



St Peter's  
Hospice

**WE ARE YOUR HOSPICE**

**IMPACT REPORT 2020-21**

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## Our Hospice purpose

**Every year we strive to make a difference in the lives of thousands of patients and their families, when it matters most. Our purpose is to give adults in our communities the support, comfort and dignity they need at the end of their life.**



Whether that is help managing pain, bereavement support or providing relief from symptoms, our team works 24/7 to support individuals and families as they navigate the challenges of living with a life limiting illness.

Every member of our team is dedicated to giving patients and their families the best support, whether that's in their own homes, through our Day Services or on our Inpatient Unit.

# Hello from the Chief Exec

**2020/21 has been a remarkable year in the life of St Peter's Hospice.**



We faced the extraordinary challenge of sustaining our patient and family services in the midst of a pandemic, while suffering a dramatic loss of income from the closure of our shops and cancelling our fundraising events.

We had to adapt many of our services, moving to virtual support where possible and continuing to provide face to face support with the addition of PPE.

In spite of the continuous change and uncertainty, our teams have shown tenacity and resilience and were able to continue our vital care to patients and their families.

However we wouldn't be in this position without the phenomenal contributions of our community who have supported our 'When it Matters Most' fundraising

campaign, continued to volunteer thousands of invaluable hours, donated and shopped with us in our stores (when they were open).

This Impact Report is one way for us to say thank you to our community for all of your support over the last year, as well as showing you how many lives have been affected by your kindness.

We know we must work hard over the next year to ensure that everyone who needs it can access Hospice care, when it matters most. The challenge to raise funds never goes away but we know we have already tackled an unprecedented year head-on and we are still standing, in no small part thanks to you.

As we look towards a 'new future', one that is hard to predict, we know that our staff will always do what they do best - offer the very best compassionate care and support to our patients and their loved ones.

A handwritten signature in black ink, appearing to read 'Frank Noble', written in a cursive style.

**Frank Noble**  
Chief Executive

# A year in patient care

**In over 40 years of the Hospice, the last year has undoubtedly been our most challenging yet. End of life care does not stop because of a global pandemic and we are proud of the incredible flexibility and dedication of our teams in meeting the challenges head on.**

In the community, our nurses shifted from a geographical structure to a single consolidated team, prioritising patients according to need, providing support through telephone and video conferencing, and visiting patients in their homes only when necessary.

Whilst our teams have always worked collaboratively with community nurses and GP's in delivering end of life care, this partnership working really came to the fore over the last year with wider healthcare systems calling upon our expertise. We subsequently increased staffing on our 24/7 Clinical Advice Line to ensure that health professionals in the community such as paramedics, GPs, district nurses and care homes had guaranteed access to expert end of life care advice.



Whilst we temporarily closed Day Services at Brentry, we switched to providing virtual support. We continued to provide care on our Inpatient Unit, making an interim reduction from fifteen beds, to ten, with new arrangements around the use of protective equipment, and the number of visitors to patients.

Amongst all the change and all the chaos of the world over the last year, one thing will always remain the same and that's our commitment to serving the needs of our patients and their families.

As we look to the year ahead, most of all we are looking forward to being able to fill the Hospice with the love and buzz it has always had, and for all of our community patients to be able to be surrounded by the people who matter to them most.

# A year in numbers

2,960

individuals referred to the Hospice

4,348 2,440

Advice Line  
calls



bereavement  
sessions  
delivered



563 video consultations



5,411

Face-to-face  
visits at home

232

Inpatient Unit  
admissions

14,022

Hospice at Home care hours

# Jenny's Story



**Jenny received support from one of our Community Nurse Specialists in the past, but also stayed on the Hospice's Inpatient Unit during the COVID-19 pandemic. She also attended Day Hospice before lockdown.**

"Lockdown was incredibly isolating for me as my family don't live near me and because I was shielding, I was completely cut off. No-one could come and see me and for a period I also lost the ability to walk – I had to hold on to the radiators to get around the house. That was around the time that I came into the Hospice's Inpatient Unit. It was an enormous relief as I wasn't functioning alone at all.

I'd been on my own for four months, and I was starting to feel quite desperate about how I'd cope for much longer. Small tasks such as getting shopping were



impossible, and for a time I couldn't get out of bed. It's only now when I look back that I realise just how lonely and vulnerable I felt. When I spoke to my family on the phone I wouldn't confide how I was actually feeling as I didn't want to upset them, but when I'm at the Hospice with the staff and people who are in a similar situation to me, I can be completely honest. It's such a huge relief.

The staff were so good to me; I didn't feel alone any more. I'd completely lost my confidence and now I have it back. If I'm honest, I can't believe such kindness exists, it's quite an inspiration. Nothing is too much trouble for them, they're really exceptional. I've been spoilt really!

I didn't feel at all worried by the pandemic whilst I was at the Hospice, I was supported every step of the way and I've experienced such love in the way I've been cared for."

“

**I can't believe such**

**kindness exists, it's**

**quite an inspiration**”

Jenny



# Fundraising in a pandemic

Every year we are humbled by the incredible generosity of the people of Bristol and beyond in their efforts to fundraise for us. This year we have been blown away by the new and creative ways our supporters have found to keep supporting us, despite the COVID-19 restrictions limiting many normal activities.

**Whilst all of our in person events were postponed or cancelled throughout 2020, we adapted;**

We launched virtual offerings of our popular Tour de Bristol and the Midnight Walk, enabling supporters to take part in their own time and in a safe way

We also launched a new virtual Bristol Three Peaks with over 200 walkers signing up to take on a 16 mile route which raised just under £30,000



In January 2021 we launched our new Christmas tree collection, picking up over 1,300 trees across two days, raising nearly £20,000

Our long standing Grand Christmas Raffle also raised a staggering £57,000

**787**  
online fundraising  
pages were created  
by supporters



# WHEN IT MATTERS MOST



In October 2020 we launched a 12 month campaign, 'When it Matters Most' (WIMM) at the Hospice, receiving coverage in newspapers and on local news channels. To date, we have received over £500,000 in response to the campaign. We were thrilled to receive significant donations from both regional and national trusts and foundations, including from many long term supporters.

Local businesses, and individual supporters also pulled together to contribute to the success of the WIMM campaign. We are extremely grateful to everyone who helped deliver this outstanding achievement ensuring thousands of people can access the expert care they need.

Alongside the careful management of our reserves, additional government grants and NHS funding, such generosity meant that despite many of our normal fundraising activities being curtailed, fundraising for core services generated a net contribution of £2.18m in 2020/21. You can read our full Annual Report and Accounts on our website: [stpetershospice.org](https://stpetershospice.org)





# End of life education

**Our Education department provides life-long learning opportunities across the health and social care sector with a mission to raise the standards of end of life care across the community.**

Our Education department is a key delivery partner of the University of the West England for BSc and MSc students across the health and social care sector. In 2020/21 the programme reached around 100 students– all of whom are practising health and social care professionals, contributing to our system wide education support.

In 2020, we also launched a new webinar series which brought together nurses and healthcare assistants, executives, GPs and others from across the South West to share their experiences and learn from each other in areas such as advanced care planning, loss, bereavement and resilience. This series reached over 500 colleagues over a two month period, and we were



honoured to provide this kind of critical support during one of the most challenging periods within health and social care.

Throughout the pandemic we have continued to provide external agencies, such as Sirona Care and Health, South Gloucestershire Council, Avon Local Medical Committee, Health Learning Partnership, care homes and other clinical and medical colleagues across Bristol with a significant range of end of life care education and training.

# Trevor's Story



**Trevor received ongoing support following his diagnosis of prostate cancer in 2018, receiving support from a Community Nurse, as well as attending Day Hospice.**

"I was referred to the Hospice after being diagnosed with prostate cancer which then spread to my bones. My referral was quick and I was instantly inundated with help, which was so welcome. Initially when I was referred I was in shock and experienced a range of emotions. Having to think about death is frightening but I've been moved by the kindness I've received from everyone here. I unfortunately had to leave my job but I've found new ways to cope.

I've been lucky enough to benefit from many of the Hospice services. I have a wonderful Community Nurse called Cate who visits me regularly. She's incredible, she reassures me when I'm feeling emotional and she told me that I'm not dying, I'm living with cancer. She looks after all of my medication needs and we have such a good laugh when she comes round.



I'm also going to Day Hospice every Thursday which is great. There's no stigma here, I can chat to people in confidence and we're all in the same boat. It's a hub of activity when you're here, you can take part in things like crafts, or just relax and have a cup of tea and read the paper, depending on what mood you're in and how much energy you've got. The staff and volunteers are amazing, nothing is too much trouble for them and they make you feel instantly at home. Life has gone from being grey and dull to an explosion of love and kindness.

In terms of the Hospice itself, I had no idea it was such a marvellous place. In fact, I didn't even know it was here until I got referred. It really does bring a whole new meaning to the word hospice. No-one is moping here (although it's allowed if you want to!), it's bright, airy and friendly.

There's not a part of my body that hasn't been affected by my illness, not to mention the emotional thoughts that appear in quiet moments of reflection, but the Hospice staff really couldn't be doing more to support me. What the Hospice does for people is invaluable to the community, what they've got is nothing short of amazing."

“

**Life has gone from**

**being grey and dull to an**

**explosion of love and kindness**”

Trevor



# Volunteering

**Alongside fundraising for us, our supporters have also generously donated their time as volunteers – without whom we would not be able to achieve much of what we do.**

Whilst some volunteer roles were stood down, volunteering continued throughout the pandemic with the addition of virtual support. In addition, with recognition from the government that volunteering is a vital part of the response to the impact of COVID-19.

## Some of the ways in which

### volunteers provided vital support;

Bereavement support volunteers gave 750 hours of virtual support to families who have lost a loved one

Spiritual care volunteers continued to provide virtual and in person support sessions to patients on our Inpatient Unit, with the addition of PPE



Volunteer drivers travelled over 2,500 miles to collect vital stocks of PPE

£1.6m worth of cash and cheques were processed by volunteer bankers

A new team of catering and domestic volunteers were recruited, including a trained chef to provide delicious meals to patients on our Inpatient Unit

Volunteer gardeners continued to keep the Brentry gardens looking wonderful for patients

Day Service volunteers helped with the design, testing and rollout of a new virtual service

The enthusiasm and commitment of our volunteers to our patients and their families gives us much encouragement as we look to the future.

# Our Shops

**COVID-19 has had a huge impact on our shops, with continuous closures throughout 2020 and into 2021.**

We had to think on our feet to ensure we could maximise any opportunities available to continue to function where possible, in order to keep supporting the Hospice in providing patient care.



## Throughout the past year...

Our House Clearance service carried on, bringing in £18,000 as well as some great new stock ready for when the shops reopened

We created a Gumtree shop for donated furniture. We're expecting this to bring in £20,000 in income

We knew our supporters were saving up their donations for us so we launched the Clicksit scheme, a free postal donation service whereby supporters could send in their quality donations even when the shops were shut

We set up mobile donation stations which received over 10,000 bags of donated goods! This meant our shops were fully stocked from day one of re-opening

So many lives are impacted by your generosity. We hugely value patient and family feedback on the care they received. You can read some of those here;

“ The Hospice is like heaven on earth, or at least it’s the nearest thing that I have encountered. You are accepted for who you are, and not judged in any way ”



“ My nurse never fails to make me laugh – she is like a harbour in a stormy sea ”

I didn’t feel abandoned despite everything being put on hold because of the pandemic ”

“ I feel like I’m their only patient, because that’s how they make you feel ”



“ Cate my nurse is incredible, she reassures me when I’m feeling emotional ”

“ The staff made such an effort to find out about Mum and the sort of person she was. We’re eternally grateful for everything they’ve done for our family ”



# The year ahead

**We know that the next year still has many uncertainties, and despite our resilient and sustainable approach, it will take a long time for our fundraising and retail teams to recover.**

With our income still recovering and services still operating at a reduced capacity, we go into the year ahead faced with an ongoing challenge. This is continuing to meet the rising costs of providing specialist end of life care for our community after our most difficult year yet.

It's thanks to our supporters, donors, communities, and the backing we received from the government, that we have survived the COVID-19 crisis so far. We received 40% of our total expenditure from the government last year, but we have no confirmation that further funding is available.

It means that we're heading into this year with a budget deficit of £1 million, even after reducing costs and services. With that in mind we will be focussing on adapting to ensure we're working to a sustainable operating model, maintaining the highest level of care



and support as our number one priority.

Following a number of years of very strong legacy income, we continue to refresh our approach to gifts in wills to ensure this remains a major source of income for us in the future. The care of 1 in 4 of the people we support is paid for by these extra-special gifts.

Everyone who needs it should be able to get Hospice care when it matters most, and we're going to need our supporters more than ever to ensure we can deliver that, under ever changing circumstances.



**THANK YOU**



**Get in touch**

**St Peter's Hospice** Tel: 0117 915 9400  
**Fundraising Office** Tel: 01275 391 400  
**Clinical Advice Line** Tel: 0117 915 9430



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