

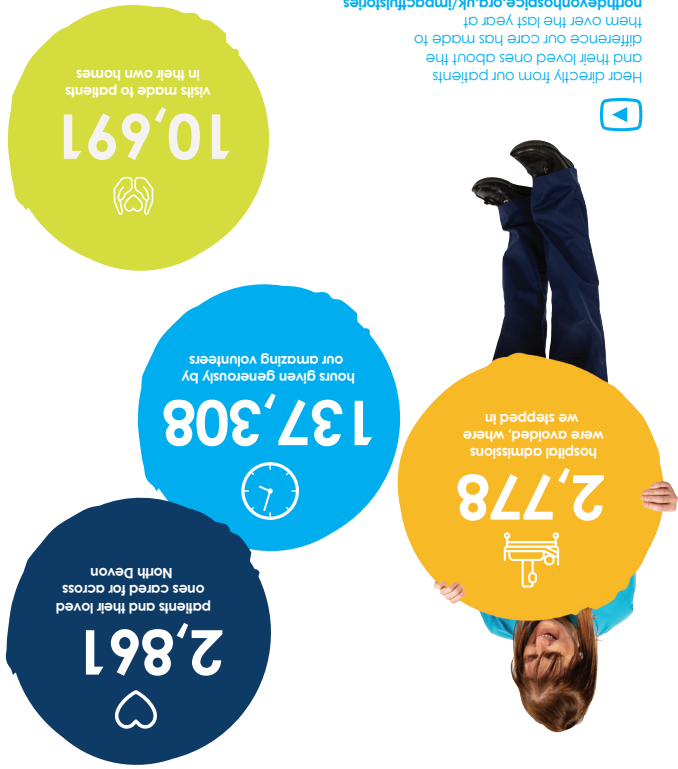
Our highlights last year...

- 1 We introduced new hospice nursing posts based within North Devon District Hospital
- 2 Received an 'outstanding' rating by the CQC for our patient care
- 3 Won a national 'innovation in income generation' award for the launch of our bespoke North Devon Monopoly board

Priorities next year...

- 1 Launch our new 5 year strategy
- 2 Ensure we have future financial sustainability in the face of increased local competition
- 3 Increase support to non-cancer patients

Our impact last year...



What we do

Over the last 35 years since 1984, we've been providing care to patients and their loved ones from across North Devon who are facing a life limiting illness.

Our services are run from our main hospice building in Barnstaple as well as from The Long House outreach centre in Holsworthy. Most of the care we provide is given in our patients' homes.

We run a hospice to home service, a 24 hour bedded unit with 7 bedrooms; we offer a supportive care service and have a team of community clinical nurse specialists who make an amazing difference across the whole of North Devon.

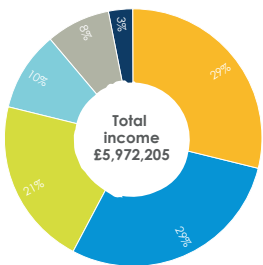
Myth busting

- 1 Our nurses are not funded by Macmillan
- 2 We don't just care for patients with cancer. We also care for people facing MND, COPD or heart/kidney failure
- 3 With the majority of people wanting to die in their own homes, this is where the majority of our care is given. Not just at the hospice

It's not pie in the sky...

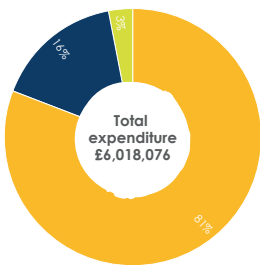
In 2018/19, for every £1 we raised, over 81p was spent directly on patient care.

Where our income came from in 2018/19



- Fundraising
- NHS Devon
- Legacies
- Lottery
- Shops
- Investments and other

Where our money was spent in 2018/19



- Care
- Income Generation
- Education

This financial summary is based on the statutory accounts for the year ending 31 March 2019, audited by PKF Francis Clark.

We're grateful to the many people who have supported us over our 35 years, whether financially or through giving time as a member of staff, volunteer or trustee. Thank you on behalf of our patients and their loved ones for helping to ensure that those people facing a life limiting illness across North Devon are getting the support they need.

♥ A special thank you to all of our 550 volunteers for donating your time over this last year. Without your support we simply wouldn't be able to provide the wide range of care and support without you.

Want to know more?

To find out more about the services we run, where your nearest charity shop is or to find out about working and volunteering opportunities at North Devon Hospice contact us:

01271 344248
info@northdevonhospice.org.uk
northdevonhospice.org.uk

North Devon Hospice, Deer Park, Barnstaple, EX32 0HU

Registered charity number 286554



Our impact 2018-2019



"The hospice is amazing. There's nothing that's too much for them. They've really helped me with the intense pain I've been experiencing"

Vicky, 24, pictured with Jane, our Bedded Unit nurse

being there for all the family

northdevonhospice.org.uk

Our services - a year of progress 2018/19

Clinical Nurse Specialists

Our team of clinical nurse specialists support patients and their families in their own homes offering care and support to them as they go through their illness. They can provide pain and symptom control, emotional and spiritual support, practical support, liaison with other health providers to ensure joined up care.



51,701

miles travelled to visit our patients last year



Julie from Barnstaple: I think if the hospice wasn't here and we didn't have someone wonderful like our CNS nurse Lin, you would feel, whether you liked it or not, you were a little bit on your own. Because I go to chemo every 3 weeks, it's been so important having that extra person, that extra layer that is the comfort and emotional support in your own home which we value so much."

Supportive Care

We continually review our supportive services to ensure we adapt to the needs of the people we support and the community. Recognising that every person is unique and has different needs is integral to the ethos of our support.



5,966

people attended counselling sessions last year



Steve from Barnstaple: There's got to be other men in my position in North Devon, who are struggling like I was, who are not allowing someone to help them. I will definitely be asking for bereavement support for myself. I will be crying for help, and someone will be there to help me. Because I'm not going to allow myself to curl up into a ball and to not try and live after this. And I know the hospice will be a big part of that."

A snapshot in time: here's how our teams are responding at 2.35pm on 1st September this year



Bedded Unit

We provide a specialist palliative care in-patient service for adults with complex problems associated with advanced progressive illnesses, caring for patients who have complex end of life care needs and require treatment for pain management or other symptoms 24 hours a day.



98

patients cared for on the Bedded Unit last year



Natasha from Hartland: The impact the hospice makes is just unbelievable. I can't explain it. For someone's life to end the way my husband Dan's did was absolutely beautiful, you couldn't have written it down. The work the hospice does, it's amazing. I would have dreaded to be at hospital during the end. There's nothing in this world that I can do to repay the hospice for their support."

Hospice to Home

Our rapid response 'Hospice to Home' service provides assistance for those who need more hands-on care and support towards the end of life. We offer personal care, practical help, psychological support and symptom control.



13,527

hours were spent in patients homes last year



Josie from Northam: The Hospice to Home team come in twice a day to care for Jill, but they are great with everybody, not just the person being cared for. They are such a big help, always going above and beyond. It's made the biggest difference to our lives. They answer all our questions and make us feel really supported. I don't know how we would get by without them at this point. They are wonderful."

Thank you to our volunteers who showed incredible support last year, leading our hospice

Patron: Countess of Arran **Vice Presidents:** Keith Abraham, John Brend, Geoffrey Cox QC MP, Gavyn Davies OBE, Sir Nick Harvey, Phillip Jewell, Ron Ley, David Morgan, Mark Parkhouse DL, John Riley, The Hon. John Rous DL, Lady Stucley, David Whiteley
Trustees: Sharon Bates (Vice Chair), Mary Brooks, Dave Cottingham, Kate Cox, Alison Dyer, Mike Ford, Matt Jones, Perry Mears, Tom Parkin, Zara Svensson, Dr Annabelle Tree, Teresa Turner (Treasurer), Kevin Underwood (Chair), Rob Withecombe, Doreen Woodrow