

# IMPACT REPORT 2018

**A year of change always sounds like a cliché when looking back at the past 12 months, but for Havens Hospices it is true.**

The charity has experienced some fundamental shifts in the way we provide care, constantly evolving and adapting to meet the ever changing needs of our patients.

This is a snapshot of what Havens Hospices has achieved, the impact we're having on those we care for, how this has been made possible through your kind gifts and what we're planning for the future.

## FAIR HAVENS HOSPICE

One of our aims was to support members of the Care Team in their training and development to increase the skillset and knowledge of the In Patient Unit. Two nurses have now completed their Assessment and Diagnosis training, and are now heading towards qualification as Advanced Nurse Practitioners.

Although care continues as usual at Fair Havens, preparations are happening behind the scenes for the transition to new Fair Havens Hospice. Contractors have been appointed and building work will start in autumn 2018.

- 160 patients were cared for at the hospice
- 630 personal contact made by Chaplaincy
- 2,533 personal contact made by Family Support



## FAIR HAVENS COMMUNITY HOSPICE

Within the community, we have changed the model of care offered through our Day Hospice, previously known as Day Care. The demand for palliative care is increasing and the type of support people want earlier in their diagnosis needs to be flexible.

A number of new services have been launched, including creative workshops, the development of a Wellbeing Team, weekly drop in sessions and a small refurbishment to make way for additional rooms for counselling and consultation.

### BARBARA'S STORY

Barbara was 71 when she was diagnosed with acute leukemia. The family turned to Fair Havens Hospice at Home for help and two months later, Barbara died at home surrounded by her family. Husband Ken says, "With Hospice at Home they cared for Barbara as if she were their friend. They couldn't do enough for her and I shall always be indebted for their care."

- 132 people visiting Day Hospice
- 1,159 complementary therapy treatments delivered
- Our Hospice at Home team made 2,838 visits, giving 2,218 hours of respite
- Our Clinical Nurse Specialist created 235 prescriptions for patients in the Day Hospice



## LITTLE HAVENS HOSPICE

Day stays at the hospice are continuing to increase, supported by specific sessions and activities such as Sensory Storytime, music sessions or an impromptu swim. Because of the changing nature and needs of our care, we have introduced a Parent and Carers Forum to open up the dialogue between those who use our service and those who make the decisions.

- 31 children being cared for in their own homes
- 294 families supported by Little Havens

### THOMAS'S STORY

Thomas is eight years old and has a neurological condition which causes seizures, limited eyesight and he cannot sit or stand. Mum Victoria says, "When I walked into Little Havens, it just felt right. We see Little Havens as a positive environment in which we can really enjoy the time with Thomas, rather than worrying about his care."



## THE J'S HOSPICE

Following the introduction of The J's Hospice to the Havens Hospices family in April 2017, we are now the first charity in the UK to provide hospice care from birth upwards. The J's cares for young adults through tailored nursing care and community social events, aimed at promoting independence and choice.



### ROB'S STORY

Rob is 28 years old and had a recurring brain tumour throughout his childhood. The scar tissue from these operations restricted his spinal fluid, so Rob had another procedure to remove this blockage but this left him with a speech impediment and problems with movement and balance, as well as severe headaches.

"My dedicated J's Nurse is extremely knowledgeable and has spoken up for me on many occasions. When I first met The J's Hospice, I was at a low point, looking for a direction. The J's has helped me to get back on track and I am in a better place than I thought was possible."

- We cared for 119 patients
- 25 new patients referred for our care
- 35 patients accessed our counselling service
- 7,530 hours of respite care were given

## HOW IT'S MADE POSSIBLE (FUNDRAISING AND VOLUNTEERING)

Thousands of people continue to support the charity by taking part in events, making donations of money or goods to our charity shops, leaving gifts in Wills or part of our Weekly Draw – in fact, more than 25,000 people play this every week. The newest of our charity shops in Dagenham is continuing to grow its customer base and become a well-loved fixture in the shopping centre.

The way we communicate with supporters is changing through the new data protection rules, known as GDPR. The charity has prepared extensively for this, with the supporter put at the heart of our Privacy Notice and Donor Promise, found on our website.

The number of people who give their time for free to the charity is increasing. We now have 1,078 volunteers giving 207,000 hours, saving us £2.7 million every year if we had to pay them for the work they did. Around 13% of our volunteers are under 35 years old, something we're hoping to increase with the expansion of our Young Ambassador programme.

# ACCOUNTS FOR THE YEAR ENDED 31ST MARCH 2018

For a full copy of our accounts, please visit the Charity Commission website and search for Havens Hospices.

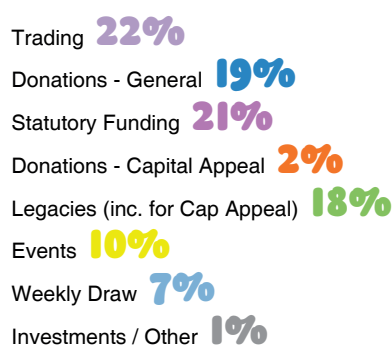
One of the questions we get asked the most is 'How much do you spend on admin?' All charities measure 'admin' differently. For example, we think our Receptionists are a part of care because they're the first people that our patients see; they answer phone calls from families and support those who may not be familiar with the area by calling taxis or helping to arrange accommodation for visiting relatives.

For every pound that is donated **directly to the charity through our events, collection tins or raised by our kind supporters**, 75p is spent on our care. The rest is split between essential fundraising costs and raising awareness of the charity to our supporters, which help us to raise the next pound, and overheads such as Human Resources (which recruits staff, manages payroll and helps us get the best out of our staff and volunteers) and our Finance Team (which arranges insurances, processes donations, claims Gift Aid and VAT and manages our bank accounts).

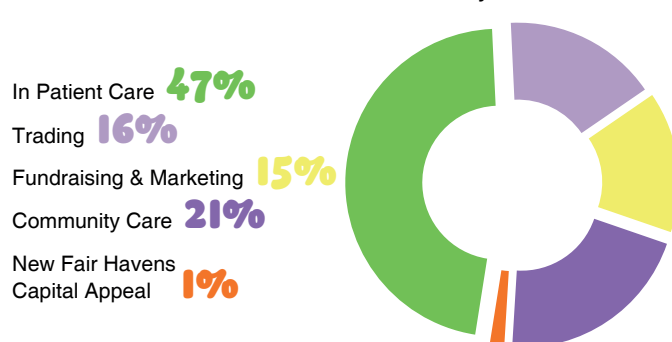
If ever you would like more information on how we spend your donations, please take a look at our full accounts or contact us on [info@havenshospices.org.uk](mailto:info@havenshospices.org.uk)

	Fair Havens adult services including community	Little Havens children's services including community	Total for Year 2017/18
<b>Net Income Raised:</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>
Fundraising and trading	3,466	1,701	5,167
New Fair Havens hospice capital appeal	35	0	35
State funding	1,515	512	2,027
Investments / other	45	45	90
<b>Net Income Generated</b>	<b>5,061</b>	<b>2,258</b>	<b>7,319</b>
<b>Which was spent on:</b>	<b>£000's</b>	<b>£000's</b>	<b>£000's</b>
In patient care	3,156	2,063	5,219
Community care	1,396	232	1,628
<b>Net income spent</b>	<b>4,552</b>	<b>2,295</b>	<b>6,847</b>
Transferred to reserves	509	-37	472
<b>Funds Spent / Reserved</b>	<b>5,061</b>	<b>2,258</b>	<b>7,319</b>

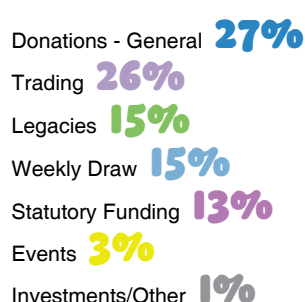
## Income: Fair Havens & Adult Community Services



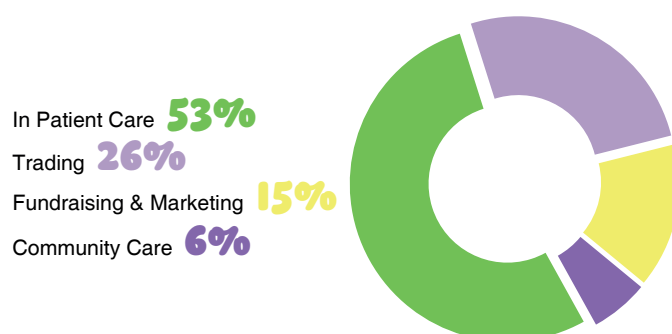
## Costs: Fair Havens & Adult Community Services



## Income: Little Havens & Children's Community Services



## Costs: Little Havens & Children's Community Services





## LOOKING FORWARD

In October 2018, building the new Fair Havens Hospice will finally start, following the launch of the public fundraising appeal in May to raise the final £2.5 million.

We want to develop the Managed Care Service and increase the number of patients we look after, supporting them to leave hospital and be cared for in their preferred place.

Our Day Hospice is focused on increasing its 'Wellbeing' services including creative therapy and exercises.

Transition care (moving from children's to adult care services) is a topic of on-going change, especially now The J's Hospice is part of the charity. We want to focus specifically on respite and managed care for these young people.



The **J's** Hospice

Havens Hospices incorporates Fair Havens Hospice and Little Havens Hospice

Registered Charity Number 1022119

Havens Christian Hospice is registered in England and Wales as a company limited by guarantee. Company Number 2805007

# THANK YOU

Donate online at  
[havenshospices.org.uk/donate](https://havenshospices.org.uk/donate)  
or call 01702 220350

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