

The difference we made
in 2018/2019



B[♥]
St Barnabas
House
{Hospice}
{Care}

C[♥]
Chestnut
Tree House
{Children's
{Hospice Care}

A message from our Chair of Trustees, Patricia Woolgar

Dear Friends,

Our aim is that no-one should face life-limiting illness, death or bereavement without the care and support they deserve and, with your help and support this year, we have been able to care for 1,786 adult patients and 345 children and young people and provide support for their families.

I am immensely proud of this achievement and we have ambitious plans to reach even more people who need vital hospice care. But it is a constant challenge. The demand for our services continues to increase while funding from central government effectively decreases every year so we rely more and more on the truly incredible support from our local community.

Thank you from all of us at St Barnabas House and Chestnut Tree House. We could not continue to provide our care services without your unstinting generosity and we hope you will continue to support our work.

**Best wishes,
Patricia Woolgar,
Chair**



Our Mission, Vision and Values

Vision

Anyone facing life-limiting illness should receive the care and support they deserve.

Mission

St Barnabas and Chestnut Tree House hospices seek to achieve dignity, comfort and choice for adults and children facing life-limiting illnesses through specialised supportive care.

Values



We are caring



We are courageous



We are connected

Values

- ♥ Place children and adults, their families and carers at the heart of all we do
- ♥ We care passionately about the difference we make
- ♥ We have the courage to aspire to deliver excellence in all we do
- ♥ We listen, connect with and understand the needs of the people we support and work with and ensure we respect their choices
- ♥ We are inclusive and treat everybody with compassion, care, dignity and respect
- ♥ We work as a team to motivate, encourage and support each other
- ♥ We are ambitious, brave, and innovative and continually strive to improve our knowledge and skills
- ♥ We are connected and work collaboratively with others through strong partnerships

Welcome from our Chief Executive Officer, Rosemarie Finley

Dear Friends,

I have recently taken up the role of Chief Executive for St Barnabas House and Chestnut Tree House and I am extremely proud to work for a charity that provides excellent care services for local children and adults. As you can see from this report, we really do make a difference and I am humbled to see how much the charity's care means to our patients and their families and what a lifeline it provides to them at a very difficult time in their lives.

I am looking forward to leading the charity into the next phase of its development. It is really important to improve the 'reach' of both hospices, meaning that we must strive to reach more children, young people, adults and their families. My focus will also be on excelling in everything we do.

We are only able to provide this vital care thanks to your generous support. On behalf of everyone at St Barnabas and Chestnut Tree House, thank you from the bottom of our hearts.

Rosemarie Finley,
Chief Executive





Chestnut Tree House

Our care services for children

During 2018 - 2019...

We accepted 67
new referrals
for children with
life-shortening
conditions



35 children sadly
died during the
year

We cared for 345 children across East and
West Sussex and South East Hampshire

South East
Hampshire



Our Community Team consists of specially trained nurses and care support workers who are the first point of contact for families, offering specialist advice and symptom management, acting as a vital link between families and the hospice.

Care services at the House and in the community



1,461
home visits
to children
and
families

1,173
therapy,
support and
counselling
sessions



We supported 238
bereaved families



Our Community service continues to expand to meet the need across Sussex and South East Hampshire and the development of geographically based staff groups has enabled Chestnut Tree House to focus on specific localities and communities.

We cared for 142 children and families
in West Sussex



We cared for 79 children and families
in East Sussex and Brighton & Hove



We cared for 40
children and families
in South East
Hampshire

Many children and families now choose to receive end of life care in their own homes rather than at the hospice and our Community Team of nurses is on call 24/7 for when the need arises. In many areas of Sussex, we are the only service able to fully support end of life care in a child's own home.

At Chestnut Tree House, we always like to create new experiences, activities and special memories for children and families. This might include music, art and crafts, cooking, outings, games, social events, sensory play and the famous Magic Carpet room. We care for children overnight at the hospice and also provide 'stay and play' sessions during the day and organise outings and events such as Christmas parties, summer barbeques, cinema events and swimming club.

1,806 overnight
stays at the hospice



495 'stay and
play' sessions

711
opportunities
for events and
activities for
children and
siblings



Celebrating 15 years of children's hospice care

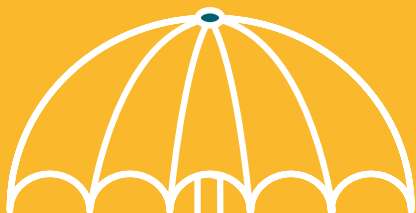
Opening in November 2003, Chestnut Tree House celebrated its 15th birthday during 2018.

Over the past 15 years...

We have cared for over 930 children



95,000 individuals, organisations and companies have supported us



We have supported 365 bereaved families



“

“Chestnut Tree House is such a wonderful place – the facilities, the grounds and the people are all amazing. It has everything kids need and want, and nothing is too much trouble for the staff there. When we come to stay, it allows us time to relax, safe in the knowledge that our daughter is happy and looked after.”

“

“It's very warm; like a home, not a hospital setting. There's a fireplace as soon as you walk in and toys everywhere. Everything feels comfortable, like it's been built with love. There's a beautiful mural in the magic carpet room – it's things like that that make you feel like it is a really nice place for kids to come.”

”

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St Barnabas House

Last year, our team of 115 nurses, Health Care Assistants, doctors, consultants and other care staff worked with 342 hospice volunteers to help an average 118 patients every single day of the year. We care for people of all ages and last year 16% of our patients were under the age of 65 years.

Our care services

During 2018 - 2019 ...



We cared for 1,786 patients

We had 1,183 new referrals



491 patients were admitted to our In-patient Unit

We also offered support to families and those who lost a loved one through our Family Services Team.



330 Bereavement Volunteer Visitors

1,921 individual support and counselling sessions



978 attendances at bereavement groups and events

St Barnabas continues to pioneer new care services, alongside our existing service. We have again expanded our non-cancer specialist team and now have five specialist nurses who focus on supporting patients with end stage respiratory, liver, heart or renal diseases. Last year patients with a non-cancer diagnosis rose to 34% of the total number of people helped by the hospice

Hospice at Home

In response to growing need, we have continued to expand our Hospice at Home service to support more people with end of life care in their own home.

350 people were supported at home



9,077 visits to patients in their homes



377 night-time visits

Day Services

Each year hundreds of patients benefit from our day services, Outpatient clinics, wellbeing classes and complementary therapies.

319 Occupational and Physiotherapy sessions in patients' own homes.



190 patients attended the Day Hospice

Community Services

Our Community Palliative Care Team are often the first point of contact, visiting people in their own homes and providing specialist advice and signposting to other hospice services.



16,116 telephone contacts with patients



4,690 visits to patients in their own homes

Our Community Companion volunteers visit patients in their own homes offering invaluable companionship, befriending and practical help for them and their families.

137 patients visited on a regular basis at home



The success of our Hospice Outreach Project continues. This initiative aims to ease the worries of those affected by life-limiting illness and to take information into the community about St Barnabas and a range of other support groups and services.



16 local communities visited

99 all-day visits



Education

Another important aspect of our work is the delivery of education and training on palliative care topics, which is especially directed at local health and social care professionals including care homes. We shared our knowledge with a number of organisations in the area to promote best practice in end of life care.

2,137 participants attended St Barnabas training events



“

“We would like to thank you for all your support on our journey with our dear mum throughout her illness. You provided us with practical support, reassurance and gentle care – nothing was too much trouble, you were always there at the end of the phone and so much more. The work you all do is nothing short of heroic.”

”

“

“Thank you, although thank you doesn't cut it. What St B's did for my mum and our entire family was nothing short of life changing. We will be forever grateful for the beautiful memories we were able to make at what you would think would be the most heart breaking time.”

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Our year in numbers

Our weekly hospice lottery raised £2m and through careful investments has grown to 38,000 playing members.

1 in 4 of all our patients are funded by gifts in Wills.

Our hospice, shop, event and fundraising volunteers gave more than 120,332 hours of their time.

68% of our £19.3m total expenditure in 2018-19 was on patient care at our two hospices.

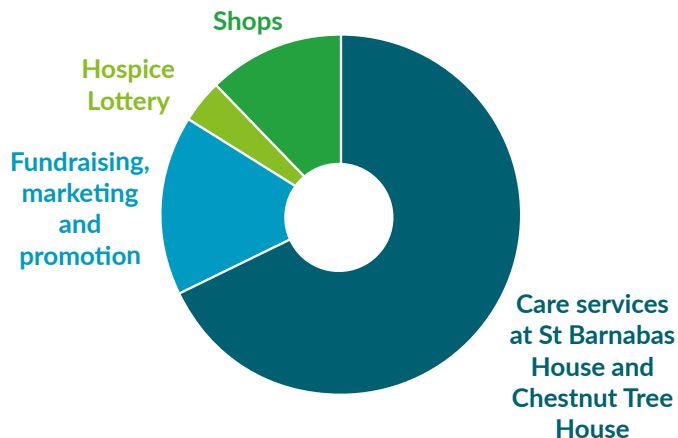
82% of our total income came through fundraising, donations, legacies, shops and our weekly lottery.

12% of our overall care costs is funded by core statutory grants

Our 23 shops made a net contribution of £1m to hospice care costs.

Every penny counts – over £133,000 was given to the hospices in donations of less than £10.

How we spent the £1 you gave us in 2018-19



Money given for Chestnut Tree House supports children's care and money raised for St Barnabas House supports adult care.

Copies of the Trustees' Report and consolidated Financial Statements for the year ended 31 March 2019 are available on our websites, at our AGM and thereafter by request from the hospices.

Our People

President

Lord Henry, Earl of Arundel

Vice Presidents

Kathy Gore, OBE, DL

Sally Gunnell, OBE, DL

Ambrose Harcourt

Dr Alan Kingsbury

Mrs Elizabeth M Naunton

Miss Margaret Stroud

Major Tom Wye, MBE, DL

St Barnabas Hospices Patrons

The Lord-Lieutenant of West Sussex,

Mrs Susan Pyper

Sir Peter Bottomley MP

Lady Cable-Alexander SRN

Sir Patrick Cable-Alexander Bt

Nick Gibb MP

Nick Herbert MP CBE

Timothy Loughton MP

Chestnut Tree House Patrons

Peter Andre

Linda & Tony Bloom

Tim Breden

Raymond Briggs, CBE

Jason Burrill

Michael Chowen, CBE, DL

Julie Graham

Barry & Jacquie Hinvies

Paul & Annette Jones

Jodie Kidd

Robbie & Debi Raggio

Matt Turner

St Barnabas House Patrons

Margaret Bamford, OBE, DL

Derwyn Jones

Nick Neale

Caroline Nicholls DL

Trustees

Patricia Woolgar, Chair

Michael Rymer, Deputy Chairman

Martin Godsmark, Treasurer

Neil Blanchard

Jill Carnie

Maureen Chowen

Tony Clark

Neil Gatley

Mark Milling

Tony Moss

Stuart Palma

David Pegler

Ruth Taylor

Chief Executive

Rosemarie Finley



St Barnabas House

Our adult hospice was opened in 1973 by a local anaesthetist at Worthing Hospital, Dr Francis Gusterson, to provide specialist palliative care for adults with cancer in the Worthing, Adur, Arun and Henfield area. In 2006, we extended the service to patients with other advanced, progressive, life-limiting illnesses and in 2015 we introduced new, specialist services for patients with end stage heart, liver, kidney and respiratory diseases.

Since opening, St Barnabas House has provided care to over 41,000 patients and their families. Services include our 20-bed In-patient Unit, Day Hospice, Specialist Nurse Community Team, Hospice at Home service, Outpatients Clinic, Hospice Outreach Project, Community Companions and bereavement support. Our holistic approach enables us to offer care for adults who are approaching the end of their life both at home and in the hospice, as well as providing support to their families. We also provide education in palliative care to other healthcare professionals.

St Barnabas House

Titnore Lane
Worthing
West Sussex
BN12 6NZ

📞 01903 706300

🌐 www.stbh.org.uk



Registered charity no 256789

Chestnut Tree House

Chestnut Tree House opened in 2003 to provide palliative care services for children and young people. We aim to care for every life-limited child, young person and family who needs our support in East and West Sussex and South East Hampshire.



Our services include assessment, advice and information for children and young people with life-shortening conditions. We offer care 24 hours a day through specialist short breaks, emergency care and end of life care at the hospice or in the child's own home. Our multidisciplinary team also provides support for the entire family, from diagnosis throughout the course of the illness. We give support and advice on the transition from paediatric palliative care services to adult services, as well as specialist bereavement support such as play therapy, counselling and spiritual care.

Chestnut Tree House

Dover Lane
Near Arundel
West Sussex
BN18 9PX

📞 01903 871800

🌐 www.chestnut-tree-house.org.uk

Chestnut Tree House East

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Innovation Park
1 Easter Island Place
Eastbourne
East Sussex, BN23 6FA

📞 01323 725095