



Annual Review

2009–2010

Chairman's Report

When I was appointed Chair of the Board of Trustees in 2008 it was my intention to serve for a period of 3 years. Unfortunately, my health has let me down and reluctantly, I have had to stand down after serving for just over 2 years.

I have always, from the first point of contact, felt passionately about Keech Hospice Care. I am sad to be leaving because throughout my time with the hospice I have continued to see more and more of the care and support that Keech gives to individuals and families and to realise just how valuable that is.

Keech has extended its range of services and cared for more people from within the Communities it serves than ever. Despite difficult economic times and the changes which will be taking place within the Health Service, I am confident that Keech is in a strong position to continue to play its part.

Pat Jefferson has become Temporary Chair until a more permanent appointment of Chair is made. I know that the Charity is in good hands, and I would like to extend my sincere thanks to our Benefactors and all the volunteers who give so much as well as to my fellow Trustees, Mike Keel and all the staff.

D.S. Hull

Steve Hull

Chair of Trustees
December 2010



Chief Executive's Report

I feel privileged and honoured to find myself leading Keech Hospice Care after working in it for thirteen years. During those thirteen years I have seen the organisation develop and grow to meet the increasing demands it faces. We are all living longer, but those added years are not healthy. Most of us will have at least one admission to hospital in our last year of life. This means people need the charity's expertise in caring for people with various medical conditions (and combinations of illnesses) at the end of life more and more. Sadly, the need to support families with a child who doctors diagnose as having a life-shortening illness does not lessen either.



We must therefore remain vigilant for opportunities to improve and broaden our services where needed. One such opportunity was a grant from the Department of Health to improve our property.

We used this to design and equip a new adult in-patient unit more suited to care for the more complex and dependent patients we support these days. The unit opened in September 2009 and staff, patients and families are unanimous in their praise of it.

The year 2009/10 also saw us receive confirmation of our three-year accreditation with the Healthcare Accreditation and Quality Unit. This measured Keech Hospice Care against the best practice taken from the other UK's hospices. The assessment included every area of our work from care to personnel, fundraising, governance and administration. As I write, we are already preparing for a follow-up assessment, which ensures we remain up to standard.

The current economic climate has impacted on us all. It hasn't been an easy year for Keech Hospice Care, but it always makes me feel immensely proud to see all the staff, volunteers and supporters pull together to overcome challenges and difficulties to ensure we still provide the vital care and support the patients and families need.

I would therefore like to thank everyone who works at Keech Hospice Care; the volunteers who give so freely of their time and expertise; and the community that steadfastly gives us its generous support.

It is the people that make Keech Hospice Care so special; without you there would be nothing.

A handwritten signature in black ink, appearing to read 'Mike Keel'.

Mike Keel
Chief Executive

Care and charity news

In our Adult Hospice Service, 2009 saw us complete the building of our new in-patient unit which provides 8 high quality patient bedrooms all with en suite facilities. The new unit has helped us to ensure that we keep pace with modern methods of palliative care while offering patients and their families the very best care experience. The new unit took its first patients on 22 October 2009 and was officially opened by Esther Rantzen on 9 November. The cost of the unit at £2.5m was within budget. Some £0.5m of the funding needed came from the Department of Health. Further donations and grants of £1.4m were received specifically for the development from a wide range of the charity's supporters, with the remaining costs met from reserves.



In 2009-10, our adult hospice cared for 264 patients and a further 71 families were supported in their bereavement. Some 162 people were cared for through the in-patient unit staying a total of 2,238 bed nights. In the Day Hospice, 142 people were supported through 1,795 attendances. We introduced a new electronic patient administration and health record system which has aided communication within the care team; improved the standard of record keeping and also reduced the paper and archiving needed for clinical records. Continuing to focus on ensuring that our care meets the changing needs of our patients, 2009 saw us move forward with plans to extend and improve Day Hospice in a companion project to the recently completed in-patient unit. Since the year end, a significant grant from the Department of Health has been confirmed to assist with this.

Our **Children's Hospice Service** cared for 114 children through the in-patient unit providing 1,373 bed nights and 171 day care episodes. In addition, the Community Nursing Team provided 3,427 home visits in support of 237 children and their families. In September 2009, we started a new service in partnership with the national charity Sense which provides care and support for those with severe sensory impairment. Sense @ Keech provides skills and independence training for teenagers and young adults, many of whom have already been supported by our children's service. The service has proved successful with both Sense and Keech Hospice Care sharing much learning and expertise. It is expected that the service will expand during 2010-11.



The **Family Support Service** continued to work across both hospices. The team supported 137 children and their families through 1,333 community visits. For patients in our adult service and their families, the team provided support both at home and at the hospice including many hundreds of people who attended events such as "Light Up a Life", 156 families who were supported through a variety of groups and 994 one-to-one visits.

During 2009/10, the Healthcare Accreditation and Quality Unit confirmed our status as an "accredited hospice". Achieving this independent endorsement of the quality of care we provide across our service was the culmination of effort from every area of our work. Measuring ourselves against external standards reflecting the UK's best hospice practice will ensure continual quality in the care we provide for all who need our help and support.

Community support

During 2009/10, longstanding supporters South Beds Golf Club marked a significant milestone, reaching a total of £200,000 donated to the charity over 20 years. In that time, money raised through their annual charity golf day and other activities has made a huge contribution to our work.

Another group of committed supporters, Pasque Harmony, continued their tradition of supporting the charity when they presented a cheque for £20,000 during a carol concert at Luton High Town Methodist Church. This included proceeds from their Concert Spectacular in October 2009 when they performed with the Morriston Orpheus Choir.

The sun shone on our Walk of Life when it was officially opened by Pam Rhodes in June. The Walk of Life is a pathway in the grounds of the adult hospice, made of paving stones dedicated by families who have used the hospice, local businesses, community groups and others.

Because of its popularity, a second footpath, "Stepping Stones", was laid in the autumn for the children's hospice.

Over 1,600 ladies enjoyed taking part in our Midnight Walks in Stevenage, Bedford and Luton, raising £180,000 to support our services. Many ladies entered alongside family, friends and work colleagues. Some had particularly strong and personal reasons for taking part including Jo Snell who joined the Stevenage walk with 12 friends. Jo, whose daughter receives care from our children's service, said "I have been amazed by the support from my family and friends for this event and would like to thank them from the bottom of my heart for joining me".

Some ran, some walked and some came pushing buggies. In total, over 600 Santas turned out for our trio of Santa Runs in Luton, Stevenage and Bedford in December, raising £70,000 for the charity.

London Luton Airport chose Keech as its Charity of the Year once again for 2010. The airport is one of the charity's largest corporate supporters, donating over £170,000 since we opened. Other charity of the year adoptions included commitments from Roche and Galderma in Hertfordshire and a 2 year adoption from the head office of Travis Perkins.

During the summer months, 40 Hertfordshire businesses took part in our "Accumulator Challenge" sponsored by HSBC. Together they raised £55,000 with the challenge winners, John Laing Partnership in Elstree, raising £9,000.

Our retail operations continued to expand across Hertfordshire during 2009/10 with new shops in Harpenden, Hemel Hempstead and Hitchin all raising money for our children's hospice and helping to increase awareness of our service for children across the county. In addition, new shops opened in Bedford and Luton.



Summary of Accounts

For the year ended 31st March 2010

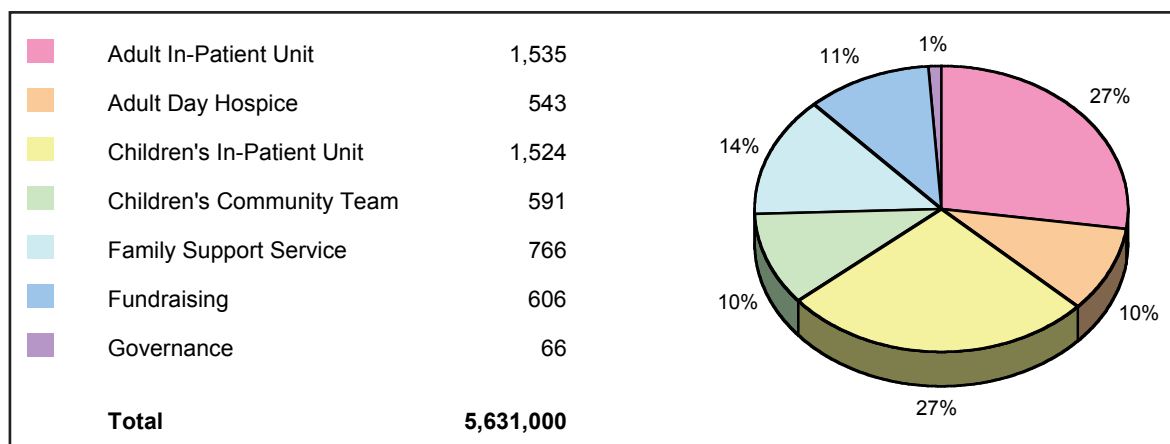
The figures shown in this summary are those of Keech Hospice Care only and, unlike the full consolidated annual financial statements, only include the net profit of our Trading Company.

Our accounts show a year end deficit of £433,000 (excluding gains on investments). This included capital donations of £344,000 which were restricted to the building of the new Adult In-Patient Unit. Without this additional income, our deficit would have been £777,000.

With free reserves of £1,774,000, the charity has about 4 months' running costs still in reserves and remains in a reasonable financial position. The Trustees are committed to developing reserves to restore them to the level of 6 to 12 months expenditure.

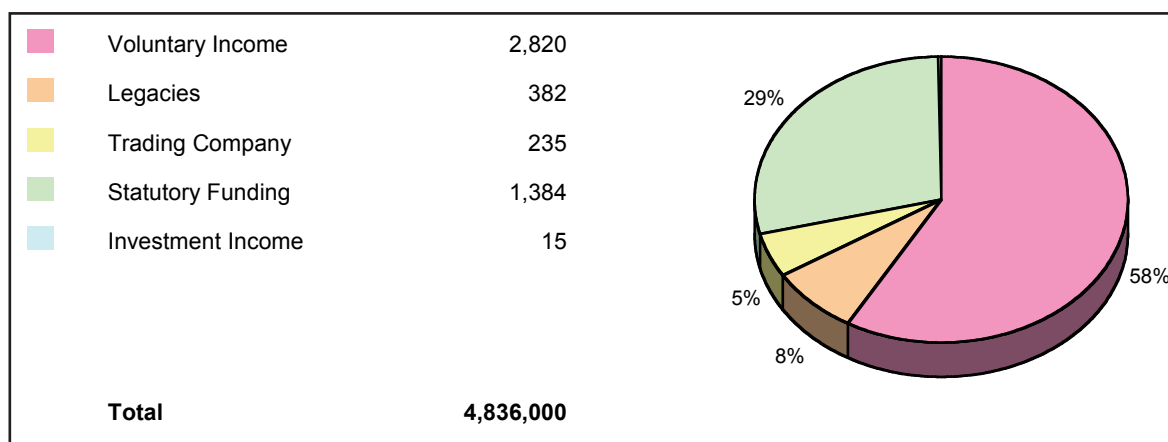
Expenditure

In 2009-10, our expenditure was £5,631,000. The charity was careful to ensure that its funds were used responsibly. We are pleased to report that 88% of our income was spent directly on running the charity's main services for the care of patients and their families. Our fundraising costs were low at 11% and our governance costs remained at 1%.



Income

In 2009-10, our income was £4,836,000, excluding capital donations of £344,000. Donations from individuals, companies, groups and trusts remained the most important source of funding for the charity, accounting for 58% of our income. Funding from statutory sources increased to 29% of our income although in the current economic climate this level of funding might not be repeated in future years.





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