



“Please  
keep me  
alive to see my  
daughter being  
born.”

Annual Review 2010

Because every day is  
precious...

saint  
francis  
hospice



living with dignity

**Ted Tiernan with hospice physiotherapist, Paula Henderson**  
Ted has been attending day hospice for 11 months now and Ted knows there is no cure for his condition, MND, but the hospice is helping Ted face his condition with the support and care that he needs.



...your support  
is invaluable

**Dr Bob Chew,**  
Associate Specialist  
in Palliative Medicine,  
Saint Francis Hospice



Dr Bob Chew will see at least 8 patients in a day, as well as support trainee doctors in seeing more. There are 6 trainee doctors working at Saint Francis Hospice over the course of a year, supported by 2 Consultants in Palliative Medicine and 2 part time Associate Specialists.

### Who we are

Saint Francis Hospice is one of the largest independent Hospices in the UK and a registered charity. Our vision is to achieve excellence in palliative care for our community.

### About our work

Saint Francis Hospice operates throughout the boroughs of Brentwood, Havering, Barking & Dagenham and Redbridge and our care services are provided in the home, in hospital, in care homes or at the Hospice.

The largest part of our work takes place in the community, in peoples' homes. Most patients, where they are able to, prefer to be cared for in their own homes and Saint Francis Hospice community nursing teams make this a reality for the majority of our patients.

Income for the year 2009 to 2010 was £7,516,000 and comprises income from the NHS of just over £2 million; however the largest part of our funding comes from voluntary donations and the sale of goods in our charity shops. Thanks to our community, together we raised £4,898,000.

Despite the difficult economic climate donations from the public increased by 5% and we are extremely grateful to all our supporters for their continued care and support.

# Our year in review 2009 - 2010

In the last year we have cared for 287 patients in our specialist inpatient unit and more than 1000 patients could count on us to provide specialist care in their own homes. More than 300 children and adults were supported through their own deeply distressing bereavement by our specialist child bereavement and family bereavement counsellors and support workers.

On the financial front, Saint Francis Hospice is delighted to show a positive balance at the year end, and despite a difficult start, we were able to make a firm recovery thanks to the hard work of our fundraising teams and the generosity of those leaving money to the Hospice in their Wills. Our 'Sponsor a Nurse' appeal has significantly increased regular monthly gifts – so vital to ensuring continuity in our services.

As ever, we are immensely grateful for the income we receive from the NHS. All our Primary Care Trusts now fund 40% of the services we provide and we have been encouraged by the increased financial support from Havering PCT this year. Copies of the full audited financial statements and the reports of the Auditors and Trustees are available from Martin Barkwith, Finance Manager.

We continue to work hard to ensure that Saint Francis Hospice serves our local communities with the range of services for which we are known locally, nationally and internationally.

Saint Francis Hospice remains fully committed to providing the specialist services that enable all people to live in dignity for the full extent of their lives. Fulfilling this means that we must constantly develop and extend our expertise. Over the past year, we have continued to develop our ability to care for people with advanced heart failure and advanced neurological diseases. We have also made considerable progress in developing care for people with a learning disability who have advanced progressing illnesses. All this is made possible by your support, and for this we are immensely grateful.

The lion's share of our income comes from voluntary donations and, with services provided at no cost to the community, we are heavily dependent on the generosity of the general public as well as on trusts and foundations. The importance of your part in this cannot be underestimated and is absolutely invaluable.

Thank you

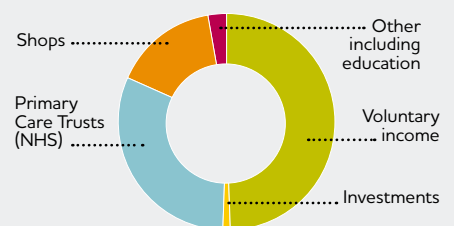
## Income & Expenditure

The income and expenditure information shown, which has been extracted from the full financial statements, is provided to give an overview of the charity's finances.

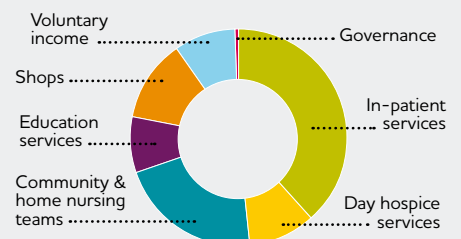
Income 2009 - 2010	
Voluntary income (of which legacies, £1,956,000)	£3,733,000
Primary Care Trusts (NHS)	£2,357,000
Shops	£1,165,000
Investments	£68,000
Other including education	£193,000
<b>Total Income</b>	<b>£7,516,000</b>

Expenditure 2009 - 2010	
<b>Provision of hospice services</b>	
In-patient services	£2,839,000
Day hospice services	£742,000
Community & home nursing teams	£1,570,000
Education services	£605,000
<b>Subtotal</b>	<b>£5,756,000</b>
<b>Cost of generating funds</b>	
Shops	£901,000
Voluntary income	£677,000
Governance	£36,000
<b>Total resources expended</b>	<b>£7,370,000</b>

Income 2009 - 2010



Expenditure 2009 - 2010



Every year, thousands  
of local people depend  
on our expertise

# Did you know...

...that in 2009/10 the funds made available to Saint Francis Hospice enabled more than 4000 people from the local community to benefit from our range of specialist and multi-disciplinary services?



...when people with life-limiting illnesses need advice over the phone, Saint Francis Hospice's Triage service is there for them?

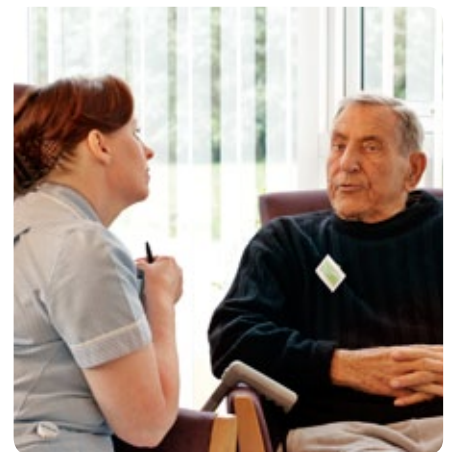
Last year, in over 6,600 telephone calls with people anxious about their future, the calm, informed voices of our Triage team provided specialist palliative care advice and helped people adjust to the realities facing them.

...that more than 1000 patients benefitted from community nursing care and 287 patients received our specialist, 24 hour care, in our inpatient unit?

As a result of the exceptional level of expertise offered by our consultants, nurses and multi-disciplinary staff, over 30% of inpatients were able to return home after being admitted to the inpatient unit at the Hospice.

...last year, 366 people were able to die at home and still receive highly experienced care from our Hospice at Home team?

At a time when familiar surroundings and the presence of family and friends can count for so much, the 2,501 visits made by Saint Francis Hospice Health-Care Assistants and Staff Nurses helped to make the final days of our patients as comfortable and reassuring as possible.



...that Saint Francis Hospice won the Linda McEnhill award, recognizing the work we do with patients with learning disabilities?

...that the medical team at Saint Francis are now caring for more people with advanced, progressing non-cancer illnesses as well as people with cancer?

...that we serve people living in Ingatestone, Brentwood, Havering, Barking & Dagenham and Redbridge and all of our services are provided free of charges to patients and their families?

Thank you for supporting the standards of care to which we are committed at Saint Francis Hospice, because every day is precious for our patients and their families.

...staff at Saint Francis Hospice presented 17 papers at national conferences and other professional events on the innovative work carried out at the hospice?

One of the new areas of expertise we are developing is to enhance end-of-life care for people with learning disabilities.

...that Saint Francis Hospice has implemented a new information system called iCare?

It will significantly develop the kind of information the hospice can provide in the longer term to improve the care we provide our patients, and to extend the role of education at the hospice.

...that the hospice's Pepperell Education Centre is among the most respected in the country for developing education and training services?

We are especially well-known for our work on advanced communication skills and other areas highlighted by the End of Life Care Strategy



Your generosity makes all this possible...

thank you

...that freely providing the specialist expertise, which makes Saint Francis one of the leading hospices in the country, requires a substantial financial commitment each year?

In real terms, it costs £652 for one day's care in our inpatient unit, £305 for each visit to the Day Hospice, £49 per hour of care given by the Hospice at Home team, and £174 for a visit by the highly specialist nurses that are our Community Palliative Care Team, who provide advice and support to GP's, District Nurses and patients and their families.

...that more than 800 volunteers work for Saint Francis Hospice, either at the hospice or in our hospice shops?

That's just one of the reasons why as much as 90p in every £1 donated to the hospice is spent directly on patient care.

# sponsor a nurse

from only £3 a month and  
help someone local to you



Please sponsor a nurse  
today - see attached form  
for details.

Alternatively call  
**01708 723593** or visit our  
website **[www.sfh.org.uk](http://www.sfh.org.uk)**

Saint Francis Hospice  
The Hall, Havering-atte-Bower, Romford, RM4 1QH  
T: 01708 753319 F: 01708 757957 E: [mail@sfh.org.uk](mailto:mail@sfh.org.uk)  
[www.sfh.org.uk](http://www.sfh.org.uk)

Registered Charity No. 275913

saint  
francis  
hospice



living with dignity

# Yes I would like to sponsor a nurse!

If you already sponsor a nurse, thank you.

# sponsor a nurse

### Your details

Mr / Mrs / Miss / Ms (please circle)

First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email\*: \_\_\_\_\_

\* I understand that the hospice may use my email address as a way of communicating with me.

- I would like to sponsor a nurse for £3 a month
- I would like to sponsor a nurse for my chosen amount of £ \_\_\_\_\_ a month

### IF YOU ARE A TAX PAYER, MAKE YOUR DONATION WORTH ALMOST A THIRD MORE AT NO EXTRA COST TO YOU.

*giftaid it*

Gift aid means that for every £1 you give, we can get up to 28 pence from the Government. This means that your donation of £10 can be worth up to £12.80 and it doesn't cost you a penny more! Just tick and date below:

- Yes, I agree that Saint Francis Hospice can treat all the donations I have made in the last 4 years and all future donations I make from the date of this declaration as Gift Aid donations.

You must pay an amount of UK income tax and/or UK capital gains tax in each tax year at least equal to the tax that Saint Francis Hospice will claim from the Government on your Gift Aid donations.

- No, I am not a UK tax payer
- No, I do not wish to Gift Aid my donation

1. Please notify us if you change your name or address, or if your circumstances change and you no longer pay sufficient tax. 2. You can cancel the declaration at any time by notifying us and we will cease to reclaim tax from your donations. 3. If you pay income tax at the higher rate you can claim further tax relief in your Self Assessment tax return. 4. If you have any questions about Gift Aid please phone us on 01708 723593.

### Payment details

- I have completed the Direct Debit form below and would like my donation to come out of my bank account on the:
- 1st day of every month
- 15th day of every month (please tick your preference).

### INSTRUCTION TO YOUR BANK OR BUILDING SOCIETY TO PAY BY DIRECT DEBIT



#### Name and full postal address of your Bank or Building Society

To: The Manager \_\_\_\_\_ Bank/Building Society

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Name(s) of Account Holder(s): \_\_\_\_\_

#### Branch sort code:

-   -

#### Bank/Building Society account no:

Please pay Saint Francis Hospice Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Saint Francis Hospice, and, if so, details will be passed electronically to my Bank/ Building Society.

Signature(s) \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**If paying by Direct Debit, we will send the instruction to your bank. Please note, Banks and Building Societies may not accept Direct Debit instructions for some type of account.**

Registered charity no 275913

Under the terms of the Data Protection Act 1998 you have the right to advise us at any time if you do not wish to receive further mailings from Saint Francis Hospice. If you would prefer NOT to receive any more mailings from us please tick this box

Service User Number: 430520 Reference (Saint Francis Hospice use only)

S F H D D   -

### THE DIRECT DEBIT GUARANTEE



This guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the scheme is monitored and protected by your own Bank or Building Society. If the amounts to be paid or the payment dates change Saint Francis Hospice will notify you 10 working days in advance of your account being debited or as otherwise agreed. If an error is made by Saint Francis Hospice or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid. You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.

# SAINT FRANCIS HOSPICE SHOPS

Saint Francis Hospice would like to thank the staff and 400 volunteers that work in our shops for their hard work and dedication to hospice care. Thanks to our 15 Saint Francis Hospice Shops, valuable income is raised which help fund patient care at the hospice.

## How you can help our shops!

- 1 You can clear out your cupboards of unused or unwanted goods and take them to one of our shops.
- 2 Have a "recycle" day at work and ask your friends and colleagues to go green for the day by recycling their unwanted items (large items and quantities of items can be collected by calling the number below).



### General Saint Francis Hospice Shops

127 – 129 High Street, Barkingside  
Telephone 0208 550 6100

105 High Street, Brentwood  
Telephone 01277 220717

776 Green Lanes, Dagenham  
Telephone 0208 597 2283

8 Station Parade, Elm Park  
Telephone 01708 437 002

20 Station Lane, Hornchurch  
Telephone 01708 450680

114 – 116 Hilldene Avenue, Harold Hill  
Telephone 01708 377 633

10 North Street, Romford  
Telephone 01708 744 753

119 – 121 South Street, Romford  
Telephone 01708 757 817

145 St Mary's Lane, Upminster  
Telephone 01708 640 784

15 The Mall, Heathway, Dagenham  
Telephone 0208 596 9043

### Specialist Saint Francis Hospice Shops

#### Furniture

182-184 High Street, Hornchurch  
Telephone 01708 450 990

127 Avon Road, Upminster  
Telephone 01708 259 700

16 Station Parade, Elm Park  
Telephone 01708 447 641

#### Electrical

125 Avon Road, Upminster  
Telephone 01708 222 777

#### Wedding and Special Occasion Wear

2 Collier Row Road, Collier Row  
Telephone 01708 741 357

#### Online Sales

eBay visit [www.stores.ebay.co.uk/Saint-Francis-Hospice-Shop](http://www.stores.ebay.co.uk/Saint-Francis-Hospice-Shop) to view current items for sale. Bid and support your local charity – all proceeds go to the Hospice.

For general shop enquiries or further information please contact our Shops Head Office at:  
12 Essex Court, Ashton Gate,  
Harold Hill, RM3 8UF  
Telephone 01708 376 269  
Email [shops@sfn.org.uk](mailto:shops@sfn.org.uk)

General enquires 01708 376 269