

Impact Report

Our impact in 2022-23



Florence
Nightingale
HOSPICE CHARITY



A message from our CEO

Welcome to the Impact Report for our Charity. We work in partnership with Florence Nightingale Hospice, part of Buckinghamshire Healthcare NHS Trust, and commission essential hospice services from them. We hope that this Report gives a flavour of our progress and ambitions for the Charity and for the future of hospice care across Buckinghamshire and its borders.

Last year, the Hospice's senior management team and Charity reviewed how services were operating after the worst of the Covid-19 pandemic had passed. Some areas needed more staff to cope with the demand for care. In response, the Charity commissioned two more Clinical Nurse Specialists for the FNH@Home team, an additional nurse for the Lymphoedema service, a Therapy Support Worker and additional Occupational Therapy hours.

Our Trustees also felt that it was a good time to review the Charity's strategy, the drivers being:

- greater demand for hospice care from a growing and ageing population,
- patients having more complex needs (perhaps caused by having more than one chronic condition or experiencing late diagnoses during the pandemic period),
- greater need for bereavement support following the pandemic,
- the NHS and its workforce facing extreme stresses,
- some groups being under-represented amongst hospice patients.

We have re-set our vision as enabling the **best hospice care for everyone in Buckinghamshire and borders who needs it - wherever and whenever they need it**. We will do this by proactively commissioning comprehensive and high-quality care for local people with life-limiting illness. The approach is holistic and includes support for patients' families and carers. Our mission follows the ethos of the Hospice movement, to help families make the most of every day. Overall, the approach is to actively influence excellent hospice care in the local area. We have recruited a project manager to help research the need for and then co-create new palliative and end-of-life services with our partners at Florence Nightingale Hospice to meet the changing needs of our local communities.

Our Charity/Hospice partnership could not function and look to the future with ambition without the amazing generosity of our donors. We must generate sustainable funding to meet the cost of our current commitments and the predicted growth in services and innovative projects. The current economic context is challenging for all – patients and families, the Charity's operations and the community from which we raise funds. This has impacted our income generation activities but our strategy of diversifying our fundraising activities over the past few years is reducing the risk to income. Our stylish charity shops are thriving with generous donations of items from supporters and customers motivated by sustainable preloved shopping. We have added three new shops in south Buckinghamshire over the past year and the acquisition of new sites is continuing.

We couldn't support all the patients and families who need us without our people: the expert and compassionate Hospice team and my own dedicated staff at the Charity. We have been delighted that our objective to recruit and retain more volunteers to support the Hospice and Charity has been a resounding success and I offer a personal thanks for their massive contribution.

Autumn 2024 marks the 35th anniversary of Florence Nightingale Hospice welcoming its first patient. We look forward to marking this anniversary with the community and thank you for your support.

Jo Turner

Jo Turner
Chief Executive Officer



Our Strategy

Our Vision

To ensure the best hospice care for everyone in Buckinghamshire and borders who needs it - wherever and whenever they need it.

Our Mission

Florence Nightingale Hospice Charity is committed to commissioning comprehensive and high-quality care for local people with life-limiting illness wherever and whenever they need it. We will support their loved ones and carers through the toughest of times. We will help families make the most of every day they have together.

Our Values

Everything we do is underpinned by our values

- Professional
- Ambitious
- Community
- Team

Our Strategic Aims

To be an effective commissioner of hospice services from, and co-creator with, Florence Nightingale Hospice and other partners.

To generate sustainable funding for the increasing number of people needing hospice care locally.

To educate and raise awareness of excellent hospice care.

Our Services

All our services are provided free of charge to all adults living with and affected by a life-limiting illness in Buckinghamshire and its borders.

- Bereavement Service
- Lymphoedema Clinic
- Community Nursing Team
- Day Hospice

- Inpatient Unit
- FNH@Home
- Therapies

We also commission the Florrie's Children's Respite Team.



The impact of our services 2022-23

We are committed to developing hospice care services across Buckinghamshire and its borders – ensuring that everyone who could benefit from our care is able to access it, wherever and whenever they need it.



Inpatient Care

Florence Nightingale Hospice is the only Inpatient Hospice Unit in the Buckinghamshire council area, situated within the grounds of Stoke Mandeville Hospital in Aylesbury.

The experienced palliative care team provide the highest-quality individual care in a calm and welcoming environment, for patients who need symptom or pain control, rehabilitation or end-of-life care.



Community Care

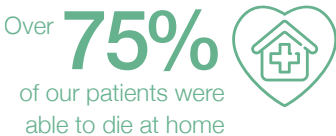
Increasing numbers of patients want to receive care in their own homes and the Hospice's Community Nursing Teams do just that, across Buckinghamshire and its borders.

The team see people at different stages of their illness, from newly diagnosed to end-of-life care.

Last year we agreed to expand the team with the addition of two new Clinical Nurse Specialists who are now in role.

Wellbeing

Central to the ethos of hospice care is holistic, individual care. We commission services and roles which enable patients to make the most of their time with friends and family and to support them emotionally and spiritually.



Our Day Hospice services offers a sociable environment for those living independently with their illness. Our Lymphoedema Clinic and Therapist teams offer treatment, equipment and exercises to maintain patients' individual quality of life as their illness progresses. And our Bereavement team offer support to those coming to terms with their diagnosis.

60 Day Hospice patients

275 Lymphoedema patients

85 occupational therapy or physiotherapy patients

In 2022 we agreed the funding for additional roles based at the Hospice to support patients' wellbeing and quality of life. A Therapy Support Worker and Lymphoedema Nurse have now been joined the team.



We care for patients of all ages and support their families

Age breakdown	16-20	21-30	31-40	41-50	51-60	61-70	71-80	81-90	91-100	100+
Number of patients	1	2	22	51	97	182	315	247	67	1



We cared for **985** patients

The impact on individuals 2022-23

Hayley's story

Hayley was 49 years old, living with her two children and her beloved dog and horses in Aston Clinton when she was diagnosed with ovarian cancer in January 2020.

At first she managed her illness quite well at home, but in June 2022 her health rapidly deteriorated and she was admitted to the A&E at Stoke Mandeville Hospital where she was told she only had weeks to live. Hayley and her family agreed that she would be moved straight to the Hospice.

"Within about 10 minutes of agreeing we were on our way through the hospital corridors," her sister Katie says, "and into this amazing place."

"When I walked into the ward, Hayley was already looking relaxed and settled, the nurses were evaluating her and she was given everything possible to make her feel a bit better and more comfortable. Hayley was in a bed right next to the door to the garden, it was perfect."

"I think she made the decision to stay at the Hospice for the rest of her time fairly quickly, she was just relaxed. Hayley was so brave, she was full of joy, she wanted to see as many people as possible, she even drew up a rota for visiting! We were able to have a family curry night and just be together."

The Hospice regularly welcomes patients' pets and Hayley's dog, Digby, became a regular visitor. However, Hayley had one more unusual request, to see her beloved horse Passion for one final time.



300

Patients cared for in the Inpatient Unit

"From the moment the idea was suggested we didn't actually believe it was possible," said Katie. "However, nothing was too much trouble for the Hospice and seeing the look on Hayley's face when she saw Passion was wonderful."

Katie adds "When you are facing the fact that you will be losing a loved one, the one thing you need is time with that person, the Hospice gave us that chance. She was able to see all the people she wanted. I will cherish the time I had with my sister at the end of her life."

Rose's story

In 1968 Rose and Tony moved to Aylesbury, to the home where they raised their three daughters Elaine, Sandy and Kim. And when Rose became ill, it was her wish to remain in the house during her fight with cancer and to finally die there.

As her cancer progressed, the family cared for Rose at home by themselves until her GP suggested that they could benefit from some additional help and support from our FNH@Home team. This service was launched in 2019 to care for patients at home in their final days and weeks.

"Mum and Dad had lived in the same house since 1968, and this is where they raised us. It was Mum's wish to remain in the house during her illness and to finally die there. She loved her home, and the wonderful memories it held comforted her in the end. From her initial diagnosis she was adamant that she did not want to die in hospital."

"Hearing that outside help was needed made my dad sad and he felt that he'd let her down because in his words 'it was my responsibility to care for her'. But when the FNH@Home team visits started, we could see that Mum was feeling relieved. The specialised bed and equipment that was supplied was perfect for her needs and Dad was also able to relax a little and at 85 years old he really needed it. Every day we were all comforted knowing that the FNH carers were always either on their way or had been and were coming back later in the day."



700

patients cared for by the FNH@Home Team and Community Palliative Care

"At times when Mum's pain caused her to become agitated, the nurses were just a phone call away and they

would come immediately to ensure she was settled. This level of support made a huge difference to us as our anxiety levels were reduced a little by knowing they were always there.

She was finally comfortable, relatively pain free and she had everything and everyone around her to ensure her death was as dignified, and as comfortable as possible."

Linda's story

Linda started attending Day Hospice at the end of 2022.

"Because of my issues with breathing I've been advised by my doctors not to mix with the public due to the risks

that colds, flu and Covid present to me. I am now very careful about who I share space with and don't really go out anywhere.

I trust the people here, it's my only safe space to come out and be social.

There are so many benefits to coming to Day Hospice. I take part in the art therapies; I've done fabric painting, flower arranging, mosaics and drawing. Karen, the art therapist, is always there to help.

The volunteer therapists are amazing – my condition means I carry a lot of tension in my neck and shoulders and I can have a massage here each week to relax my muscles and reduce stress.

But the biggest benefit has been the access to professionals who know me and my condition. I can talk to them about any concerns I have, and they can signpost me to other services or find a doctor to look at my medication without any issues. I don't have to worry about getting an appointment with my GP. They've helped me find more support locally which was something that was really missing for me."

"The Hospice is calming, reassuring and supportive and has helped open my world back up."



Impact of more funding for professional development

We are committed to giving our patients the best possible care and support the Hospice team in their professional development through The Henderson Educational Foundation. This was set up in 2018 in memory of Jim and Karen Henderson. Karen was a former matron at the Hospice and Jim a former Trustee of the Charity.

The fund provides grants and bursaries for ongoing professional development and specialist training for staff and volunteers. This improves the quality of care and provides improved services to patients, their carers and families.

In November it was agreed to increase this fund from £4,000 to £10,000 per year. Therefore in 2023 more nurses are benefiting from specialist training courses, helping them to increase their knowledge of palliative care and providing them with the latest pain management techniques.

Impact of new equipment

In 2022 we bought two new mobile bladder scanners for the Hospice, thanks to a world-record breaking squash-playing challenge by two of our supporters which raised nearly £12,000.

The mobile scanners are used at the Hospice and by the community nursing team, allowing them to monitor and diagnose any issues with patients more quickly and easily.

Previously the Hospice had to borrow a scanner from the hospital or move the patient, causing stress and delays for the patients. The new, more discrete scanners make this easier, helping us improve the care we give to patients.

Impact of new website

In 2023 we launched our new website with a mobile-first design and improved navigation across the site to help our supporters to find the information and take the action they want simply and quickly.





Priorities for 2023/24

To understand requirements for local hospice care for both the short and long term.

To identify those groups of patients who are not currently accessing services which could benefit them and develop plans to overcome any hurdles.

To continue to grow our income generation activities to meet the future needs and growing costs of hospice care.

To raise awareness of hospice care available across Buckinghamshire and its borders.

To continue with the Charity's IT modernisation programme to make us better connected and drive business efficiencies.

To continue to grow the Charity's reputation as a 'preferred employer' to help us attract and retain high quality professional staff to deliver our objectives.

Helping our community

We are so grateful for the support we receive from our local community who do so much for us to make all of this care possible.

We want to play a positive role in our community. In the past year we have worked hard to ensure that the right hospice care is there for those patients and families who need us; in addition, we have:

Offered community volunteering and work experience placements to **62 young volunteers**.

Produced Nativity! The Musical, a high-quality experience for participating children and young people in Aylesbury

Kept an estimated **367.7 tonnes** of waste from landfill

Supported **350 people** with **50 bereavement listeners**

Received **254 written accolades** thanking our Hospice staff

Thank you!

To our very generous donors, organisations and volunteers who help make our work possible – we are extremely grateful for your support.

Over **14,000 financial donations** raising a total of **£915k** nearly **£25k** in gift aid

£113k from businesses taking part in employee fundraising and partnerships

Over **£200k** from our local community and challenge events, including the Open Gardens, Haddenham Community Group, and world-record squash match.

Over **£150k** from events such as the Nativity! the Musical and the Midnight Walk

Over **£48k** from individual donations

Over **£200k** from gifts In Memory and our Forever Flowers and Tree of Light events

£622k from gifts in wills

£347,958 received from charitable trusts and foundations

£199,639 raised through the Hospice Lottery Partnership

£1,613,245 raised through the sale of donated items in our shops, with a further **£86,846** raised through retail gift aid and another **£79,188** through recycling income.

620 people volunteering their time and expertise with us last year, in our shops, at the Hospice, at our events and many other ways!

We spent - **£1.291million on the Hospice and hospice services 2022/23**



Care for those you know and love

Florence Nightingale Hospice Charity is here for patients with life-limiting illnesses, and their families, across Buckinghamshire and its borders.

We commission services, enhance and complement the care and support delivered by Buckinghamshire Healthcare NHS Trust to ensure patients, families and carers get the individual clinical, practical and emotional support they need to make the most of every day they have together.

Since the opening of Florence Nightingale Hospice in 1989, many thousands of patients and families have benefitted from specialist hospice care. The Hospice remains the only bedded unit in Buckinghamshire below the Milton Keynes border for respite and end-of-life care and services have evolved over the years with much of our care now also offered in the community.

All services are provided free of charge to patients and their families – this is only possible thanks to the continued support and fundraising efforts of so many individuals and businesses.



Get involved - Donate | Fundraise | Volunteer | Shop

