



Our year
OUR IMPACT
2017/18

Making the difference when it matters the most.



MESSAGE *from our CEO*

The past year has been another important one for Keech Hospice Care. There have been so many successes, many of which are celebrated in this report, and we have made immense progress. First and foremost, we are supporting more patients and families than ever before, which is only possible with the help of our funders and supporters.

To make sure this wonderful success continues, we have been working hard on developing a new progressive strategy for the next five years which builds on our achievements. We have some exciting plans as well as a new vision, mission and set of values, all of which will help keep us focused and guide us on our onward journey.

Over the next five years, we want to **lead the way in providing excellent care**, supporting children and adults with life-limiting conditions and those affected by death and dying, helping them to live well and make every day count. This really is the heart of what we do.

We will also continue to **educate, innovate and research**. We will focus our activity to ensure we are **well funded**, developing current and new income in the most efficient way possible. We must work to **attract and retain the best people**, valuing difference and involving staff and volunteers in our decisions. And we will continue to ensure we are **well led and well governed** as an organisation.

As you read this Impact Report, I hope you enjoy reflecting on our successes from the past year. And we look forward to you joining us on our forward journey, as we continue **making the difference when it matters the most**.

Kind regards,

Liz Searle, **CEO**



OUR YEAR in NUMBERS

We cared for

2,344 people
(1,362 adults, 341 children, 641 relatives).

Our children's
community
team supported

326 families through
1,681 visits and
1,134 phone calls.

590

patients and relatives
received bereavement
support.



88 child patients
were cared for
in our children's
in-patient unit.

We supported
218
patients through
1,901
out-patient
attendances at
Keetch Palliative
Care Centre.



163 children attended
day support,
including **289** attendances at
Tots 'n' Toys.

1,407 wonderful
volunteers
gave a total of
208,228
hours of their time.



Our Independence
and Well-being
Service supported
205
patients.

1,784
nights were spent
caring for patients in
our adult in-patient
unit.



We co-ordinated
care for
1,144
adult patients in
the community.



34% of
child patients and
24%
of adult patients
were from our Black
and Minority Ethnic
community.

647
one-to-one support
sessions were
provided by our
social work team
across adult and
children's services.

We provided
1,935
sessions of music, art and
complementary therapy.



When our shops needed more volunteers and donations, we got our community buzzing. First, some of our marvellous shop volunteers became poster stars around Beds, Herts and Milton Keynes - part of our **Join Me!** campaign to bring more volunteers into our **32** Keech Hospice Care shops.



"I've tried to give patients, and their families, here at Keech Hospice Care a place that is calm and reflective." Adam Frost

Just in time for summer, *Gardeners' World* presenter **Adam Frost** - with funding from generous supporters - transformed a drab yard at the hospice into a relaxing garden for patients.



When we launched **#DeclutterForKeech**, supporters flocked to donate their great clutter including famous faces like the ab fab Joanna Lumley (pictured right), Dame Maggie Smith, comedian Jo Brand, Dr Who's Peter Capaldi and Hollywood actor Colin Salmon.



"Dear Mrs Claus and Mr Claus, aka Santa. The only thing I want for Christmas is money for charity. Please may you give it to Keech Hospice and Sick Children."

In December, Luke, then 8, from Knebworth, Hertfordshire, hit the headlines when he wrote this letter to Santa. He'd discovered his best friend's cousin (pictured with Luke above, right) has a brain tumour and is being supported by Keech Hospice Care.

His generous gesture touched hearts when it was picked up by Good Morning Britain, the Daily Mail, Daily Mirror, Daily Record and Metro, as well as ITV Anglia local news, five local newspapers and BBC Three Counties Radio.



We were **Luton Town Football Club's Supporters Charity of the Year** following an online, public vote, securing **1,700** votes. Much-needed funds were raised as a result.



Two dedicated Keech Hospice Care supporters, known locally as Radar and Bootsie, won the hearts of local press, radio and TV with their incredible **130-mile** sponsored kayak from The Wash to their home town of Milton Keynes, raising vital funds for our hospice.

Bedfordshire Police named Keech Hospice Care their Charity of the Year at the Community Cohesion Thank You Awards.



Keech Hospice Care is **OUTSTANDING** at caring.

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

Our new **Independence and Well-being Service**, extending the reach and support of our out-patient services, saw **205** adult patients supported through **586** one-to-one attendances and **723** attendances at our activity groups. Piloted as a collaboration between Keech Hospice Care and Macmillan, its remit is to support adults with life-limiting conditions to stay active and independent for as long as possible.

We launched a successful new service to help people with rare neurological conditions get the support they need. Since its launch, the number of people using the service has tripled, with Luton and Dunstable Hospital, as well as other specialist centres, referring patients as soon as they are diagnosed.

“Keech Hospice Care’s My Care Co-ordination Team works with health professionals to make sure people get the care they need, when they need it, day or night. There’s one phone number people call and we send a doctor or nurse if needed, so people don’t have to make so many trips to the hospital or to their GP. These things help make a big difference to the lives of patients and their families.”

Sarah, Lead Nurse, My Care Co-ordination Team

My Care Co-ordination Team scooped both Luton’s Best Care in the Community Award and the People’s Choice Award. Last year, thanks to their support, **446** admissions to hospital were avoided.



Did you know we’re conducting research into children’s care?

Working with the University of Bedfordshire, we’re studying the care needs of families who have a child with a life-limiting condition. **“I’ll be finding out if parents’ needs are being met and where improvements can be made,”** said researcher Georgina, who is based at the hospice. Her research project spans three years and involves both staff and patients’ families from around Bedfordshire, Hertfordshire and Milton Keynes.



CEO Liz Searle is committed to raising awareness - both digitally and in the media - of the need for hospice support for patients and their families. Her impact was recognised when she won the prestigious **Charity Comms Inspiring Communicator Award 2017**.

Information on our website can now be read in **over 100 languages**, thanks to our new Translate function. Being able to translate information about all our services and activities makes it much easier for all our local communities to find out more and get in touch. **www.keech.org.uk**.





Last year we cared for **341** children and families across Bedfordshire, Hertfordshire and Milton Keynes.

Wherever we're needed

326 children and their families were cared for and supported by our children's community team, who made **1,681** visits to children's homes, schools or hospital - wherever our support was needed the most. We made **1,134** phone calls to families who needed our support.

During the day

163 children came to day support and used facilities like our multisensory room and teenage activity room.

There were **289** attendances at Tots 'n' Toys, with lots of therapeutic play, skills building, singing and movement.



Through the night

We cared for **88** children overnight, for an average of three 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.

At the end...

11 children died at the hospice and we cared for **32** children at the end of their lives in their own homes.



"Thanks to Keesh Hospice Care's day support, we've been able to get Lottie out to meet people and see other children who are ill, to show her that she's not alone. For me, being able to talk to the nurses to find out if there's anything else I can do for Lottie is such a relief - it's just knowing professional advice is on hand when I need it."
Beckie, Lottie's mum

ORLA'S STORY

When just a baby, Orla, 3, had cardiac arrests at home with her terrified parents forced to give her CPR. Now the family get on with life, thanks to Keech Hospice Care.

“Orla has DiGeorge syndrome, a rare genetic condition caused by a missing chromosome. It means she has severe heart problems and, in 2016, she had a breathing tube fitted which she relies on 24 hours a day to keep her alive.

Orla has spent most of her life in hospital – for a year and a half we weren’t able to be at home for more than a few days. She’s had open heart surgery seven times, the first time when she was just three weeks old. We were very close to losing her a couple of times.

We get so little time just to do the normal things other families do without a second thought. Keech Hospice Care helps us have a sense of normality in our lives.

We first visited Keech Hospice Care when Orla was very young and we used the amazing **hydrotherapy pool**. However, not long after she started going to Keech, Orla had a cardiac arrest at home and we spent almost a year in hospital. The whole time, though, the hospice stayed in touch and even came to see us at the hospital.

Out of hospital now, Orla loves Keech’s **Tots ‘n’ Toys sessions** and the **special days out** with the **play specialist**, Jennie, and Sara, one of the fantastic **nurses**. On these day trips, Orla has experienced many of her first moments including sitting on a pony, going on a fairy hunt and having a picnic in the park.

The support Keech Hospice Care gives families like ours is so important – there’s nothing else like it for Orla.”

John, whose daughter Orla has a rare chromosomal disorder



“The support Keech Hospice Care gives families like ours is so important – **there’s nothing else like it for Orla.**”



"At Keech there is a sense of 'I'm not on my own here'."

CATHERINE'S STORY

Catherine thought she'd beaten breast cancer. So when she found out she had secondary cancer, she felt lost. Keech Hospice Care helped her find herself again.

"When I came to the hospice for the first time, I thought life was not worth living. But from the moment I walked in the door, Keech Hospice Care has been a lifesaver. It's given me the tools to deal with my illness and has taught me so much about myself.

I now know it's about so much more than the end of life. It's about pain management, giving support and care, and having somebody to talk to. The first time I had cancer there was nobody to talk to about how I felt. At Keech there is a sense of 'I'm not on my own here'.

Even my husband David is welcomed with hugs and kisses by staff and is a great believer in what the hospice has to offer. David feels I am energised when I leave Keech each week.

One of the proudest moments of my life was thanks to Keech Hospice Care: meeting Their Royal Highnesses the Duke and Duchess of Cambridge on their visit to the hospice in 2016. I was so fortunate to be introduced to the Duke (pictured right) - I somehow managed to shake his hand three times! He showed genuine compassion and interest in what I had to say. It was a day I will never forget.

Keech Hospice Care is my sanctuary, where I can laugh and cry with people experiencing the same life-changing challenges. It helped me find Catherine again after I had lost her in the melée of the diagnosis, the limbo, the uncertainty. It has shown me that I have a life to live and should enjoy it."

Catherine died on 8 December 2017 on the adult in-patient unit at Keech Hospice Care.





We cared for **1,362** adult patients and supported **436** of their family and friends across Luton and south Bedfordshire.

Care at the hospice

- We cared for **218** patients at the Keech Palliative Care Centre (KPCC), totalling **1,901** 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 attend hospital, we carried out **19** infusions and **67** transfusions in the homely environment of our centre.
- **138** patients stayed at our adult in-patient unit and people are often surprised to hear **77** patients were discharged, mainly to their own homes. Patients don't just stay at the hospice in their final few days of life.
- We cared for **73** patients at the end of their lives.

“At Keech, you're a human being. They know my name, they know my circumstances. If something becomes relevant, then everyone is up to speed already. Every time the nurses change shifts, they come and say hello, and let you know who's on duty because, when you press your buzzer, it's nice to know who is coming to see you. Keech is a haven for me.”

Julie, talking about being an in-patient at Keech Hospice Care

Support for the whole family

We don't just support child and adult patients; we support their family and friends, too.

- In total, over **640** relatives of our child and adult patients benefitted from our supportive care.
- **477** relatives received pre- and post-bereavement support from our bereavement team, helping them to come to terms with the death of a loved one.
- **49** children (the relatives of adult and child patients) were supported by Sparklers, our pre- and post-bereavement support group.
- Patients' families were supported when they needed it the most by **126** sessions of complementary therapy, **141** sessions of music therapy and **113** sessions of art therapy.
- **265** patients and families benefitted from practical and emotional support from our social work 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.

How you gave your help (£,000*)

Legacies	1,142
Donations	2,663
Lottery	522
NHS/statutory income	1,901
Other	277
Total	6,505

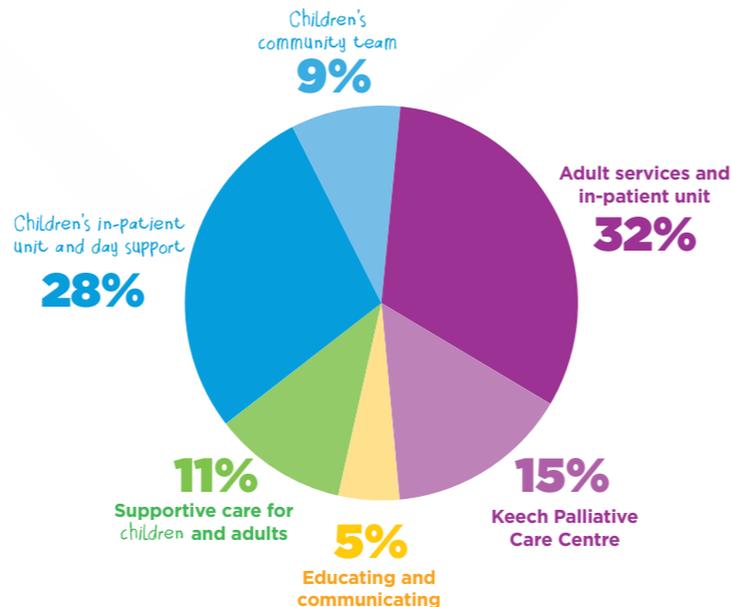
This is a simplified summary of financial information from our audited annual report and accounts for 2017/18. The full report is available on our website.

*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

Making the difference when it matters the most

Keech Hospice Care is the children's hospice for Bedfordshire, Hertfordshire and Milton Keynes, and the adult hospice for Luton and south Bedfordshire.

Our mission is to lead the way in providing excellent care, supporting children and adults with life-limiting conditions and those affected by death and dying, helping them to live well and make every day count. Our care is not just provided at the hospice itself but in the family home, hospital, school or care home - wherever support is needed the most.

We are one of the very few hospice charities in the UK which supports and cares for both children and adults, and their families.



We need to raise around **£6 million** every year to continue our specialist care for children and adults, and their families. We also rely on over **1,400** wonderful volunteers, who donated **208,228 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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youtube.com/keechhospicecare



If you have any questions or would like to find out more about getting involved, email us at:
letmehelp@keech.org.uk.



Visit our website
www.keech.org.uk

Our mission is to lead the way in providing excellent care, supporting children and adults with life-limiting conditions and those affected by death and dying, helping them to live well and make every day count.

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