

Impact Report 2021/22



A patient-centred charity that cares for people living with advanced life-limiting and terminal illnesses and for their carers and families.

“Spilling the Beans” on our impact in 2021/22

Caring for North West Surrey for 25 years

“Dad was treated with dignity and respect and kept pain free for his final weeks.”

What a patient’s daughter had to say about us

Woking & Sam Beare Hospice and Wellbeing Care [the “Hospice”] is a patient-centred charity that delivers palliative and end of life care to people with life-limiting illnesses who live in North West Surrey. We also provide support to the carers and families of our patients.

This Impact Report serves to highlight the value we add to the people of North West Surrey. It aims to provide an account to our generous supporters and volunteers of the very real difference that their support makes. Throughout this report we share with you the impact we have had during the year ended 31st March 2022. We state we are a people-led charity and so we tell this through the voices of our stakeholders [staff, volunteers, supporters, patients and their families] as they “spill the beans” on us. Meaning the “real truth” about the value of the impact we have on them and our wider community.

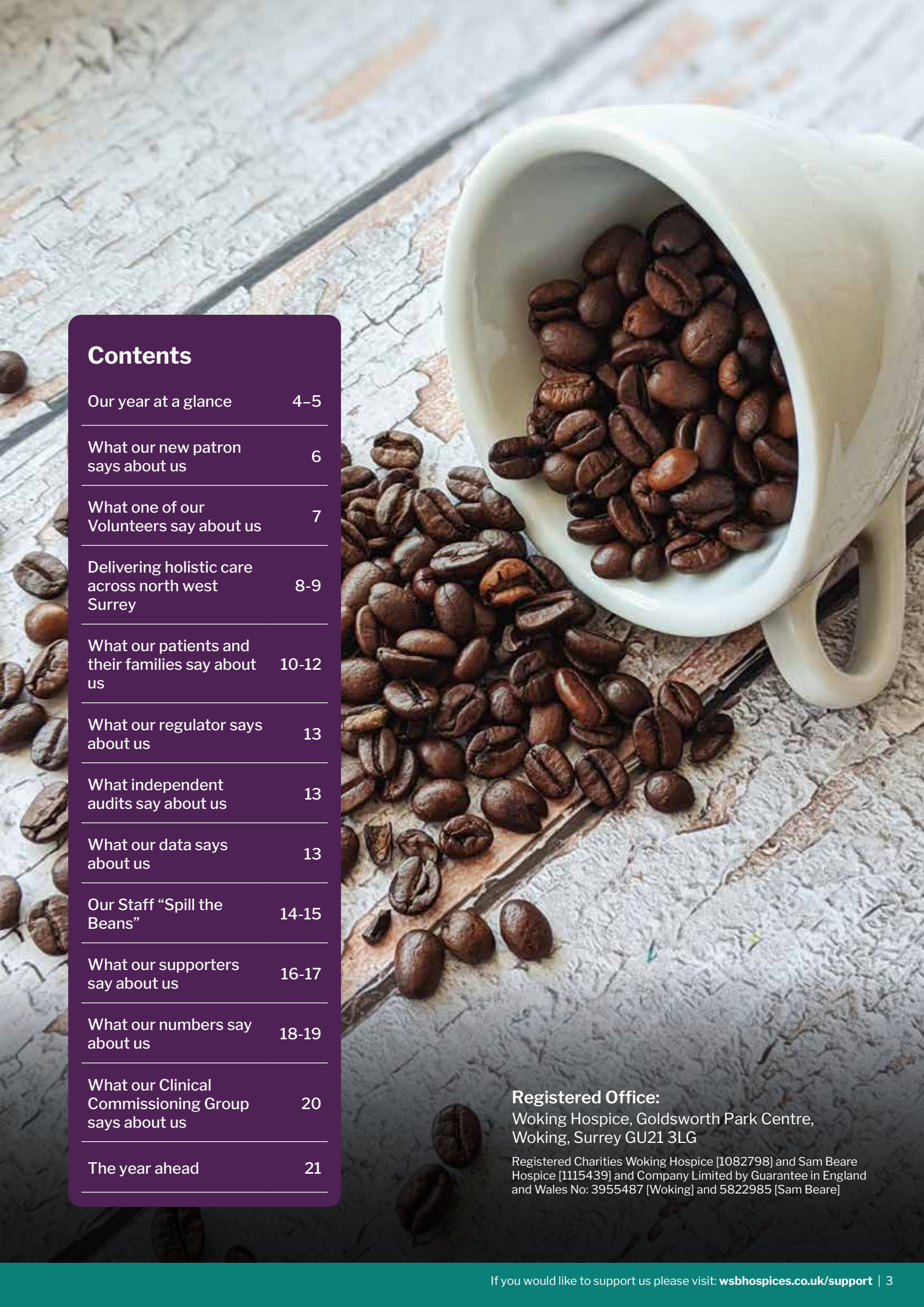
During the year ended 31st March 2022, our staff have continued to work tirelessly alongside our NHS colleagues as we adjust to living with COVID-19 and the challenges that this has presented over the last two years. Whilst this has undoubtedly delayed progress on some of our plans, it has also enabled us to accelerate others. This is because we have had to find new and innovative ways of meeting the needs of our community.

The Hospice is a member of the North West Surrey Care Alliance which is a partnership of organisations that each have a responsibility to support Health, Care and Wellbeing. It is comprised of healthcare providers, charities and local councils. Working with our Alliance partners, the Hospice is now the “Hub” for Palliative Care and End of Life Services across the whole of North West Surrey.

In our role as the Hub, the Hospice provides specialist “in reach” services to the local Acute Trust [Ashford and St Peter’s NHS Hospital Trust].

The year we are reporting on also marks a significant milestone for the Hospice as we celebrate our 25th Anniversary and the delivery of two and half decades of care to many thousands of North West Surrey families.

Read on to find out what is being said about the impact we are having on individuals and our community.



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Registered Office:

Woking Hospice, Goldsworth Park Centre,
Woking, Surrey GU21 3LG

Registered Charities Woking Hospice [1082798] and Sam Beare Hospice [1115439] and Company Limited by Guarantee in England and Wales No: 3955487 [Woking] and 5822985 [Sam Beare]

Our year at a glance

What our year in pictures says about us ...

Here are just a few of our highlights from the 1st April 2021 to 31st March 2022. There simply isn't the space to include everything but we are equally grateful to all those who have supported us.




Woking Football Club's Wing Walk raises over £6.5k, equating to 342 hrs in-patient care



Woking & Sam Beare Hospice & Wellbeing Care

Woking Explorers donate £845

The Hospice embeds as the "Hub" for end of life and palliative care services for the whole of North West Surrey



April

May



Our Staff and Volunteers take on the Jerusalem Challenge



Peter Egan becomes a Patron



KenFest raises over £40k that equates to 450 visits from our clinical community team in patient homes

August

September



The Hospice turns 25



The White House in Egham opens



Betty & Claude team up with our Chobham Boutique

December

January



Bethany Bunny Book published in aid of the Hospice



Richard Boxall's Golf Day raises £16.7k



First pop-up charity shop opens in Knaphill

June

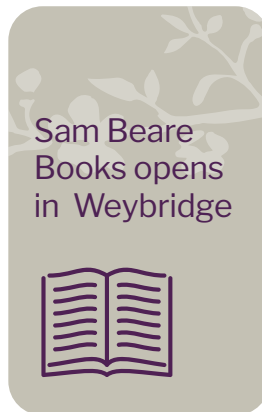
July



The Woodland Walk is our first in-person event since COVID-19



Hospice Golf Society celebrates 5 years of fundraising over £200k



London Marathon Runners raise over £17k

October

November



Small Change Makes a Big Difference raises over £6.5k



Our first Business Breakfast of 2022 was hosted by McLaren Applied



Paul Weller officially names our Wildwood Garden

February

March

What our new Patron has to say about us

Peter Egan “Spills the Beans”



Actor Peter Egan became a Patron in September 2021. Peter is best known for his roles in *Downton Abbey*, *Unforgotten* and *After Life 2*. Outside of acting, he is a campaigner for animal rights.

Peter's wife of 49 years Myra was cared for by the Hospice Team and she sadly died in March 2021. This is what Peter had to say about the care we provided ...

“The Hospice Staff were so wonderfully helpful to both myself and my daughter Rebecca. I don't know what I would have done without them during the last few weeks of Myra's life. They are an **amazing** group and all their healthcare providers and other employees are caring and **compassionate**.

I wanted to become a Hospice Patron because I was so impressed with the **quality** of care offered to us.”

Peter's first job as Patron was to officially open the Hospice Woodland Walk [pictured above]. This was a brand new fundraising event that took place on Sunday 17th October 2021. It started and finished at the McLaren Technology Centre and was sponsored by Trident Honda. This first in-person event since COVID-19 raised an impressive £30k which equates to 1,580 hours of care for an In-patient Unit [IPU] patient.



What our Volunteers say about us

Lisa Harland “Spills the Beans”

Lisa Harland has been an active Volunteer and Fundraiser for the Hospice since December 1996. She is a qualified hairdresser and has been volunteering with us since the very beginning at the original Woking Hospice at Hill View Road and then at our Knaphill Furniture Shop. And this is what Lisa had to say about us ...



“When I volunteered at the Hospice it was such a privilege to make the patients feel just that little bit better by doing their hair or to simply make a cup of tea and sit and chat with patients and their visitors. But it was when my dear dad was diagnosed with cancer and was eventually referred to Woking Hospice that **I truly appreciated the value of hospice care.**

Dad was always so proud of me for being a volunteer. I remember him saying [of the Hospice] ‘this is the closest place to heaven’. I will remember that for the rest of my life.

When my dad died in June 1999, it motivated me to apply for a place in the London Marathon. Which I am proud to say I managed to complete and raise money for the Hospice in memory of my dad.

My mum and I continued to volunteer at the Knaphill Furniture Shop for many years after dad passed. Then sadly mum died too in 2013. Although I miss her and dad dearly, **I feel proud** to have been able to support such an incredible cause.”

Lisa continues to volunteer for us and to fundraise for us. It goes without saying how incredibly grateful we are to Lisa and all our incredible team of volunteers – **THANK YOU.**

Fact Box

In 2021/22, we had 650 active Volunteers.

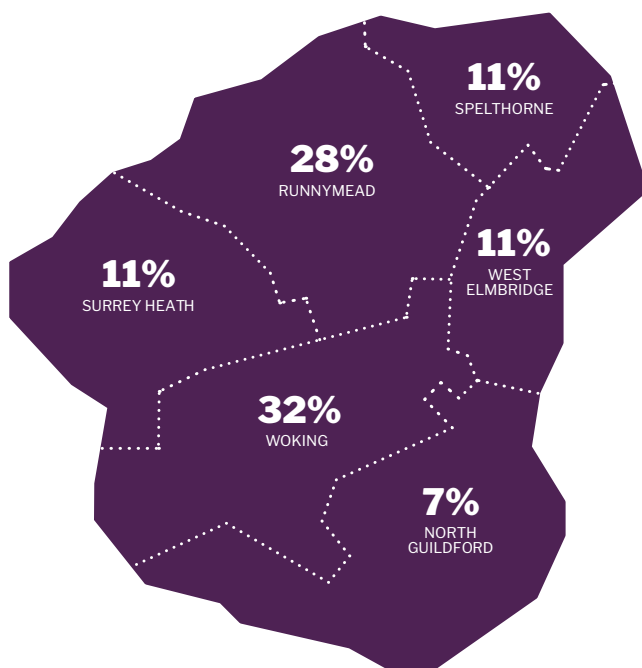
It is estimated that our Volunteers save the Hospice over £1 million per year in equivalent staff costs. Their social impact value to the community is, however, significantly more.

The immense value of these individuals is very much appreciated by our Staff and Trustees.

Delivering holistic care across North West Surrey

Hospice care is a vital part of the healthcare system and operates alongside the NHS. Like our sister hospices up and down the country [of which there are approximately 200], we provide palliative and end of life care to patients with life-limiting and terminal illnesses.

We treat all kinds of people, from all over North West Surrey.



The map above shows the percentage of referrals to the Hospice from each of the six Surrey boroughs in North West Surrey.



What is holistic care?

We provide holistic care which means it is designed to cater for patients' physical, psychological, social and spiritual needs. Additionally, we also provide support for patients' carers and families.

The Hospice delivers its care through five primary services:

1. In-patient Unit [IPU] at Woking Hospice:

Patients that are admitted to our 20-bed IPU and are cared for at the Hospice 24/7.

2. Community Care:

Patients that are cared for in their own homes. The regularity of visits and contact will very much depend on patient need.

3. Hospice at Home:

Very end of life patients that are cared for in their own homes.

4. Wellbeing Centre:

Provides a range of services, therapies and social activities for day patients and their carers.

5. Counselling:

Provides support for patients but also for family members [both adults and children].

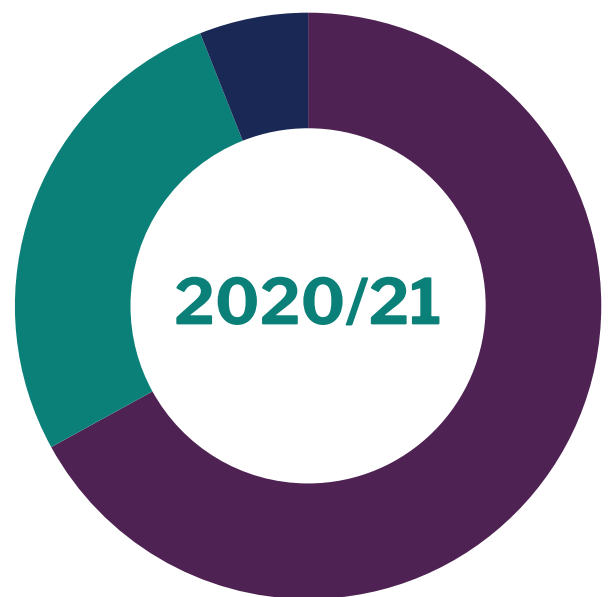
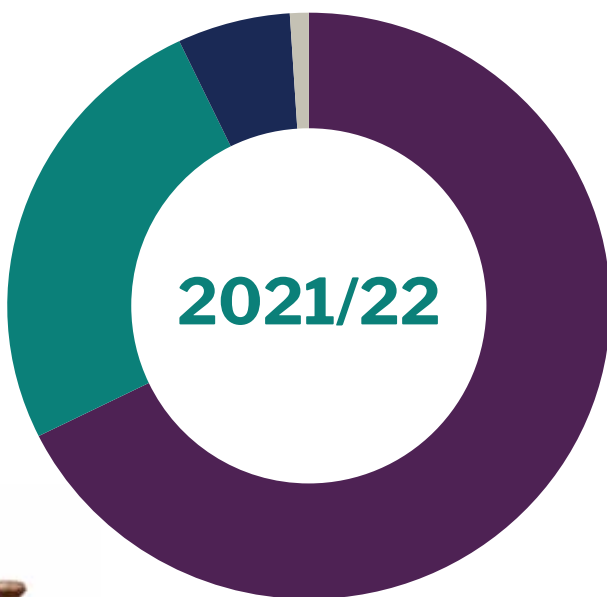
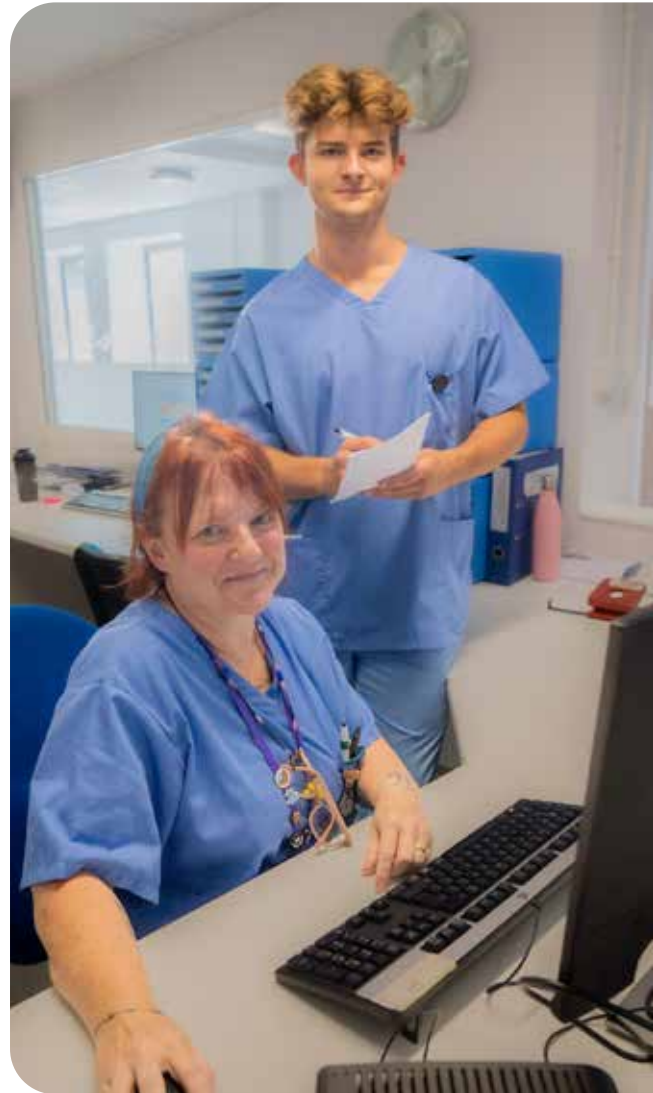
Many are surprised to learn that over 80% of our services are delivered in patient homes.

All our services are delivered by a multi-disciplinary team of healthcare professionals that includes Consultants, Doctors, Clinical Nurse Specialists [CNSs], Registered Nurses, Healthcare Assistants, Physiotherapists, Occupational Therapists, Complementary Therapists and Counsellors. They are supported by a range of support services from Housekeeping to Catering to Administration.

How many people accessed our care services in 2021/22?

In 2021/22, we cared for 1,521 individual patients. This is slightly more than in 2020/21 where we cared for 1,448 individual patients. As the pie charts below show, some patients will have accessed more than one of our services in the period that we are reporting on. We also still saw disruption to our Wellbeing Care Services in 2021/22 due to COVID-19

Pie charts to illustrate the percentage of patients accessing one or more services



Key ■ 1 Service ■ 2 Service ■ 3 Service ■ 4 Service

What our patients and their families say about us

Our Governance Committee is responsible for monitoring performance against key clinical quality markers using recognised tools and national benchmarking data. This ensures that all our services maintain excellent standards and provides the basis of reports to our regulator Care Quality Commission [CQC] and Clinical Commissioning Group [CCG].

The holistic nature of palliative care means that our goal is to help our patients live well and die comfortably and with dignity. The impact of our care can, therefore, be qualitatively measured by the feedback we get from our patients and their families. Patient Surveys are carried out routinely and feedback is monitored to identify where service changes may be required. In this next section we share some of the comments that best represent the views of those we have cared for.

What is being said about our In-patient Care?

“There isn’t any aspect of the Hospice that could have done a better job. A **great** team of people all working towards the same goal to firstly make my mother feel as well and **comfortable** as possible. But for also making me feel cared for **emotionally** and **physically**.” Testimony 1

“We would like to thank you for the wonderful care you have given dad over the last week or so. It has been a **huge comfort** to us that as a family we had chance to spend some **precious time** with him.” Testimony 2

What is being said about our Community Care?

“Overall the service was more like **‘Excellent’** rather than ‘Very Good’. The absolute empathy for my mum, sister and I and the care for dad was **exemplary**. Our appreciation is beyond words.” Testimony 3

“The ladies were very **skilled** and **professional** and provided **excellent** care and support. They clearly explained everything. The care was **exemplary** and they had great **empathy** with the whole family.” Testimony 4



What is being said about Hospice at Home and Counselling? Mandi “Spills the Beans”



“When my husband Chris was first referred to the Hospice we knew we would have to make the tough decision about where he wanted to be for end of life care. Chris very much wanted to be at home and so the Hospice made this possible.

As Chris’s condition deteriorated, we were then referred to the Hospice at Home Team. Over the days that followed, we were visited daily to sort meds and generally make Chris **comfortable**, even on Christmas day. They also **supported** me, our daughters Sophie and Hannah and son Jake through this incredibly difficult time.

Chris passed away at home with the people he loved most. We shared laughter, tears and memories but, most importantly, he was surrounded in love. The care and **compassion** the Hospice at Home Team showed to Chris, the children and I during the final days of his life was **phenomenal**. We can never thank them enough.

My daughter Sophie also received counselling and I was supported with bereavement

counselling. I cannot praise the counselling support highly enough and I am **very grateful** to everyone who helped us so very much.

Please accept our **heartfelt thanks** for your help during my husband’s final days. You made it possible for him to remain at home with us his family. There are not enough words to express our thanks and gratitude. You are **truly amazing**.” Chris’s wife Mandi



What is being said about our Wellbeing Centre and Family Support? Bharti and Aneesha “Spill the Beans”

Bharti [who lives in Egham] first had contact with the Hospice in the summer of 2021. Her oncologist recommended that she seek some advice on palliative care and so her District Nurse made a referral to us. She has Metastatic Breast Cancer which has spread to her lymph nodes, bone marrow, lungs and ovaries.

Bharti and her daughter Aneesha both visit the Wellbeing Centre together. Amongst other services they are able to access alternative therapists [such as aromatherapy and massage] and counselling.

Bharti comments: “When I first came to the Hospice I didn’t know what to expect but the Wellbeing Centre is so **relaxing** and **welcoming**. The beautiful smell of lavender is instantly calming. It is so nice to have the chance to be **pampered** and to take our minds off things.

We know the Hospice Team are there at the end of the phone if we need them whether it be for medication or for counselling. **I feel reassured** that my children have relationships with the staff at the Hospice which makes it less scary for them.”



Aneesha adds: “The Hospice has helped me immensely throughout my mum’s cancer diagnosis. The staff are **incredibly helpful** and are always on the other end of the phone for advice and assistance. Their support has been **crucial** in helping us through this journey.”



We should add we are very grateful to Aneesha who has since done the Surrey Half Marathon to help raise funds for the Hospice. She smashed her target of £500 by raising an incredible £2,132. Well done and thank you.

What our regulator says about us

The independent regulator for health and social care Care Quality Commission [CQC] last inspected the Hospice on 3rd December 2019. The Hospice was assessed as compliant across all domains [Safe, Effective, Caring, Responsive and Well-led]. In the report the CQC stated:

Overall ‘Good’ on a trajectory to ‘Outstanding’.

What independent audits say about us

We took part in the 2021 National Independent FAMCARE [Service Evaluation of Bereaved Relatives’ Satisfaction with End-of-Life Care] Audit for the 10th year running. This audit measures how satisfied the bereaved relatives of patients are with the care services we have provided at the Hospice or at home. The audit was undertaken between 1st June until 31st August 2021.

As in the previous years the majority of results were either ‘VERY Satisfied’ or ‘Satisfied’.

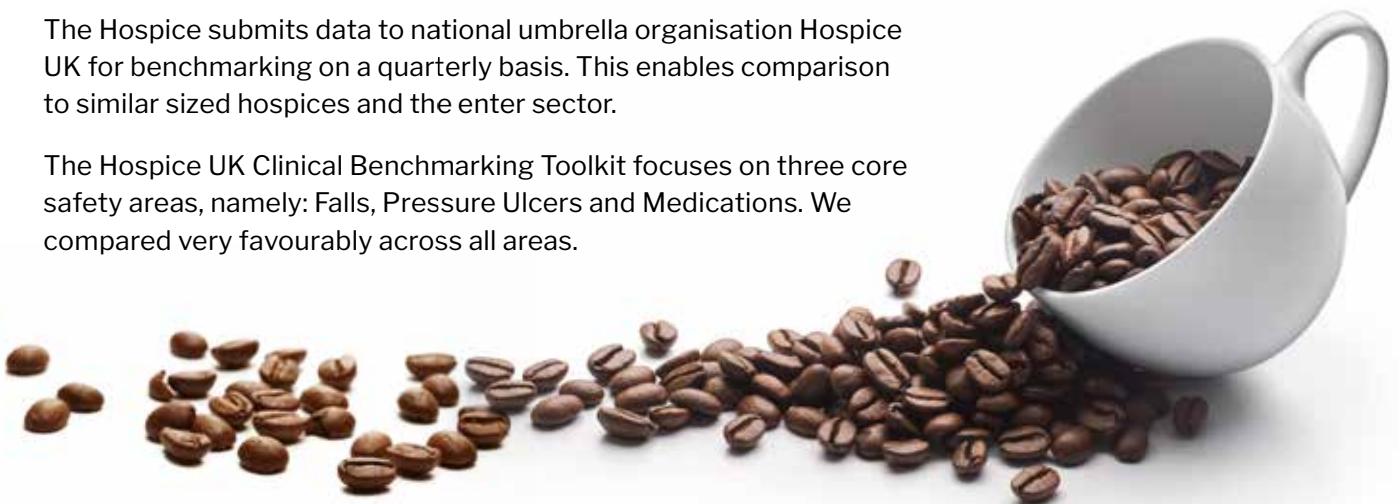


As the Hospice has Service Level Agreements in place with Ashford and St Peters Hospital Trust for In-patient Care and Pharmacy, a number of external independent audits at a more local level were carried out during 2021/2022. There is more information about these in the Quality Account 2021/22 which can be found on our website.

What our data says about us

The Hospice submits data to national umbrella organisation Hospice UK for benchmarking on a quarterly basis. This enables comparison to similar sized hospices and the enter sector.

The Hospice UK Clinical Benchmarking Toolkit focuses on three core safety areas, namely: Falls, Pressure Ulcers and Medications. We compared very favourably across all areas.



Our Staff “Spill the Beans” about us

One of our strategic objectives is to invest in our workforce. As a people-led charity we not only put our patients at the heart of everything we do but we also value and invest in our staff and volunteers.

In the last Impact Report, we stated that we would report more on the improvements in our Education and Professional Development programmes. We are delighted to report that we have appointed an Education and Development Manager, Diana Chan, in January 2022. Diana is now driving a very comprehensive in-house programme of training and development for both clinical and non-clinical staff. This is undoubtedly having a positive impact on us as an organisation and in the quality of our services but it is also hugely important to the personal development of our staff.

We very much believe in the concept of “growing our own”.



Matt Lockyer Maintenance Technician

From General Facilities Assistant to Trainee Electrician

“I joined the Hospice in July 2021 to help with cleaning and general support to the Facilities Department. This then led into being offered a permanent role as Maintenance Technician.

To help further my personal development and career, the Hospice asked me if I would be interested in doing an Electrician Course which they would fund. I am now part way through a two year Level 3 Electricians Course which is a mix of theory and practical exams.

The Hospice has also arranged for me to work with two other electricians which I am benefiting from and enjoying.

What I love most about working for the Hospice is the people.”





Cherie Rapley HR and Volunteer Services Administrator

From Retail Relief Manager to HR Professional in the making

“At the time the pandemic hit, I was working for the Hospice as Retail Relief Manager and so I was furloughed. I used the time out to think more about what I wanted to do. I love working with people and I am particularly interested in processes and procedures.

When the role of HR and Volunteer Services Administrator became available in November 2021, my Line Manager encouraged me to apply. I was successful and part of the offer was that the Hospice would fund my professional qualifications.

I have just completed the CIPD [Chartered Institute of Personnel and Development] Level 3 and I am going to start my Level 5 in September.

The opportunity the Hospice has given me is broadening my knowledge but it is also completely opening up my future career prospects.”



Grace Taylor In-patient Unit Manager

Having the time to care is so important to me

“The Hospice is a lovely place to work – the team are kind and caring towards each other, as well as our patients and their loved ones.

Still being able to provide hands-on patient care is something I really enjoy about my job, because normally the more senior you become in healthcare the more office based your role becomes.

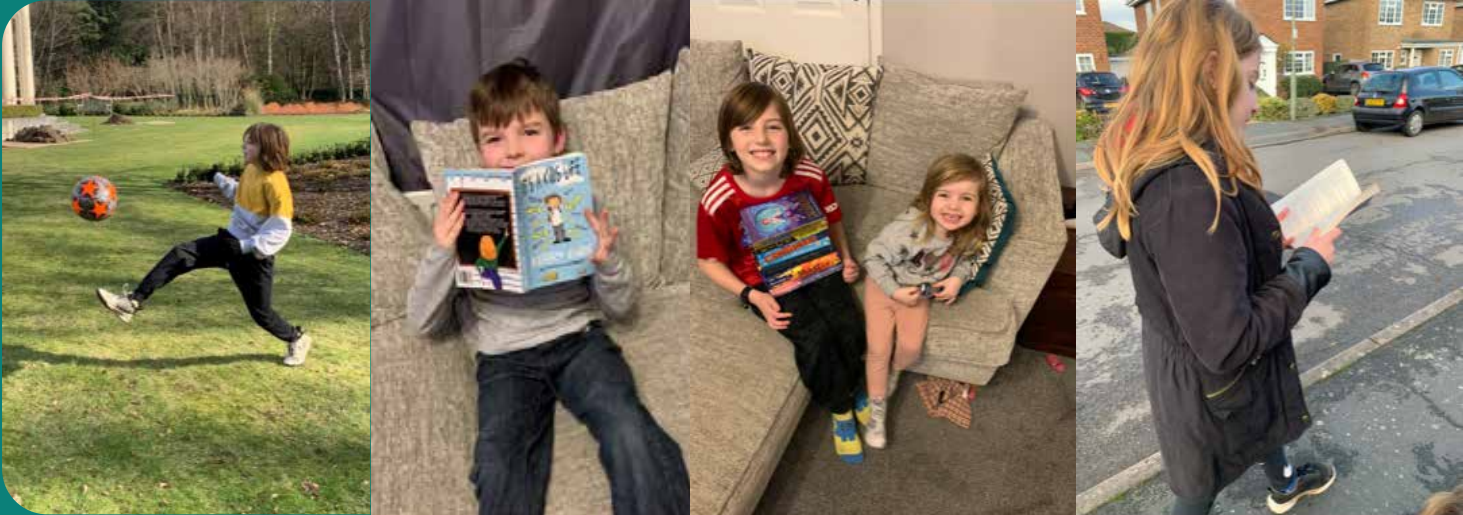
Actually having the time to care for our patients is so important to me.

Hospices are such a vital part of the healthcare system. I would say to anyone who is considering a career in palliative care to give it serious consideration.

I cannot stress enough what a rewarding role this is.”

What our supporters say about us

The Kemp Kids “Spill the Beans”



Throughout 2021 and into 2022, the amazing children of the Kemp family [from Bisley, Woking] decided to undertake an incredible fundraising effort to help support the Hospice.

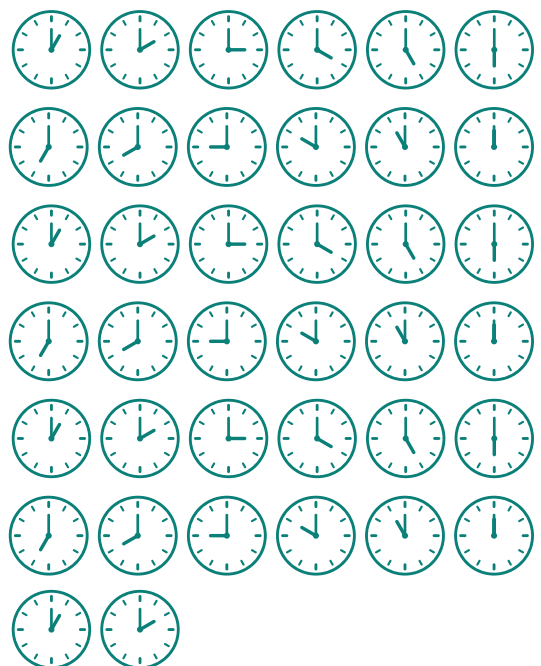
So passionate about what the Hospice does, Ella [12], Lottie [10], Joshua [7] and Hattie [3] set themselves the task of completing a new challenge every month.

“We are raising money for the Hospice, so they can keep on caring for people like Granny Pip.” **Ella**

“I have seen the care that the nurses give to those who are unwell and I wanted to help raise money for such a good cause. I also want to be active in helping others.” **Lottie**

“Coronavirus means not as much money is being raised for charities. I feel sad about that, so my sisters and others wanted to do something to help.” **Joshua**

The Kemp kids have raised a whopping £715 which equates to 38 hrs of IPU care for a patient like Granny Pip.





Natta “Spills the Beans”

As a local community hospice care provider, we have touched the lives of many across North West Surrey. This includes those working in many local business who live within the community we serve. Many of whom want to give something back to a cause that is dear to them and/or partner with a charity that is an important part of the community they operate within.

Local Surrey-based Building Company Natta is a member of our Business Supporter Group. This brings together like minded business men and women who through their business want to support the delivery of patient care. Natta put their support for us at the heart of their community-based approach. In the past they have taken part in our Dragon Boat Race, Firewalk Challenge and designed and landscaped the Wildwood Garden at the Hospice. In March 2021, they returned to donate the materials and muscle needed to create our Japanese Garden [pictured opposite].

Natta Managing Director, John Whelan, comments: “It’s fantastic to have been able to provide this space for the nursing staff at the Hospice.

Here at Natta, we are committed to the highest level of corporate **responsibility** with community engagement being at the forefront of our company values. This is why it is so important for us to support local causes in the areas where we work.

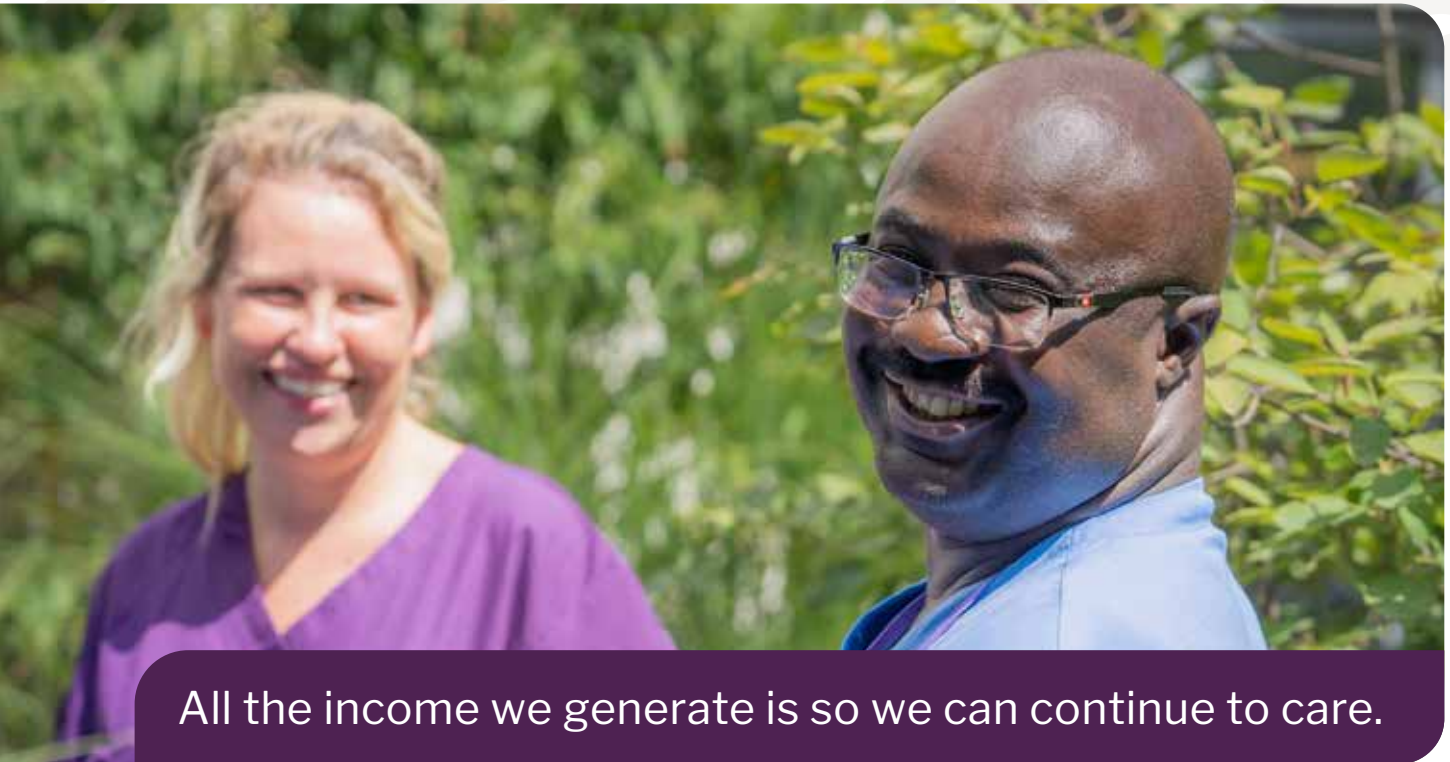
For our employees, it was a **hugely rewarding** project to be involved with as the team were able to see first-hand the positive effects of their efforts.”



Are you a local business interested in partnering with us?

Find out more about our Business Supporter Group: wsbhospices.co.uk/corporate

What our numbers say about us



All the income we generate is so we can continue to care.

“I cannot fault the care provided for my dad. I am hugely thankful to the Hospice for providing a safe place where my dad was treated with **dignity** and **respect** and kept **pain free** for his final weeks.” Testimony 5

Financial Summary 2021/22

All our services are free for our patients and their carers and families.

Our financial position

In recent years [and in common with many other hospices], we have focused on assuring our long term financial sustainability. This has allowed us to continue to play a key role in supporting our partners in the delivery of health and social care across North West Surrey. And so we are delighted to report that we closed the year ended 31st March 2022 with a positive surplus. This is particularly important for us to be able to build our future reserves.

How we fund our care

NHS funding contributes approximately 40% of the costs of our clinical operations. The balance is raised through fundraising, retail, legacies [Gifts in Wills], investments and the generous support of our communities. In the year we are reporting on, the Hospice has also received additional support through the NHS Emergency Capacity Funding Grants via Hospice UK and Government grants to support non-essential retail and the Coronavirus Job Retention Scheme.

A pie chart to illustrate how we funded our care in 2021/22



Key

- NHS Funding
- Retail Activity
- Fundraising Activities
- Additional Covid Support
- Gifts in Wills
- Other

How we spend our funds

Like any charity we need to spend funds on our operations to ensure we are able to deliver our care and support services. We also need to invest in our staff and ensure we provide safe and well maintained working environments.

The Hospice is accountable to both the public purse and to those that so generously support us. Therefore, it is important that we are transparent and that there are checks and balances to ensure that we spend our funds wisely.

For every £1 of charitable donations we receive:




87.2p
is spent on delivering patient care

12.8p
is spent on generating more funds and administration

Some additional “Social Impact” numbers to share ...

The Hospice’s impact and value within the community is more than just the care we deliver. In 2021/22, we also added value by:

 Employing **254** local people

 Offering **650** Volunteering opportunities

 Providing family fun events for more than **1,000** local people



Recycling approximately **350 tonnes** of items that would have ended up in landfill



Providing **17** shops selling affordable pre-loved goods



Providing **95,867** website users with information



Sharing updates with approximately **16,000** social media followers

What our Clinical Commissioning Group says about us

Commenting on the Hospice's Quality Account 2021/22, the NHS Surrey Heartlands Clinical Commissioning Group [CCG] congratulated the Hospice for the programmes of work and projects undertaken to improve the quality of care for patients during the pandemic. They said that it was good to see the Hospice now getting back to business as usual, including service reviews and developments such as more integrated working supporting a 'Hub' model.

They wrote: "We would also like to recognise the continued efforts that the Hospice and its staff made to local system partnership working and to caring for patients, staff and visitors throughout the challenges of the COVID-19 pandemic."



The CCG also recognised the areas of achievement in 2021/22, in particular the work in relation to the implementation of a new electronic clinical system and a revised Wellbeing Model. The latter now better identifies goals for its attendees and measures outcomes.

They wrote: "Surrey Heartlands CCG believes that Woking & Sam Beare Hospice continues to maintain an emphasis on improving quality of care. We look forward to supporting further partnership working with the Hospice to enable them to continue to innovate and deliver high quality services."

The year ahead

Building on our success



Despite the setbacks of the COVID-19 pandemic the Hospice has made significant progress in developing as the Hub for Palliative Care and End of Life Services. All of which is having a much bigger impact in improving the quality of care delivered to people living in North West Surrey.

The year ahead is undoubtedly going to be challenging against the backdrop of a cost of living crisis. It has been widely reported the additional financial pressures this is putting on the [largely charitable] Hospice Sector. We also face a shortage of clinical and medical professionals in this country and as a result healthcare providers are competing with each other in a shrinking market. By collaborating and introducing new and innovative models, we are better able to pool resources and assure our long term financial sustainability.

Through the NW Surrey Alliance, we are demonstrating the clinical relevance of hospices.

As we look to revise our 2021-23 Strategy, we will continue to build on the work we are doing with the NW Surrey Alliance to provide our community with the best possible health, care and wellbeing services. Underpinning our future strategy and focus as we move forward will be:

- Increasing collaborations with our NW Surrey Alliance partners
- Introducing new [“SMARTER”] ways of working
- Providing more care and support to more patients
- Investing in our workforce and increasing our resilience

We enter the year ahead with a renewed confidence that we can continue to improve the way that we work alongside our colleagues across the NW Surrey Alliance to deliver quality care and to extend access to our services.

If you would like to help us be here for another 25 years please get in touch on **01483 881771** or at **fundraising@wsbhospices.co.uk**.



Our commitment to our supporters

Like most charities, the Hospice has an in-house Fundraising Team to generate additional income. The Hospice is registered with the Fundraising Regulator and we endeavour to meet the high standards promoted by their Fundraising Practice by ensuring our activities are open, fair, honest and legal. We continue to work towards full compliance with all GDPR and other regulations to ensure we always respect our supporters' wishes and treat their privacy with the utmost respect. We ensure that staff are fully trained and understand their responsibilities in their respective areas.

We contact supporters in the ways that they prefer and adapt them as needed. Supporters can change their preferences at any time and we will not contact them if they ask us not to. We never share names, addresses or other personal information with third parties for charity, commercial or fundraising purposes.

We genuinely appreciate feedback from supporters and the public and we review our fundraising activities in light of feedback and complaints we may receive. During the year we received no complaints that were deemed to be highly serious or needed to be referred to the Fundraising Regulator. Any Retail or other trading activity complaints we receive we take very seriously. Any emerging trends then inform future practice and procedures to ensure we always treat our supporters' donated goods with respect and we provide the best possible shopping experience for our customers.



Thank you

There are far too many individuals, businesses, trusts and other organisations that have supported us in some way to list but we thank each and every one. We could not do what we do without you – thank you.





A vital part of North West Surrey's Healthcare System

Every penny counts...



£5

2 patient meals



£28

1 hour of physiotherapy



£42

1 child counselling session



£467

1 day of in-patient care

If you would like to support us please get in touch on **01483 881771** or at **fundraising@wsbhospices.co.uk**.

Woking & Sam Beare Hospice

E: info@wsbhospices.co.uk

T: 01483 881750

wsbhospices.co.uk

Woking Hospice

Goldsworth Park Centre, Woking, Surrey GU21 3LG



Registered with
**FUNDRAISING
REGULATOR**

Registered Charities Woking Hospice [1082798] and Sam Beare Hospice [1115439] and Company Limited by Guarantee in England and Wales No: 3955487 [Woking] and 5822985 [Sam Beare]