

# OUR YEAR

2018/19



# Our Values

We are committed and innovative.

We deliver better outcomes by working together.

We take care of each other.

We can be trusted and are respected for our professionalism.

## MESSAGE from our CEO

Having a strong set of values is part of being a trustworthy organisation. Last year, we refreshed our Values, and these now guide our work and show you, our always amazing funders and supporters, that your commitment to Keech Hospice Care is well placed. This is so important to us: we know our work is only possible thanks to your donations in funds, effort and time.

As you read *Our Year 2018/19*, you will find many examples of our Values in action.

The positive comments from our patients and families show they **trust and respect us for our professionalism** – for me, every comment is like receiving an award.

We **worked together** with other organisations, being vocal about what matters locally and speaking up on national campaigns.

We were **committed and innovative**, with our teams leading the way in upskilling local health professionals in our specialist area.

Finally, each statistic and story shows how we **take care of each other**, something brought home to me when our charity came 18th in *The Sunday Times* Top 100 list of Best Not-for-Profit Organisations this year.

I hope you will join us as we go forward, helping us continue **making the difference when it matters the most.**

Kind regards,



Liz Searle, **CEO**



We cared for

**2,379** people

(1,262 adults, 374 children, 743 relatives).



Our Independence and Well-being Service supported

**221** patients.

We provided

**335**

hydrotherapy sessions to patients in our pool.

We supported

**204** patients through **1,779**

out-patient attendances at Keech Palliative Care Centre.

Our children's community team supported

**367**

families through

**2,093**

visits and

**1,291**

phone calls.

**90**

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

# OUR YEAR

in NUMBERS

**1,475**

wonderful volunteers gave us their time and expertise.

**164**

children attended day support including **277** attendances at Tots 'n' Toys.

**1,633**

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

**706**

patients and relatives received bereavement support.

**37%** of child patients and **26%** of adult patients were from our Black, Asian and Minority Ethnic community.

**1,031**

adult patients in the community, preventing

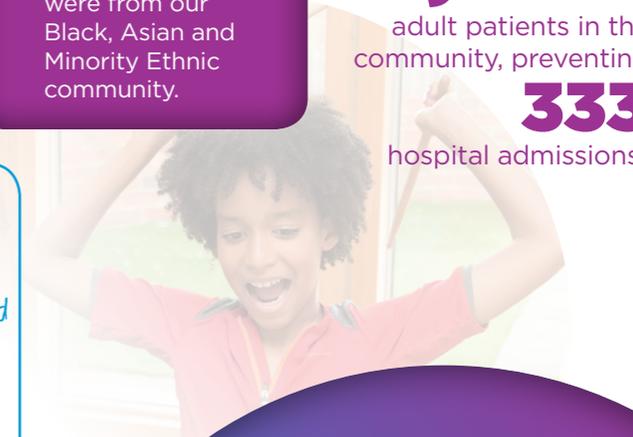
**333**

hospital admissions.

We provided **1,737**

sessions of music, art and complementary therapy.

We co-ordinated care for





We opened up our hospice to everyone with a 360° virtual tour that patients, families and supporters can take anytime, anywhere, via their computer or mobile phone. It has been viewed **7,455** times since launch. [www.keech.org.uk/virtualtour](http://www.keech.org.uk/virtualtour)



**“We were from different walks of life, with different abilities and strengths, but all of us had Keech Hospice Care in our hearts.”**

Braving four-hour uphill climbs, sheer drops and a brush with Dracula, an intrepid group of supporters, including 12 of our care staff, spent a week trekking Transylvania, raising an incredible £52,000.



The BBC's *Great British Bake Off* winner and our local star Nadiya visited us. She made Rocky Road treats with our child patients and took a tour of the hospice. Nadiya raised awareness of our children's services on social media, saying:

**“I've never been to a hospice before and was a little bit nervous coming for the first time. These children are so full of life, so happy and have so much to give. Keech Hospice Care hasn't seen the last of me, that's for sure.”**

**“Music therapy really takes my mind off all the horrid things.”**

Zac, 6, star of BBC Children in Need 2018

We played a double role in BBC Children in Need 2018. First, Zac (right) told millions of viewers watching the BBC Children in Need Rocks concert how our music therapy helps him “feel free” after a brain tumour left his eyesight permanently damaged.

Then, on appeal night, the cameras caught up with Harry, 10, and his sister Sophie, 9, who we cared for. They were featured in BBC Children in Need 2016 when our family support team helped take away Harry's worries around his sister's illness.

The films showed the difference our local charity has made to both families.



We cut the ribbon on a new shop in Great Denham, Bedfordshire. Our local charity shops contribute over £1 million towards funding our work.

## Keetch Hospice Care is **OUTSTANDING** at caring

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



### Taking on the big issues in end-of-life care

Liz Searle, our CEO, helped put the 'Fairer funding for hospices' campaign on the parliamentary agenda by lobbying local MPs and speaking on TV and radio. Her efforts were recognised in a letter from Jeremy Hunt, then Health Secretary.

Liz also contributed to a national public inquiry looking into how people gain access to hospice care, with the aim of helping more patients benefit from this specialist care.

When the nation was saddened by the end-of-life situations faced by the families of Alfie Evans and Charlie Gard, we took part in national TV reports, raising awareness of the important role children's hospices play and the support they give families when it matters the most.

# Leading the way

**Education** By creating a clinical education team, we spearheaded training and up-skilled local health professionals, from GPs and paramedics to staff in care homes and university medical students.

**Research** A survey by our clinical education team showed gaps in training for local health and social care professionals when it comes to end-of-life care. The resulting report will help local health providers make improvements in training with the goal of providing patients with the best possible experience at the end of life.

**Communication** We organised and hosted a national conference for rare-neurological conditions, bringing together experts and health professionals from across the country.

We gave children and young adults a voice with a new group called **Keetch can**. Working in partnership with Central Bedfordshire Youth Team and the Royal College of Paediatricians and Child Health, the initiative supported young patients, siblings and the children of patients to tell us their experiences of visiting our hospice.

**It has given us new ways of thinking and a greater understanding of how we can meet their needs.**





**“It’s hard for Abdur-Rahman to make friends and that’s why Keetch Hospice Care is fantastic. He’s been able to make friends there and get involved in the activities and play.”**

Sarah, mum to Abdur-Rahman, 4

**We supported 374 children and 213 relatives.**

**An amazing summer meant families made the most of our new children’s garden with its super-sized outdoor percussion instruments.**

**164** children attended day support including **277** attendances at Tots ‘n’ Toys.

We cared for **90** children as in-patients for a total of **598** days.

Our children’s community team made **2,093** visits and **1,291** phone calls.

**32** children were cared for at the end of their life by our in-patient team and our community team.

**“The garden provides a safe place for children to learn through experiences. They can explore new sounds, smells and textures while having fun. Families can create memories together.”**

Elaine, Keetch Hospice Care’s Clinical Director



**“If we hadn’t gone to Keetch Hospice Care, Skylar would still be in pain now and that thought is unbearable.”**  
Duncan, dad to Skylar, 1

Our child patients can push back boundaries thanks to new, donated, state-of-the-art technology, including touchscreen computers, video-game consoles with adapted controllers, virtual-reality headsets and Eyegaze, which allows people with limited mobility to control a computer using their eyes.



Our wonderful children's community team won Luton's Best Care in the Community Award 2018.

We introduced our free children's advice line so families in Bedfordshire, Hertfordshire and Milton Keynes who have a child with a life-limiting condition can access our support 24/7. The advice line is also open to GPs and other health professionals needing specialist advice.  
**0800 035 6497**

## We support the whole family

### We provided patients and their families with:

**499** sessions of music therapy

**298** patients and their families were supported by our social work team.

**335** sessions of hydrotherapy

**273** sessions of art therapy

**706** patients and their families received pre- and post-bereavement support.

In total, **688 relatives** of our child and adult patients benefitted from our supportive care services.

**965** complementary therapy treatments



**"I contacted Keech Hospice Care's bereavement support a few months after my sister Heidi died. Speaking to them really helps me talk about how I feel in a way I can't always talk to my mum because she's going through her own grief. It's my time to let go."**  
Shelley, whose sister Heidi we cared for

### We care for the carers

Our social work team launched a new way to assess what support an individual carer needs for their relative and themselves. We're now using it to help carers prioritise their needs.



**“When Hazel was diagnosed with motor neurone disease, our lives were chaos. But Keech Hospice Care helped us through it. Hazel always said she was just able to be herself at the hospice rather than being seen as a patient.”** Richard, husband of Hazel, who was supported by Keech Palliative Care Centre and our neurological team

We cared for **1,262** adult patients and supported **530** of their relatives.

Our adult in-patient unit cared for **154** adults for a total of **1,633** nights.

Keech Palliative Care Centre supported **204** patients through **1,779** out-patient attendances.

**94** adults were cared for at the end of their life.

But people do not just stay at the hospice in their final few days of life: **44** in-patients were discharged, to their own homes.

**“After you’re diagnosed you end up having so many appointments at different hospitals. When I first came to Keech Hospice Care, I walked into a comfortable room instead of a waiting room. I’ve had complementary therapies and they’ve taught me how to deal with things when it all becomes too much. And the nurses are all brilliant.”** Gavin, patient of Keech Palliative Care Centre

**“I know I will never get better, that there isn’t a cure, but Keech Hospice Care showed me I can have a good quality of life, experiencing so much. Keech made the most brilliant day possible: I got married at the hospice.”** Stacey, patient of Keech Palliative Care Centre and our adult in-patient unit



We met the needs of our patients by launching a new **aquatic therapy** service in our hydrotherapy pool, helping patients improve their mobility and increase their independence. Our aquatic therapist supports patients through a personalised programme.



Our award-winning **My Care Co-ordination Team** – which supports patients to stay in their own homes – celebrated reaching an amazing **3,000** referrals. They helped avoid **333** admissions to hospital.

## You're making the difference when it matters the most

A special thank you to all the people who've volunteered for us, donated to us, shopped with us, partnered us and supported us in so many ways. You're incredible! We couldn't do it without you.

1,500 'Bubblers' of all ages enjoyed the foam at our first-ever Bubble Rush event, raising around £30,000 for our charity.



We opened up our garden to our community at our rockin' 'Big Weekender' festival, debunking the myth that hospices are places you only come to die.



Loyal supporter and volunteer Louise won Luton's Best Fundraiser award in recognition of her amazing 20-year commitment to the hospice charity which cared for her son Sam.

The sky's the limit thanks to around £128,000 of funding raised from our two-year partnership with London Luton Airport.

Luton Town FC fan Madison, 12, won Junior Fundraiser of the Year at BBC Three Counties Radio People's Awards after sitting on all 10,200 seats in the stadium.



Celebrity gardener Adam Frost shared his memories at our first 'Gifts in Wills' event at the hospice.

An amazing 800 hours were donated by volunteer teams from our corporate supporters including Lloyds Bank, TUI, David Lloyd Gyms, Costa, ABinBev and Highways England.

As a charity, around 70% of funding for our care services comes from the 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.

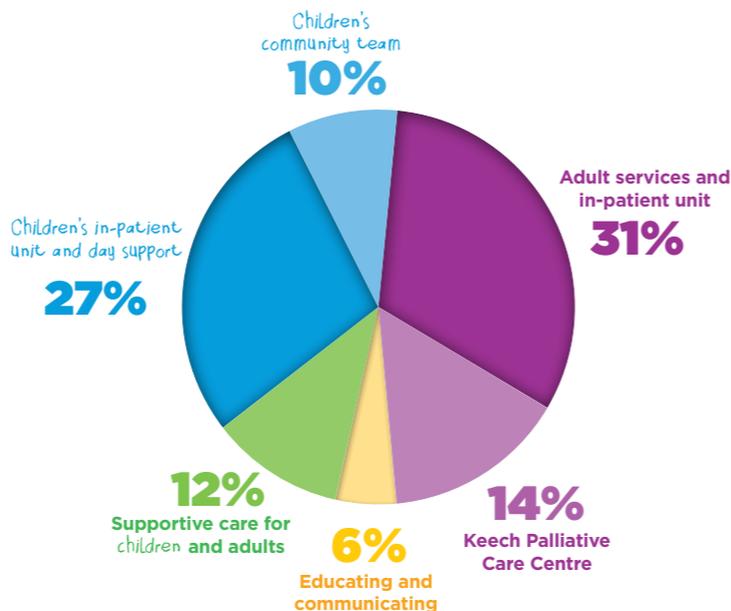
### How you gave your help (£,000\*)

Legacies	664
Donations	2,338
Lottery	554
NHS/statutory income	1,918
Other	275
<b>Total</b>	<b>5,749</b>

This is a simplified summary of financial information from our audited annual report and accounts for 2018/19. The full report is available on our website.

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

### Focus of spend on charitable activities



## Keech Hospice Care

### Making the difference when it matters the most

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

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

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 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** volunteers, including **940** retail volunteers.

### Where we provide care



Whether it's funding or time, we're enormously grateful for whatever you can do or give.

facebook.com/keechhospicecare

@KeechHospice

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

Thank you to all our amazing donors and volunteers.

**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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