



**St Columba's
Hospice**

CARE AND COMPASSION

Annual Review 2016/17





David, a day therapies patient

Chairman's Welcome

2017 is a very special year for the Hospice as it sees us mark 40 years since we first opened our doors in Edinburgh, right here on the site of our incredible building in Trinity overlooking the Forth.

We have created an interactive timeline on our website, and we have been remembering some of the key events that have taken place over the last 40 years through articles in the media and through conversations with those who remember and know the visionary founders who made the dream of an independent hospice in Edinburgh a reality.

A lot has changed since 1977 – we have more beds, more day hospice patients, a larger medical and nursing team, a dedicated group of staff who support every aspect of a patient's care from physiotherapy to spiritual support, and we now reach out into the community far more than ever. Our ethos has remained the same however, and at the heart of what we do are the families and individuals we support across Edinburgh and the Lothians.

Our care revolves around the needs of each and every one of our patients and their families. When people use our services our aim is to help them to explore the support that is right for them, and that helps them make the most of the time they have together with friends, families and loved ones. 2016/17 saw us move into the second year of our ambitious five year strategy, Care and Compassion Matters (2015-2020).

Recognising our development from being the very first modern hospice in Scotland to a centre for excellence, providing specialist palliative care on an inpatient, community, day service and outpatient basis, the strategy is about expanding our outreach and connecting with more people throughout our community who could benefit from our support. We made real progress towards achieving this in 2016/17 and I'm delighted to present this review of our year.

No one can sum up our services better than the individuals and families we support, and that's why you'll find stories and quotes throughout our review of the year. From fundraising to finance, and from nurses to cooks, we're all here to ensure those we support receive the very best of care in often difficult circumstances.

It is, as always, an incredible privilege to be part of such a dedicated team of volunteers and staff and it remains a highlight of my position to see first-hand the direct impact of the care and support we provide.



Dr Norval Bryson
Chairman

“This is a wonderful place.”

Ann shares her story

When I first heard about St Columba's Hospice I wondered why my GP, consultant and nurses thought I should go as a day patient. I looked up hospices online and was horrified to read it was a place for the terminally ill and I said 'Hey! Wait a minute Jimmy, I'm not dead yet!'

I was indignant about the whole thing and only agreed to meet someone from the Hospice because a friend persuaded me. I did not want to be written off, with everyone feeling sorry for me.

When I became ill, and started coming to the Hospice, my friends started talking more gently and kindly; they did the ironing; cut the grass; and said, "sit down let me do that". This was an alien world to me as I have lived on my own since 1969 and always done my own thing or employed someone to do things for me.

After my first visit to the Hospice, I realised how wrong we all were in our ideas of what the Hospice would be like – this is a wonderful place.

On my first visits to the day hospice, I brought a book with me. After a couple of visits I began talking to other patients and I quickly discovered that I would get used to coming in to the day hospice each week. Now, I am glad to meet the lovely volunteers, patients and staff who work there and I look forward to going.

I have only missed one day since I began coming in – I would not miss it for the world now. Who would have thought that?!

“Now, I am glad to meet the lovely volunteers, patients and staff who work there and I look forward to going.”



Ann, pictured right, with Yassie the therapet and volunteer Ruth



Kevin and Mandy on Pentland Ward

What we do and how we do it

At St Columba's Hospice we provide specialist care and support to the people of Edinburgh and the Lothians. We do this through our inpatient unit and our outpatients and community services. Patients and families have access to specialist nursing and medical support, our day therapies service, supportive care, occupational therapy, physiotherapy and lots more.

Our inpatient unit has 30 beds and consists of 18 single rooms and four multiple occupancy rooms. Our upper ward is named Pentland after the beautiful range of hills to the south of the city and the lower ward is called Cedar with each room named after a tree, rooting the building to the site we've occupied for 40 years.

Alongside our inpatient unit is our day therapies service. This part of the Hospice is for patients who come to see us for support from our skilled team of health and social care professionals, and patients also enjoy lunch and a chat with friends.

The day therapies area is a beautiful glass fronted wing which looks down the Forth towards East Lothian and over to Fife. It's a very special setting and the perfect environment for quiet relaxation or stimulating conversation.

Our Hospice community team also provides specialist palliative care to patients and families in their own homes. This team of skilled nurses extended this support to work over seven days, providing a vitally important responsive service during the difficult out of hours period.

Cancer remains the predominant diagnosis of all new referrals, however twice as many non-cancer diagnosis referrals were received in 2016/17 as compared with the previous year.

Something that's not always known is that we often discharge patients from our service. In 2016/17 there were 104 people considered stable enough to return home, or move on to an appropriate care environment.

"Importantly it's about us helping individuals and families access care in their own communities."

Our year in numbers

886
new referrals
for our support

20
days
average length of stay

453
admissions
to the inpatient unit

1,765
home visits

1,034
attendances
at our day hospice

Highlights of a busy year

2016/17 was a busy year for everyone involved with the Hospice, as we moved through our five year strategic plan, Care and Compassion Matters. Some of the many highlights from the year are picked out below.

- Our interior design project was finished, with the redesign of the physiotherapy gym and the refurbishment of the Gatehouse to support our children's bereavement work in future years.
- Our art strategy was put into place and included a joint project with Edinburgh Printmakers, culminating in a display of selected artworks at the Hospice. We also began displaying works of art around the Hospice which have come to us on loan from Art in Healthcare.
- We started working with Macmillan's welfare benefits service to offer a drop-in advice service at the Hospice three days a month.
- Our supportive care team started a monthly drop in coffee afternoon for bereaved friends and family members.
- We had an incredibly busy year developing our gardens and were pleased to welcome a new groundskeeper and new gardening volunteers to the team.
- Our catering department was delighted to welcome celebrity chef Tony Singh and also Paul Kitching from restaurant 21212. Both chefs worked with our catering team to produce delicious and innovative meals for our patients and families.
- We developed a new fundraising strategy which included a focus on community fundraising.



"The staff at the Hospice have helped me to deal with my cancer and helped me to overcome the fear of the unknown."

Jay, a Patient



Maureen, a volunteer at the Hospice



David and his wife Maureen

Our year in numbers

500
counselling sessions
provided to individuals and family members

200+
chaplaincy sessions
took place

284
occupational therapy
team visits to people in their own homes

Why person-centred care is so important

For some families care at home is the right choice, whereas some would like to be cared for in the Hospice. Of course decisions may also change as an illness progresses and at the heart of what we do is the flexibility to accommodate the wishes of those we support. That's what person-centred care is all about – having the time, the flexibility and the commitment to support each person as an individual, in the way that best suits them.

We deliver this person-centred approach in a host of different ways, and in 2016/17 this included:

- spiritual care: our chaplain is supported by a team of volunteers to discuss matters of all faiths and none with individuals as they wish. We don't set the agenda – we let those we support decide on where the conversations lead.
- social work services: an important aspect of our work is addressing the psychological, social and practical needs of people in our care, and importantly, those who are supporting them.
- counselling and bereavement services: our counselling services saw a large increase in referrals over the 2016/17 period.
- occupational therapy: the occupational therapy team provided support in the Hospice and at home to help individuals improve and maintain their ability. Early intervention helped individuals in the community make the most of their time at home through providing the right equipment, support and care.
- physiotherapy: the aim of the physiotherapy service at the Hospice is to improve the quality of life for people through optimising physical potential and recognising the goals and aspirations of each individual. Treatments include exercise therapy, functional rehabilitation, management of breathlessness and fatigue, mobility assessment, falls prevention and non-pharmacological pain control.
- through art: engagement with art supports wellbeing, self-expression, self-discovery and personal growth and we have been working to embed art and creative activities across both our building and services.

Yvonne, who works with patients and families explains: "For patients living with the symptoms of a condition, the side effects of treatment, and the emotion of knowing they have a terminal illness can be hard. Since their diagnosis, people have often spent a lot of time in hospital, at medical appointments and with doctors. Often, the things that they were interested in and the things that were enjoyable in their life fall by the wayside in the midst of an illness and they can feel defined by the illness and lose sight of the person they were prior to it. At the Hospice our support aims to help people reconnect with the things that matter to them, to rediscover forgotten hobbies and to explore different ways of doing things. People work towards goals to achieve things that are important to them, in a safe and supported environment.

In the future we hope to see people earlier in their illness and to be able to teach them coping strategies and to empower them to live as well as they can."

Education and research

Through the Hospice's Centre for Education and Research we supported health and social care professionals from near and far to develop their understanding of palliative care through educational courses, research papers, and visits.

A productive year was had across all three main strands of work: practice development (including development in-house as well as locally and internationally); higher education; and research. Highlights included:

- a new orientation programme for registered nurses and clinical staff being developed.
- our practice development team supporting the nursing staff in the training of a new single nurse system for dispensing medication.
- a new training film being developed for clinical staff in using electronic patient records.
- two of our nurses visiting India as part of our international outreach work. They worked with a rural community palliative care team and will continue to support their educational development over the coming two years.
- continuing to build on our visits to Uganda where we are helping to develop important nurse leadership skills in palliative care.

Our year in numbers

27
*Masters
students*
supported

11
journal articles
contributed to and published

7
presentations
delivered at national and
international conferences

59
*international
visitors*
welcomed



Graduates and lecturers from one of the Hospice's education courses

*“This is the best educational experience I have had.
I enjoyed all aspects of the course and I feel the
knowledge I have gained is very helpful.”*

A student from one of the
Hospice's education courses.

Our amazing people

It's the people involved with the Hospice that bring our service to life. Our workforce consists of an incredible mix of staff and volunteers. Each and every one of our staff and volunteers is dedicated to ensuring that we provide the very best care and support in every aspect of our work, from great clinical and nursing care to beautiful gardens, efficient finance processes and effective fundraising.

In 2016/17 we started a popular new section on our website called On the Blog: Behind-the-Scenes at the Hospice. The blogs let our supporters know more about some of our staff team and what they do on a daily basis. It is a great way to get an insight into what goes on across the many teams that work together at the Hospice.

In 2016/17 a cohort of staff from across the organisation completed a year-long Hospice leadership project. This group then went on to implement specific aspects of our strategic plan. We also held a well-attended staff BBQ where we celebrated the dedication of our staff team with our long service awards with 18 members of the team receiving awards for ten to 25 years of service. In addition some of our volunteers received awards from the Lord Provost for inspiring volunteering in Edinburgh.

Volunteers work across almost all areas of the Hospice:

- Volunteer drivers who bring patients to the Hospice.
- Volunteers in our shops and across the fundraising team.
- Volunteers who work on the wards, helping keep flowers fresh and bright for our patients.
- Volunteer chaplains.
- Volunteer therapy dogs and a cat (and their owners!)
- Volunteer complementary therapists.
- Volunteers running our Iona and Staff Cafés.
- Volunteers supporting senior staff with project development work.
- and many more!



Volunteers ranged in age from 16 to over 90.



Average length of service of a volunteer was five years.



Time donated by volunteers was valued at £1 million.



For every 1 member of staff, there are 3 volunteers who help ensure we deliver the best care and support possible to the individuals and families we support.



The total hours donated by volunteers was 65,000.

Our incredible supporters

Throughout 2016/17 we continued to benefit from the generosity of our supporters throughout Edinburgh, the Lothians, and beyond. The public continued to ensure that we have the necessary funds to run our vital services.

Supporters from across our community showed their commitment in a huge variety of ways, from attending events for the Hospice such as our Burns Supper, to running marathons, abseiling from the Forth Rail Bridge, taking on our annual walking event along the Water of Leith, or coming together for our special Christmas event, Light Up a Life, in Edinburgh city centre.

Stevie Burns and his family took part in A Walk to Remember. He says: "My father Hughie was at the Hospice for the last two months of his life. He passed away on 17 May 2016. On our first visit it was immediately obvious what a fantastic facility St Columba's Hospice is, and we were pretty blown away by the place. However, it was also clear that it must take a substantial amount of money to sustain the level of care provided and we felt we had to do something to help. Our Granny Burns had died at the Hospice back in 1978 so there was already a connection with, and affection for, the Hospice but that feeling increased considerably while we visited Dad there.

While Dad was still at the Hospice, it was my sister Sarah who first mooted the idea of taking part in A Walk to Remember. It seemed an obvious thing to do – a great way to raise funds for the Hospice while enjoying yourself at the same time. And, of course, we had the incentive of knowing we would be going to the pub for a hot meal and a drink at the other end! My wife Maria, son Patrick, and my sister Sarah all took part in the event, as well as Sarah's friends Clare and Laura. In addition, my Uncle Mike and Auntie Lesley helped out as stewards on the route as it approached the final stages in Leith. My brother Tony would have been with us too, but he was away for the weekend and therefore unable to take part. I was particularly proud of Patrick, who at 12 years old did really well to complete the whole course; he was determined to do it for his granddad, with whom he had a very special and unique relationship.

Being part of a team was great – we kept each other going when any of us started to flag, and had a good laugh! There was also a camaraderie amongst all the participants, regardless of whether you knew each other or not, as we were all working towards the same purpose. Everyone seemed in high spirits, and of course it is a beautiful (if challenging!) route to walk.

By the end of the walk we were knackered – and thirsty! – but with a real sense of achievement. There were a lot of tired but happy people in and around Leith Docks that day!"

The ways we are supported:

- Donations from individuals.
- Donations from events organised by supporters.
- Fundraising at events organised by the Hospice.
- In memory gifts.
- Donations from trusts and foundations.
- Corporate donations.
- Gifts in wills.
- Shopping in, and donating to, our charity shops.
- Playing our weekly prize draw.



Supporters at our Burns Supper



The Byrne Family taking part in A Walk to Remember

Our year in numbers

6
charity shops

pleased to secure a lease on a new shop in Portobello

500+
collecting tin outlets

across Edinburgh and the Lothians

1,300+
attendees and participants

at our Hospice-organised events

60+
trust applications

successful from 250+ made

100
special tribute funds

opened after launch

100+
businesses approached

for local corporate support

Spreading the message

One of the vital areas of our work is ensuring that our awareness is high across our community. We do this in a number of ways and in 2016/17 we worked hard to ensure we let people know about the Hospice across a number of different channels. This is important so that people who may be able to access our services know about us, and also so that our supporters know how important their fundraising efforts are.

We work with lots of different media outlets to get our stories out to the public. We created nearly 130 pieces of media coverage on lots of topics including the launch

of our tribute funds, patient's stories, our interior design project, the launch of our anniversary conference, the new Hospice film, our interactive timeline and many more.

Our stories were covered in lots of media outlets too, including The Scotsman, the Edinburgh Evening News, BBC TV and radio, STV, BuzzFeed, Edinburgh Life, The Scots Magazine, Scottish Woman, Scottish Field, The Herald, Scottish Cycling, Scottish Walking, Radio Forth One, the Daily Record and Metro Scotland.

How a hospice can help you to die well



It's a challenging concept, but it can comfort those with a terminal illness – and their families, says Jackie Hindson

Jackie Hindson, a hospice volunteer, explains how a hospice can help you to die well. She says that a hospice is a place where people can go to receive care and support at the end of their lives. It is a place where people can be comfortable and at ease, and where they can be surrounded by family and friends. Jackie says that a hospice can help you to die well by providing you with the care and support you need at the end of your life. She says that a hospice can help you to die well by providing you with the care and support you need at the end of your life.

Picture of the DAY



Getting on their bikes for city hospice

An epic 200-mile cycle event got under way yesterday in the Capital as 25 riders set off on the Celtic Challenge in aid of St Columba's Hospice. Participants include nurses from the hospice, a member of the charity's fundraising team – and two brothers on a tandem, one is blind and he will be piloted by his brother.

BuzzFeed

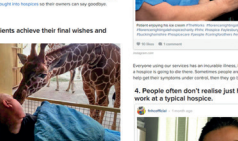
24 Deeply Honest Confessions From A Hospice Worker

It's honestly not all doom and gloom.

1. Most hospices have at least one therapy pet that comes to visit patients and comfort families.



2. We help patients achieve their final wishes and goals.



3. Plenty of our patients get to go home again.



4. People often don't realize just how many people work at a typical hospice.



Ceramic flowers to line hospice courtyard

Forget-me-nots in memory of loved ones aid fundraising

It was one of the most beautiful scenes to witness as the hospice courtyard was transformed into a sea of forget-me-nots. The hospice's fundraising team had been working hard to raise money for the hospice, and the courtyard was the perfect place to do it. The hospice's fundraising team had been working hard to raise money for the hospice, and the courtyard was the perfect place to do it.



St Columba's Hospice is a charity that provides care and support for people at the end of their lives. It is a place where people can be comfortable and at ease, and where they can be surrounded by family and friends.



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What we raise and how we use your money

In 2016/17 the Hospice ran a planned deficit in order to invest in our service delivery. The details below highlight our income, our expenditure, how funds were spent and also how each of the donations we receive is split in terms of service delivery and fundraising.

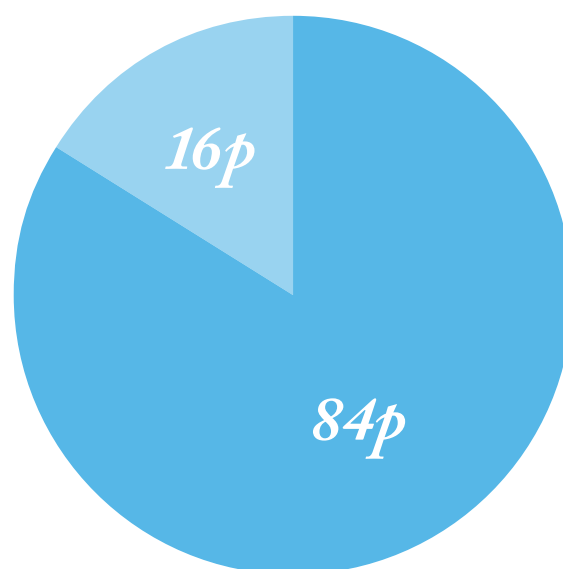
As we receive 27% of our total expenditure from NHS Lothian the wonderful supporters of the Hospice remain central to our service. It is only with their continued support that we can provide our care when it is needed most.

£7.93
million

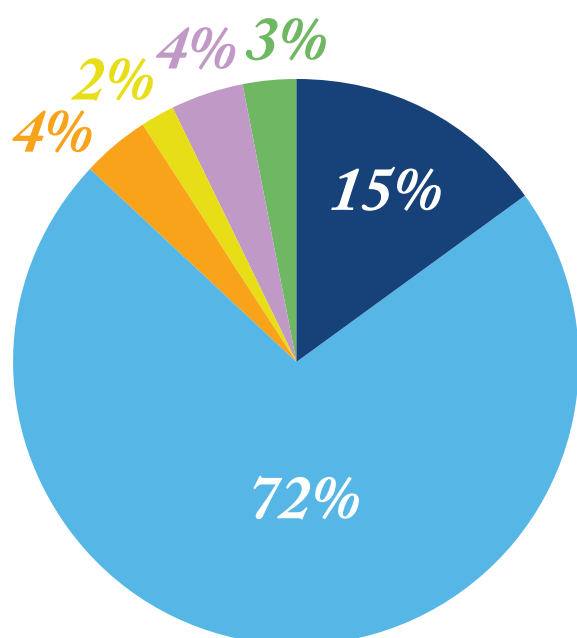
Total Income

£8.1
million

Total expenditure
(excluding depreciation)



84p of every pound raised goes directly to helping individuals and families, with the remaining **16p** helping raise the next **£1**



Our future ambitions

2016/17 was an important year for us as we marked 40 years of St Columba's Hospice. We looked back at all that has been achieved in those remarkable 40 years and remembered the inspiring individuals who helped make Scotland's first modern hospice a reality.

Our aim is to give everyone within our community access to specialist palliative care whoever they are, wherever they are, and whenever they need it. At the very heart of this is a commitment to try to support individuals and families in a way that best suits them, in the place of their choosing and in a way that helps them make the most of the time they have together.

This report summarises some of our key achievements throughout 2016/17. Our priorities for 2017/18, drawn from our five year strategy, are as follows:

Care Matters

- To work in partnership with Edinburgh and the Lothians Integrated Health and Social Care Boards, NHS Lothian, and Marie Curie Hospice Edinburgh to strategically plan palliative care developments for the future.
- Continue to increase our capacity across all services by developing the ways we work.
- Develop indoor and outdoor therapeutic activities to enhance independence and quality of life.
- Expand our supportive care services, in partnership with other care providers, to provide children and young people's bereavement support.
- Establish a commitment to developing the evidence in relation to the use of creative art in hospices and developing research and evaluation methods and outcomes.

Getting it Right Matters

- Review all Hospice information to ensure it is accessible in audio, visual and culturally sensitive formats.
- In collaboration with patients and families, review hospitality services and facilities.
- Maximise the use of electronic patient records.

Knowledge Matters

- Develop and support the Hospice's 40th anniversary conference.
- Further develop person-centred care across the Hospice.
- Support practice development across all the Hospice's team.
- Continue to establish ourselves as a nationally and internationally recognised research-active hospice.

Money Matters

- Increase income to sustain current running costs and fund future developments by:
 - increasing revenue through our retail network and expansion of the shop portfolio
 - strengthening our events portfolio, annual campaigns and relationship with donors
 - increasing the number of donations and regular givers.
- Review the existing HR/Payroll system to ensure it is fit for purpose.

Community Matters

- Develop a patient and family experience group to support Hospice developments.
- Invite our community into our Hospice to find out more about what we do by hosting open days and events.
- Change the perception of a hospice by continuing to ensure St Columba's Hospice is an open and welcoming environment for all.

Whatever your involvement with the work of St Columba's Hospice, may I take this opportunity to thank you for reading this review of our year.

With best wishes,

Jackie Stone
Chief Executive

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