

2018/19

IMPACT REPORT



**HOSPICE UK
TEAM OF THE YEAR
WINNER 2018**



4

6

8

10

12

14

16

19

INTRODUCTION

OUR CARE

MONEY

AT A GLANCE

OUR PEOPLE

OUR COMMUNITY

OUR PARTNERS

LOOKING AHEAD

© St Luke's Hospice Plymouth. All rights reserved. Published September 2019.
Data correct at time of print. All data (unless stated) relates to period 1 April 2018 to
31 March 2019. Official statutory accounts and five-year strategy available in the
Governance section at www.stlukes-hospice.org.uk. Registered Charity Number 280681.
Printed in the United Kingdom.

DEVON POPULATION OF
OVER 85s
SET TO GROW
BY
2025
26%

INTRODUCTION

A message from Steve Statham, Chief Executive of St Luke's Hospice Plymouth



Above: Steve Statham, CEO

From ground-breaking projects to prestigious awards to heart-warming stories of lives touched by our compassionate care, 2018/19 has been highly memorable for St Luke's. While such success always makes me proud of our charity, the increasingly challenging climate these achievements are set in makes them all the more special.

Forgive me the indulgence, but I'll start by highlighting Hospice UK's announcement of us as Hospice Team of the Year. St Luke's has long held a strong reputation for our service locally, so this national recognition demonstrates the much wider appreciation of our work – not just our expert care but the dedication and camaraderie of staff and volunteers I see every day across our organisation, which makes us so valued by patients, families and the partners with whom we collaborate.

I believe it's our unwavering focus on relationships that make us a standout organisation.

The past year has seen us not only working more closely with other hospices in the region, recognising we're stronger when we work with other organisations, but growing our collaboration with partners including University Hospitals Plymouth NHS Trust, Marie Curie and Livewell Southwest. Striving to be as accessible as possible to those who need us, we have held true to our promise of caring for more people out in the community and are now looking after the majority of our patients in the comfort of their own home or a care home.

“WE’VE LONG HELD A STRONG REPUTATION FOR OUR SERVICE LOCALLY, SO THIS NATIONAL RECOGNITION DEMONSTRATES THE WIDER APPRECIATION OF OUR WORK.”

We also launched our Urgent Care Service, in partnership with Marie Curie, creating a single point of access which means with just a single call, patients needing urgent care at home receive a rapid response at the most vulnerable of times.

IN DEVON
70%
OF ALL DEATHS
COULD HAVE
BENEFITED
FROM EOL CARE

80%
28%
ACHIEVE THIS
WANT TO
DIE AT HOME

“THE ST LUKE’S TEAM AS A WHOLE, FROM DERRIFORD TO TURNCHAPEL AND COMMUNITY CARE IS ABSOLUTELY AMAZING. NOTHING IS EVER TOO MUCH TROUBLE. EVEN IN THE WORST SCENARIOS YOU GO ABOVE AND BEYOND TO MAKE EVERY LITTLE BIT MATTER, RIGHT UP TO MAKING PEOPLE’S FINAL WISHES COME TRUE...”

WRITTEN BY A PATIENT’S FAMILY MEMBER, 2019

1 IN 4
PEOPLE
IN THE UK
ARE NOT GETTING THE EOL CARE THEY NEED

However, while these developments are positive we must remain realistic, planning wisely to meet future demands. With an ageing population nationally, and Devon being such a popular retirement area, there has been a noticeable shift to caring for patients with more complex needs. As ever, we will adapt to meet changes but it is not realistic to think we can help everyone needing our care.

Mounting pressure on our services means we will need to work differently and in closer partnership with our community, sharing our experience to empower people to be more mindful of those around them needing support in times of crisis or loss.

“EVERY DAY IN THE UK, ONE IN FOUR PEOPLE WITH LIFE-LIMITING ILLNESS GO WITHOUT THE EXPERT END OF LIFE CARE THEY NEED, AMONG THEM SOME OF SOCIETY’S MOST VULNERABLE.”

We are upskilling staff in care homes to help residents approaching end of life, and we’ve launched our Compassionate City initiative, collaborating with schools, places of worship and companies to turn aspiration into action to help ensure no-one is forgotten.

“WE NEVER FORGET THAT IT’S THE SUPPORT FROM OUR COMMUNITY THAT ENABLES OUR VITAL SERVICE TO CONTINUE TO MAKE A DIFFERENCE.”

We know terminal illness does not discriminate and neither should hospice care. That’s why we got firmly behind Hospice UK’s Open Up campaign to raise awareness that not everyone who needs such specialist care receives it.

Every day in the UK, one in four people with life-limiting illness go without the expert end of life care they need, among them some of society’s most vulnerable, including those in isolated rural areas and in the homeless community. Our campaign, which gained a high level of media coverage, raised awareness of our work in closing this gap, helping people who would otherwise die alone or on the streets.

IN DEVON
52%
OF DEATHS
OCCUR AT HOME
OR IN A CARE HOME
2012 - 16

Such projects demonstrate our innovative approach and the compassion for which St Luke’s is renowned. The past year has seen us supporting greater numbers of young families through our Patches pre-bereavement service, and we received the Burdett Prize for our ground-breaking end of life care for inmates at Dartmoor Prison.

It was with great pride that we welcomed Tracey Bleakley, CEO of Hospice UK, to visit us and find out how we ‘walk the talk’, reaching out to terminally ill people whatever their

background or circumstances. She also learned how we’re harnessing technology to share information and ideas, as in Project ECHO, the learning and mentoring network we’ve developed to enable non-experts to develop more confidence in looking after patients where they are.

Committed to delivering a sustainable service, we will continue to invest in, and use, our resources wisely, including technology that enhances our provision. As the past year demonstrates, we have been diligent and maintained a healthy position despite major challenges including the NHS pay increase for clinical staff and the impact of GDPR*, which gives people more protection regarding the use of their personal data.

40%
MORE PEOPLE WILL
REQUIRE EOL CARE BY
2040
IN THE UK

We never forget that it’s the support from our community that enables our vital service to continue to make a difference. Whether you’re one of our amazing volunteers, corporate sponsors, healthcare partners or someone who fundraises for us, this is not taken for granted and I want to express my gratitude for your generous support.

With you behind us, we are a resilient organisation and a force for good when patients and families need us most.

Thank you for caring.

Steve

Steve Statham,
Chief Executive

@StLukes_CEO

* General Data Protection Regulation

Sources: Hospice UK, Public Health Devon

CARE

Facing new challenges and an evolving health sector, how has St Luke's adapted?

When people see or hear the name St Luke's, they recognise they're in the best of hands. Thanks to our outstanding reputation, they know they'll be listened to and understood and that their dignity and comfort will be paramount, whether we're looking after them at home, in hospital or at our specialist unit at Turnchapel.

**LAST YEAR WE SAW
1746
PATIENTS**

For hospital patients at the end of life, a sensitive approach is necessary when it comes to having difficult conversations with them and their relatives. When space is very tight – as it is at Derriford Hospital – extra creativity is required, so our team developed an innovative solution to guide staff and enhance communication at these times.

Based on established good practice in communication, the SPACE initiative takes staff through key steps so that they are well prepared and as confident as possible when having discussions with patients and their loved ones at such a vulnerable time.

EMOTIONAL SUPPORT FOR

**24 DEATHS
PER WEEK**



Our newly launched Urgent Care Service, a partnership with Marie Curie, is making it more straightforward than ever for terminally ill people to access our specialist service at home at a time of crisis or change. With a single call, they can receive the seamless, high-quality bespoke care they need where they are, helping them and their families during a very difficult time and reducing avoidable admissions to hospital.

"I WANT TO EXPRESS MY DEEP GRATITUDE FOR THE KIND, COMPASSIONATE AND HIGH QUALITY CARE YOU GAVE MY MUM. IT WAS A HUGE COMFORT AND REASSURANCE TO ME TO SEE HOW WELL MY MUM WAS BEING TAKEN CARE OF – AND MY DAD IN A WAY TOO. YOU WERE A SPECIAL GIFT TO MY MUM AND THE REST OF THE FAMILY IN HER LAST FEW WEEKS. SHE ALWAYS SPOKE SO HIGHLY OF YOU AND WITH SINCERE GRATITUDE."

WRITTEN BY A PATIENT'S FAMILY MEMBER, 2018

We believe everyone deserves compassionate end of life care regardless of their circumstances, so even Dartmoor Prison's walls are no barrier to our expert team. Thanks to our innovative partnership work, the number of prisoners accessing end of life services has increased seven-fold, care is patient centred and integrated, and there is greater choice for prisoners in the care they receive.

This ground-breaking work has been recognised nationally with the award of not just the Burdett Nursing Award for Delivering Dignity

**11,171
VISITS TO PATIENTS
AT HOME**

– including a £20k grant to build on the project with other prisons – but the accolade of being the overall winner of these prestigious awards.

**4405 VISITS TO WARDS
AT DERRIFORD**



Patients are at the centre of all we do and our approach is holistic so, while our expert hands-on medical care is key, it's also about 'what matters to them' not just 'what's the matter with them?'. From sensitively encouraging young children to open up about their feelings as part of our Patches

"OUR NURSES CHOOSE TO USE THEIR SKILLS IN AN ENVIRONMENT MANY WOULD FIND DIFFICULT."

pre-bereavement support to enabling a patient to experience the wonder of the Northern Lights through the lens of virtual reality, we consistently go that extra mile. We've also helped arrange a patient's wedding with just 24 hours' notice, and our music group for those who've lost loved ones is hitting all the right notes, uplifting them and fostering connections between them and others in similar circumstances.



**39%
OF CARE IS
DELIVERED
OUTSIDE PLYMOUTH**

**59,866
MILES TRAVELLED
TO DELIVER CARE
AT HOME**

**23%
OF PATIENTS HAVE
A NON-CANCER
DIAGNOSIS**

Working against a backdrop of increasing demand for our services, mutual support together with sharing of knowledge and experience is more critical than ever. We recognise the crucial role technology has to play in this, so we've harnessed video-conferencing to break down some of the traditional barriers and 'expert to non-expert' teaching hierarchies by creating networks of shared learning so that more people

benefit. For example, in a care home the healthcare assistant is often more of an expert on the day-to-day condition and needs of a particular patient than the palliative care expert based miles away.

**CARING FOR
300
PATIENTS
AT ANY ONE TIME**



**WHERE DID WE SEE
OUR PATIENTS?**

**50%
at home**

**27%
in hospital**

**18%
Lymphoedema
and outpatients**

**5%
at Turnchapel**



**Hospice UK Team of
the Year Award**

St Luke's has long been renowned locally for the outstanding end of life care we give, and in 2018 we received prestigious wider recognition when we were named national Hospice Team of the Year by Hospice UK, which champions specialist end of life care. The award was given for our innovative Remember with Patches children's pre-bereavement service, which demonstrated to the judging panel the superb team work and camaraderie between staff and volunteers right across our charity.

Find out more about Patches the Koi carp, our friendly face and fins, on the official St Luke's YouTube channel.



**1876
VISITS BY
OCCUPATIONAL
THERAPISTS**



**1444
VISITS BY THE
SOCIAL CARE TEAM**





£10.2M
RUNNING COST TOTAL

£900
AVERAGE COST
OF A PATIENT
AT HOME

£7.8M
REQUIRED FROM
OUR CARING
COMMUNITY

MONEY

How we've generated income - and the difference it's made.



43,753
MILES CYCLED IN
THE TOUR DE MOOR

From over 30 busy charity shops to a record number of men on the move in support of our compassionate care, the continued support of our community saw us raise the £7.8m we need each year to be there for the families who need us.

Our annual flagship events have gone from strength to strength, with over 1,000 ladies getting their glow on at our Neon Midnight Walk, a multitude of muddy mountain-bikers at our sell-out Tour de Moor challenge, and over 2,000 guys getting together to make our Men's Day Out the biggest male-only charity walk in the South West – probably the UK, too. Putting their best foot forward, many doing so in memory of loved ones, the men raised over £170,000 – now, that's guy power!

Despite the challenges facing many high-street names, our charity shops

“HOSPICES CAN ONLY EXIST WHEN THEY'RE SUPPORTED BY THE COMMUNITY.”

MIKE DUKES,
COMMERCIAL DIRECTOR

are holding their own, continuing to attract keen-eyed bargain hunters who know every purchase helps further our crucial work. Our retail income remains stable at around £1m (of the £10m it costs to run our charity), providing funds direct to our patient care, but nevertheless in such competitive times standing still is not an option, so we proactively seek out opportunities to grow our sales revenue.

We've continued to invest in making our retail premises appealing – both in Plymouth and the more rural

areas we cover – ensuring our brand has a high profile and knowing that seeing the St Luke's name in their community is such a comfort to many bereaved people.

We also seized the opportunity to make use of the vacated Toys 'R' Us unit in central Plymouth, spotting the potential of using the landmark building to both enhance our retail offer and raise our profile in the city centre.

Our temporary lease enabled us to not only establish a 'pop up' charity shop selling quality second-hand furniture, but also house Herd HQ for summer's Elmer's Big Parade. Some of the talented artists selected to paint the mammoth mob for our sculpture trail with a difference worked their magic on site there, giving the public a tantalising preview of the delights to come before the finished creations are unveiled this summer.

“WE OFTEN HEAR HOW PEOPLE ARE HUMBLLED BY THE SERVICE OF OUR DOCTORS AND NURSES. WELL, WE'RE TRULY HUMBLLED WITH HOW OUR WHOLE COMMUNITY HAS COME TOGETHER FOR ST LUKE'S”

MIKE DUKES, COMMERCIAL DIRECTOR

**11,000
LOTTERY PLAYERS
RAISED £437,986
FOR PATIENT CARE**

The hotly anticipated public art event is set to attract thousands of visitors to our city between July and September, getting families out on foot to follow the hefty herd sponsored by big-hearted local businesses. Along the way, they'll learn more about our vital service and the opportunities to support St Luke's, while the finale will be the auction of our ele-friends to raise funds for our compassionate care.



Always a highlight, our popular Open Gardens scheme, with community-minded garden-owners across Devon and Cornwall throwing open their gates in aid of our charity, celebrated its tenth birthday in style. Throughout its decade of providing blooming lovely days out for green-fingered gurus and those who simply want to take time to smell the roses, the scheme has raised £330,000 for us.

Business backing for our events has also continued to grow, with sponsor partnerships signed for all flagship events up to 2020.

The lasting impact of our compassionate care has been reflected in the year-on-year increase in legacies for St Luke's, while our annual Make a Will week is supported by local solicitors. This initiative sees us encourage people to recognise the benefits of advance care planning and has raised over £24,000 for our charity.

Local artist Colin Pethick's Elmer design, The Transcience of Beauty, features East Asian motifs in tribute to Colin's wife Zheng, who was cared for by St Luke's before she passed away.

Learn more about Colin's story on the official St Luke's YouTube channel.



Darren, participant at Men's Day Out

“Not only did Dad's nurse James give brilliant medical care, he listened and provided support for the whole family.


“To me, every St Luke's nurse is worth a million pounds so I'm more than glad to do my bit.”

ST LUKE'S AT A GLANCE

2018-19

OUR STORIES HAD
5.7M
VIEWS ON
SOCIAL MEDIA

 **11,171**
VISITS TO PATIENTS
AT HOME

23%  OF PATIENTS HAVE
A NON-CANCER
DIAGNOSIS

138 
CHILDREN SUPPORTED BY
PATCHES
PRE-BEREAVEMENT SUPPORT

1567 
JOB APPLICATIONS

 **£5.7M**
SPENT ON
PATIENT CARE

CARING FOR
300
PATIENTS
AT ANY ONE TIME


23,714
PEOPLE DONATED
TO ST LUKE'S

 **9811** 
FIRST TIME
FUNDRAISERS

£7.8M
REQUIRED FROM
OUR CARING
COMMUNITY

"ALL THE CARE TEAM HAVE PLENTY OF TIME TO DISCUSS ISSUES, CHAT AND MAKE YOU FEEL FULLY AT EASE. THE CONTINUITY OF THE STAFF ENSURES THEY KNOW YOU AND ALSO YOU KNOW THEM, WHICH IS SO IMPORTANT. THE FACILITIES ARE VERY GOOD WITH LOVELY OUTSIDE AREAS FOR RELAXING AND VIEWING.

"THIS ATMOSPHERE ALSO IS IDEAL FOR THE STUDENT NURSES AND DOCTORS WHO HAVE A FANTASTIC OPPORTUNITY TO LEARN SO MUCH WITH TIME TO SPARE."

WRITTEN BY A PATIENT, 2018

"THE TREATMENT MY WIFE HAS RECEIVED FROM YOUR STAFF AT HOME AND IN HOSPITAL HAS BEEN WONDERFUL AND MOST HELPFUL.

"WITHOUT YOUR TEAMS I WOULD HAVE FOUND THE EXPERIENCE OF CARING FOR MY WIFE WITH CANCER TOO DIFFICULT TO BEAR. I CAN'T THANK THEM ALL ENOUGH."

WRITTEN BY A PATIENT, 2019

634,023
CHARITY SHOP CUSTOMERS
AVERAGE OF 1 CUSTOMER
EVERY 15 SECONDS

5290
ONLINE FUNDRAISING
REGISTRATIONS

£244K
RECEIVED IN
GIFT AID

69,024^{SQ}
FEET OF
SHOP SPACE

 **3500**
SLICES OF CAKE
AT THE OPEN GARDENS

14,775
LOTTERY PLAYERS

 **3164**
COLLECTING
CANS FILLED
WEIGHING 8.1 TONNES

2254

PEOPLE TRAINED
IN THE COMMUNITY

1554
MILES PER WEEK
TRAVELLED BY OUR
COLLECTION VANS

864.5
TONNES
OF RECYCLING

<https://> 

86,674
VISITS TO OUR
WEBSITE

"NO WORDS CAN SAY HOW I FEEL ABOUT THE CARE MY WIFE WAS GIVEN IN HER LAST DAYS. SHE COULD NOT HAVE BEEN IN A BETTER PLACE TO THE END. NOT ONLY WAS MY WIFE GIVEN EXCELLENT CARE, SO WAS OUR FAMILY, WHO HAD TRAVELED FROM MANY PARTS OF ENGLAND. THANK YOU ST LUKE'S. YOU WILL ALWAYS BE IN OUR HEARTS."

WRITTEN BY A PATIENT'S
FAMILY MEMBER, 2018



THIS IS WHAT IT TAKES to provide hospice care

The many friendly faces behind St Luke's – let's put them in the spotlight!

It takes a real team effort to provide the specialist care for which St Luke's is renowned. Behind every patient, doctor and nurse are the 'behind the scenes' – but no less crucial – dedicated staff and big-hearted volunteers who maintain our facilities, create delicious meals for patients and run our charity shops. And – of course – there's our generous supporters, too.

Hospice Care Week | 7 - 13 October 2019



PEOPLE



It's people who make St Luke's a standout, much-loved local charity.

It's our staff and volunteers who make us the outstanding organisation we are, providing a first-class service 365 days a year. So, it was with great pride that we received the Hospice UK award for Hospice Team of the Year, a prestigious national accolade demonstrating that our reputation is esteemed countrywide as well as locally.

305 STAFF
236 ♀ 69 ♂

As Hospice UK recognised, it is the supportive relationships and camaraderie between staff and volunteers across all areas of our charity – and their unwavering commitment to our shared vision to help people live well until the end – that shines out.

This is what it takes: a positive, cohesive team where everyone has an important role to play, from doctors and nurses to fundraisers, administrators and maintenance staff for St Luke's to provide not just bespoke hands-on medical care but a holistic service, helping families make the most of every moment together.

As well as listening to our patients and their loved ones, understanding what matters to them, we seek and – wherever feasible – adapt

accordingly in response to feedback and suggestions from our staff. Hearing them is part of valuing them and it's one of the reasons the huge majority are proud to work for St Luke's and clear about our direction of travel, according to our staff survey.

“THIS IS WHAT IT TAKES: A POSITIVE, COHESIVE TEAM WHERE EVERYONE HAS AN IMPORTANT ROLE TO PLAY.”

Compassion is one of our values and we lead by example, with compassionate policies in the workplace. Our well-being initiatives are also popular with staff, who recognise that keeping well helps them perform professionally and personally. We also provide development opportunities to encourage them to fulfil their potential, flexible working to promote a healthy work-life balance and a range of rewards, including a cash-back scheme to help towards the likes of dental and optician costs.

Alongside our paid workforce are our hardworking volunteers, the befrienders, shop assistants, receptionists, café and distribution centre teams who give their time unpaid to make a difference. We are so grateful to them because it's thanks to their kindness and community spirit that we can run our service the way we do, helping

as many families as we do, as demand for our specialist end of life care increases.

Whether it's because they want to give something back after we've cared for their loved one or because they want to build their confidence and skills, our dedicated volunteers roll up their sleeves to support us. Among them are those who have been out of paid employment for some time and are looking to gain valuable experience that will help them compete in the jobs market. People like Claire, who shone as a volunteer in our Estover charity shop and at interview so we snapped her up for our new pop-up retail outlet, where she's a real asset, greeting customers and helping to sell the quality used furniture we sell there.

49 NURSES | **31** HEALTHCARE ASSISTANTS | **5** DOCTORS

While we're proud St Luke's is held in great esteem and affection across our community, we were also touched to get royal recognition when we received an invitation to the 70th-birthday celebrations of Prince Charles. Decked in their finery, our staff and volunteer representatives spent a very special afternoon enjoying the garden party at Buckingham Palace organised to celebrate the charities the Prince holds closest to his heart.

COMMUNITY

Making a difference to the community we serve.

With an ageing population nationally, and even more so in Devon, plus the need to care for increasing numbers of people with complex symptoms and more people living alone, with reduced access to care, the landscape we operate in is challenging and pressure on our resources continues to rise.

We must find the right balance between continually developing our services and finding new ways to respond to increasing demand. Only through our communities working together with support from us will we find solutions to meet the ever-growing demands on health and social care services.

As well as furthering our collaboration with partners

including Plymouth Hospitals NHS Trust, NHS Devon Clinical Commissioning Group, Marie Curie, Livewell Southwest and Plymouth City Council, and working more closely with fellow hospices in our region, we're at the forefront of developing Plymouth as a Compassionate City with the aim of helping everyone to live well in their communities to the very end of their lives.

A compassionate community is one in which everyone recognises that as individuals we all have a role in supporting each other, particularly during periods of crisis or loss, so



Pictured: Our Education Team deliver clinical skills training to healthcare professionals.

329
CARE HOME
STAFF TRAINED
IN END OF LIFE CARE

it was encouraging that places at our 'Plymouth: a Compassionate City' conference sold out, reflecting our community's appetite to turn aspiration into action, to become England's first 'Compassionate City'.

From the arts to the NHS and from schools and colleges to places of worship, businesses and voluntary groups, delegates were united in their enthusiasm to work together to make our city more compassionate for those at the end of life or living with bereavement or loss. Endorsed by the City Council, the resulting Compassionate City Charter for Plymouth developed in collaboration with these organisations is providing a framework towards making this happen.

"DEATH HAS ALWAYS BEEN A TABOO SUBJECT... AND IT DEFINITELY NEEDS TO BE JUDGED AT THE RIGHT LEVEL. IT'S REALLY ABOUT STARTING A TRAIL OF UNDERSTANDING FROM A VERY YOUNG AGE."

BRIAN POLLARD,
ST LUKE'S PATRON

159
YEAR 4 STUDENT DOCTORS
AND HEALTH/SOCIAL CARE
STUDENTS TRAINED

While hospice care in the UK is open to all and given free of charge to those who need it, sadly it is some of the most vulnerable in society who are missing out on this vital service.

It is many of them – such as homeless people or those living in remote areas – who fall into the one in four terminally ill people nationally known to be without the bespoke, compassionate care they deserve at end of life.

Our staff are working with local hostels and homeless charities, reaching out to this vulnerable community.

10
COMPASSIONATE
SCHOOLS

296
COMPASSIONATE
FRIENDS

As part of empowering local people in the areas we serve, our Education team is providing free awareness and training sessions for Compassionate Champions, Compassionate Friends and others who want to be part of a network that helps ensure that when it comes to death, dying and bereavement, no-one feels left behind.

Such networks are all the more needed in rural areas like the South Hams and Dartmoor, where people can find it more difficult to access services of all kinds, including end of life care.

When the Kingsbridge community expressed its desire to work together to enable choice, further understanding and encourage compassion, we listened and – thanks to funding from Hospice UK – appointed a Community Network Co-ordinator to take this forward. Her work is already making a difference, supporting both formal and informal

open up hospice care

Total campaign reach:

595,616
people



St Luke's home nurse with Sean Mitchell, Manager at George House Hostel

networks to realise their potential and develop more effective ways to provide compassionate carer support and choice for those at the end of life, so that they can die at home with those they love.

We've also been sharing our expertise through a St Luke's-facilitated event with the East Cornwall Primary Care team, helping healthcare professionals develop best practice in supporting patients and their families when it comes to advance care planning. When people communicate their wishes for their final days and their funeral before they become incapacitated, it can help them live well until the end as well as relieving pressure on loved ones at an already challenging time.

3379
HRS
WORTH OF
INTERNAL
TRAINING



Abenaa Gyamfuah-Assibey,
Community Engagement Officer

"Our role as a hospice is more than just hands on care. It's about giving the community the skills to look after people at end of life and support families who are bereaved.

"We're so grateful for the communities who consistently come together to support one another and help us promote a better understanding and acceptance of this often taboo subject.

"I think I speak for everyone at St Luke's when I say I am excited for the future of the hospice movement and the role our community can play."

2254
PEOPLE TRAINED
IN THE COMMUNITY
IN END OF LIFE SKILLS

PARTNERSHIPS

How we work alongside other health and social care organisations in our community.

Working with well-respected partners, including Marie Curie, Livewell Southwest, NHS Devon Clinical Commissioning Group, University Hospitals Plymouth NHS Trust and Plymouth City Council, we are a more resilient organisation and better placed to provide the expert, well co-ordinated care and support individuals and families need.

While we believe everyone deserves to live well to the end, the harsh reality is that currently, one in four terminally ill people in the UK are not receiving the specialist care they need at end of life. It is only through close collaboration with other health and social care providers that we can meet the challenges facing our vital service and work towards addressing this inequality.

NHS

123

**NHS PROFESSIONALS
TRAINED IN SENSITIVE
CONVERSATIONS IN HOSPITAL**

Terminal illness does not discriminate and neither should hospice care, and that's why St Luke's aims to reach out to everyone in our community who needs us, regardless of their circumstances. We know that among those most likely to miss out on expert end of life care are some of the most vulnerable in society, so when national charity Hospice UK launched its Open Up Hospice Care



"I AM SO IMPRESSED BY THE INNOVATION AT THE HOSPICE, AND THE FACT IT COMES FROM ALL LEVELS. IT'S A REALLY GREAT CULTURE OF EVERYONE

LISTENING, LEARNING AND INNOVATING FROM EACH OTHER. WHEN IDEAS COME FROM JUNIOR MEMBERS OF STAFF OR PEOPLE OUT THERE WORKING WITH FAMILIES, IT'S SO IMPRESSIVE HOW EVERYONE SUPPORTS THAT ALL THE WAY THROUGH TO THE BOARD."

**TRACEY BLEAKLEY,
CHIEF EXECUTIVE, HOSPICE UK**

campaign to raise awareness of the need to widen access to care, we got firmly behind it with our own high-profile local campaign.

The result was widespread, thought-provoking media coverage highlighting the plight of homeless people whose time is running short and St Luke's pioneering work reaching out to them.

Often having poor health and shorter life expectancy, and with no fixed abode, homeless people may not be known to a GP or other health professionals. When 'home' is a hostel bed or a sleeping bag in a doorway, and when there are no family or friends around to provide support, what happens when you're dying? Who is there to show compassion and give care then?

Working closely with fellow charity Shekinah and George House Hostel, which provides 48 of our city's 250

beds for homeless people, we are coming alongside terminally ill people who might otherwise die alone or on the streets, showing them they're not forgotten and looking after them in the place they consider home.

Working with the person, their GP and hostel staff helps us have the necessary sensitive conversations and means together we can put a tailored plan in place to help ensure they're where they want to be, receiving the high-quality care they need, at end of life.



"OUR CLOSE COLLABORATIVE WORKING WITH ST LUKE'S IS REALLY IMPORTANT TO US. STREAMLINING OUR

COMBINED SERVICES ALLOWS US TO PROVIDE OUR COMMUNITY WITH THE BEST POSSIBLE CARE AND WE ARE PROUD TO BE WORKING WITH THEM ON A JOURNEY OF CONTINUOUS IMPROVEMENT."

**ANN JAMES, CEO AT UNIVERSITY
HOSPITALS PLYMOUTH NHS TRUST**

As our campaign highlighted, it is collaboration that is also helping us reach people living in more isolated rural communities where accessing all kinds of services can be challenging. Our partnerships with GPs, district nurses and community hospitals make this possible, showing that by sharing knowledge, skills and resources we are more resilient and



Above: Our team work alongside staff at Derriford.

"WE VALUE HUGE OUR CLOSE WORKING RELATIONSHIP WITH ST LUKE'S HOSPICE PLYMOUTH AND THE COLLABORATION WHICH ENABLES US TO CONTINUALLY IMPROVE THE SERVICES WE PROVIDE."

**DR ADAM MORRIS,
CHIEF EXECUTIVE, LIVEWELL SOUTHWEST**

better placed to continue making a positive impact when people need us most.

For many, their care home is the place they choose to be looked after in their last weeks or days of life, which is why we are using a Health Education England grant to deliver training that's building knowledge and competency among care home staff, helping them feel more confident and reducing unnecessary referrals to the NHS.

It has been rewarding to see the first cohort of care home

**420
NHS STAFF
TRAINED IN EOL SKILLS**



The relaunch of our Urgent Care Service

Our Urgent Care Service, delivered in partnership with Marie Curie South West, means that with a single call from a healthcare professional, patients and their families receive a rapid response at home during a time of crisis or change.



hospiceUK

**NHS
University Hospitals
Plymouth
NHS Trust**

Marie Curie
Care and support through terminal illness

Dying Matters
Let's talk about it

**NHS
Devon
Clinical Commissioning Group**

**Livewell
Southwest**

students complete the St Luke's Care Home Assessment of the Sicker Person (CHASP) programme, knowing it improves the quality of care for those whose time is running short.

Stronger together, our co-ordinated approach ensures our work dovetails with that of other hospices

across Devon and Cornwall, while also complementing the approach of our national partners, Hospice UK and Dying Matters.

In addition, the past year has seen the development of a highly skilled IT team whose remit covers both St Luke's and Rowcroft Hospice in South Devon.

“OUR VALUES OF PROFESSIONALISM, RESPECT, COMPASSION AND INTEGRITY ARE AT THE HEART OF ALL WE DO.”

LOOKING AHEAD: 2019/20

READ OUR FIVE-YEAR STRATEGY
ONLINE AT STLUKES-HOSPICE.ORG.UK

There has been much to celebrate over the past year – not least our recognition as national Hospice Team of the Year* – and we are committed to building on our achievements by maintaining the cohesive, compassionate approach that ensures we have a positive impact on all whose lives we touch.

Looking to the year ahead (2019/20), we will continue our mission to work in partnership with others to achieve dignity, comfort and choice for people affected by life-limiting illness.

We will do this by focussing on the following three key priorities:

CARING FOR YOU AND THOSE WHO CARE FOR YOU

As ever, we will keep the patients we look after – and those who love and care for them – at the centre of decisions affecting them.

We will continue to provide personalised care of the highest calibre to people with a life-limiting illness at home, in hospital and at our specialist unit at Turnchapel. We will do this through further collaboration with our health and social care partners, improving

understanding and support for people approaching end of life and those around them.

We will embrace greater use of digital technology to support the delivery of care and advice to patients as well our guidance for the professionals looking after them.

Our inclusive approach will ensure the patients and families who need us can access our services equally, regardless of their condition, background, gender or religion.

BEING AN EMPLOYER OF CHOICE

St Luke's is a great place to work and we want to continue to attract those with the right skills, experience, attributes and values to join us in making a difference to people whose time is running short.

We're proud of our dedicated staff and volunteers so retaining them is very important to us. We'll continually invest in their training and development in order to provide an excellent service to all our users.

Our values of professionalism, respect, compassion and integrity are at the heart of all we do,

developing a positive culture where all our staff and volunteers are fully engaged, achieving their potential and providing a first-class service.

DEVELOPING THE FINANCIAL AND OPERATIONAL RESILIENCE OF THE ORGANISATION

As a charity, our financial sustainability is paramount, so as well as growing our existing income streams we will continue to be vigilant, spotting and seizing the right opportunities to invest in new innovative and sustainable sources of funding.

In addition, we will remain mindful of the mounting pressures on our funds, reducing our overheads and making the most efficient use of our resources so that our organisation continues to provide its vital service across the community.

While these aims will set our direction throughout the next 12 months, our agile approach means we will remain flexible, adapting to the rapidly changing nature of the health and social care environment. Above all, we will continue to be guided by our vision of a community where no-one has to die alone, in pain or in distress.

*Hospice UK Awards 2018



St Luke's
at home
I believe my name is...
Shaen

St Luke's

St Luke's
Hospice Plymouth

IN IMPACT REPORT

