

IMPACT REPORT 2020



St Luke's

Contents

Introduction	3
Our care	4
Our research	17
Extension for Community Healthcare Outcomes (ECHO)	18
Community engagement	19
Our people	20
Our supporters	22
Financial summary	26



Introduction

Welcome to our 2020 Impact Report, summarising another incredible year at St Luke's. This report pulls together facts, figures and insights to give a comprehensive overview of what we do, how it affects those we help and what it takes to make it all happen.

The past year has seen our clinical services care for a record number of patients in Sheffield, helping **1,834** individuals through **2,866** spells of care as well as providing support to their families and friends. These, together with our clients at Clifford House, mean that we've supported around **6,000** people in total.

We continue to innovate in developing our services, working towards our vision: 'Supporting and caring for everyone affected by terminal illness in Sheffield.' Our values – to be compassionate, dignified, inspired and pioneering – drive everything we do.

Our supporters and donors may never meet the people they are helping. However, the thousands of patients, clients, families and friends accessing St Luke's care know that our teams have helped to enrich their lives and eased their troubles at some of the most challenging times of their lives.

Caring for those in need is at the heart of everything we do. But that quality of care can only be achieved through the support, dedication and compassion of our team of employees and volunteers, as well as our committed supporters and generous donors. To everyone who has supported our charity, a sincere, heartfelt and special 'St Luke's' thank you.

Peter Hartland, St Luke's Chief Executive



www.stlukeshospice.org.uk

Our care

We provide specialist palliative and end of life care to people aged 18 and over throughout Sheffield who have a terminal illness. St Luke's isn't only for cancer patients; we also care for people with other illnesses, including neurological conditions such as motor neurone disease, human immunodeficiency virus (HIV), and end-stage heart, kidney and lung conditions. Last year, **27%** of the people we cared for had a non-cancer diagnosis.

Our purpose is to support, comfort and inspire people with these conditions and we do so by providing high quality care, compassion and respect in our specialist centre and across the city 24 hours a day, 7 days a week, 365 days a year. All our services are without charge to those we support.

Throughout the year we've seen an increase in activity across all our services, with patients accessing them at a more advanced age and much later stage of their illness when they require more complex intervention and specialised care.

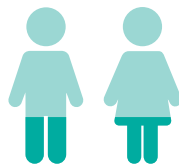


We serve the people of Sheffield who need us most regardless of age, cultural background, postcode or faith. Throughout the year we received **1,571** new referrals for help and support from across the city.

We also continued to be there for families and friends following the loss of a loved one who received our care, providing bereavement counselling and support to **538** people through **2,383** individual sessions.

Right: Map of Sheffield showing patient referrals received from across the city

HIGHLIGHTS



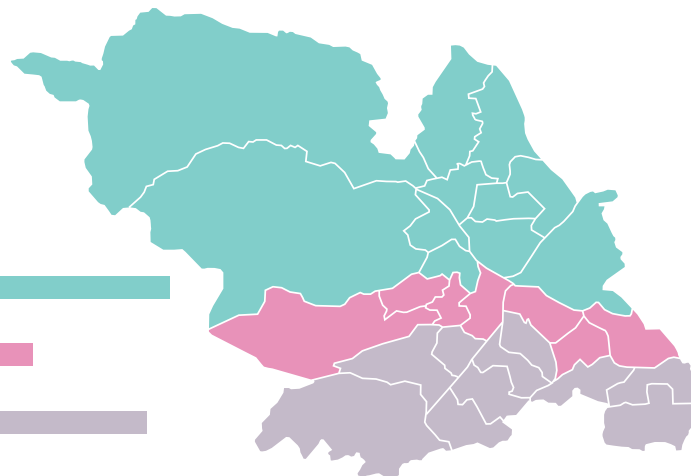
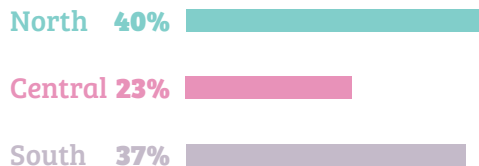
27%

of the people we cared for had a non-cancer diagnosis



538

people were supported by our bereavement counsellors



Integrated community team

Our integrated community team works across the whole of the city, taking specialist palliative care knowledge and expertise out into the community. Most of the people supported by this team live at home and many are cared for entirely at home throughout their illness, if that is where they would prefer to be.



1,700

patients were cared for
in their own homes

x 2



Last year the team made **6,889** home visits, and travelled almost **55,700** miles around the city to deliver specialist care to patients living at home. **That's twice the circumference of the world!**

More than half of the referrals received by the team during the year were from people requiring urgent assistance, and in total our intensive treatment team made over **2,300** visits to support patients and families in crisis.



Many of our patients wish to be cared for, and to die, at home. Last year **98%** of the patients who died under the care of our community service were supported to die at home or in a care home.

To help support patients living at home, we delivered **1,372** parcels of homemade food and drinks including soup, bread, cakes, fruit juices and smoothies without charge, direct to patients' homes, as well as providing a laundry service delivering hospital bed packs, towels and linen.



Active Intervention Centre

Our Active Intervention Centre provides specialist palliative day care to help patients maintain function and independence, as well as supporting them with the physical, psychological, emotional and social issues associated with a terminal illness.

The centre also offers a safe and secure space for patients to discuss concerns and to meet other people living with a similar illness to themselves.

Last year, the service supported **235** patients through the provision of a range of individual tailor-made programmes of clinics, activities, therapies and treatments, and welcomed **1,721** attendances in the same period.

Therapy services throughout the year...

6,911 sessions with our physiotherapy, occupational therapy and wellbeing teams helped to improve the mobility, independence, wellbeing and quality of life of our patients. **350** more than those undertaken by the teams in the previous year.

2,054 sessions with our social work team provided both practical and emotional support to **610** patients, families and friends.

1,774 individual sessions with our spiritual team provided help and support to patients, families and friends.

169 sessions with our oral history team helped **66** of our patients and clients with making an audio recording of their life story – a **35%** increase in patients and clients accessing the service compared with last year.

57 sessions with our spa bathing team supported **23** patients who were struggling or unable to bathe safely at home with a relaxing bath in our luxury spa room.

HIGHLIGHTS



1,721

attendances were welcomed
through the centre



610

people were supported by
our social work team



23

home-based patients enjoyed a
relaxing bath in our spa room



500th

oral history interview was
recorded this year



In Patient Centre

Our In Patient Centre provides expert care and support to people requiring intensive specialist palliative care and monitoring.

During the year, we cared for **323** patients at our In Patient Centre and provided over **149,060** hours of care to individuals requiring 24 hour intensive specialist support.

Due to an increase in the complexity of illnesses that patients accessing our services have, the average length of stay for patients at the In Patient Centre increased from **16.8** (2017/18) to **19.6** days.

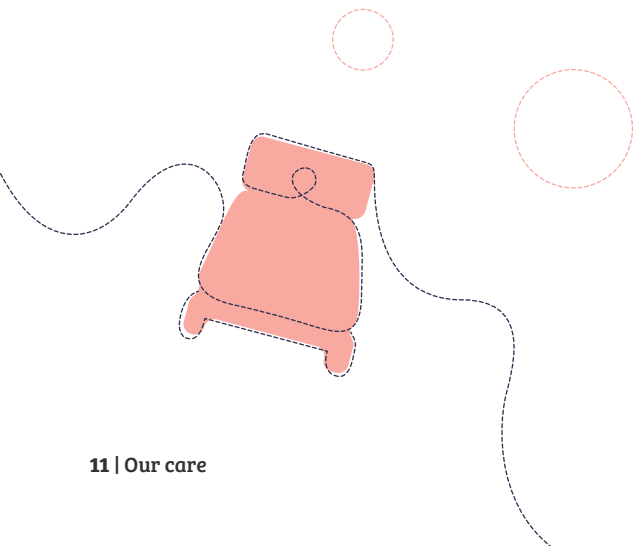
Of those who were admitted to our In Patient Centre, many were helped to go home again once their symptoms and problems were under control. In fact, **30%** of patients admitted last year were discharged home following a short stay.

The average length of stay on our In Patient Centre was 19.6 days



All the food served to patients and families staying at our In Patient Centre is freshly prepared by our chefs and tailor-made to suit the needs, condition and preferences of each individual. In total, our chefs prepared more than **12,850** meals for patients staying at St Luke's last year.

Throughout the year our housekeeping team helped to keep our clinical facilities clean, tidy and infection-free. In total, the team changed bedding over **6,200** times and completed almost **7,000** loads of washing. Overall we washed, ironed and folded a massive **68,245** items of linen!



HIGHLIGHTS



323

patients were cared for at
our In Patient Centre



149,060

hours of care were
delivered to our inpatients



7,000

loads of washing were done
by our housekeeping team



12,850

meals were prepared
for our inpatients

Cheryl's story

Like many St Luke's patients, Cheryl Ridge first came to our In Patient Centre for help with symptom control. Cheryl has bowel cancer and had already received the support of the St Luke's integrated community team when she was referred to the In Patient Centre.

'It was my GP who suggested St Luke's because I was in an incredible amount of pain and then the community nurses came out to see me and got the process started.

It was very difficult to come through the door the first time but everybody is incredibly kind, very caring and everybody knows you by your name which makes such a big difference.

It's picked me up and sorted me out, and it has helped me to feel so much better at a time when I had given up, but now I feel I have more time to do the things I want to do.

I've always been a very active person and lived a normal life but my whole life completely changed when I was diagnosed.'

'I was just existing before I came to St Luke's but St Luke's changed that and it has given me time for myself and also time as a family, giving us conversation and bonding time we probably wouldn't have at home.'

It's not just Cheryl, though, who has benefitted from the outstanding levels of care offered by St Luke's.

Husband Angus has also discovered what it means to know that the St Luke's team are there to support the family.

'Neither of us had been to St Luke's before and neither of us knew what to expect, but it turned out to be so much better than anything we could have imagined.'

'It's the whole wrap around care that extends to all of us as a family that makes St Luke's so special.

To be honest, I expected it to be beds with some basic nursing care – but there's nothing basic about St Luke's.'

Photo: Cheryl and Angus Ridge



Clifford House

To meet and support the needs of the wider community of people affected by illnesses with no cure, we've continued to further develop our services. In particular, the opening of Clifford House in 2017 enabled us to begin providing support to people at a much earlier stage of their illness.

Since opening, Clifford House (situated adjacent to our Little Common Lane site), we have been able to support those affected by an illness with no cure – those directly affected, their families, friends and carers – through activities based around practical support and advice, as well as fun, relaxation and wellbeing. Clifford House provides a welcoming space for clients to be themselves and meet other people in similar situations.

‘This is a really great resource where members of the wider community can come together. It is an escape for me and a really relaxed place where carers or those with illness can share experiences and have a laugh together.’

– Clifford House client

Last year: over

7,000

places were booked on our programme of activities, workshops and classes



Claire's story

For Claire, Clifford House represents a place of refuge, with the range of activities on offer providing a much needed break from the reality of living with secondary breast cancer. And by making the most of everything Clifford House has to offer, Claire has managed to discover a renewed sense of purpose.

'When every minute feels so much more important, you just want to be busy and enjoying yourself. The activities are brilliant and everybody is really good at what they do. I always tell people Clifford House is my sanctuary.'



Feedback



Outstanding care

St Luke's is rated as an 'Outstanding' provider of care by the Care Quality Commission - the highest rating available.

Quality assessment

Providing high quality care and support to our patients and their families is at the heart of everything we do. To help us better understand what people think and feel about the quality of the care we provide, we regularly undertake evaluations to gather feedback from those accessing our services.



Of those surveyed...

Active Intervention Centre

100%



of patients were satisfied with the support they had been given to help maintain their independence

In Patient Centre

100%



of patients were satisfied with the support they received when making decisions about their care

In Patient Centre

98%



of patients felt support from our specialist palliative care team was making a real difference



Integrated community team

99%



of relatives were satisfied with the way in which we respected the patient's dignity

In Patient Centre

100%



of relatives were satisfied with the patient's level of comfort

In Patient Centre

100%



of relatives were satisfied with the team's response to changes in the patient's care needs

Our research

At St Luke's we are committed to engaging with, generating and leading in specialist palliative care research to ensure our vital services are as effective as possible for the people of Sheffield.

Throughout the year we've continued to grow our research programme, facilitating **7** studies and recruiting **49** participants, including patients, clients, families, friends, carers, staff and volunteers.

To support our pioneering work, we've been working with the School of Health and Related Research (SchARR) at the University of Sheffield which links with St Luke's Senior Clinical Lecturer to oversee the development of our research programme.

We've hosted researchers from the University of Sheffield's School of Nursing, facilitated Masters and PhD students undertaking research projects, supported our clinical staff in developing research ideas and undertaken internal clinical audits and services evaluations to support service improvement. Findings from our work have also been presented at **4** national conferences, as well as being published in peer review journals.

In 2018/19 St Luke's generated £137,000 of external income from its research activities, 60% higher than the previous year.



HIGHLIGHTS



7

studies were undertaken



49

participants were recruited

Extension for Community Healthcare Outcomes (ECHO)

Project ECHO is an international, online, guided, video mentoring programme that supports the training and educational needs of health and social care staff in areas that are hard to reach.

Using video conferencing technology, ECHO creates a community of practice where specialists and non-specialists can learn from one another, through sharing of best practice and access to case-based learning.

At St Luke's, we use a video link to deliver tailored programmes of palliative and end of life care training to help develop health and social care professional's skills and confidence in supporting residents and patients at the end of life.

Over the last 12 months we've continued to grow our ECHO programme, delivering **45** sessions with over **730** attendances. This included **22** nursing homes across Sheffield, domiciliary care workers and paramedics from the Yorkshire Ambulance Service – the first ECHO programme in the world to support paramedics with end of life care skills!

1 of only **4** ECHO superhubs in the UK, in the last year we've trained **8** organisations to become ECHO hubs themselves, enabling them to deliver their own programmes and helping to further extend the ECHO network.

'Sharing with co-workers the highs and lows has been enormously uplifting. Seeing them on screen has removed the bubble and feelings of isolation.'

– Health and social care professional



Community engagement

To reflect the city's rich mixture of cultures, we continue to explore new ways to reach the many different communities across our city to ensure that we're truly there for everyone affected by terminal illness in Sheffield.

During the year, we've worked with schools, health care professionals and community groups, held information stalls at events, GP practices and mosques across the city and supported the organisation of an Eid festival.

We've also recruited and trained **8** bilingual community engagement volunteers to advise on support services and translate information, enabling us to communicate to people about our services in their preferred language. These volunteers support our GupShup club at Clifford House, which provides a safe and welcoming environment for our clients from a South Asian background to meet, share experiences and make new

friends. Open to all, the club also offers clients a chance to meet people from different cultural backgrounds and gain insight into other cultures.

For many of our clients from the South Asian community, these sessions have also helped to break down barriers with accessing support services, empowering them to access other services on offer at both Clifford House and the hospice.

To extend our support to homeless people with palliative care needs, we've been working with the Devonshire Green Medical Centre, the Archer Project and the Salvation Army.



Our people

It's our people who make St Luke's an outstanding organisation. The quality of our care is only achieved with the support and dedication of our employees and volunteers who put our values into action and enable us to make the difference.

'Working at St Luke's is a privilege, a calling and a profession, and it is hard to see where one starts and the other ends.'

— Staff member

HIGHLIGHTS



240+

staff worked 400,000 hours during the year



1,087

training courses were attended by staff and volunteers



100

of our staff have over five years' service



15

staff were trained to be Mental Health First Aiders

We are incredibly proud of our team of **773** volunteers who regularly give their time to support the work we do. We're delighted that in 2019 our St Luke's volunteers were awarded the prestigious **Queen's Award for Voluntary Service** – the highest recognition for volunteers in the UK.



**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups

HIGHLIGHTS



773

volunteers gave 129,864 hours
of their time to support us



29%

of our volunteers have over
five years' service



37

work experience placements
completed in our shops

'Everybody is lovely.
I have done voluntary
work for many years
but this is the best
without a doubt.'

– Volunteer

Our supporters – in our shops

Our award winning retail chain of 14 shops across Sheffield and our e-trading outlets raised over £2.9million towards our care last year.

An incredible number of bags of clothes, accessories, household goods, books, toys, CDs and DVDs were donated to our shops – **210,000** to be exact!

Without these donations, we wouldn't have been able to sell over **1 million** items in our shops or through our e-trading channels, eBay and Amazon, which saw an income increase of **15%** this year! Each item sold helps us to make up the **75%** of our running costs not covered by government funding.

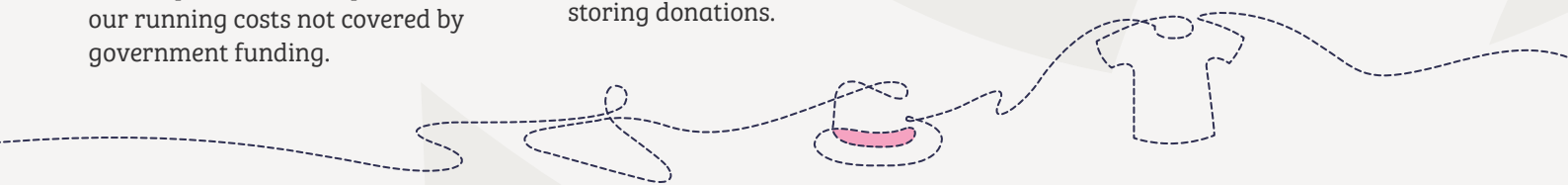
Last year we introduced a new till system to make it easier and quicker for customers to Gift Aid their items, helping us to raise **25%** more from their donations. In just 6 months the new system raised an incredible **£80,632**. That's almost equivalent to how much Gift Aid was raised in 2018 for the full year! This amount could pay for over **400** visits by our integrated community team to patients being cared for in their own homes.

We have also opened a new Retail Distribution Centre to support our existing retail chain and prepare support for future growth as a central point for sorting and storing donations.

Of course, none of this would be possible without the support of **520** volunteers who donated **87,360** hours to sorting donations and serving customers, creating window displays and running our eBay and Amazon shops.

'We're like a family, and our regular customers have become good friends.'

– Retail volunteer



HIGHLIGHTS



210,000

bags of donations were
donated to our shops



1M

individual items were
sold in our shops



£80,632

was raised in Gift Aid
in just six months



5,632

vintage items were sold on Ebay
and Amazon, raising £136,706!



Our supporters – in the community

Last year our passionate supporters worked tirelessly out in the community to raise over **£4million**, helping us to continue caring for people affected by terminal illness in Sheffield. However they fundraise, many of our supporters do so in memory of a loved one, and last year alone **£296,217** was raised through funeral collections, family and friend donations and donations through our tribute site.

Many supporters continue to leave St Luke's a gift in their will and play our weekly lottery, which recently celebrated its 25th birthday. Other supporters choose to donate their spare change to one of our collection tins at St Luke's, Clifford House or out in the community – a simple way of helping that raised a total of **£47,681**.

We also had **1,448** active participants taking part in events and activities organised by St Luke's, including our biggest event, Night Strider, which raised over **£100,000** – enough to pay for the care of **20** people on our In Patient Centre for over a week.



For every **£1** we spent on fundraising, we received **£4.34** in income which went straight to the people who need it most.

And it's not just the people of Sheffield who support us. **170** local businesses helped last year by fundraising for us, sponsoring our events and helping us to spread the word of our care to their employees and customers.

Another way we share St Luke's news and events is through social media, and over the last 18 months we've increased our social media followers by **70%** – that's roughly **12,500** more people hearing about what we do and how they can help.



HIGHLIGHTS



649

collection tins are spread
across Sheffield



943

medals were handed out
at our Night Strider event



3,148

miles were covered by our
active challenge supporters



£16M

has been raised by our
lottery over the last 25 years

Financial summary



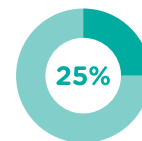
Chart shows the proportion of income that we've received in the year from different sources.

- 71% Fundraising & retail
- 22% NHS funding
- 2% Grants
- 1% Education & research
- 3% Other
- 1% Investment



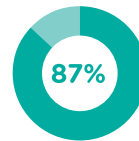
£1,160

is the average cost to run St Luke's every hour



25%

of our funding is provided by the NHS



87p

in every £1 raised is spent on direct activity



£10M

is the total cost to deliver our services this year

£2M was held in free reserves on 31 March of this year. As a charity that relies heavily on fundraised income, we hold sufficient reserves to ensure that during challenging economic times we are able to continue delivering all of our essential services.

‘The most amazing, peaceful place where our family was able to be just that; a family, and able to cope with our situation in a loving, caring and dignified way.’

– Patient’s relative





With heartfelt thanks to the people
of Sheffield and beyond who continue
to support St Luke's.

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St Luke's Hospice Limited

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