Annual Review

A look back at how Dove House Hospice has helped patients with life limiting illnesses, and their families, to live their best lives.
We believe everyone who needs hospice care should get it.

The bottom line:

We are delighted to welcome you to this year’s Annual Review, which tells you the story, our story, the highlights and the achievements from the past year. Our success is made possible by you, our supporters. Without you the care we provide simply would not be possible and for that we are truly grateful.

Over the last year, one of our main aims has been to increase our impact across Hull and the East Riding of Yorkshire and to reach new families who could benefit from our care.

We know that a significant number of people do not access hospice care services and we have been working hard to identify and understand what these barriers are so we can establish ways of getting around them.

We are here to enable people to live the best life they can and manage their pain and symptoms so they can do the things they love, whilst they have the time to do them. Our care gives families and people living with a life limiting illness the chance to be themselves again, no longer defined by their illness or a prisoner to the care routines which can overshadow the relationship of husband, wife, daughter, son and replace their role with the role of carer.

Whether you are a relative or a friend, the everyday support provided by Dove House enables you to simply ‘be you’ and recapture those moments and that relationship.

Read on to discover just some of the ways we have supported patients and their families to create special moments together and focus on the things that matter to them in our beautiful and peaceful hospice - their home from home where they can be themselves.
It’s always a bit of a challenge deciding how to start our piece for the Annual Review, but in this case, we have been inspired by the title of an article in The Alzheimer’s Society Magazine about our recent collaboration with Maister Lodge, an older peoples’ mental health assessment unit run by Humber NHS Teaching Foundation Trust.

Maister Lodge primarily cares for people with dementia and for nine months, while their own setting was refurbished, our Needler Unit became their home; the arrangement was mutually beneficial in so many ways but, most importantly, it showed how when services work together, learn together and care together, it makes a huge difference to patients and families.

But on reflecting on the last year, we feel that ‘caring together’ is a phrase that could be applied not only to so many aspects of how Dove House approaches its patients and families but also its staff and volunteers and the public that support us.

As Chief Executive and Chair, we understand the importance of supporting and caring for each other and, during this year, Vice Chair, Jim Doyle played his part by taking up the Chairman’s duties for several months during a period of sudden ill health and subsequent surgery and recovery. A big Thank You to Jim for his care and support and for keeping our show (including being a judge on our Strictly Learn to Dance Panel!) very much on the road.

We pride ourselves on being a compassionate organisation and, as a charity that cares for people who are dying, how could we be anything else? Every day, we see how our clinical teams provide exceptional compassionate person-centred care. But what you may be surprised about is how compassion and care runs throughout the organisation; from our wonderful volunteers who give of their time and energy so selflessly, to our staff teams from all areas of the hospice - quietly going the extra mile every day to support each other and the public they meet. From the lottery collector making time to just stay a little bit longer to have a cup of tea and a chat with someone who rarely has visitors, to the secretary who takes a patient’s dog for a walk so she can have her clinic appointment in peace.

Dove House Hospice is one big team and caring together is

We are all delighted to welcome you to this year’s Annual Review and hope that you will be moved and inspired by the stories that have been so generously shared and of which we are so proud.

Mrs Janet Weatherill Chair of the Board of Trustees

Dr Anna Wolkowski Chief Executive/Director of Clinical Services

Mr Jim Doyle Vice Chair of the Board of Trustees

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Dove House Hospice, caring together.
Karen’s story.

Thanks to a grant from the St James’s Place Charitable Foundation, in early 2017 the hospice therapy team set up a new ‘Exercise for Wellbeing Group’. Aimed at anyone struggling with a long term condition or illness that was impacting on their wellbeing, the group runs twice a week in the gym at the hospice.

The group offers a supportive forum for patients to try exercise within their own limitations with no pressure or judgement, and focuses on on how to manage fatigue and breathlessness, relaxation techniques, mindfulness, nutrition and the benefits of exercise.

The group has had a transformational effect on many of the people who have attended. One such patient is Karen Bumford who was diagnosed with pulmonary fibrosis in 2007. Idiopathic Pulmonary Fibrosis (IPF) is an incredibly debilitating disease in which thick scar tissue grows inside the lungs. The scar tissue slows the flow of oxygen to the lungs making it increasingly difficult to breathe. There is no cure for IPF and symptoms gradually get worse. It is known as idiopathic as there is no apparent cause. The fact that Dove House is able to make things better for people with this awful disease is something we’re very proud of.

After her latest session in the group, Karen describes feeling refreshed and happy. She said, “The Exercise for Wellbeing classes held at the hospice have made a huge difference to my wellbeing and positive outlook on life. The staff help me see the positives in life and encourage me to live for each day. I know a lot of people are scared of the word hospice and people think that Dove House is all about end of life care. That’s definitely not the case, and I’m so pleased that I contacted them. The hospice has eased the worry about my illness, as I know I can lean on them through the hard times and they will be with me all the way. I have thoroughly enjoyed meeting new people at the Wellbeing Group, hearing their stories and listening to their perspectives. The group has been such an inspiration to me. I know I don’t have to cope alone.”

Karen isn’t the only one with praise for the group; many other patients have described previously feeling socially isolated until they came to the group and have developed friendships. Others have reported how much better they felt for being more active, with many continuing with exercise after the group finished as their confidence has soared.

“Dove House is such a wonderful place, filled with very special people who really care. They help me feel like my old self again.”
Another service that the hospice started in the last twelve months is Friday Friends. Friday Friends is a community of men and women of all ages who come together in our Amy Johnson Community Hub to socialise and make new friends.

You don’t need to have a life limiting condition to join this group – everyone’s welcome!

We wanted to create a place for our community to meet their neighbours, enjoy good conversation with tea and cake, take part in fun creative activities and games or just come along and read the paper in our glorious gardens.

Social isolation affects many people in our community and research has shown that loneliness and isolation are harmful to our health. We felt the hospice was ideally placed to help tackle the issue of social isolation, especially given that many cases occur following a bereavement of a spouse or close friends. Friday Friends gives people just that: people come every Friday as part of their routine and enjoy chatting with the volunteers and other group members. As well as a hot drink, cake and biscuits, there are also games, arts and craft, reading sessions, visits from local authors to name a few of the activities that are provided.

Tania Wilson (pictured right), Patient and Community Engagement Lead at the hospice who organises the group said, “The Friday Friends group has really grown over the last year and now sees 20-30 people a week come to the hospice and utilise our fantastic Amy Johnson Community Hub and beautiful gardens. The group has formed its own community here at the hospice.

“It is wonderful to be able to give something back to the community that has funded us and enabled us to build our hospice. Many people are affected by loneliness and we want them to know they can come here, meet new people and have fun. The sessions are really relaxed and are free to attend. We also hope that if in the future, some of our Friday Friends need hospice care that they are no longer frightened of turning to the hospice for support as they already know us and are part of our hospice community. We really see this as a positive initiative for many reasons.”

Many of the group now come every Friday to chat with the volunteers and other group members.
Kayleigh’s story

The Elvin family cherishes the precious memories made laughing together in the hospice gardens with their beloved mum and nana. Kayleigh shares the moments when her mum was able to be herself again.

"Mum was diagnosed with stage four stomach cancer in October 2015; she was only 49. She had to be hospitalised and stayed in a tiny room on her own with no TV. I was terrified she would die alone with no one to talk to. I couldn’t visit her as often as I wished as my sons were only little and the hospital was not a place for them. Luckily she moved to the hospice in August 2016."

"It was a huge weight off my mind knowing she was safe and happy. She joined in the activities in Day Therapy and made me a memory box and a mosaic heart which I will always treasure. The staff were amazing and couldn’t do enough for her." Dove House felt like home and we could visit her anytime. We spent a lot of time in the beautiful gardens. The best thing was that my young sons could spend time with their Nana. They meant the world to her and those memories are so precious.

"We have wonderful memories as a family of sitting and laughing with mum in the hospice gardens. We’d sit there for hours playing with my children or feeding the fish. You’d forget why you were there it was so peaceful. Some of our best memories were in the last weeks while she was staying in the hospice because everyone was so friendly."

"Those precious moments we shared at the hospice help us remember our mum as she was and to celebrate mum’s life and remember how happy she was in her last weeks. The hospice meant I was able to be just a daughter again, not a daughter and a carer. I never realised what a weight that was until it was lifted. To be able to leave mum with the nurses and go home and not worry about the care she was receiving was such a relief."

"I will do all I can to help raise funds to make sure families like ours get that care in the future because I simply don’t know what we would have done if we hadn’t had the hospice to turn to.”
Les’ story

The hospice simply couldn’t continue without our band of over 1,200 volunteers. These wonderful people give their time to help us care for our patients in a range of roles, and create some of the wonderful moments that you can read about here.

One such volunteer is Les King, winner of our Volunteer of the Year Award 2018. Les was a very reluctant winner as his wife Christine received the care of the hospice in 2011-12. For Les volunteering is his way of saying Thank You for the care his family received and his dedication to that mission is unwavering.

Les is a familiar face at the hospice as he volunteers in a range of roles from driving the patient transport vehicles to Lottery administration. He can also be found at almost every hospice event and is at the hospice in the summer months at 7am every Sunday to help with the Car Boot Sales.

Les said:

“The hospice made it possible to have one last Christmas as a family and they made that time so wonderful for us. The nurses were absolutely amazing. I can’t imagine going through it without the support of the hospice. I will never be able to express my appreciation for all the help Dove House gave to my wife, myself and my family. They were there for us when we needed it most and that is why I do what I do.”

Les is truly an inspiration and his story is just one of the hundreds that are told by our volunteers who each have their own reasons for volunteering. We count ourselves very lucky to have the support of so many wonderful volunteers and cannot thank them enough for their support.

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Some numbers

- The average length of stay on the Wilberforce Unit: 8 days
- Patients admitted to Dove House that return to the community: 52%
- The total number of patients and families we have seen: 1,106
- People we have supported who are aged over 65. 137 of those were over 84 years old: 63%
- Attendances at our Amy Johnson Day Unit: 1,941
- The number of overnight stays on the Wilberforce Unit: 4,046

- Patients we see who have a non-cancer diagnosis: 41%
- Our MND (Motor Neurone Disease) Community Specialist Nurse has supported 19 MND patients and their families, often from diagnosis to end of life: 19
- The number of bereaved children supported by our Family Support Team: 43
Dove House Hospice exists thanks to the generosity of our local community who donate funds to support our work. We are continually in awe of some of the wonderful ways people choose to support us, from taking on the wildest of challenges through to providing regular support through our Lottery or making a donation in memory of someone.

Raising the funds to keep the hospice going each year is an endless task; every year costs increase and we have to raise more just to stand still. In addition we also have services we wish to develop and so finding new forms of income is critical to our sustainability and ability to expand.

It is this reality that has driven the hospice to diversify and generate income from new sources. Initiatives include the opening of Dulcie’s Community Café and Little Owls Day Nursery. Run by the charity’s trading company, these are now well-established businesses generating over £100k profit each year which is diverted back to the hospice. Over the coming year more commercial diversification is planned, not only to increase income but also spread the risk, should support for more traditional fundraising initiatives decline.

We believe it is important to continually assess how we raise money and explore opportunities to generate new funds to ensure our sustainability for years to come. We still very much need public support for the hospice but we will also work hard to earn money in new ways where we can to supplement this and allow us to achieve our objectives sooner.

To all of you that have supported the hospice this year, whether that is direct support for the hospice or supporting one of our businesses, we wish to say a huge Thank You. We are incredibly grateful and hope this Annual Review shows just how that support is being turned into truly excellent care in our community.

Sarah Cash, Director of Business and Income Development
This year we have produced consolidated accounts that incorporate the figures from our subsidiary company Dove House Trading Ltd and so the income and expenditure figures are shown gross and not as a nett contribution.

Total income for the year raised through our internal funders was broadly in line with our expectations. Retail income accounted for 48% of the total and was back on track after the derailment suffered in the previous year. There were also sizeable contributions from Your Charity Lottery (£1.08 million), Fundraising (£787,000) and Donations and Gifts (£361,000). Other notable contributions included a one off additional £100,000 from the Hull Clinical Commissioning Group and Legacy income totalling £580,000.

This was the first full year of trading from our new venture Little Owls Day Nursery and, with over 120 children enrolled, gross income increased dramatically to £365,000. This helped push our total income for the first time to in excess of £8 million at £8.28 million. Dove House relies heavily on the ability of the income generators to raise the majority of the funds needed to maintain the services at the hospice. It is therefore not surprising that the total expenditure includes a fair proportion of fundraising costs, although these are carefully monitored and controlled. Total expenditure on charitable activities was similar to the previous year at £3.78 million.

After two consecutive years of producing sizeable deficits it's pleasing to report on a surplus for the year of £83,000. The new financial year will no doubt bring us many challenges, not least maintaining our current income streams whilst looking to diversify on our existing portfolio of funding, something we can only achieve through the wonderful people who support Dove House, not just with monetary donations but through the priceless gift of time.

Chris Sadler, Director of Finance and Support Services
Our care in numbers

Patients and families referred to our service (internal and external)

- 153 Patients cared for on the Wilberforce Unit
- 240 Pain and Symptom Care and Management
- 361 Rehabilitation Team
- 269 Out Patient Clinics
- 699 Complementary Therapy
- 249 Amy Johnson Day Care

It is heartening that the total number of patients seen across the hospice again remained similar to last year, increasing from 1,096 in 2016-17 to 1,106 in 2017-18.

The complexity of patients’ needs continues to increase; newly collected levels of dependency data of our Wilberforce Unit patients show high levels of dependency with, for example, 83% of patients in January being either ‘severely’ or ‘totally dependent.’

In ‘opening up’ Dove House, The Amy Johnson Community Hub is now being used for groups like the increasingly popular ‘Friday Friends,’ the Motor Neurone Disease ‘Living Wall’ Group and also the local Huntington’s Disease Support Group for people with Huntington’s Disease and their carers.

Where do our referrals (external) come from?

- Hospital and Hospital Specialist Palliative care Team: 324
- Community Palliative Care Teams, GPs, Specialist Nurses and Integrated Community Care: 487
- Others including Social Services, Carer Support Services, Physiotherapy and other community services: 249
- Relatives, Friends or Self Referral: 34
- Family Support Team (including Motor Neurone Disease Nurse): 269
- Amy Johnson Day Care: 240

This ‘activity’ is not captured in our figures but it all shows how Dove House is reaching out to make sure we’re a community resource that is central to people’s lives – not just at the end of life.
Attracting and retaining the highest quality staff is really important to us as we want to provide the best quality service for our patients and their families. We are a values led organisation and think it is important to listen to, and nurture, our workforce.

One way in which we get the opinions of our staff is via the Sunday Times Top 100 Companies staff satisfaction programme, which is a completely anonymous questionnaire that is sent to all staff and asks questions about how they feel about the organisation, their manager and their wellbeing. Best Companies who collate the results then rank our hospice against all other not-for-profit organisations that take part resulting in a Top 100 Not-For-Profit Organisations to Work For league table.

In 2017 we were ecstatic to be placed at number 21 and in 2018 we were astonished to have been placed 5th in the UK! We feel incredibly proud of these awards as we believe the questionnaires have helped us really get to know our staff and their needs and this has enabled us to make changes to support them better.

One such area that has seen improvement is the introduction of a number of staff wellbeing initiatives. These include regular staff mindfulness sessions and the introduction of an Employee Assistance Programme with confidential access to counsellors and advisers. Since these initiatives have been launched not only has our score increased but we have also seen a drop in sickness of 29%. We really believe in getting to know our staff and supporting them in whatever way we can and hope the publicity generated by the Top 100 Awards will also help us to recruit new staff when vacancies occur, so that more likeminded and dedicated people will be attracted to join our fantastic team.
Governing Board of Trustees 2017-18

Janet Weatherill – Chairman
Jim Doyle – Vice Chairman
Philip Daniels – Treasurer
Maggie Butt
John Dunning
Dan Harman
Helen Marshall
John Nicholson – resigned 8th March 2018
Anthony Rowland
Rajarshi Roy – appointed 14th September 2017
David Smith – appointed 8th March 2018
Penny Stephenson