



Good care everywhere



## About Harris HospisCare *with St Christopher's*

Harris HospisCare aims to improve the quality of life of its patients through the provision of specialist palliative care, by supporting their families and carers and by supporting and educating fellow healthcare professionals.

Our services for people living in the London Borough of Bromley include:

### Care

- home and day care led by specialist nurses and doctors
- creative and complementary therapies
- social work and welfare support
- bereavement support
- spiritual care
- lymphoedema clinic to treat swollen limbs.

### Training and support

In addition to providing direct care, Harris HospisCare helps to raise end of life care standards for everyone in our community by developing the skills and expertise of care providers in other settings, such as district nurse bases, GP practices and care homes.

These projects support the Government's national End of Life Care Strategy and Gold Standards Framework (GSF), which aims to 'enable people to live well until they die'.



“I was delighted to hear that Barbara had been appointed a Dame Commander of the Order of the British Empire. She works tirelessly not only in her role as Chief Executive but in the wider area of palliative care both nationally and internationally. This award is richly deserved.”

Rod Bennion, Chairman of the Council of Management, Harris HospisCare with St Christopher's

## Chief Executive's message



In 2009/10 Harris HospisCare was able to build on the considerable benefits gained from our merger with St Christopher's in 2008 to extend and improve our end of life care services for the people of Bromley. Despite a continuing difficult economic climate, we have been able to strengthen our financial position.

Importantly, we were also able to focus on the provision of 'good care everywhere' to maximise the impact of the resources you entrust us with by supporting care providers in other settings through Gold Standards Framework training. This means sharing our expertise to give frontline care providers, such as care homes, district nurses and GPs, the confidence and skills they need to communicate clearly, give better symptom control and avoid unnecessary and upsetting hospital admissions.

This approach makes the best possible sense at a time of wider economic uncertainty and constrained budgets – complicated by the growing needs of an ageing population – and it supports the Government's national End of Life Care Strategy too.

During the year we improved care for our local community by extending our home visiting service, enhancing welfare support and increasing the skills of our specialist nursing team.

We improved facilities at Caritas House by providing a quiet room and we were also successful in a funding bid to the Department of Health to extend our Day Hospice.

Our proposal to Bromley Primary Care Trust to run 45 training courses for community-based health and social care staff was successful.

Harris HospisCare looks forward to building on these achievements in the year ahead and thanks our staff, volunteers, local community, and all the people and organisations that support us, for helping to make us a strong and sustainable organisation able to meet the needs of dying individuals and those close to them.

**Dame Barbara Monroe DBE**  
Chief Executive  
Harris HospisCare with St Christopher's

**FRONT COVER**  
Lunchtime at Harris HospisCare

**ABOVE LEFT**  
Volunteers and visitors chat in the gardens at Harris HospisCare

**ABOVE**  
Lymphoedema Nurse Specialist Jan Aldridge makes an assessment



## Good care everywhere 2009/10 achievements

### Volunteer home support makes a world of difference

The daughter of an elderly home care patient dropped everything to move in with her dying father to support him in the last stage of his life. She had stayed for a few days and desperately needed to go back home to pick up some clean clothes and walk her dog. She needed a little space to think and sort out her own feelings but couldn't leave her father on his own.

She asked me if Harris HospisCare could help. I got in touch with our Home Support Service at 10am and they responded immediately and got a volunteer to her Dad's bedside by 10.45am.

The volunteer stayed for three hours, just the time that the daughter needed to sort out some practicalities and prepare herself for her father's approaching death. Her father died later that night.

Support of this kind, that is there without fuss and without delay, makes a world of difference to people at vulnerable times in their lives.

Charlotte Brooks  
Home Care Clinical Nurse Specialist

### At home

Our team of highly trained nurses, supported by specialist palliative care doctors, brings expert care to dying patients in the comfort and security of their own homes – they support families and carers too.

- We extended our visiting support so that it is available 24 hours a day, seven days a week.
- Our nurses made 2,900 home visits and our doctors 47.
- Two clinical nurse specialists completed the Advancing Nursing Practice MSc module with King's College London, extending the skills of our staff.

### At the hospice

Services delivered at our Caritas House base include specialist clinics, social work and welfare support, bereavement counselling, creative activities and complementary therapies, as well as practical help with things like taking a bath in a supported environment.

- There were 1,150 attendances at our Day Hospice.
- More than 400 specialist clinic sessions were run by our doctors and nurses.
- We welcomed 176 new patients to our lymphoedema clinic.
- Our social work and welfare team supported 79 patients and made 66 home visits.
- Our bereavement team of volunteers and staff ran 379 sessions.
- We improved facilities for patients and families by creating a new quiet area in our conservatory.
- We were successful in a £92,000 bid to the Department of Health to extend our Day Hospice to create more space and improve access.

### ABOVE LEFT

Susan Roberts with Day Hospice nurse Susan

### TOP RIGHT

Barbara Elliman with volunteer Anne

ABOVE RIGHT The poetry group allows people to express their thoughts and feelings through creative activities



## Creative fun, laughter and sometimes shared tears at our Tuesday group

Creative activities at our Day Hospice give people a chance to have a go at things they may not have tried since their school days. They also get to share thoughts and feelings – to laugh and to cry – in the company of people who understand what they are going through.

Barbara Elliman (57), a former primary school teacher, is recovering from cancer and has a number of other serious, disabling conditions. Her life had become confined to home and hospital so she seized the opportunity to join the hospice's Tuesday group and get out and do something different.

"I'm the kind of person that, if I was able-bodied, would have a go at everything, so the huge range of things we can do is fantastic – painting, drawing, pottery, mosaics, music, poetry... We surprise ourselves... sometimes you think 'I can't do that' and then you do.

"At first I thought – it's a hospice, that's where people go to die but it is so different to what people think. We make jokes and laugh. And if we feel like crying we do as you don't need to bottle things up here like you sometimes have to at home. It's sociable and people feel comfortable with each other.

"Right now we are setting some poetry to music and we're going to perform it in public at the end of the month.

"I can't praise the staff and volunteers here enough. Everyone is so understanding and I don't feel isolated any more."

## In care homes

In the final days of life, care home residents are often rushed to hospital because staff lack the skills and the confidence to care for dying people. These admissions are upsetting for patients and families and often unnecessary. To address this in line with the national End of Life Care Strategy, we are training and supporting staff in local care homes.

- Sixteen out of 21 of the nursing care homes in Bromley have signed up for our Gold Standards Framework (GSF) training programme; two have already gained full accreditation including one which achieved Beacon status.
- We secured primary care trust funding enabling our specialist nurse to continue working fulltime with Bromley's care homes to give support and develop skills in line with the GSF.

## In hospital

Our doctors have for some years provided specialist palliative care services out of hours to the Princess Royal University Hospital at Farnborough. They are currently also providing regular daytime support to the hospital team during reconfiguration of their services.

## In GP practices and the wider community

We are working closely with Bromley's Primary Care Trust and GP practices to help coordinate all the services necessary for people to have the support and confidence they need to continue care in their own homes.

Projects linked to the national End of Life Care Strategy included:

- A Gold Standards Framework audit of all GP practices in our catchment area to review how well initiatives to improve end of life care for everyone, including people with non-cancer conditions, are working.
- We made recommendations to Bromley Primary Care Trust for education and training, and care coordination programmes for health and social care staff in the community (district nurses, local authority and agency carers). Our proposals were accepted and funding has been secured to enable us to design and run 45 courses, starting autumn 2010.



## Key goals for the year ahead

## Income and expenditure

We aim to:

- continue to improve our skills by encouraging more nurses to complete the Advance Practice and Prescribing modules
- maintain and improve standards by implementing nursing skills competencies with our Day Hospice staff
- further support our volunteers by reviewing and implementing improvements to induction and training and running the volunteer training programme successfully piloted by St Christopher's
- review the structure and opening times of the Day Hospice and extend our facilities with the grant-funding already received
- monitor, evaluate and develop our lymphoedema service
- organise a user forum twice a year to gather feedback to help improve our services
- prepare, through IT training, for the introduction of an electronic patient records system with St Christopher's.

### Where our money comes from

### What we spend our money on



## New skills mean better end of life care at Lauriston House

Harris HospisCare is supporting Lauriston House Nursing Home through Gold Standards Framework (GSF) training and accreditation. Staff and residents are already benefiting from the new end of life care skills – and families are happy too.

“I personally feel the GSF and advance care planning has been very beneficial to us. Initially some people were against it because it involves more paperwork and more talking with families but it has made us better – and we’ve had a lot of thank you letters and lovely cards from families which makes us all feel nice. We’ve had occasions when a resident has died within a week of arriving. In the past that has upset staff and left them feeling that they have failed somehow. But the GSF training has built up our confidence and we now appreciate that good care, even for a short time, can make a real difference to the resident, and to their families. Everyone is happy if the person in our care is comfortable and relaxed, and without any pain or anxiety.”

Sylvia Rahaman, Manager, Lauriston House Nursing Home



## Strengthening our financial position

As a result of our 2008 merger with St Christopher’s Hospice, we have been able to achieve significant savings, in the region of 20 to 25 per cent, by sharing clinical resources and back office support functions.

Despite the continuing difficult economic climate, we strengthened our financial position considerably and increased our reserves.

**PREVIOUS PAGE TOP LEFT**  
Maggie Shaw with Jake, a Pets as Therapy dog

**PREVIOUS PAGE ABOVE LEFT**  
A nurse meeting at Caritas House

**PREVIOUS PAGE ABOVE RIGHT**  
Susan Budd shows her poetry and art book to nurse Susan

**ABOVE** A fundraising plant sale in the grounds of Caritas House

**ABOVE RIGHT**  
Staff member Kathleen Bailey (left) with volunteer Carol Hearn at the Caritas House reception

## Our supporters

It costs £1.7 million every year to provide our services but less than half comes from the NHS. This means that we rely on the support of our local community to continue to provide our services, free of charge, to the patients and families who rely on us.

## Community fundraising

We thank all the generous individuals and organisations who supported us in 2009/10 through donations, fundraising initiatives and by taking part in our events. Key dates in our calendar included our traditional Bluebell Walk, which was supported by a record number of over 900 people, and our Open Gardens Festival.

Hardy individuals climbed mountains, ran marathons, parachuted and cycled to support our cause. People sang, shopped, drank coffee and even gave themselves up for a mock police arrest to raise cash. Thanks to this community support we raised £551,000, exceeding our target by £24,000.

## Shops

Thanks to our dedicated volunteer staff and the generous people who donate the goods we sell, our shops raised over £300,000, providing an important source of monthly income.

## Volunteers

In total nearly 300 volunteers provide essential support to Harris HospisCare in a wide variety of ways including reception, bereavement counselling, home support, help in our Day Hospice, gardening and patient transport, as well as assisting in our shops. We are delighted to have recruited 40 new volunteers and thank everyone for this invaluable support.

## PRESIDENT

Dame Pauline Harris DBE DL

## VICE PRESIDENT

Mrs Mary Gosling

## COUNCIL OF MANAGEMENT

### Chairman

Mr Rodney Bennion ● Appointed 21 January 2010

### Hon Treasurer

Mr Jonathan Houlton ◆■▲ Appointed 21 January 2010

### Chairman of Services Committee

Dr Tyrrell Evans ▼◆● Appointed 21 January 2010

### Chairman of Resources Committee

Mr Richard Raeburn ◆■▲●

### Chairman of Governance Committee

Ms Phyllis Cunningham CBE ▼◆● Appointed 21 January 2010

### Chairman of Audit Committee

Ms Helen Hughes ◆■ Appointed 21 January 2010

### Committee members

Mrs Marie Barclay ▼ Appointed 21 January 2010

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Mr Martin Davis ◆ Appointed 21 January 2010

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Mr Barry Kidson ▼● Appointed 21 January 2010

Mr Andrew Meadows ◆■▲

Dr Elizabeth Sawicka Appointed 21 January 2010

Mrs Carol Webley-Brown ▼ Appointed 21 January 2010

## Members of Council Committees

▼ Services Committee

● Governance Committee

◆ Resources Committee

■ Audit Committee

▲ Investment Committee

## CHIEF EXECUTIVE

Dame Barbara Monroe DBE

## COMPANY SECRETARY

Mr Andrew Meadows

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## BANKERS

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## AUDITORS

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## HARRIS HOSPISCARE ACKNOWLEDGES WITH THANKS THE SUPPORT OF THE FOLLOWING

**Unfortunately we are unable to list everyone because of space limitations**

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Thomas Roberts Trust  
West Kent Shooting School

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