

OUR YEAR

2016/17

MAKING THE DIFFERENCE...

“Twenty-five years ago, Dr Wink White and a small group of like-minded people had a dream and gave a precious gift to our community, a gift of care, compassion and peace.

Their vision was for a place of expertise which would care for those at the end of their life, to alleviate suffering and distress. Our hospice.

This gift, our hospice, is needed as much today as it was in the beginning.

We will continue to care for more families, reaching out to them wherever they need us.

We will continue to deliver excellent care, the heartbeat of our hospice.

We will educate others to ensure excellent care is available everywhere.

We will be a cornerstone of our community, valuing diversity and using all our skills to aid harmony and cohesion.

So hold our hand, journey with us, support us, because together we can continue **making the difference when it matters the most.**”

Liz Searle, Chief Executive Officer, Keech Hospice Care,
speaking at the visit of Their Royal Highnesses,
The Duke and Duchess of Cambridge,
24 August 2016



...WHEN IT MATTERS THE MOST

OUR YEAR

IN NUMBERS

2 Royal visitors found out about our work and raised awareness of our specialist care.

816

days were spent caring for patients in our children's in-patient unit.

MAKING THE
DIFFERENCE...

We provided

1,810

sessions of music, art and complementary therapy.

Our children's community team made

1,476

visits.

632

one-to-one support sessions were provided by our social-work team.

1st

time named in The Sunday Times 100 Best Not-For-Profit organisations to work for.

364

patients and relatives received bereavement support.

1,543

wonderful volunteers gave a total of

189,298

hours of their time.

...WHEN IT MATTERS
THE MOST

1,581

nights were spent caring for patients in our adult in-patient unit.

24 million

viewers joined our leading hospice for breakfast, when ITV's *Good Morning Britain* visited.

We co-ordinated care for

1,193

adult patients in the community.



In June 24 million viewers discovered how full of life our hospice is when *Good Morning Britain*, ITV's breakfast show, came live from the children's unit to surprise Martin Rackley with its Dad of the Year award. Superdad Martin won the award for the dedicated care he gives his daughter Ruby, who has a brain tumour.

"Without Keech Hospice Care, I know we'd be in a very different place - it would certainly be a lonely place. We'd be sitting at home with a very sick kid thinking: is this it?"
Martin, dad of Ruby



For the first time, we were named one of the **best not-for-profit organisations** to work for and entered the prestigious Sunday Times Top 100 list.

KeechFest 2016, our summer music festival, saw **1,500** supporters of all ages visiting the hospice to enjoy the live bands, raise funds and find out for themselves that we really are a hospice full of life.



Around **70%** of our funding for our care services (that's over £5.7 million a year) comes from our local community and supporters. Last year, our wonderful supporters and volunteers helped make sure we could continue to offer that specialist care. Their amazing efforts are truly a highlight of our year!



Our head gardener Ron celebrated **16 years** of volunteering with the charity by winning Hospice UK's national Volunteer Gardener of the Year award.

HRH Prince William

We drew the world's attention to hospice care when TRHs The Duke and Duchess of Cambridge visited in August to see first-hand how we help families when they need us the most.

Prince William spoke publicly, for the first time in 20 years, about the death of his mother when he comforted 14-year-old Ben, whose mum died of cancer in 2015. Ben, his two older brothers and their father Gary had all been supported by Keech Hospice Care after her death.

Ben admitted to the Duke, **"I miss her so much."** Prince William put a hand on Ben's shoulder and told him,

"I know how you feel. I miss my mother every single day and it's 20 years after she died."



MAKING THE DIFFERENCE

WHEN IT MATTERS THE MOST

MAKING THE DIFFERENCE ...

“Keech Hospice Care is **Outstanding** at caring.”

So said the Care Quality Commission, the chief independent regulator for health and social care in England.

Did you know we educate and train others?

- Our nurses gave talks at the University of Bedfordshire on managing pain and caring for seriously ill children.
- Our training improved how nursing homes and home-care providers supported people at the end of their lives.

“I’m well supported by two mentors at Keech and I’ve learnt a lot about managing pain and controlling symptoms.”

Bethany, student nurse, who has benefitted from a work placement with Keech Hospice Care



Our My Care Co-ordination Team prevented **224** unnecessary hospital admissions. The team were finalists for a national ‘Effective Co-ordination of Care’ award.

“The 24-hour support line means we have a number to call day or night. I don’t have to explain everything again and again because the team has all my husband’s records. They send a doctor or nurse if one is needed. Life is more relaxed.” Sharon, whose husband is cared for by Keech Hospice Care’s My Care Co-ordination Team

We start **BIG** conversations about end-of-life care.

We got the country talking about the taboo subject of death and dying when we asked children: “What happens when you die?” Our film went viral, hit the national headlines and was backed by celebrities and national charities.



Our hard-hitting, patient-led #Iam film changed mindsets by busting the myth that Keech Hospice Care is somewhere you just go to die – we’re a charity helping people live well for longer.

“I thought Keech Hospice Care was only about the end. But Keech is a positive place. I didn’t realise just how much this charity does for people like me! At Keech I’m Rob, I’m not just a patient.” Rob, patient and star of #Iam



“Everything will be chocolates and marshmallows.”

“You go to the sky and you sit on a star. My two grandpas are sitting on them already.”

We opened the country’s eyes to the importance of bereavement support - not just after death but before it, too. We were the BBC’s Children In Need appeal night film and 8.6 million people saw how Natalie, our family support worker, helped Harry, 7, overcome his worries about his sister Sophie dying.

“I just wanted my family to be OK. Sophie means a lot to me and Natalie means a lot to me. Natalie is very helpful and she made me feel confident.” Harry, who benefitted from one-to-one pre-bereavement support at Keech Hospice Care



Natalie

Harry

... WHEN IT MATTERS THE MOST

We cared for **317** children and **188** of their family and friends across Bedfordshire, Hertfordshire and Milton Keynes.

During *the day*



160 children came to day support and used the multisensory room, teenage activity room and hydrotherapy pool.

There were **367** attendances at Tots 'n' Toys, with lots of therapeutic play, skills building, singing and movement.

Children and their families benefitted psychologically and emotionally from **193** complementary therapy, **203** music therapy and **110** art therapy sessions.

Our social workers helped **82** families. **101** relatives benefitted from our pre- and post-bereavement support and **39** children had fun at Sparklers, our bereavement-support group.

Whenever we're needed

302 families were cared for by our children's community nurses, who made **1,476** visits to patients' homes, school or hospital - wherever our support was needed the most. We made **1,252** calls to families who needed our support.

MAKING
THE
DIFFERENCE

Through *the night*

We cared for **99** children overnight, for an average of two nights. Overnight stays help control patients' symptoms and pain, give a loved one a much-needed break or support a family if there's an emergency.

WHEN IT
MATTERS
THE
MOST

"Children in the community receive the same care and support as those at the hospice. We carry medical equipment boxes that contain everything we could possibly need. We stay as long as we're needed and, with end-of-life patients, that includes overnight. When it feels like life will never be the same again, Keech Hospice Care is there."

Nina, children's community nurse

At the end

Six children died at the hospice and we cared for **13** children at the end of their lives in their own homes.

"Keech Hospice Care guided us safely both medically and emotionally. Harry stayed in the Meadow Suite at Keech after he died, right up to his funeral. I'd been so worried he'd be put in a cold drawer in a wall. The Meadow Suite was just like his bedroom at home. We had his camomile diffuser burning, his photos around the room and his music playing. The charity helped us make memories that will last forever."

Julie, Harry's mum



Making the
difference...

Jacob's Story

"When Jacob came home from having his bone-marrow transplant, his immune system had basically been destroyed. Our home had to be as sterile as possible – and Jacob couldn't leave it. That's when Keech Hospice Care entered our lives. We met Jennie, Keech's play specialist, who came out to see us every week, helping Jacob learn new skills and interact with the world through therapeutic play. He loved every moment. But those sessions were a lifeline for me, too. Those afternoons were the only breaks I had – time I could spend being a mum to my younger son, Milo.

Jennie had the idea that, if Jacob couldn't get out into the world, then Keech Hospice Care would bring the world to him. Jacob loves ducks but he couldn't go out to feed them for fear of infection. So, Jennie arranged for four ducks to come to our house and Jacob fed them in the garden. It was a memory to treasure forever.

When Jacob had recovered enough, we could take him outside. One of the first places we brought him was Keech Hospice Care, where he's now a regular at Tots 'n' Toys. The nursing staff play and care for him and we can relax, knowing he's in expert hands.

The support Keech Hospice Care gives us is precious and unique. It's there when we need it – in the hospital, at home or at the hospice itself."

Jen, mother of Jacob, who has a complex condition called Hurler syndrome

How would you cope if you couldn't leave the house for a year? This was life for Jen and her son Jacob, 5, before Keech Hospice Care stepped in.

...when
it
matters
the
most

Simon's Story

"When Simon was admitted onto the adult in-patient unit, you could tell he was a special person. His room was always filled with music and he loved swimming with his little boy in our hydrotherapy pool."

Simon loved VW camper vans so the nurses worked together to grant Simon his final wish - a ride in one with his wife and son.

Seeing the complete joy this moment brought him made you realise it's the little things that matter the most. Memories were made."

Kerry, senior staff nurse

When Simon was told his cancer was untreatable, he and his wife Julie discovered the amazing difference Keech Hospice Care makes.

"The first time Simon went to Keech Hospice Care, he attended the Keech Palliative Care Centre for a day. He came home buzzing. I couldn't shut him up! Keech was also there for me when I crashed and burnt, trying to do it all - a great wife, carer, mum to Oliver, 3, and my two older children. Keech Hospice Care's carers' group scooped me up. I'd walk into the building and my worries would lift.

The charity's adult in-patient unit is such a calm place and Simon is given such excellent care. I never feel I'm confined with where I can go, sit or wander. I feel comfortable bringing Oliver here to see his dad and we've had lots of help from Keech tackling what to tell our little boy about Daddy. I can't put into words or do justice to what Keech Hospice Care has given us. It needs to be kept going. Sadly, there will always be families like mine who will need it. The support it provides makes things that bit more bearable.

Keech Hospice Care made Simon's lifetime wish come true. He'd always dreamt of owning and doing up a VW camper van - preferably a green one - but he always said our money could be better spent. So as a surprise the nurses at Keech arranged for a camper van (which was coincidentally green) to come to the hospice to take Simon out for a drive. I've never seen a reaction like it from him - or that look on his face - he was over the moon.

A week later, Simon died peacefully at Keech Hospice Care."

Julie, wife of Simon, patient



MAKING THE
DIFFERENCE

WHEN IT MATTERS
THE MOST

We cared for **1,366** patients and **268** of their family and friends across Luton and south Bedfordshire.

Care at the hospice

- We cared for **202** patients at the Keech Palliative Care Centre (KPCC), totalling **2,110** attendances.
- We helped every patient to live well by managing their symptoms and pain, running rehabilitation, breathing and nutrition sessions, and giving practical and emotional support through an individual, personalised care plan.
- Instead of patients having to sit and wait in hospital, we carried out **53** infusions and **35** transfusions in the homely environment of our centre.
- **125** patients stayed at our adult in-patient unit and people are often surprised to hear **61** went home. People don't just stay at the hospice in their final few days of life.
- We cared for **77** patients at the end of their lives.



“You know the nurse who’s doing your infusion or taking your blood and you can have a natter. The reflexology is brilliant.”
Winston, patient of the Keech Palliative Care Centre

MAKING
THE
DIFFERENCE

Support for the whole family

We don't just support patients but all their family and friends, too.

- **202** relatives received pre- and post-bereavement support.
- We supported **64** patients and **13** of their loved ones with **306** sessions of music therapy and **160** sessions of art therapy.
- Our complementary therapists provided **838** sessions to help support patients and their loved ones at a time in their lives they needed it the most.

WHEN IT
MATTERS
THE MOST



“Keech Hospice Care is such a comfortable, homely place. The staff have time: they listen, they have a laugh with us and they follow up on everything. Our dog Bhaji could even come in with us - Bhaji snuggled up to Paul while Paul had his blood transfusions. That kind of thing simply couldn't happen in hospital.”
Yvonne, talking about her husband Paul

Care where it's needed

*“Patient choice is at the centre of everything we do. In the last year, the nationally recognised My Care Co-ordination Team cared for **1,193** patients in the community and prevented **224** unnecessary hospital admissions. We work with different health professionals to make sure people get the care they need. It's these things which make a big difference to patients and their families.”*

Sarah, lead nurse of Keech Hospice Care's My Care Co-ordination Team

As a charity, around 70% of our funding for our care services comes from our local community and supporters. Our work is only made possible thanks to the incredible generosity of our donors and volunteers.

NHS/statutory funding and grants help towards some of the support we provide, and we work in partnership with five Clinical Commissioning Groups across Bedfordshire, Hertfordshire and Milton Keynes.

MAKING THE DIFFERENCE...

How you gave your help £,000*

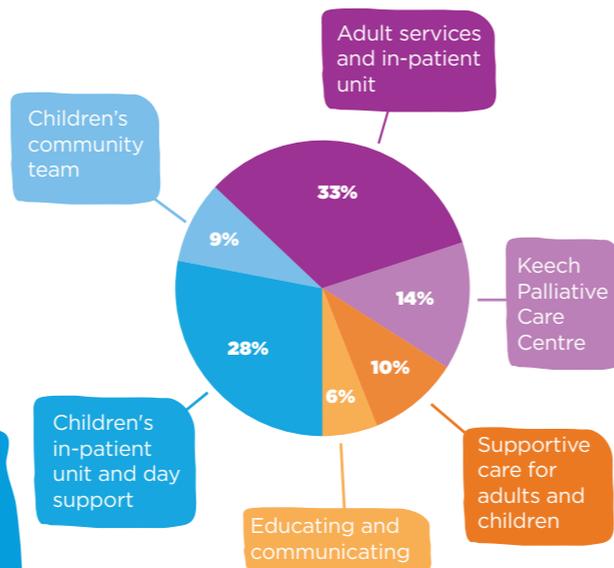
Legacies	1,006
Donations	2,211
Lottery	527
NHS/statutory income	1,934
Other	284
Total	5,962

This is a simplified summary of financial information from our audited annual report and accounts for 2016/17. The full report is available on our website.

*In addition, Retail Net Income from our charity shops generated over £1 million towards our work, after costs.

Thank you to all our amazing donors and volunteers. You made the difference when it mattered the most.

Focus of spend on charitable activities



Keech Hospice Care

A hospice full of life

We are the adult hospice for Luton and south Bedfordshire, and the children's hospice for Bedfordshire, Hertfordshire and Milton Keynes.

Our excellent care supports children and adults to live pain and symptom free, to spend untroubled time with their family and friends, to understand what is happening to them, to stay out of hospital and to make the most of the time they have left. Our work goes beyond the hospice doors, supporting seriously ill people and their families in hospitals, in schools and in their own homes.

Children's services
Adult and children's services



...WHEN IT MATTERS THE MOST

We need to raise over **£5.7 million** every year to continue our specialist care for children and adults, and their families. We also rely on over **1,500** wonderful volunteers, who donated around **189,300 hours** to us last year. Whether it's funding or time, we're enormously grateful for whatever you can do or give.



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