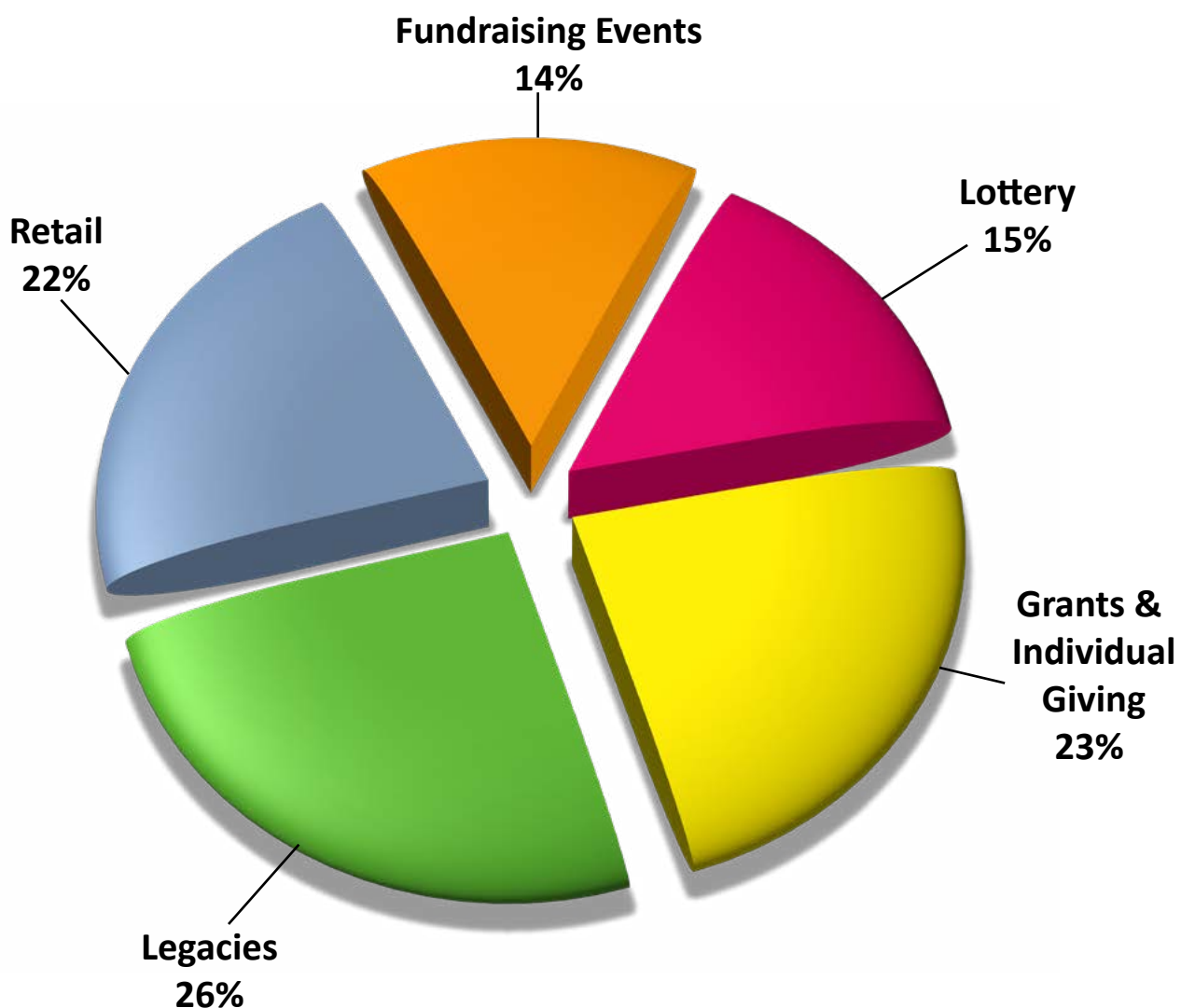
Ardgowan Hospice received a contribution from Inverclyde Health and Social Care Partnership (HSCP) to support its annual running costs.

The remainder of the funds in 2018/19 were 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.

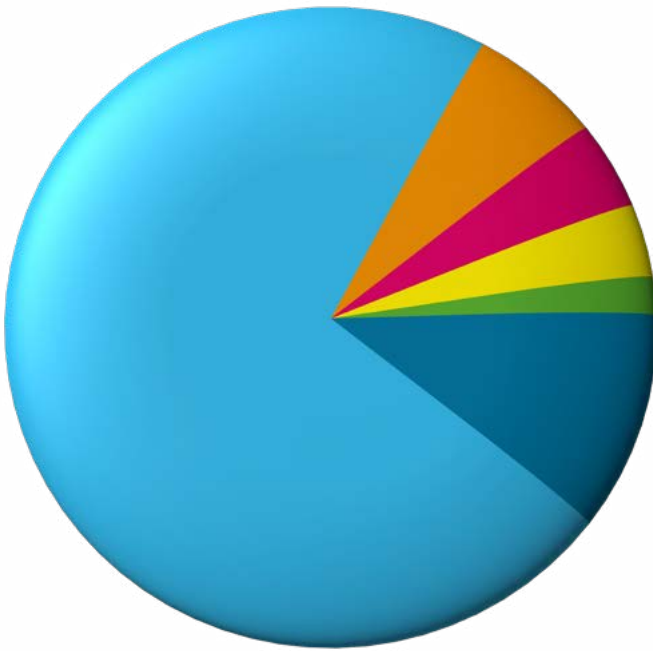
The following charts illustrate the total income and expenditure for the 2018/19 financial year.



The Inverclyde HSCP provides a significant portion of our running costs
Here's how the rest of our income is generated



Expenses



More information?

You can find fully detailed financial reports within our **Annual Accounts 2018/19** publication.

Please contact Ardgowan Hospice via the details on the rear of this publication to request a copy, or visit

**[ardgowanhospice.org.uk/
ardgowan-hospice-publications](http://ardgowanhospice.org.uk/ardgowan-hospice-publications)**

Hospice Services/Support

72%

Fundraising costs to raise more income

7%

Lottery

4%

Operational Costs

4%

Commercial Operations

11%

Governance Cost

2%

Fundraising



Lawrence Gemmell and Robert Mitchell were on top of the world when they climbed to the Mount Everest Base Camp to raise funds for Ardgowan Hospice.

The pair took on the trek in memory of Lawrence's wife, Carolann, and raised **£7,500** in the process.

They left stones with Carolann's name along with those of Lawrence's grandchildren before flying the flag for Ferguson Marine who helped with their fundraising efforts.

This is the second high altitude fundraiser for the pair after previously tackling Mount Kilimanjaro!

We had the very special honour of being included in one of the most important days in a local couples lives.

Ross and Gail opted not to receive wedding gifts and instead asked for donations to be made to Ardgowan Hospice in memory of Ross's grandfather, Ian McPhail.

The selfless act has raised over **£4,500** to date and has inspired another two kind couples to follow in their footsteps!



Ross and Gail wedding image via
Dom Martin | www.dommartin.co.uk

It's been a tremendous year so far for hospice events.

Since the previous Review we've had Martin Compston's fundraising concert featuring Example and GBX (right), the Ardgowan Hospice Ball, Ladies Day (below) and Girls' Night Out.

Not only do these events help raise important funds for Ardgowan Hospice, they're also an opportunity for us to engage with our supporters out-with the hospice itself.



The sky was the limit for these high-flying fundraisers who took on a skydive for Ardgowan.

Ross Callaghan, Ian Hendry, James Hamilton, Donald Morgan and Sandra Brady made the leap at 10,000ft as they have all been impacted by Ardgowan Hospice's care.

The fearless five-some raised over **£7,000** through sponsorship, including funds raised during a charity night they organised.



Ardgowan staff aren't afraid to lace up their shoes and get involved in a challenge! The team raised over **£400** by taking on the Ninja Warrior inspired 15k Rough Runner event.

Ian made the jump in memory of his dear wife, Anne, and wore a hospice t-shirt during his skydive (below - search "Ardgowan Hospice skydive" on YouTube to see their videos).



Archie the Aardvark

meet our mascot



Archie the Aardvark is Ardgowan Hospice's new mascot.

One of Archie's main roles will be to serve as an ambassador for Ardgowan at external fundraising events where he'll be a recognisable face in the crowd.

His first official event was Bubble Rush 2019, where our young supporters immediately gravitated over to him for photographs.

After this success, Archie started visiting schools to collect cheques and thank donors during school hosted fundraisers. Again he proved to be a hit and appeared in various press stories surrounded by new friends.

It's not all about fundraising for Archie though.

He'll visit school education events such as World of Work week, when young people learn about various career opportunities, and encourage young people to join in and engage with hospice staff.

Recently he joined in with the Kinship Kickabout (see Page 7) held at Greenock Morton Football Club's homeground, Cappielow!

Did you know?

Our Facebook followers voted for "Archie" as our mascots name in a poll just hours before the Royal Baby was named!



Archie ready to show off his skills at Cappielow



Archie the Aardvark coin cards are now available. These fun fundraising tools are an engaging and economical way for people to donate to Ardgowan. By putting a spare £1 in the coin holes over a period of time, supporters will eventually raise £10 for Ardgowan Hospice. Cards are available at our reception.

Thank You

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

Amazon

Barcapel Foundation

D W T Cargill Fund

Hermia Community Energy

Inverclyde Council

Lord MacLay

M V Hillhouse Trust

Miss I F Harvey Charitable Trust

Strathclyde Partnership for Transport

The Glendoune Charitable Trust

The J & J R Wilson Trust

The John Kemp Charitable Trust

The Martin Charitable Trust

The Martin Connell Charitable Trust

The Maurits Mulder Canter Charity

The Robertson Trust

We are delighted that over **500** local organisations such as church congregations, schools, businesses, sports clubs, voluntary and youth groups also generated funds for the hospice. And of course we want to thank our individual donors for their valuable ongoing trust, support and commitment to our mission: **#TogetherWeCare**

Receiving a grant of **£22,500** from Strathclyde Partnership for Transport
Picture used with thanks to George Munro, Greenock Telegraph



*From period 31st July 2018- 30th March 2019

Your support means the world

Raise funds for us:

Come to a hospice event, take part in a sponsored challenge, host a fundraising event in school, college, work or home. Your imagination is the limit!

Make a donation:

Whether you give a single gift, commit to 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 in your, and our, community.

Get your business involved!

Are you looking for a charity of the year partner? From payroll giving through to staff volunteer days, from buying an advert in a programme to taking part in a challenge, your business can support Ardgowan in so many different ways. Contact fundraising to discuss how your business can get involved with Ardgowan.

t: 01475 726830

e: info@ardhosp.co.uk

e: fundraising@ardhosp.co.uk

www.ardgowanhospice.org.uk

Keep in touch

 **@ArdgowanHospice**

 **@ArdgowanHospice**

 **@Ardgowan_Hospice**