



ST. FRANCIS HOSPICE DUBLIN

ANNUAL REPORT 2013

MISSION STATEMENT AND VALUES

Mission Statement

- St. Francis Hospice provides a specialist palliative care service to people in North Dublin. This includes support for their families and friends and other healthcare professionals involved in their care.
- The service is based on a Christian philosophy of human dignity, which treats each person with respect and compassion, irrespective of their cultural or religious background.
- The hospice plays a leadership role in shaping palliative care nationally, working in partnership to advance policy, education, research and service innovation.

Our Values

The underpinning values of St. Francis Hospice are commitments to...

- Creating a welcoming, relaxed and personal atmosphere of care.
- Providing quality care at a physical, emotional, psychological, spiritual and social level which respects the needs and wishes of each person.
- Supporting families and friends emotionally, psychologically and spiritually from referral through bereavement in an attentive and non-intrusive way.
- Working collaboratively as a team which cares for its members, values each one's contribution and engages in on-going education and reflection.
- Linking with other professionals, support agencies and the local community to improve the quality of service to people who are terminally ill.
- Educating others and influencing the practice and standards of palliative care of people who are terminally ill.



CHAIRMAN/CEO STATEMENTS

Chairman's Statement

The building of St. Francis Hospice Blanchardstown was completed in April 2011. Part of our Community Palliative Care is based there. Hospice Day Care and Outpatient Services are available two days per week. Some of the 24 In-Patient beds will begin opening in 2014, to complement the existing 19 beds in Raheny. We will maintain our efforts to persuade the HSE to make the necessary funds available, to enable the people of Dublin 15 to have a first class hospice facility fully functioning in their community.

Many thanks to the staff and volunteers of the Hospice and to my fellow Directors for the great efforts that they have made during 2013. We continue to provide a first class hospice service for all our patients, but we wish to do more by fully opening St. Francis Hospice Blanchardstown in 2014.

The Hospice is extremely grateful to all who have participated in raising funds for St. Francis Hospice, Raheny and Blanchardstown. I would ask all to continue to support us with the same level of generosity as to date. I thank in a very special way our benefactors, without whom we would be unable to provide proper hospice services.

Mr. Justice Peter Kelly, Chairman, Board of Directors

Report of the Chief Executive Officer

St. Francis Hospice has been providing specialist palliative care services to the people of North Dublin since 1989. I am pleased to say that, together, St. Francis Hospice Raheny and Blanchardstown will provide greatly enhanced specialist palliative care services for the people in all areas of North Dublin.

Thanks to the work and commitment of all our staff, volunteers, and contract staff, St. Francis Hospice continued to deliver on its mission to provide high quality services to patients and families. On a day to day basis, their professionalism and commitment to the ethos and philosophy of care is evident for all to see and experience. I am pleased to take this opportunity to thank each and every staff member and volunteer for their commitment to our patients and their families; their dedication is greatly appreciated by all who come into contact with our service. St. Francis Hospice is privileged to have a Chairman and Board of Directors who provide great support to the work of the Hospice.

I am confident that St. Francis Hospice will do all in its power in the year ahead to maintain and further expand its high quality service provision to the people of North Dublin City and County.

Ethel McKenna, Chief Executive Officer

WELCOME TO ST. FRANCIS HOSPICE

St. Francis Hospice provides a specialist palliative care service for the people of North Dublin City and County. All our care is provided free of charge to patients and their families.

Our Services Provide...

Patient Care

Patients have different needs, and sometimes these needs change at various points during their illness. St. Francis Hospice provides four distinct services to patients:

- Care in their own home through our **Community Palliative Care Team**
- **Hospice Day Care**, providing a visit to the hospice on a weekly basis for nursing care, therapies and social/creative activities
- **In-Patient Unit** (Raheny), a 19-bed facility offering admission for management of complex symptoms and psychosocial problems, as well as care in the terminal phase of a patient's illness
- **Outpatients Service** for nursing/medical care, occupational or physiotherapy, complementary therapies, lymphoedema treatment

Care of Families and Friends

The hospice philosophy also addresses the needs of the patients' family and friends. At St. Francis Hospice, we act out this philosophy in a number of ways:

- Family and friends are encouraged to share in the care of their loved one
- Bereavement support is offered through our multidisciplinary team, including pre-bereavement and post-bereavement counselling and bereavement work with children
- We provide education and support for family members caring for people at home
- We offer counselling to family and friends to help them adjust to changing situations

How We Provide Care: The Team

The multidisciplinary team includes nurses, doctors, care assistants, household staff, complementary therapists, lymphoedema specialists, physiotherapists, occupational therapists, social workers, chaplains, pharmacists, volunteers, administrative staff, and education professionals. Each makes a valuable contribution to the holistic care of patients and their families.

2013 SERVICE STATISTICS

St. Francis Hospice is privileged to benefit from the generous support of our Northside Dublin community. This support comes in many forms, including volunteerism and financial support through fundraising.

Volunteers

There are well over 200 volunteers who give of their time and talents.

The work that our volunteers do at St. Francis Hospice helps us to expand the range of services we can provide to our patients and their families. Volunteers usually commit to work for four hours once a week. The roles they fill are diverse and include reception, hospitality, gardening, music, complementary therapies, art, hairdressing, driving, dog visits, fundraising and more.

Fundraising

St. Francis Hospice needs to raise nearly €4 million each year in order to maintain our services and pay for the building of the hospice in Blanchardstown. In future years, this figure will rise to cover our expanding services and the repayment of the bank loan for St. Francis Hospice Blanchardstown.

In 2013 we raised approximately €3.6 million through donations, bequests, and events such as the Women's Mini-Marathon, National Coffee Morning, and Sunflower Days.

We thank the people of Dublin's Northside and beyond, who continue to show their support and generosity by participating in events and giving donations to the hospice. We are especially grateful in 2013 for the wonderful support from the community of Blanchardstown.

2013 SERVICE STATISTICS

Community Palliative Care

	Raheny	Blanchardstown
New patients	432	372
Total patients	567	498
Total visits	4942	5049

CPC Deaths

Place of Deaths:	
Home	49%
Hospice	19%
Other	32%
Total:	681

Hospice Day Care

	Raheny	Blanchardstown
Attendances	2463	799
New patients	124	55
Total patients	178	78

In-Patient Unit Raheny

Admissions	282
Re-admissions	27
Total admissions	309
Deaths	263

Our multidisciplinary team sees patients and families according to their needs. Some patients require a simple assessment and nursing/medical care; others require multiple follow-up services such as complementary therapy, physiotherapy, occupational therapy, lymphoedema care, social work, bereavement and chaplaincy visits.

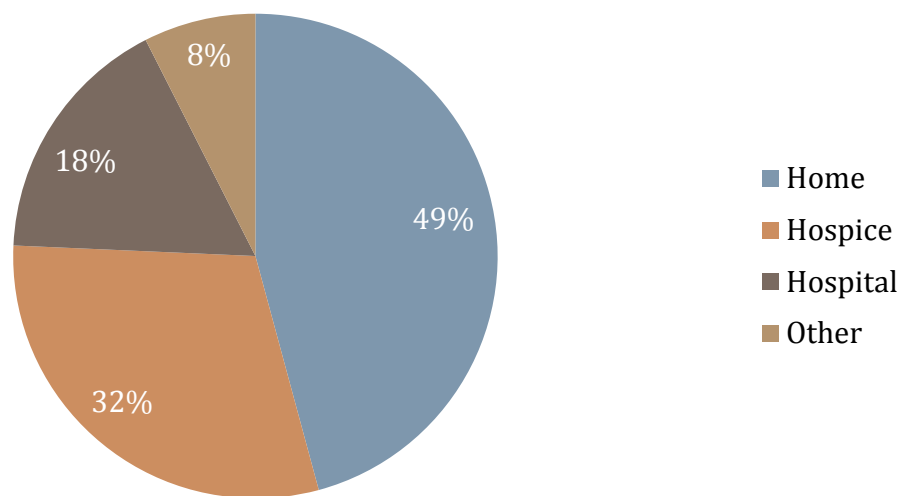
SERVICE	NUMBER OF CLIENTS
Complementary Therapy	399
Physiotherapy	363
Occupational Therapy	358
Lymphoedema (Palliative)	96
Lymphoedema (Oncology)	84
Social Work (Patients)	399
Social Work (Families)	455
Volunteer Bereavement Support Service	98
Chaplaincy	573

2013 SERVICE STATISTICS

Total Patients Overall Services

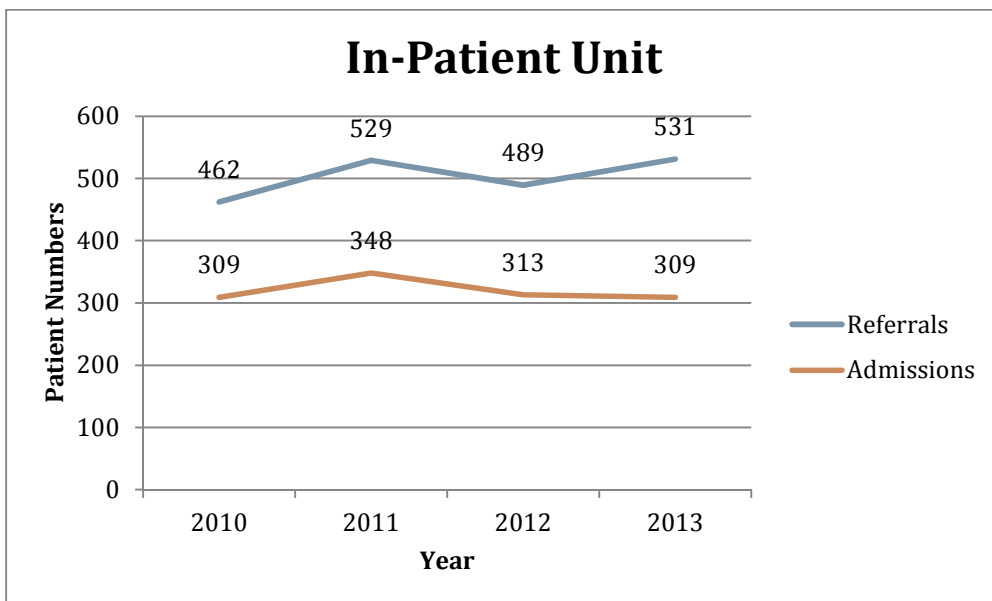
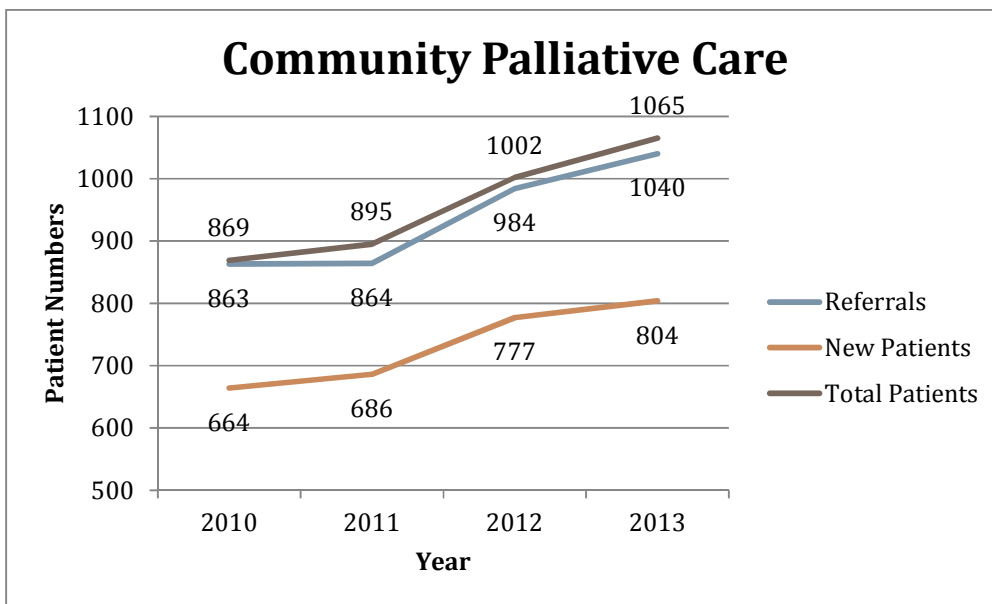
Total patients	1198
New patients	1005
Cancer % (total patients)	84.55%
Non-Cancer % (total patients)	15.44%

Place of Death of 824 Patients in 2013



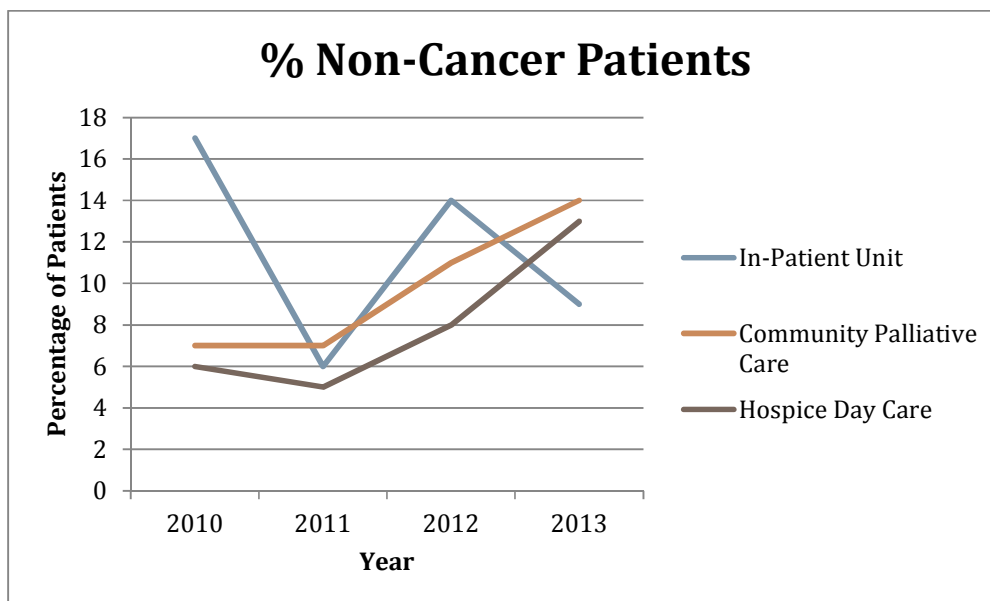
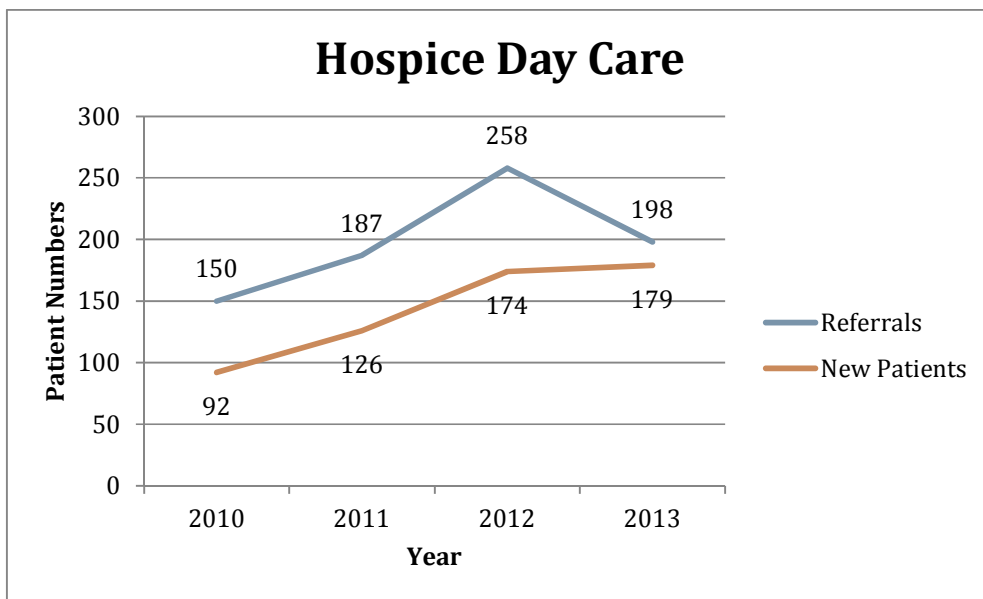
SERVICE STATISTICS: TRENDS 2010-2013

St. Francis Hospice Dublin Patient Activity Statistics 2010-2013



SERVICE STATISTICS: TRENDS 2010-2013

St. Francis Hospice Dublin Patient Activity Statistics 2010-2013



OUR SERVICES

Community Palliative Care Team

The St. Francis Hospice Community Palliative Care Team is a group of specially trained doctors, nurses, social workers and chaplains who provide professional palliative care expertise and support to patients and families in their own homes.

Many patients facing a life-limiting illness prefer to remain at home, in familiar surroundings, being cared for by friends and family. The relief of symptoms is a key element in enabling many patients to remain at home.

Our Community Palliative Care Team works closely with the patient's GP and Public Health Nurse (who continue to have overall responsibility for the patient) to provide optimum symptom control and promote quality of life. The Community Palliative Care Team's support also extends to meet the emotional and spiritual needs of patients and their families.

Outpatients Service

The Outpatient Services provided are Complementary Therapy, Lymphoedema treatment, Occupational Therapy, Physiotherapy, Medical/Nursing review. Services include individual visits and some group sessions, such as Breathe Easy and Relaxation Technique clinics. Outpatient services are available five days per week in Raheny and two days per week in Blanchardstown.

Hospice Day Care

Illness can make it difficult to meet other people and to continue an active social life. Hospice Day Care offers a place to meet other people in similar situations while being cared for by a skilled interdisciplinary team. The multidisciplinary team works with each patient to develop a programme of care to meet the person's needs. Support is offered to families through telephone contact and families are often invited into Hospice Day Care to meet the team. Day Care is open four days per week in Raheny and two days per week in Blanchardstown.

In 2013, a new programme was developed for patients with advanced heart failure. This was developed by the multidisciplinary team in Hospice Day Care in conjunction with cardiac colleagues in Beaumont and the Mater Hospitals. Patients attended for an 8-week therapeutic, goal-based programme of care. This programme has been evaluated and has

OUR SERVICES

shown to improve patient outcome and satisfaction. In 2014, Hospice Day Care will explore the development of similar programmes for other disease groups.

In-Patient Care

St. Anne's In-Patient Unit, at our Raheny site, provides 19 specialist palliative care beds. Patients are admitted when they have care needs which cannot be met in other settings such as their own home, hospital or nursing home. Patients are admitted to manage problems such as pain or other symptoms, and are discharged home; patients are also admitted for care until their death.

Final fit-out of the 24-bed in-patient unit at our Blanchardstown site is underway, with plans to open in 2014.

Bereavement Support

St. Francis Hospice offers bereavement support to the families and friends of deceased patients of St. Francis Hospice In-Patient, Community Palliative Care and Day Care Service. In addition to regular services of remembrance and bereavement information evenings, individual support is offered to those who need it.

The Volunteer Bereavement Support Service consists of a team of trained and experienced volunteers who work under the supervision of the Social Work Department of St. Francis Hospice. It is a confidential listening service and the volunteers meet clients on a one-to-one basis here at the Hospice.

Education and Research

St. Francis Hospice strives to meet the palliative care education needs of the wider healthcare community through its courses, study days and annual international conference. Staff from all departments of the hospice contribute their knowledge and clinical experience to the teaching of many courses. This specialist palliative care knowledge benefits staff from many different work settings such as general hospitals, nursing homes, intellectual disabilities and mental health settings. There is an active culture of research, overseen by the Research Ethics Committee.

FINANCIAL STATEMENT

ST. FRANCIS HOSPICE DUBLIN
(A COMPANY LIMITED BY GUARANTEE AND NOT HAVING A SHARE CAPITAL)

DIRECTORS AND OTHER INFORMATION

DIRECTORS

Justice Peter Kelly (Chairperson)
Dr. John Cooney
Sr. Bernadette MacMahon DC
Thomas Joseph McMahon
Mary Hayes
Anraoi Ó Beolláin (Resigned 20 November 2013)
Sr. Marie McKenna DC
Prof. Peter Daly
Fr. Patrick Flynn (Resigned 15 January 2014)
Dr. Carol Ann Casey
Ita Gibney
Sr. Bridget Callaghan
Patrick Kenny
William Quane
Joe Pitcher
James Flynn (Appointed 20 November 2013)
Fr. Michael Burgess (Appointed 15 January 2014)

SECRETARY AND REGISTERED OFFICE

William Quane
Station Road, Raheny, Dublin 5

INDEPENDENT AUDITORS

Deloitte & Touche
Chartered Accountants and Statutory Audit Firm
Deloitte & Touche House
Earlsfort Terrace, Dublin 2

BANKERS

Bank of Ireland, Raheny, Dublin 5

Rabo Direct, Charlemont Place, Dublin 2

SOLICITORS

McCann Fitzgerald
Riverside One, Sir John Rogerson's Quay, Dublin 2

CHARITY NUMBER

CHY10568

FINANCIAL STATEMENT

ST. FRANCIS HOSPICE DUBLIN
(A COMPANY LIMITED BY GUARANTEE AND NOT HAVING A SHARE CAPITAL)

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2013

	Restricted funds €	Unrestricted funds €	2013 Total funds €	2012 Total funds €
Incoming Resources				
GENERATED FUNDS				
<i>Voluntary Income:</i>				
Donations, Bequests and Legacies	1,459,230	1,735,479	3,194,709	1,725,650
Fundraising income	-	1,847,011	1,847,011	1,875,328
Investment and Rental income	-	60,418	60,418	86,770
Incoming resources for charitable activities				
HSE Grants and similar income	-	7,033,970	7,033,970	7,111,493
Total incoming resources	1,459,230	10,676,878	12,136,108	10,799,241
Resources Expended				
Costs of generating voluntary funds	-	303,867	303,867	233,003
Charitable activities	-	10,411,658	10,411,658	10,439,404
Governance costs	-	63,562	63,562	68,154
Interest payable	-	406,877	406,877	419,880
Total resources expended	-	11,185,964	11,185,964	11,160,441
Net surplus/(deficit)	1,459,230	(509,086)	950,144	(361,200)

There are no unrecognised gains and losses other than the net movement in funds arising from continuing operations for the year.

The financial statements were approved by the Board of Directors on 28 May 2014 and signed on its behalf by:
Peter Kelly, Director Patrick Kenny, Director

FINANCIAL STATEMENT

ST. FRANCIS HOSPICE DUBLIN (A COMPANY LIMITED BY GUARANTEE AND NOT HAVING A SHARE CAPITAL)

BALANCE SHEET AS AT 31 DECEMBER 2013

	2013 €	2012 €
FIXED ASSETS		
Tangible assets	35,526,124	36,586,006
Financial asset	100	100
	<u>35,526,224</u>	<u>36,586,106</u>
CURRENT ASSETS		
Cash at bank and in hand	3,027,441	2,455,918
Sundry debtors and prepayments	55,023	90,778
	<u>3,082,464</u>	<u>2,546,696</u>
CREDITORS: (Amounts falling due within one year)	(914,469)	(820,227)
NET CURRENT ASSETS	2,167,995	1,726,469
TOTAL ASSETS LESS CURRENT LIABILITIES	37,694,219	38,312,575
CREDITORS: (Amounts falling due after one year)	(7,500,909)	(8,869,909)
GOVERNMENT (HSE) GRANT	(1,628,000)	(1,827,500)
NET ASSETS	28,565,310	27,615,166
Represented by:		
UNRESTRICTED FUNDS	28,565,310	27,615,166
RESTRICTED FUNDS	-	-
	<u>28,565,310</u>	<u>27,615,166</u>

The financial statements were approved by the Board of Directors on 28 May 2014 and signed on its behalf by:
 Peter Kelly, Director Patrick Kenny, Director

CONTACT INFORMATION

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info@sfh.ie

ST. FRANCIS HOSPICE BLANCHARDSTOWN



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Company Information

St. Francis Hospice

(Under the Care of the Daughters of Charity of St. Vincent de Paul)

Station Road, Raheny, Dublin 5, Ireland

www.sfh.ie

