



**Alice House Hospice**  
Serving the communities of  
Hartlepool & East Durham

# Alice House Hospice

## Annual Review 2019/2020

*Dignity, Respect, Support and Care*

### Trustees & Management

- Chair:** Ray Priestman
- Vice Chair:** Lorna Jones
- Treasurer:** Joanne Regan
- Trustees:** Thomas Chacko
- Robin Armstrong
- Karen Martin
- Jim Ainslie
- Clive Shotton
- Annaliese Barber
- Paul Jones-King
- Ruby Marshall



- Chief Executive:** Tracy Woodall
- Senior Management:** Sandra Britten Deputy Chief Executive/Director of Information Governance
- Nicola Haggan Deputy Chief Executive/Corporate Services Senior Manager
- Karen Witherley Retail Senior Manager
- Julie Hildreth Fundraising Senior Manager
- Karen Gibson Clinical Services Senior Manager
- Greg Hildreth Communications Senior Manager
- Judith Spooner Finance Senior Manager

# Our Care Activity

During the financial year 2019/20 Alice House Hospice made a vital difference to local people by providing the following care services:

224 referrals to our Inpatient Unit, providing 1,966 bed days to patients for symptom control and end of life care;

57 referrals to our Long Term Care Unit, providing 2,491 bed days to patients with Continuing Healthcare needs;

23 admissions for our Respite Care, providing 229 bed days in our Inpatient Unit and offering a chance for carers and patients to take a break;

322 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;

330 attendances booked for our Social 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;

7,745 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 310 referrals with 1,401 individual counselling sessions.

Answering 99 calls to the Hospice Helpline, which is designed to support people affected by a life-limiting illness as well as health professionals;

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

# Financial Summary


<b>Our running costs for 2019/20 were:</b>	£3,587,633
Care activities	£2,894,208
Fundraising	£693,425

<b>Our income for 2019/20 was:</b>	£3,599,431
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Voluntary gifts	£711,611
Events, campaigns, sales	£159,081
Charity shops and merchandise	£537,887
Lottery	£277,921
Legacies	£274,758
Grants	£279,246
Charitable activities	£1,358,927

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.

  
Signed by Ray Priestman,  
Chair of Trustees on 26/09/2020