

HAVENS HOSPICES OUR IMPACT REPORT 2014



Havens Hospices incorporates Fair Havens Hospice
and Little Havens Hospice

Registered Charity Number 1022119





When a family has been told that there's no cure for their loved one's illness, Havens Hospices can help. We're here to make the journey as comfortable as possible, controlling pain and medication, offering respite and caring for adults and children at the end of their lives. Our specialist care is free – for as long as is needed – within the home and at our two hospices, Fair Havens and Little Havens.

We're a registered charity – not part of the NHS – and receive limited government funding. Our hospices can only exist because of the support and generosity of the community.

Together, we're 'Making every day count.'



CHAIRMAN'S MESSAGE

It is with some pride, tinged with a little sadness that I present to you my last message, as my three year tenure of office as Chairman will finish at the end of November 2014.

The past year has been particularly rewarding and one of considerable change across the charity, but there has been one compelling factor which has been constant throughout. It is my privilege to say that due to the value for money given by our Executive, staff and volunteers together with the generosity of our supporters, Havens Hospices has been one of very few charities within the United Kingdom to avoid any deficit during the period of recession.

Our journey for a new adult hospice took a different direction when an alternative piece of land became available – the Ekco site in Prittlewell. Over the years



the journey has taken in trying to find a suitable site has been demanding and exciting. However, the ultimate reward which is now on the horizon drives our aim in the building of a high status hospice to enhance the necessary quality of care for our patients, who are the neediest, for years to come. This is the highest priority we have apart from our daily patient care and the outcome of our current planning application is awaited with some anticipation. You can read more about this project on page 28.

The way that we are providing care in the community also continues to change and evolve. It is the wish of many patients to stay at home for as long as possible throughout their illness and we are piloting a number of new and exciting ways to help make this happen. There is more on page 10.

CHAIRMAN'S MESSAGE (CONTINUED)



In terms of funding our vital care, we continue to rely heavily on our local communities and, on behalf of our patients, children and families, I want to thank, once again, each and every person, business, organisation and trust who has given contributions, ensuring Havens Hospices remains the incredible success we are.

NHS statutory funding for Fair Havens now comes from our two local Clinical Commissioning Groups (CCGs). Funding for Little Havens continues to be a mix between some funding from the Essex CCGs, but with the majority coming from NHS England in the form of Section 64 funding. Further changes to the arrangements for statutory funding are on the horizon as the scope of personal health budgets continues to widen and as the Government's proposals to introduce a tariff based system of

funding for End of Life Care, ahead of next year's General Election take final shape.

I would like to end my message by firstly acknowledging the unwavering dedication of our staff and volunteers from across the charity. Secondly, I am delighted to report this hard work has been recognised this year with five invitations being received by volunteers and staff to attend HM The Queen's Garden Party and another volunteer who attended the High Sheriff's Garden Party.



Dennis Rensch
Chairman of the Board of Trustees

CARE IN THE HOSPICES

The In Patient Units at Fair Havens Hospice in Westcliff and Little Havens Hospice in Thundersley are where patients stay overnight. This could be to get their pain and medication under control, for a short respite break or to be cared for at the end of their life.

Last year we said... We'd expand our range of information for patients and make it available in the format they needed.

To help patients, children and families understand what to expect from the hospices, a pre-admission information pack was developed which helps give them a clearer idea of the services available to them. Both hospices now have a full range of patient information leaflets which cover every aspect of our care. This information is available in the format of a



traditional leaflet, downloadable from our website and we can provide large print, audio or translated versions if requested.

Feedback has been very positive, from patients, families and healthcare professionals who often access this information online.

CARE IN THE HOSPICES (CONTINUED)



Last year we said... We'd implement "Assertive Technology" to support the independence of patients and help personalise their care.

We've installed this equipment in all the Fair Havens Hospice bedrooms and the teenager rooms at Little Havens Hospice. This was funded from an NHS England grant of £110,000 through its Improving Hospice Environments programme.

This system is designed to give greater independence for patients when performing normal activities of everyday living such as opening doors, windows and curtains, adjusting seating and bed positions, turning on the TV or radio. It improves the quality of life for patients who are limited within their environment and increases their confidence in the care and safety at the hospices.



Fair Havens
Nurses Florence
and Karen

Nurse Florence Gondo said, "The Possum system promotes patient independence, they are able to operate anything whilst seated or in bed. We have a lot of patients who can be very confused. The sensors on the Possum system alert us when a patient is getting up so we can make sure they're safe and prevent falls. Before we had the Possum system, patients with Motor Neurone Disease (MND) or Progressive Supranuclear Palsy (PSP) who would have similar equipment at home would come to stay at the hospice and go back a step – their independence was taken away from them – now, they stay with us and they can use it just as they would use at home."

Last year we said... We'd install a canopy and expand the Reception of Little Havens Hospice.

A canopy and refurbishment of the Little Havens Hospice reception area was completed, again, funded from an NHS England grant of £308,000.

Director of Care Wendy Dodds said, “A canopy means as families arrive at the hospice, be that by car or ambulance, they have some shelter from the bad weather. Children in our care often need a lot of cumbersome equipment, including wheelchairs and oxygen machines and a delay in unloading because of bad weather is impractical. This is even more stressful in emergency situations.

“By adding a small extension and re-ordering the family reception, which was cramped, we have created a more suitable space for families as they arrive and for the reception team who welcome them. Families have told us that these subtle improvements have given them more dignity and comfort in often difficult and challenging circumstances.”



REGGIE'S STORY

On 24th May 2013, Carly and Matt welcomed their new baby Reggie into the family, delivered nine days early by caesarean. Reggie spent two days in Intensive Care for assistance with his breathing and treatment to prevent a kidney infection before he was able to go home.

“Reggie was the most contented baby but his breathing was odd and when he was about five weeks old, he stopped moving his arms, he couldn't hold a toy and he never kicked his legs either.”

The couple grew increasingly concerned about how floppy Reggie had become and took him to A&E where he was diagnosed with Spinal Muscular Atrophy (SMA) Type 1, the most severe.

“I remember holding Reggie and hearing the words ‘short life expectancy’ but it was such a blur. ‘How long do you mean?’ we asked. ‘Most won't see their



The boys with Reggie

second birthday, but to be honest, their first either. There is no treatment, no cure.’ I don't think I believed it, Matt fell to the floor. Our world completely changed.”

“I thought Little Havens was just where really sick children went when they were dying but a nurse visited to explain they did respite and we agreed to go and visit, for Reggie's brothers really.”

A few days before the family's first respite break, Reggie's breathing changed and he started to need oxygen 24 hours a day.

“Little Havens took over Reggie's medicine and feeds, I was so nervous. Matt and I were the only ones who had done it until then but after that, I can't explain how it felt - they were angels who just let me be Mum.”

“Every day, Reggie was a little worse so they offered us time to stay longer. Reggie started needing help to go to sleep, he was in pain but Little Havens kept him



Matt & Reggie

Reggie



comfortable the whole time. He had lost so much weight, it was awful.”

Carly and Matt went to bed upstairs at around 11pm that night, but before they’d fallen asleep a nurse called.

“We flew down stairs. A nurse was holding him in the hallway, he was so grey. Matt took him for a cuddle and then I sat on a chair in his bedroom, with Reggie in my arms. A little colour came back to his face. His breathing was shallow but he looked right at us.”

Reggie was four months old when he died peacefully just after midnight on 30th September 2013. He stayed in the Woodland Suite where Carly held him for the last time two days before the funeral.

“I didn’t have any idea what it would be like but family and friends visited, sat with Reggie or held him. We let the boys see him too. My sister bought sky lanterns for



us to release and when we took them up to the top field, the nurses sat by Reggie’s side. I never dreamed what Little Havens would be like but from the very beginning they looked after our whole family and they gave us longer to be with Reggie. It wasn’t a relief, by any means, but he wasn’t suffering anymore. Before Little Havens, I’d always wanted Reggie to die at home but I was so glad we were there in the end. It was the best thing we did.”

CARE IN THE COMMUNITY



Hospice care extends beyond the doors of the buildings and into people's homes or within the community. We have a dedicated Community Hospice Team committed to making sure a patient's journey from diagnosis to their death is as smooth as possible, giving them the choice of where and how they want to be cared for.

Last year we said... We'd continue the development of an integrated community hospice service to help patients quickly access specialist care.

This year has been focused on innovative new ways to reach as many patients as possible.

We know that many patients who need to come into Fair Havens In Patient Unit are unable to because a

bed isn't always available. A "Virtual Ward" pilot project has started to measure the impact Fair Havens Community Hospice Services can have when taking some elements of the hospice within a patient's home whilst they wait for a bed to become available.

Patients and families are visited by a Fair Havens Macmillan Nurse to assess the level of additional care and support they may need from across the hospice including our medical and nursing, carer, family support and chaplaincy teams.

Early data shows that the project has supported 31% of patients to avoid an unwanted admission to hospital and in the majority of cases, a medication review was undertaken and respite offered to the families thanks to Fair Havens Hospice at Home.

Macmillan Nurses
Colette and Nicola in
the Alexandra Street
charity shop

As a result of restructure within the Community Specialist Palliative Care Team, two Fair Havens Macmillan Nurses are now supporting the NHS integrated community services team, providing specialist palliative care. The remaining Fair Havens Macmillan Nurses have been using their knowledge and skills to support innovative new ways of reaching out to more people, providing daily support to patients in the Day Care Centre. From October 2013 - March 2014, 233 consultations had taken place in Day Care by the Fair Havens Macmillan Team.

Another way to reach out to people who potentially benefit from our care has been to make the Fair Havens Macmillan Nurses more visible and accessible. A “Drop In Session” now takes place once a week at the Havens Hospices charity shop in



CARE IN THE COMMUNITY (CONTINUED)



Alexandra Street, Southend. The team can help by answering questions about diagnosis, care choices, living with life-limiting, end-of-life care or bereavement.

Fair Havens Macmillan Nurse, Colette Wilks said, “The idea of any kind of care and support from a ‘hospice’ can be daunting, especially if someone has only just been told there are no further treatment options available to them. Making that first step is often the hardest.

“These drop-in sessions give members of the public, who may be ill themselves or be concerned about someone who is, the chance to have a friendly, informal chat with us about their worries. Just by listening to them, we can give them advice or if

appropriate, point them in the direction of services that can help them.”

Within patients’ homes, they are being supported by our Hospice at Home service, delivered in partnership with SPDNS Nurse Care CIC. Of the 298 patients who died at home, for 88% of these it was their Preferred Place of Care.

Hospice at Home has been developing its Community Carer Team to accept NHS Continuing Healthcare patients (those over 18 years old with a complex medical condition which needs ongoing care either at home or a care home). Its care packages include nursing care, respite in the day or night to help the carer cope and avoid unwanted admissions to hospital.

Karen and Hannah at
the EPIC party in
Chelmsford

Diversional therapy has also been taken out of the hospice into people's homes. Craft packs have been created to support patients taking part in this type of activity who may not be able to visit Day Care.

Children's care in the community continues thanks to the partnership between Little Havens Hospice and Essex Palliative Integrated Children's Respite Service (EPIC). The EPIC team provide trained carers to support children with complex life-limiting illness and their families to remain at home. Last year, 60 children benefited from this care, helping their families to take a break, perhaps to recharge their batteries or spend time with the child's siblings.



STEVEN'S STORY



Lils & Steven

Steven's cancer returned in December 2012, four years after his original diagnosis. After Steven cancelled plans for his birthday meal in September 2013, his daughter Charlotte went to his house concerned.

"I opened the door and he said to me, 'Char, I'm dying.' I had to help him to his bed; he was breathless, just lying there."

Charlotte's sister Katie arrived shortly after the ambulance. "Dad didn't want to go to hospital, he hated it there but they promised he'd be well looked after."

Steven was taken to A&E. The next morning, the doctors asked if he had considered where he wanted to die. Steven needed 24 hour care and wanted to be at home, where he was comfortable.

"We were 19 and 21 years old," said Katie. "I had a daughter to look after, we both had jobs and we were taking a dying man home. And we were on our own. We weren't playing on ifs anymore; we needed to know what would happen when he dies, step by step."

The girls were exhausted, scared and out of all options. A nurse from Hospice at Home spent the night with Steven and Fair Havens Macmillan nurses continued to visit.

"There was someone who could finally help us," said Charlotte. "They were so honest. No matter what we asked, they gave us an answer and practical advice. It made us feel better not being under any illusions. It meant we could come to terms with it."

Katie said, "We all knew he was going to die. It was just incredible how much they changed things, they thought of everything. That week was without doubt the worst of our entire lives but we had someone from Hospice at Home



Charlotte,
Steven &
Katie

Katie &
Steven

with us every night. They didn't even need to do anything - just knowing they were there was enough and made us feel so much at peace."

Steven stopped being able to speak or drink and had a stroke. A nurse from the hospice explained to the girls what had happened and that she'd told him, 'Don't worry, your girls will be alright. They've done a good job. They love you.'

"That was the last thing he would have heard and that is a massive comfort to us."

On the morning of 25th September 2013, Steven died in his bed at home.

Katie remembers, "The nurse said we could spend as much time with him as we liked. I hadn't been able to touch him for weeks; it would have hurt him too much. I went into his room and I fell asleep, cuddling him, I



squeezed him so much. We wouldn't have been able to do any of it without the nurses from Fair Havens. They were the only people who gave us any sanity. Without them it would have been so undignified."

Charlotte said, "It was the saddest and hardest thing we have ever had to do but Fair Havens helped us to make some sense of it all. We only coped because of them."

CARE FOR THE FAMILY

Hospice care is about the patient and those important to them. At Havens Hospices, as much emphasis is placed on looking after the main carer and family as the patient themselves.

Last year we said... We'd further develop the Hospice at Home bereavement service for those people whose loved one died at home.

A new “Caring and Sharing” monthly support group has been developed for carers whose loved one is being cared for by Hospice at Home. An average of nine carers are attending each session, with a third of them new carers. This group works in conjunction with the charity’s Family Support Team so other more specialist services such as counselling or social support can be offered if needed.



Chaplain
Mark
Meatcher



Last year we said... We'd enhance the Chaplaincy and Family Support Team to be more responsive to the needs of our patients and their loved ones.

The number of face to face meetings our Chaplaincy and Family Support Team have increased by 57% (partly thanks to our volunteer Chaplains) so it was important to invest in this team to help meet demand. We've welcomed two new chaplains and we're now looking for a Sibling Support Worker to help address the specific needs of brothers and sisters whose sibling is sick or has died.



Our Family Support Team helps organise a number of different groups to meet the needs of our families whose loved one is ill or who has died.

- Coffee & Chat is an informal group for recently bereaved adults whose loved one has died, perhaps a partner or a spouse. Last year, 57 people attended
- Travelling On are regular sessions for people who have been bereaved for six months or longer and who need additional support. Last year 98 people attended
- Carers Support Group including Drop In sessions are for carers of adult patients. Last year, 234 people attended



Patients and their carers at Buddy's Bistro, organised by our Family Support Team

- Krafty Kids, The Inbetweeners and VIPs are active group sessions for children of varying ages whose sibling is being cared for at Little Havens, or has died. Last year, 83 siblings attended

There have also been a number of specialist groups set up in response to a growing need of support throughout the bereavement process. At Little Havens, we have a group for carers of life-limited children and another for carers of children who have died, either within the hospice or in the community, working together with Stepping Stones Bereavement Service. At Fair Havens, our Young Widowers group continues to grow, and another group has been established to support adults whose parents have died.

HAVENS HOSPICES IN NUMBERS



Patients cared for by Hospice at Home – **348**



Visits to Hospice at Home patients – **2700**



Children cared for in their own home by EPIC – **60**



Patients using Day Care – **194**



Patients who stayed at Fair Havens In Patient Unit – **206**



New patients who stayed at Fair Havens In Patient Unit – **171**



Average length of stay at Fair Havens In Patient Unit – **12.5 DAYS**



Families supported by Little Havens Hospice – **150**



Life-limited children and their siblings cared for by Little Havens Hospice – **271**



Nights stayed by Little Havens families – **629**

THE INBETWEENERS



The
Inbetweeners

The charity has provided support groups for siblings whose brother or sister is seriously ill and cared for by Little Havens, or to children whose loved one has died. Krafty Kids for five – 11 year olds and VIPS for 12 – 16 year olds are both extremely popular - however, we identified a need to expand this service and launched a new group, for boys only, called ‘The Inbetweeners’.

Head of Little Havens STEMS team and Play Specialist Jane Harwood said, “The boys who come to The Inbetweeners are usually aged between nine and 13 but as always at Little Havens, it’s what suits each individual child best. We started the group as we noticed boys reaching the age of around nine don’t always enjoy doing the arts and crafts projects the other children do in Krafty Kids. At the same time

they aren’t necessarily ready to join the older teenagers who go to the VIP group.

“The boys still come together to do activities but these tend to be more physical, like playing football or outdoor games and the idea of the group is exactly the same – if they wish, they still have the opportunity to talk to any of the team about their feelings or concerns. We ask them to bring a packed lunch with them and have noticed this is an ideal time for them to talk to us, and importantly, each other.”

CARE FOR OUR STAFF AND VOLUNTEERS

Everyone matters at Havens Hospices, and that includes our staff and volunteers.

Last year we said... Clinical education would become an integral part of the care we provide.

With the care we give being so specialist and unique, there is now a dedicated Clinical Education Department at Havens Hospices to make sure that everyone who looks after our patients has the right training. It also hosts training days to external care professionals working in palliative care.

The Clinical Education Department helps develop staff to launch new services. An example of this is the Lymphoedema clinic, which you can read more about on page 28.



Our volunteer film crew at the Havens Hospices Pier Swim

During the year, the team organised and hosted 22 courses on subjects as diverse as wound care, nutrition, IV therapy and Makaton sign language. There were 28 external delegates who booked onto one of these sessions, and 324 staff and volunteers from Havens Hospices.

With volunteers outnumbering paid staff 3.8 to one, we wanted to publicly show our dedication to these wonderful people who give their time and expertise for free. So we started the process to become an accredited Investors in Volunteers organisation.

This will be a public and independent recognition to our commitment to volunteering, hopefully encouraging more people to join the organisation and possibly open up new funding opportunities.

We're increasing the diversity of our volunteer roles to help meet expectations and requests from patients and to work on projects we could never fund ourselves. For example:

- A volunteer fisherman to accompany patients on Southend Pier
- An archiving volunteer to file papers, photographs and press cuttings from the charity's 31 year history
- A small team of professional cameramen and editors to not only film at our fundraising events, but also produced a slideshow of family images for one patient to leave her family after she died

We must also recognise our corporate volunteer groups who tirelessly support Havens Hospices,

whether that's through maintenance, DIY or gardening. They help to complete projects the charity wouldn't otherwise be able to fund.

Employees and contractors from Essex and Suffolk Water spent the summer digging, shovelling and pruning as part of the company's 'Just an Hour' volunteering scheme.

The end result was a revamped "dry stream" running through the gardens at Little Havens Hospice, landscaped flower beds and an improved waterfall which forms a backdrop for children playing in the grounds.

Kevin Lowdell, Distribution Controller from Essex and Suffolk Water said, "The project at the

CARE FOR OUR STAFF AND VOLUNTEERS (CONTINUED)

hospice was a great team building event for our employees and a chance to work closely with some of our colleagues and our contractors, Anglian Land Drainage and Crossglade Limited. It is rewarding to give something back to a charity such as Little Havens because the organisation does so much for local children and their families.”



Essex and
Suffolk Water
employees
volunteering at
Little Havens
Hospice



CARE THANKS TO OUR SUPPORTERS

All of the care provided by Havens Hospices is completely free of charge. No patient or family pays a penny. But this is only possible because of the supporters who fundraise or leave legacies, the trusts that back a particular project or area of the charity and the statutory funding allocated each year.

Last year we said... Net income for Havens Hospices would grow to provide robust and reliable funds for the charity's care services.

Thanks to the many thousands of local people, companies and trusts who supported Havens Hospices, the charity raised a net £4.5 million from its underlying voluntary income (excluding any donations for the new Fair Havens), which was 15% above its target. This has not only helped the hospices to



Little Havens Hospice was chosen by Sainsburys in Brentwood as its Charity of the Year

continue caring for patients, but also to meet the increasing overhead costs that the charity is facing such as utility bills and medical supplies.

Little Havens was fortunate to secure a BBC Children in Need grant of £35,000 a year for three years to help make a difference to babies, children, young adults and their families. Children in Need's support will contribute to the cost of two fulltime Care Team Nurses at the hospice who are dedicated to improving the quality of life of children who are not expected to reach adulthood.

In a bid to work closer with the Clinical Commissioning Groups (CCGs), Havens Hospices hosted a joint conference with the other hospices in Essex to explain the importance of hospice care, the funding issues all the charities face and the importance of regular, statutory funding. More than 50 people attended, with 20 representatives from CCGs across Essex.

CARE THANKS TO OUR SUPPORTERS (CONTINUED)

Right:
Lisa, Helen and
Hayley complete
the Havens
Hospices Night
Rush



Far right:
Grays Shop
Manager
Clare Bowler



A project called We Are Young reached out specifically to teenagers and young adults to engage them in the charity in the hope of inspiring them to become supporters of the future. The campaign visited schools, universities and festivals to talk about the care, volunteering and employment opportunities the charity offers. Through media coverage, an e-newsletter, social media and face to face engagement, the campaign reached over 70,000 young people, with a number of them now committed supporters.

Last year we said... Two new Havens Hospices charity shops would open to generate more income for the charity.



The charity's presence on local high streets continues to grow. A shop in Grays opened its doors in July 2013 which has 23 volunteers and within 12 months made £65,239 for the charity within its first 12 months (including what was raised through Gift Aid). Two further sites were identified at Stanford le Hope, which opened in April 2014, and Cranham which will start trading in autumn 2014.

The amount we have been able to reclaim from the government through Gift Aid on donated goods to the shops has generated an additional £126,000.

New goods were introduced into all shops in November 2013, which include handbags, gifts and decorative household items. By the end of the financial year these had brought in £21,583 and are on target to exceed that for 2014/15.

Temitayo, one of our Young Ambassadors

HAVENS HOSPICES IN NUMBERS



Statutory funding received:

20% for Little Havens Hospice

15% for Fair Havens Hospice



Number of volunteers – **917**



How many hours of work our volunteers do – **176,000**



How much do our volunteers save the charity – **£2.25 MILLION**

FINANCIALS

Accounts for the year ended 31st March 2014

The Trustees are pleased to report that the Charity ended the financial year with a surplus of £2,681,000, excluding the increased value of £38,000 in its investment assets. This exceptional outcome resulted primarily from the receipt of a £2,000,000 gift to fund the purchase of land on which to build the planned New Fair Havens adult hospice (NFH), and from £418,000 of capital grants from NHS England, without which the Charity would have recorded a modest surplus of £263,000. In achieving this very positive result, the Trustees are indebted once again to the generosity of Havens Hospices supporters and to the dedication of its staff.

The Charity is unusual amongst hospices nationally in not having had to draw against its historic reserves during the economic recession of recent years. As a result the Trustees have this year been able to set aside £1,000,000 of reserves, generated from modest successive annual operating surpluses, towards the future costs of building New Fair Havens, to supplement the donations given by our supporters towards this capital appeal.

Income and costs

Havens Hospices' net income for the year (the income left after the cost incurred in raising it) was £8,780,000. £2,525,000 of this net income was spent on providing in patient care at Fair Havens, and £2,127,000 on caring for children and their families at Little Havens. A further £1,294,000 enabled the Charity to provide our Community Hospice Service. We spent £69,000 on governance - the high level system of monitoring the organisation's activities and how it is run that is required of all charities. The remaining balance of £2,681,000 has been transferred to reserves.

	Fair Havens/Adult Community Services £000's	Little Havens Children's Services £000's	Total for Year 2013/14 £000's
Net Income Raised:			
Fundraising and Trading	4,645	2,024	6,669
State Funding	1,193	776	1,969
Investments / Other	54	88	142
Net Income Generated	5,892	2,888	8,780
Which was spent on:	£000's	£000's	£000's
In Patient Care	2,525	2,127	4,652
Community Care	1,066	228	1,294
New Fair Havens Capital Appeal	84	-	84
Governance	46	23	69
Net Income Spent	3,721	2,378	6,099
Transferred to Reserves	2,171	510	2,681
Funds Spent / Reserved	5,892	2,888	8,780

Income: Fair Havens & Adult Community Services

Donations **43%**
 Trading **21%**
 Statutory Funding **15%**
 Legacies **8%**
 Events **7%**
 Weekly Draw **5%**
 Investments/Other **1%**



Income: Little Havens & Children's Community Services

Donations **30%**
 Legacies **23%**
 Statutory Funding **20%**
 Weekly Draw **11%**
 Trading **9%**
 Events **5%**
 Investments/Other **2%**



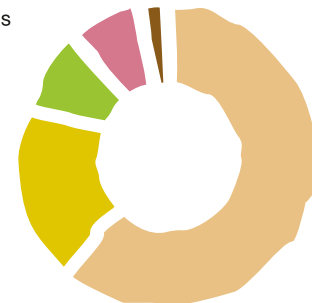
Costs: Fair Havens & Adult Community Services

In-Patient Care **44%**
 Community Care **19%**
 Trading **18%**
 Fundraising & Marketing **17%**
 New Fair Havens Capital Appeal **1%**
 Governance (Share) **1%**

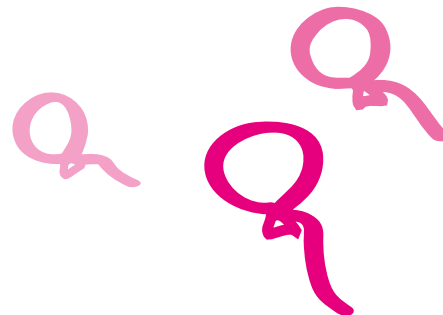


Costs: Little Havens & Children's Community Services

In-Patient Care **63%**
 Fundraising & Marketing **20%**
 Trading **9%**
 Community Care **7%**
 Governance (Share) **1%**



LOOKING FORWARD TO 2014/2015



- Introducing a Sibling Support Worker to work specifically with brothers and sisters of patients to help them better understand and cope with their unique situation
- Recruit volunteer complementary therapists to grow our existing team, to provide more regularly a wider range of complementary therapies
- Start a Lymphoedema Clinic within Fair Havens and the community to treat patients experiencing swelling, restricted movement and infections as a result of their cancer, reducing the number of hospital visits
- Complete the one year “Virtual Ward” pilot to help reduce the number of unwanted admissions to hospital whilst patients await a bed at Fair Havens Hospice
- Give more people the chance to ask questions about our care and support through an “outreach service,” putting qualified hospice nurses in the heart of the community
- Develop a “Hospice Neighbours” scheme, a community-based and volunteer-led service that provides practical support and companionship to people and their families living with life-limiting conditions
- Welcome a physiotherapist to the Fair Havens Community Hospice Team, thanks to a Macmillan grant, to visit patients and teach chair based exercises and hold ‘breathlessness clinics’
- Introduce blood transfusions and infusions to patients using Day Care
- Implement the NHS patient database software system into Fair Havens Hospice, allowing us to better share vital information about our patients, resulting in quicker treatment and better communication between professionals involved in a person’s care
- Complete the Investors in Volunteers programme
- Offer chaplaincy support to patients in their own homes

TRUSTEES AND EXECUTIVE TEAM

As of 31st March 2014

Chairman

Dennis Rensch MBE DL

Vice Chair

David Forster JP

Honorary Treasurer

Reg Ramm MBE JP

John Bobin, Roberto de Cristofano, Brian Gillard,
Dr Cliff Osborne, Alan Paynter, Reverend Clive Pegler,
Richard Player, Sharon O’Ryan, Brian Terry,
Dr Jenny Thorp

Executive Management Team

Chief Executive and Company Secretary

Andy Smith

Executive Directors

Jackie Bliss, Wendy Dodds, Trevor Johnson,
Vanessa Longley, Peter Marriner

Lead Consultant at Fair Havens Hospice

Dr Pat Ahlquist

Medical Lead at Little Havens Hospice

Dr Thilani Ranasinghe

Subsidiary Companies

Havens Hospices Trading Company Ltd (2582455)

Brian Gillard, Alan Paynter, Reg Ramm MBE JP, Neil Raven

Havens Hospices Development Company Ltd (6245406)

Alan Paynter, Dennis Rensch MBE DL

NEW FAIR HAVENS HOSPICE

Plans to build a new adult hospice for the people of Southend, Castle Point and Rochford have now been submitted to be considered by council officials.

The application, made jointly with Bellway Homes, was handed over to the Planning Officers at Southend on Sea Borough Council in June 2014. The proposal includes details on the new Fair Havens Hospice, new homes and office space.

The charity has an agreement with Bellway Homes - subject to contract - to purchase 3.5 acres in the South West corner running alongside Priory Crescent to build a new Fair Havens Hospice so it can care for twice as many patients as it currently does.



Right and facing page:
Artist's impression of the new hospice

Highlights from the hospice proposal include:

- Crescent-shaped building, wrapped around the therapeutic outside space and gardens
- Large Day Care centre so more patients can attend the proposed daily care services
- Four treatment rooms to offer more Out Patient treatments such as blood transfusions and chemotherapy
- Chapel/spiritual space will be at the heart of the building and is a unique part of the hospice
- 16 In-Patient bedrooms all with en-suite facilities and bed balconies overlooking the gardens

At the time of going to print, a decision had not yet been made by Southend on Sea Borough Council.

To find out the latest please visit www.havenshospices.org.uk/newfairhavens or “like” our Facebook page.



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Havens Hospices incorporates Fair Havens Hospice
and Little Havens Hospice

Registered Charity Number 1022119

Havens Christian Hospice is registered in England and Wales as a company limited by guarantee. Company Number 2805007