

## During 2017/18 ...

### Tuvertafel

We obtained two grants to purchase Tuvertafel (Magic Table). Developed for people in the moderate to severe stages of dementia, it also provides distraction and stimulation to patients without dementia. The interactive games stimulate physical and cognitive activity and encourage social interaction. It is portable and can be mounted in different service areas, including the Inpatient Unit, Day Hospice/Day Care, Children's Counselling Room and the Education Suite.



### Bistro/Café

Following extensive kitchen refurbishment works, a new Bistro/Café was opened at the beginning of March 2018 with extended opening hours from 8 am to 6 pm, seven days a week. The menu was expanded to include a varied selection of home cooked meals, breakfast options, paninis, jacket potatoes, salads and cakes alongside healthy smoothies, milkshakes and 'bean to cup' speciality coffees. The Bistro/Café is open to the public and has proved extremely popular.



### Gardens

A grant was awarded to improve the grounds for patients and visitors. A new 'guard of honour' style walkway has improved pedestrian access and a new brick boundary wall and fencing has added privacy in the Inpatient gardens. The under-used front garden has been landscaped to include a walkway, bandstand, water feature and scented beds. Much needed additional patient and visitor car parking has been completed adjacent to the Holistic Wellbeing Centre.



### New Bedrooms

The Hospice received private funding for the conversion of two additional bedrooms which allowed the Hospice to increase its bed capacity from 16 to 18 beds (8 specialist symptom management, 9 long term nursing and 1 respite). A wider variety of inpatient services allows the Hospice to have an extended referral criteria and support more patients in the local communities of Hartlepool & East Durham.



## Alice House Hospice Annual Review 2017/2018

*Dignity, Respect, Support and Care*

Hartlepool Hospice Ltd is known locally as Alice House Hospice and formerly Hartlepool & District Hospice  
Registered Company Number: 1525658 | Registered Charity Number: 510824  
Registered Office: Alice House, Wells Avenue, Hartlepool, TS24 9DA



## Welcome



Thank you for attending our AGM, I hope you enjoy the evening.

The financial year 2017/18 was packed full of exciting opportunities to develop new services for the Hospice and its beneficiaries wherever they wish to be cared for and we are still working on bringing some of these to fruition.

We have only been able to consider increasing our services due to the continued support from our donors and communities in all of our income generating activities. Whilst we have received some large donations from committed individuals to support our refurbishment plans and we are so grateful for this level of support, it is the small donations and purchases through our retail shops and fundraising that really give us the sustainability to run our services.

Lottery and committed giving, even if it is one or two pounds a week, really makes a significant difference to our long term viability and several lucky people have had big wins on our rollover which is always a bonus at special times of the year such as Christmas.

We are so grateful to the Corporate Partners that support us and want to assure them that they are making a real difference to their communities.

I would like to extend a huge thank you to each and every volunteer, without you we could not do what we do. You are very special people indeed.

*Tracy Woodall*

## Trustees & Management

<b>Chair:</b>	Ray Priestman
<b>Vice Chair:</b>	Lorna Jones
<b>Treasurer:</b>	Joanne Regan
<b>Trustees:</b>	Robin Armstrong
	Thomas Chacko
	Annaliese Barber
	Tim Blades (resigned 25/05/17)
	Derek Stephens (resigned 18/09/17)
	Paul Jones-King
	Karen Martin
	Karen Gillespie (resigned 08/09/17)



<b>Chief Executive:</b>	Tracy Woodall	
<b>Senior Management Team:</b>	Sandra Britten	Deputy Chief Executive
	Anne Chalmers	Director of Finance
	Nicola Haggan	Senior Manager Corporate Services
	Karen Witherley	Senior Manager Retail
	Julie Hildreth	Senior Manager Fundraising
	Rebecca Jobson	Senior Manager Fundraising
	(from 17/07/17) Karen Gibson	Senior Manager Clinical Services

## Our Care Activity

During the financial year 2017/18 Alice House Hospice made a vital difference to local people by providing the following care services:

167 referrals to our Inpatient Unit, providing 2,070 bed days to patients for symptom control and end of life care;

25 referrals to our Long Term Care Unit, providing 2,084 bed days to patients with Continuing Healthcare needs;

28 admissions for our Respite Care, providing 274 bed days in our Inpatient Unit and offering a chance for carers and patients to take a break;

699 attendances booked for our Day Hospice, where people living in the community with a life limiting illness can access specialist medical care, maximise wellbeing and get their symptoms under control;

1,460 attendances booked for our Day Care, where people living in the community can access support with their social care needs in a relaxed, friendly environment in our purpose built Holistic Wellbeing Centre;

7,321 individual Homecare visits bringing Hospice quality care to people in their own homes;

Assisting adults, young people and children coping with the loss of a loved one through our Community Bereavement Service. Support included 208 referrals with 1,037 individual counselling sessions and 29 support group meetings.

Answering 109 calls to the Hospice Helpline, which is designed to support people affected by a life limiting illness as well as health professionals;

502 Complementary Therapy sessions, aimed at maximising the wellbeing of the people who use our services.

## Financial Summary

### Our running costs for

<b>2017/18 were:</b>	£ 3,305,908
Care activities	£ 2,566,316
Fundraising	£ 739,592

### Our income for

<b>2017/18 was:</b>	£ 3,399,743
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Voluntary gifts	£ 616,462
Events, campaigns, sales	£ 256,625
Charity shops and merchandise	£ 538,864
Lottery	£ 313,814
Legacies	£ 293,292
Grants	£ 177,066
Public authorities	£1,203,620

The information above is provided to show details of income and expenditure in the year, it does not represent the statutory financial statements but a summary of the information extracted from the statutory financial statements. The summary may not contain sufficient information to allow for a full understanding of the financial affairs of the Charity. For further information the full financial statements and the Auditors' Report on these financial statements should be consulted. For a copy of the statutory financial statements please contact the Chief Executive on 01429 855555.

An audit of the full accounts has taken place and the Auditors' Report gave an unqualified opinion. The annual report and financial statements will be submitted to Companies House and the Charity Commission in the near future.

*Ray Priestman*

Signed on behalf of  
the Trustees on 20/09/2018