



**A YEAR
LIKE NO
OTHER**
2020/21

 **Keetch**
hospice care

In Bedfordshire, we are extremely fortunate to have Keech Hospice Care located in our county with its reach into Hertfordshire and Milton Keynes. I have long admired and supported the outstanding professional and compassionate care offered by all associated with Keech Hospice Care and consider it an honour to add my name to those who have gone before me, those who founded the hospice, and those who continue to sustain the future of Keech through their generosity in so many ways.

Helen Nellis, HM Lord-Lieutenant for Bedfordshire,
Patron of Keech Hospice Care.

30th

anniversary year of
Keech Hospice Care.

268

sessions of our
carers' drop-in group.

193

sessions
of music
therapy.

1,475

Keech volunteers were
recognised with the
Queen's Award for
Voluntary Service.

54

children cared for in
our in-patient unit
for a total of

264

nights.

150

adults cared for in
our adult in-patient
unit for a total of

1,834

nights.

12

From only

masks for **98** nurses and care
staff in early March, to supplying
hundreds of thousands of pieces
of PPE equipment to **17** hospices
across the East of England.

We held

408

virtual and garden play sessions.

Our hospice
charity shops
shut for

28

weeks.

1

global pandemic.

Celebrating

20

years of
children's
services.

Our social work
team made

1,122

telephone calls to
support patients
in the community.

In the community, our
My Care Co-ordination Team
made

2,013

home visits, took **4,497** calls
to our 24-hour advice line
and prevented **423** hospital
admissions.

Our children's
community
team made

1,754

visits and **1,644**
phone calls.

2,511

people (**1,485** adult
patients, **324** children and
702 relatives) supported.

FINDING **STRENGTH** IN ADVERSITY

How do we keep saying ‘thank you’ over and over without making it sound insincere?

To say this has been a rollercoaster of a year is probably the biggest understatement I can make, but I don’t know how else to describe it.

We went from hearing about a new virus in the far east early in 2020, through a lockdown that immediately switched off 70% of our income, to becoming a hub for COVID-19 care, a distributor of much needed PPE, and an educator which led the way for information and understanding on how to deliver hospice care services in the community.

Thanks to our lines of communications with the NHS, the East of England hospices and our wider community, we were able to keep in step with this emergency – and sometimes even get a step ahead.

*As the first lockdown hit, and we’d closed all 33 of our shops and sent all but essential staff home, I sat in my car at the end of the day and thought, “**After six years in this job, a Sunday Times Top 100 Award for best not-for-profit organisation, and now in our 30th anniversary year, I’m not letting Keech Hospice Care go down on my watch.**”*

And we didn’t. Somehow, it all came together.

We established virtual care and consultations with our patients, created online fundraising activities, sourced PPE and supplied 17 other hospices with it, organised a blood transfusion centre, and asked our community to dig deep.

Our staff, who work so hard under ordinary circumstances, worked ten times harder than usual – sometimes in the face of their own bereavement or family suffering. This made standing outside the hospice and our homes clapping for all key workers on a Thursday night even more moving and meaningful.

But we saw it through. And more than that, we learned about how we can make our services even better.

Looking forward, we now see more than ever how virtual connections can be vital for the services we offer. We’re finding new ways to reach the so-called ‘hard-to-find’ people in our community. We’re improving our equality and diversity credentials. And we’re working to make our entire operation more ecologically friendly.

We’ve not been able to properly celebrate our 30th anniversary of the hospice, or the 20th anniversary of

our children’s care services. But we have welcomed our new patron, Helen Nellis, HM Lord-Lieutenant for Bedfordshire, launched our new Ambassador programme, received a Queens Award for Volunteering, brought a community together through “The Big Trunk Trail” art event, and provided the best of care in the toughest of times.

We can confidently say that whoever you are, whatever age you are, as both a children’s and adult hospice, we’re here for you.

I cannot thank our staff, volunteers, donors, patron, ambassadors and other professionals we’ve worked with enough for their unbelievable devotion and support over the last year.

But, beyond that, I now know that we have a bright future. I know we’re yet to see the full impact of this pandemic, and we’re going to be needed to support the community for the fall-out from this.

If we can come through this past year, then we really can come through anything. When I look back, this past year will be one of my proudest for what we all achieved.

Liz Searle, CEO Keech Hospice Care



WE MADE THE DIFFERENCE ON THE FRONTLINE.

We really didn't know what was ahead. I remember how much one patient was coughing and how this shouldn't have been one of his symptoms. Within a few days, three of us were off work with COVID-19.

*When I returned to work, we were in lockdown. There was no testing back then, and we were desperately short of PPE. **Only 12 masks between us. Our first visors were made by a local school!***

*One patient that will always stay with me is a 26-year-old man from overseas. He came in because he had a tumour that needed dressing. He was living in a bedsit and his family lived in Africa. He was alone. He hadn't been able to get to a GP and his illness had progressed far quicker than he felt it should have. He realised he wasn't going to get better and was really scared. **We became his advocate, his family. He even called us Mama.** The hardest thing was helping him manage his fear. He*

was so lovely. I can't tell you how much he touched our hearts.

*A lot of what we did during COVID-19 was help patients and loved ones who couldn't be together. It was so difficult. We had one family who wanted to come into the hospice, but they were fearful for vulnerable members of the family at home. **All they could do was look at their loved-one through the bedroom window.** We did the best we could to relay messages, hold the phone to the patient's ear, light candles and say prayers.*

I feel privileged to have helped make a difficult time manageable and be making the difference when it matters the most.

**Shelagh, Healthcare Assistant,
adult in-patient unit.**



Some of the care team on the adult in-patient unit captured on an iPhone in the early days of Lockdown One.

WE NEVER closed our doors.

WE NEVER stopped caring.

Thanks to your financial support, we took patients from care homes, hospitals and GPs, and we supported their families and loved ones. We were on the frontline throughout.

Our adult in-patient unit cared for **150** adults for a total of **1,834** nights.

“Dealing with COVID-19 patients was all about the speed of care. Managing their distress but making sure they could say their goodbyes – sometimes in a matter of hours.”

Elaine Tolliday, Clinical Director.

Your donation enabled us to provide support to those at the end of life who had also received a diagnosis of COVID-19. Thank you.

We acted quickly to deal with patients' symptoms and distress and enabled them to say their goodbyes to their families.

In our 30-year history, we've always been geared towards offering care, mostly for complex cases, and preparing patients and their families for end of life. But COVID-19 was different in terms of the speed of the infection, respiratory distress and death. And unlike many terminal illnesses, COVID-19 patients were often conscious and able to communicate right up to the end.

We enabled families to connect and say goodbye to loved ones.

Our in-patient unit has eight beds, all on the ground floor with patio door access. So, families could visit safely from the outside and make those important connections.

We used knitted hearts to connect patients and families who couldn't touch.

The patient and loved one would each hold the same coloured heart as they talked. For those that couldn't come to the hospice, those who were vulnerable themselves or were caring for others, we supplied tablets and iPads so they could connect remotely.

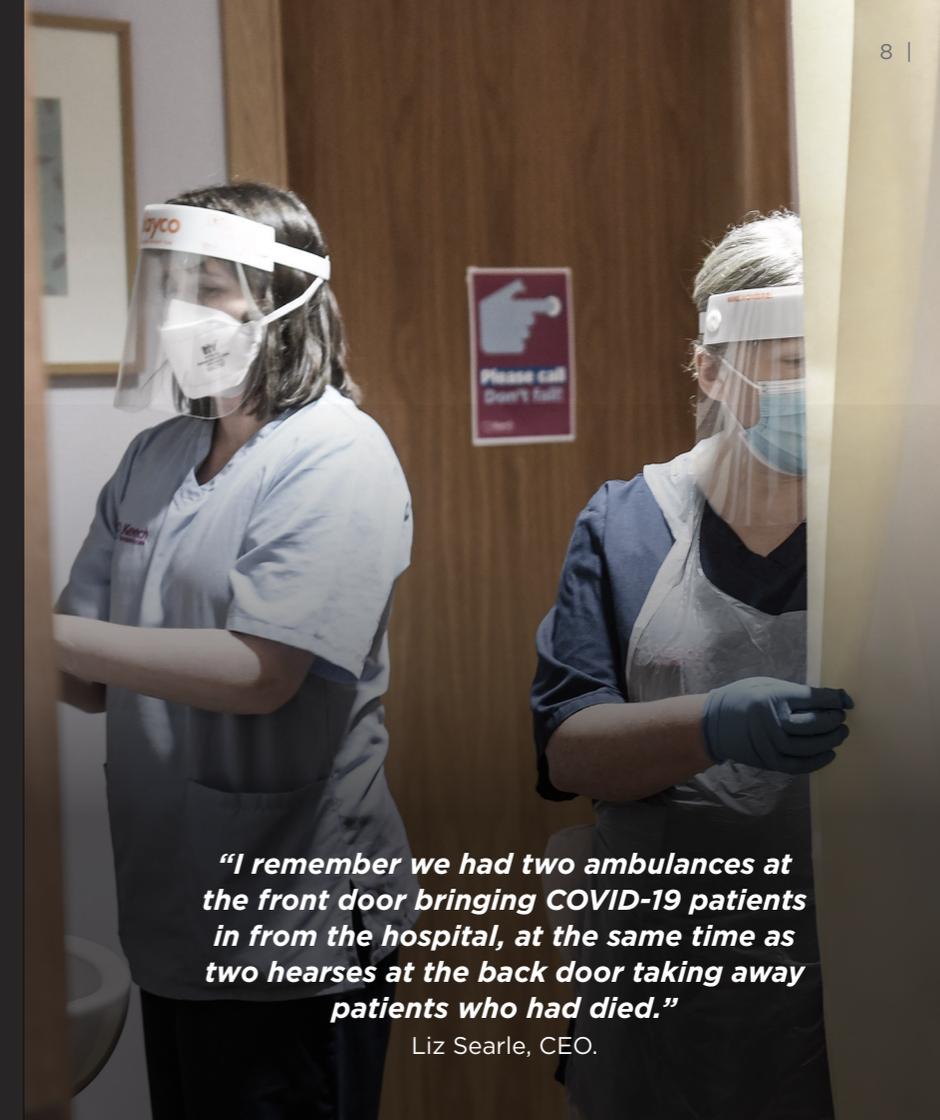
We led the way and became a PPE supply hub for the East of England.

Everywhere was desperate. At one point, we had only **12** masks. But as we weren't considered a priority service, we had to find our own. We put a call out on social media and received generous donations from local vets and dentists closing for lockdown. We quickly went on to proudly become a designated hub supplying PPE to **17** other hospices.

Providing care and relief from pain are just two areas of support we offer in the adult in-patient unit. We also provide support for patients and their family's mental health, wellbeing and resilience at an incredibly difficult time.

This support contributed £5.228M of value to our community.

(Source: Cranfield University School of Management, Social Return on Investment Report.)



“I remember we had two ambulances at the front door bringing COVID-19 patients in from the hospital, at the same time as two hearses at the back door taking away patients who had died.”

Liz Searle, CEO.

WE SUPPORTED OUR COMMUNITY AS **NEVER BEFORE.**

Suddenly, our vulnerable patients couldn't go out. They couldn't get to the doctor's surgery for help, or to the pharmacy for their medication. Their neighbours and family who had been coming in to check up on them now had to stay home.

*Many patients didn't use technology like Zoom or FaceTime. Overnight, they lost their support network; they were vulnerable and alone. **Not only were we now caring for them, but we also became their family.***

At the same time, we were frightened. We had our masks and PPE, but we felt vulnerable.

From the start of the first lockdown, the My Care Co-ordination Team

received so many phone calls from distressed relatives worrying about their loved ones.

I remember one man who had a liver condition. His sister lived two hours away but, before COVID-19, she'd visit him every week or so. He also had a neighbour who'd make his bed and help with his washing. With COVID-19, it all stopped.

His sister was so worried, she called our helpline, and our Palliative Care Support Workers went to his house. He had no food and was living off energy drinks. His bed wasn't made, and his washing wasn't done.

We organised a key safe so help could get in, got him a food shop,

ordered his prescriptions and had a bed put in downstairs and positioned so he could look out onto his garden. We liaised with his consultant for his blood results and further treatment.

Our care and regular checks stopped him from being admitted to hospital or having to go into a care home. *During one visit, we could see his health was deteriorating so we stayed with him that morning for several hours to allow his sister to travel down to be with him.*

We made sure he didn't die alone.

**Sarah, Senior Sister,
My Care Co-ordination Team.**



By reducing hospital admissions, we saved the NHS over £6.5M.

(Source: Cranfield University School of Management, Social Return on Investment Report.)

Being able to support patients and families at home had a huge impact on the whole community.

We made **2,013** home visits and took **4,497** calls to our 24-hour advice line.

Thanks to your generous support, we prevented 423 hospital admissions.

COVID-19 forced our already stretched My Care Co-ordination Team to levels they'd never experienced before. Lots of families wanted their relatives out of hospitals and care homes, so our community team donned full PPE and provided continuous care and support during patients' final weeks and days.

"Without regular visits from Keech's My Care Coordination team, we'd have been totally alone. The home checks meant we had expert eyes assessing Monica and flagging any changes in her condition so we could adjust her care. Their visits were invaluable. I dread to think what would have happened without their support". Rob, Monica's husband

Our My Care Co-ordination Team can work 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 health professional, so people don't have to make so many trips to the hospital or their GP, helping to prevent hospital admissions.

WE CHANGED HOW WE CARE, BUT WE **NEVER STOPPED** CARING.

“Providing emotional and physical support online meant we could maintain our care at the highest possible level.”

Elaine Tolliday, Clinical Director.

Our Wellbeing centre became a virtual hub.

We supported **170** patients and our social work team alone made **1,122** calls to patients and their families. We became technical experts, connecting with patients, families and carers via Zoom and providing much-needed emotional support.

We helped patients remain more independent.

Our physiotherapists and rehab team used technology to support patients with exercises they could do

at home. This was hugely important because staying home had a detrimental effect on their strength and health and increased the number of falls.

“I really panicked when we went into lockdown as I wouldn’t be able to have my regular visits to the Wellbeing Centre. The team called me twice a week until I felt calmer, and then once a week when I was in a better place. Those calls really were my lifeline. I’m able to discuss things with the team at Keech that I can’t talk about with my family. I can’t put into words what it meant knowing they were always there to listen to me, just in a slightly different way.”

Louise, Wellbeing Centre patient.

We provided life-saving blood transfusions.

During the peak of the pandemic, people couldn’t or didn’t want to go to hospital for blood transfusions. So, we upped our capacity and literally helped to keep people alive.

We provided wellbeing boxes, generously donated by our corporate supporters, to isolated patients in the community.

Your support means we can continue to put patients at the centre of everything we do. Thank you.

Our Wellbeing Centre is unique locally in offering a ‘one-stop-shop’ for adult patients, bringing together our specialist team with the goal of helping patients live well and be independent for as long as possible.

www.keech.org.uk/wellbeing



“My Wellbeing box delivery was a complete surprise! When Keech appeared on my doorstep, I couldn’t believe it! It was so lovely to see a familiar and calming face, and even more lovely knowing that the Keech team were thinking of me.”

Dalbagh,
Wellbeing Centre patient.



WE PROUDLY **CARED TOGETHER** ON THE FRONTLINE.

#ClapForCarers captured on an iPhone outside the hospice on a Thursday evening.

WE ADAPTED TO ENSURE THE BEST OF CARE.

The early months of COVID-19 was a terrifying time for the parents and carers of chronically sick children. How would they cope if they or another member of the family got sick? Their response was to literally 'baton down the hatches and stay away from everything'. With over 300 children in our care, we had to identify our priorities immediately and make huge adjustments to care for them. We also had to protect each other. Everyone was terrified.

Following Government guidelines, we worked out how we could continue to provide end of life care, manage symptoms, and ease the burden for overwhelmed families at home.

We started by calling every family at least once a week. **We continued to offer care 24/7 to those who needed it.** We had some very small babies for whom end of life was very near; we wanted to give those families the

support they needed to spend as much time with their babies as they could. That meant helping parents to manage their babies' symptoms and keep them comfortable.

Our three teams, in-patient, community, and play service pulled together to cover essential visits and care. We remained on call for our very poorly children. One baby died at home in April, another at home in May. **Losing a child is unimaginable, losing one during a global pandemic was horrendous.** No opportunity to have a funeral, grieve with their loved ones or celebrate their short lives.

We worked hard to make things as normal as possible. Making memories is an important part of what we do for families. COVID-19 made this difficult, but we found ways. We visited families to help them create hand and footprint moulds as this is such an important part of what we do.

COVID-19 took away the essential social events, play days and hydrotherapy pool. So as soon as we could, we set up a big screen in our day care area so we could still run our Tots and Toys sessions on Zoom, and it meant our lovely volunteers could still support us too. We also had themed sessions where everyone dressed up. For many families, these weekly events were one of the few outlets they had.

We made doorstep visits, dropped off toys so our play coordinator could run sessions on Zoom, ran music therapy sessions, and went into families' gardens. **Our community teams were often the only other soul a family saw.**

Some of our families don't have gardens of their own so lockdown was even harder. As soon as we could we invited two families at a time to visit in our gardens. Even socially distanced, it was wonderful for them to spend a couple of hours together, out in the fresh air as a family and be with other people.

By winter, our team had arranged doorstep visits to hold pet therapy sessions with Davy Dog. We visited families with Santa and the team dressed up as elves. We couldn't have our usual hospice-based Christmas party, so we set up a nativity event at a local farm. Families booked a slot and children could walk the donkey to the stable, see the animals and meet Santa.

In July 2020, we reintroduced short break stays for one child at a time in our day care area at the hospice. As we came out of the second lockdown, we increased this to having two children in the building at a time. We had a rigorous cleaning routine and had to keep both families separate. But it gave them a chance to spend quality time together as a family.

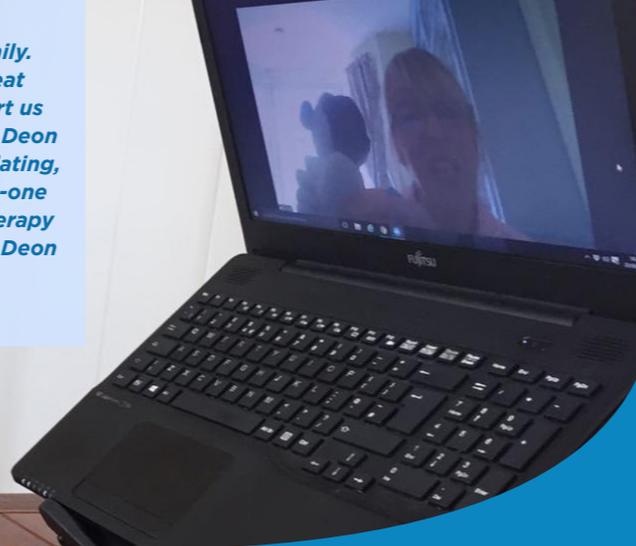
We asked so much of everyone during COVID-19. We asked them to respond to rapidly changing advice, be adaptable and deliver our usual services in extreme circumstances. **We wanted to get it right for our families.** We provided the best of care, we just adapted how we did it.

Sonya, Children's Lead Nurse.



"It was incredibly difficult for our family. Being isolated for so long caused great anxiety. But Keech was there to support us all the way. The virtual play sessions for Deon meant that despite our whole family isolating, we were never alone. Deon had one-on-one play sessions with Jennie, and music therapy sessions once a week. Keech supported Deon during some really dark times."

Carina, Deon's mum.



WE WERE ALWAYS THERE.

"During the first COVID-19 lockdown, families were scared to let the care support their child needed into their own home. They were terrified. They shut their doors and allowed no-one in."

Elaine Tolliday, Clinical Director.

In our 20th year of our children's service, thanks to your support, we were able to be there, making the difference when it matters the most.

We cared for **324** children during this terrifying time for families.

We made **1,174** children's community visits and **1,644** support calls to child patients and their families, providing emotional support, symptom management and end of life care.

We build up strong relationships with families, often providing 24-hour care by many medical professionals.

We sometimes provide short-term, urgent care for very small babies who won't survive.

We became creative with the online medium.

We ran **418** play therapy activity sessions with child patients. Our play specialist and activities co-ordinator had to find new ways of working. They put together activity packs and even ran virtual cooking sessions, dropping off equipment and ingredients at the children's houses in readiness for the next Zoom session. We worked hard to maintain virtual connections with our teenager patients through Zoom parties and social media.

We ran 408 virtual play sessions.

Our Tots and Toys support group for the under-fives meant families could still come together for much needed fun and support.

"We'd take the children to the park, meet mum for a coffee outside, and our own gardens at the hospice became important for those that didn't have anywhere to meet us."

Hannah, play specialist.

"Not being able to let Abdur-rahman leave the house was awful. Keech came to our rescue with fun, garden-based activities. We were sent sunflower seeds to nurture and grow, and Simon the bubble man came and did activities in the garden with him and his sisters. Seeing Abdur-rahman smile was priceless."

Sarah, Abdur-rahman's mum.

We supported families in isolation.

"Having someone who knows the details of your child's care needs and is on your side, can help you navigate the care services holistically."

Elaine Tolliday, Clinical Director.

Our children's team acts as an advocate for families. Our nurses and support workers develop relationships with the families and liaise with other professionals on their behalf, often attending appointments with them. During COVID-19, this level of support, mainly by phone or Zoom, was even more vital than ever.

We adapted to meet the need.

"Families were so exhausted by the second lockdown, we re-opened our in-patient unit to give them a well-earned break."

Sonya, Children's Lead Nurse.

Our children's in-patient unit cared for **54** children for a total of **264** nights.

We gave parents time to say goodbye.

Our Meadow Suite allowed parents to spend time with their child during the days before their funeral. Our nurses also went into family homes and provided end of life care for **17** children.

"Keech cared for my lovely daughter at the end of her life in our home. Being a single mum with a terminally ill child is challenging enough but being in the peak of a national lockdown was so hard. They visited us every day, even at 2am. Nothing was too much trouble. Without Keech, we'd have been totally on our own."

Katyann, Macie-Ann's mum.

WE EXTENDED OUR SUPPORT.

We extended our bereavement support.

As the pandemic unfolded, we knew the support most bereaved people get from friends and family couldn't happen. In June 2020, we developed an outreach bereavement service to offer deeper support to anyone in Bedfordshire.

We anticipated there would be people suffering multiple, complex bereavements where there were no goodbyes or visits, where relatives died extremely quickly, where the usual ritual around death, including the funeral, could not be adhered to.

Our bereavement service provided a financial return to our community of almost £2m through improved mental health and quality of life.

(Source: Cranfield University School of Management, Social Return on Investment Report.)

WE SUPPORTED PEOPLE THROUGH THEIR WORST TIMES.

"COVID-19 took away any sense of humanity. Mum was transferred from the hospital to a rehabilitation centre. We were only allowed to speak to her from outside through a two-inch gap in the window. The frustration was overwhelming. I'm sure the isolation from our family is what finally broke Mum.

The anger I felt after she died started to build and I took it out on complete strangers, as well as those I love. My dad and my wife urged me to speak to somebody. Luckily, my cousin found Keech's Bereavement service.

I was put in touch with Sam. I can't tell you how helpful it is talking to someone with no vested emotional interest. Sam listens, asks the right questions, and lets me lead so I eventually work through things on my own, giving me new coping strategies.

I'm feeling so much more in control now. When I suffered a set-back due to work stress, Sam extended my sessions and I'm so grateful. Things are better now but I would have crashed and burned without her help.

The service Keech has given me has been invaluable."

Craig, patient of Keech Hospice Care's Bereavement Service.

The new bereavement service, which is run by higher level bereavement therapists, will continue beyond this year as a permanent service by Keech Hospice Care.



We maximised the benefit of your donations to support patients and their families both pre- and post-bereavement, whether virtually, by telephone or in-person.

- We provided **1755** sessions of pre- and post-bereavement support to adult and child patients, and their families.
- For the first time, we held our annual 'Daffodil Sunday' for children who have died and our annual 'Light up a Life' remembrance services online.
- We supported adults with our group, 'Dad's Cry Too'.
- We continued our vital Sparklers bereavement service via Zoom and helped children and teenagers deal with the death of a parent or sibling.
- We welcomed our new chaplain and spiritual care coordinator to support patients and their families of any faith background, including those with no faith at all.

We provided supportive care through music, art and complementary therapies.

Your generosity made it possible for our large team of therapists and social workers to work across both adult and children's services. Our art, music, talking, and other complementary therapies help us look after our patients and families both physically and emotionally.

We held **193** music therapy sessions with children and adult patients and their families.

We ran more mindfulness and anxiety management therapies as they could be delivered virtually, and they were particularly important during the past year.

WE LED THE WAY IN CARE FOR THE DYING.

While many organisations decided to bring their education clinicians into their care areas during the peak of the pandemic, we saw a greater need.

We saw the need to provide education for end of life care to a much broader professional base.

We knew healthcare professionals would be seeing multiple deaths and might not be familiar with end of life care and the difficult conversations that are needed with families.

We broke with convention and kept our three educationalists in their role.

Our education clinicians began Zoom sessions teaching subjects such as 'care of the dying COVID-19 patient', 'symptom management at end of life', and 'verification of death' for nurses.

We educated those who care so wherever a person died they received the best care.

Our impact was huge! We were getting attendances of 60 plus professionals, eager to gain knowledge to be able to manage symptoms they hadn't seen before.

Health and social care professionals from GPs and A&E doctors to paramedics, care home staff and carers had a greater understanding of how to care for a dying person. Therefore, patients received better, more appropriate care, with their symptoms managed and their end of life quality of care improved because of the teaching they received.

"It was very helpful to learn about how to care for residents with COVID-19. It gave me not only the knowledge but also confidence in how to keep the resident comfortable and meet their needs." External training attendee.

Thanks to your donations, we now offer two rolling programmes and run various other programmes for qualified professionals, including communication skills sessions, introduction to palliative care and a series of doctors' sessions.

"I didn't consider particular conditions as palliative before this session. It broadened my knowledge and considerations as a nurse."

External training attendee.

We have the skill set to cover wider areas through virtual means. COVID-19 has shown us that we can offer both face-to-face and online training.

We gave our own staff vital time to talk. Our education team also continued to support our care staff with a mix of reflective sessions and clinical debriefs through our online 'Time to talk' sessions.

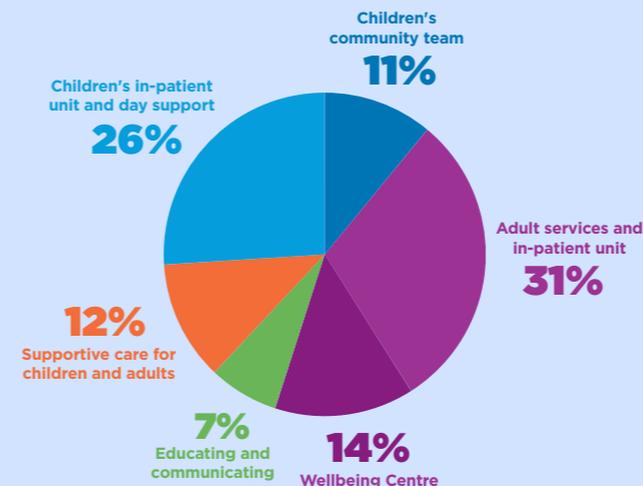
These sessions gave staff safe spaces to talk through unanticipated events, difficult situations and unexpected or traumatic deaths.

WE WANT TO SAY THANK YOU.

We need **£6.3 million** a year to provide our current services. That's **£17,000** every day to continue our specialist care. Words can't express how grateful we are for your financial support during the toughest year in our 30-year history.

WE NEVER take your donation for granted and we maximise every £1 you give us.

Allocation of spend on charitable activities



Did you know, for every £1 received from supporters, we delivered £4.91 of socio-economic value to our community?

Your £1 donation

YOUR DONATION HELPED:

Delivered £4.91 of value to our community

- Our adult in-patient unit contribute £5.228m to our community.
- Us to reduce hospital admissions, saving the NHS over £6.5m.
- Our bereavement service to provide a financial return to our community of almost £2m, through improved mental health and quality of life.

(Source: Cranfield University School of Management, Social Return on Investment Report.)

WE ARE **LOOKING FORWARD.**

“People are living longer, so that means finding ways to support more people in the community, through self-management and peer support groups, support calls and rehab services.”

Elaine Tolliday, Clinical Director.

How we're moving forward

We've learned a lot from COVID-19; we know we can rise to challenges, and we know we can give people more choice in how we connect with them. We've learned how to offer services to more patients – and how to support a community in isolation. We now want to offer more services closer to people's homes and take more of our work out into the community.

Reaching adults sooner

One of our challenges is that people are referred to us too late. Often, healthcare professionals don't want to refer patients to a hospice because it's an admission of end of life. This means people come to us very symptomatic and late in their illness.

We want people to come to us and learn how to live with their diagnosis before learning how to die well. People say: “I'm not ready for a hospice”, but this delay means they're missing a wide range of services that can help them when they're living with a condition.

Being here for more children and young adults

As we celebrated 20 years of our children's service in 2020, we know the number of children with life-

limiting conditions is growing. This is in some part due to the improvement in ante- and post-natal care, but numbers are growing.

There are more children who don't access hospices when they should. We want to do what we do, but make sure no-one falls through the net. We want to identify these families and find more community nurses to work outside the hospice.

For a family to know someone will come to them or is on the end of a phone is so important. It's an intense time and an intense relationship.

We're also seeing more children making the transition to our adult services. We need to provide care for them in a way that works for them – care that meets their needs but also their choices.

It's a belief of hospices around the world that you deserve good end of life care whoever and wherever you are.

Talking more openly about death and bereavement

We've continued to support our community to have the difficult and sensitive, but essential conversations, about dying, death, loss and bereavement. Too many families find themselves having to make choices, not knowing what their loved one wanted. If we can help people start the conversation around death and dying and give them the tools to plan their future together, less people will die where they don't want to be, and

families will stay connected through the most challenging of times. Through a series of skills workshops, community events, partnerships with libraries, businesses and faith groups, we can get the conversation going.

Becoming more environmentally aware

We've been moving towards being a green organisation for some time. The Green Trust did a survey for us, and we now have a plan in place to make our buildings and cars more eco-friendly. We have made steps; we already have the infrastructure to accommodate electric charging points in the car park. But from LED lights to solar panels, we need money to make our plans a reality.

Continuing to strive for inclusivity

We're working with East London University to ensure we're managing equality, diversity and inclusion, and building an organisation that reflects the community we serve.

We work with families from different cultures, whose first language isn't English and where translators might be needed. Refugees and asylum seekers might find themselves in a situation where they aren't allowed to get help from the NHS. As we are outside of this, we can help people who need our care.

Thanks to your support, we'll continue our work to reach people who might not know about us right now, or how we can support them.



An enormous thank you to all our truly wonderful donors and volunteers. We honestly cannot do what we do without you.

**WE ARE DETERMINED TO CONTINUE
MAKING THE DIFFERENCE WHEN IT MATTERS MOST.
WITH YOUR SUPPORT, WE CAN.**

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

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

Our care is provided at the hospice itself, and in the family home, hospitals, school or care home – wherever support is needed most.

We need to raise **£6.3 million** every year – that's over **£17,000** every day – to continue our specialist care for children and adults, and their families. We also rely on over **1,475** volunteers, including around **1,000** retail volunteers.

Whether you provide your time, funding or both, we're enormously grateful for everything you give, no matter how small.



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Keech Hospice Care

www.keech.org.uk/donate



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.



Registered Charity No. 1035089

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