

Prospect Hospice
together making every day count

Impact report 2022/23



A year of innovation and inspiration



As someone who only joined Prospect Hospice in May 2023, I can't take credit for any of the success covered in this impact report. I must therefore thank Irene Watkins, my predecessor, who spent four years at the helm and who I know was constantly inspired by the care and support we were able to offer our patients at what is often the most difficult time in someone's life.

Something I noticed immediately upon my arrival is all this is only possible because of two key factors – our staff and our supporters. In my short time here I've seen how staff go above and beyond to ensure that local people are able to live well with a terminal illness and provide choice in where they would like to spend their last days. The work they carry out to care for the most vulnerable in our community is all thanks to those who donate their time and money to help support the hospice. So whether you work for the hospice, volunteer your time, hold events for us, take part in ours, have donated in your will or supported us in any other way, I want to extend my thanks to you, on behalf of all those we support, for making it all happen.

I want to put the pandemic behind us but we have to admit that it taught us a lot and we're still benefiting from many of the lessons we learnt and the adaptations we made. This has resulted in us being able to care for more people in their homes and ensuring they die with comfort and dignity in familiar surroundings and with loved ones close by.

In this impact report you'll see a summary of some of our key achievements this year and how we're innovating the way we work to help our patients. On the following page you'll see more about how we're using virtual reality to help support pain relief and our medical director Sheila Popert is leading this work nationally with other hospices now taking up her work to help support those they care for.

In my short time here I've seen how staff go above and beyond to ensure that local people are able to live well with a terminal illness.

You'll also find details of how we raised the money to pay for it all and, as I write, we're still doing this in the midst of the cost of living crisis. Since my arrival I've been truly inspired by how, even during these hard times, people dig deep to support us and ensure we're there for those who need us. People have flocked back to our events, they're donating to our shops and, importantly, buying from them and the number of community run events to raise vital funds for us is rising. It'll cost around £8million to cover the cost of our services next year and this support is both needed and gratefully received.

We always need support so, if you're new to the hospice and want to offer your help in whatever way you can, you'll find some useful contact details on the back of this report.

In a few short weeks I have seen how special Prospect Hospice is and the impact it has on the lives of local people. I know that the tireless work I've already seen by colleagues, volunteers, supporters and partners will continue to ensure the charity continues to offer such specialist care to local people who most desperately need it.

Jeremy Lune Chief Executive

Our care in numbers

- Patients supported: **1,761**
- Hours of patient care: **18,551**
- Family members supported: **448**
- Number of people able to die at home: **282**
- Number of patients able to die at the hospice: **120**

How we are pioneering VR technology to help with pain relief

What is virtual reality?

Virtual reality (VR) is the term used to describe a three-dimensional, computer-generated environment whose scenes and objects appear to be real. It can be such a powerful tool that it convinces the brain to do something it knows is not rational. For example, most headset wearers using an app that positions them standing on a very tall building will automatically step away from the edge of it, to avoid falling – even though they know that they are actually sitting safely on a chair.

What is Prospect Hospice doing?

Dr Sheila Popert has used mindfulness as part of her holistic palliative pain management programme for years. “Pain is very complicated,” she says. “I realised that some patients have such momentous issues that they simply couldn’t imagine somewhere peaceful and calm. Driving home one night, I wondered whether a VR headset would enable them to become so distracted that they could forget about pain for a while”.

Her first patient was a man in his 60s who hadn’t been able to sleep properly for months because of the pain and agreed to trial the VR headset. The transformation was almost instantaneous.

“He told us afterwards that while immersed he completely forgot about his pain. From that night onwards he slept in a bed and continued to do so until he died some weeks later.”

There are very few things that health professionals can do to put a big smile on patients’ faces, but giving them a VR headset to put on is one of them.



Rosina Kilpatrick, a Prospect Hospice patient who was cared for at home, said VR has been invaluable in helping her deal with a diagnosis of serious illness.

My anxiety levels were through the roof. I didn’t sleep for a week and didn’t go out of the house. I was so anxious, I couldn’t even walk upstairs. I just sat in the chair, not wanting to move.

Then the Prospect Hospice nurse suggested VR. I’d used a VR set before, with my grandson, and when I put it on David Attenborough got me to breathe in and out slowly and I could feel myself relaxing immediately. I was in a forest. Then he asked me to find things like birds and butterflies, then to pick up a stone and throw it into the river and follow the hoops it makes in the water. It’s very relaxing.

It literally took just moments to get used to it. Once I removed the headset I was really settled and calmed down. It enabled me to walk upstairs for the first time in days. I used it twice a day at first, but after a month I only needed to use it once a day and now I don’t need it at all, as I can go back into that place anytime I want. I can go into the forest with David Attenborough anytime I want, without a headset, it’s so stuck in my mind.

VR helped me to get to grips with the fact that I’ve got a serious illness and the breathing techniques it gave me helped an awful lot. I think for anyone who suffers anxiety as I did, this is a fantastic way of coping and getting through it.



Scan this code to watch our video



Our president, HM The Queen, wearing a VR headset on a visit to our IPU.

Who we cared for



Amy's treatment was extremely challenging, but the hospice was constantly in touch and reassured us she could go into the hospice whenever she wanted so they could stabilise her symptoms.

We knew people who had been cared for by Prospect Hospice in the past and how wonderful their care had been. Amy was adamant that was where she wanted to spend her last days.

With no set visiting hours, I could be there whenever I wanted. Our feelings and wishes were always prioritised above everything else. The communication and care the staff provided was truly exceptional.

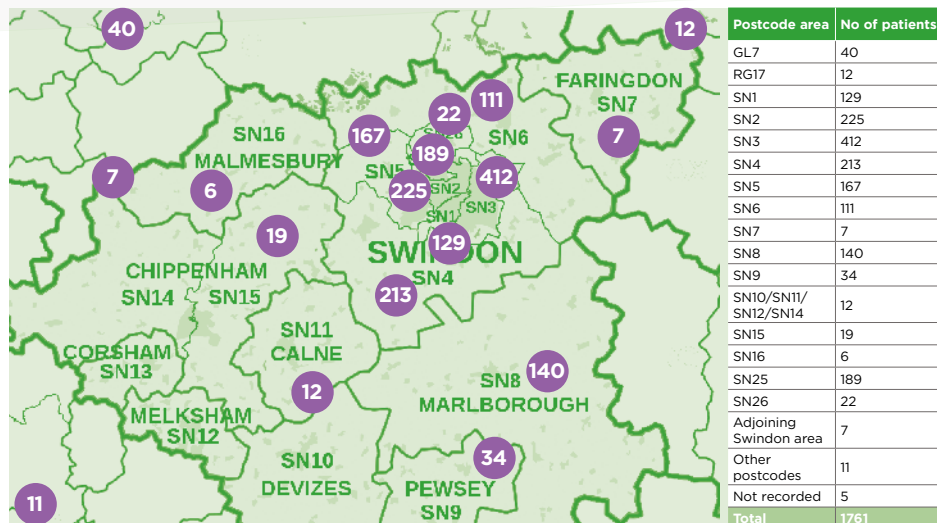
When our world was crumbling they offered us a level of care you just don't get anywhere else. I'm so incredibly thankful we have such a fantastic charity in our community.

Justin Wood



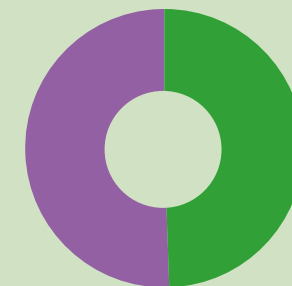
Justin, Amy, Martha and Gabriel

Demographics for patients receiving hospice care

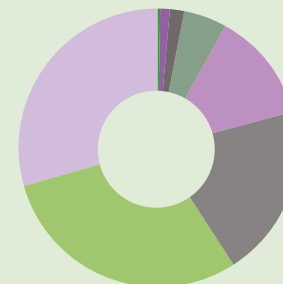


Gender

| Gender | No of patients | Percentage |
|--------------|----------------|-------------|
| Male | 874 | 49.6% |
| Female | 887 | 50.54% |
| Total | 1761 | 100% |



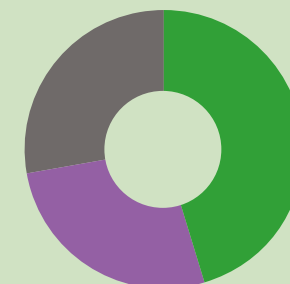
Age range



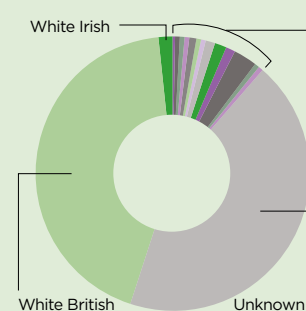
| Age range | No of patients | % | Age range | No of patients | % |
|--------------|----------------|-------------|-----------|----------------|-------|
| 18-24 | 3 | 0.2% | 55-64 | 224 | 12.7% |
| 25-34 | 19 | 1.1% | 65-74 | 352 | 20.0% |
| 35-44 | 28 | 1.6% | 75-84 | 528 | 30.0% |
| 45-54 | 89 | 5.1% | 85+ | 518 | 29.4% |
| Total | 1761 | 100% | | | |

Cancer/non cancer

| Grouped diagnosis | No of patients | Percentage |
|-------------------|----------------|-------------|
| Cancer | 802 | 45.5% |
| Non-cancer | 474 | 26.9% |
| Unknown | 485 | 27.5% |
| Total | 1761 | 100% |



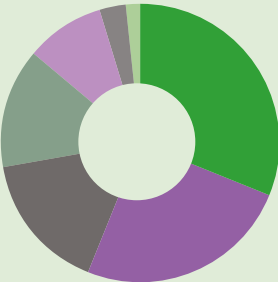
Ethnicity



| Age range | No of patients | Percentage |
|-----------------------------|----------------|-------------|
| Black African | 2 | 0.1% |
| Black British | 1 | 0.1% |
| Black Caribbean | 3 | 0.2% |
| Chinese | 1 | 0.1% |
| Indian | 11 | 0.6% |
| Mixed white/black African | 2 | 0.1% |
| Mixed white/black Caribbean | 1 | 0.1% |
| Other | 3 | 0.2% |
| Other Asian | 6 | 0.3% |
| Other mixed | 4 | 0.2% |
| Other white | 37 | 2.1% |
| Pakistani | 2 | 0.1% |
| Punjabi | 1 | 0.1% |
| Unknown | 838 | 47.6% |
| White British | 835 | 47.4% |
| White Irish | 14 | 0.8% |
| Total | 1761 | 100% |

How you supported us

Where our money came from



| Source | Percentage |
|-----------|------------|
| Statutory | 31.2% |
| Shops | 25% |
| Donations | 16.2% |
| Legacies | 13.9% |
| Lottery | 9.2% |
| Trusts | 3.1% |
| Others | 1.4% |

Total raised by the community: £5.6m



£2m raised in our shops



Over **£1m** left in Wills

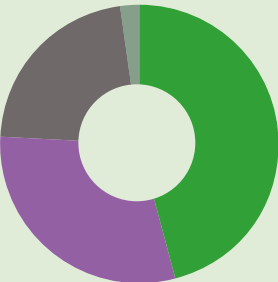


1,035 took part in our events



£750,000 raised by lottery players

...and how we spent it



| Area | Percentage |
|--------------------|------------|
| Inpatient unit | 46.1% |
| Community services | 29.9% |
| Influencing | 22% |
| Governance | 2% |

We couldn't do it without you



What our staff and volunteers say about the hospice

“I can’t imagine myself working anywhere else”



Joann Warburton joined the hospice as part of our reception team just before the pandemic hit. After three years in the role, she’s taken on a new position with our volunteer team.

“A lot of change happened during lockdown in a short space of time but that’s what keeps you going. I loved the whole atmosphere on our inpatient unit. Everyone worked together as a team to do their best for the patients and their families and everyone across all departments is always willing to help you if you need anything.

“I really enjoyed the role but I always knew I wanted to do more. On reception, I worked with the volunteers every day and they’re such a great bunch of people. When the role came up to support them, I knew I had to go for it. It made my day when I was offered the job and I’ve learnt so much since moving over. I can honestly say that I never get the Monday morning blues and can’t imagine working anywhere else.”

Results from a recent staff survey show that:



100% agree that if a friend or relative needed treatment, they would be happy with the standard of care provided by the hospice.



99% feel happy when immersed in their work.



98% find the work they do has meaning and purpose.



98% say they are often/always enthusiastic about their job.

When staff were asked what the hospice did well, they said:

- Treats every patient individually
- Families are made to feel at ease
- Training
- Positive, welcoming work environment
- Make me feel like I belong
- The feeling that everyone is working towards the same goal
- Listens and learns
- Constantly striving to do better

A recent volunteer survey showed that:



96% enjoy their volunteering role.



91% would recommend volunteering for Prospect Hospice.



87% feel valued by the team they volunteer with.



85% still plan to be volunteering with the hospice this time next year.

619 active volunteers at Prospect Hospice

- **354** in our shops
- **51** at our distribution centre
- **42** years – our longest service volunteer
- **78** box collectors
- **136** at the hospice, including 19 garden volunteers

“I like knowing I’ve made a difference”



Yvette Mayoute has been volunteering on our inpatient unit. She’s about to finish a health and social care course and her volunteering is helping her to decide where her future takes her.

“I really like helping people and, as someone who’s always smiling, I wanted to do something that would make other people smile.

“There’s a lovely atmosphere on the inpatient unit and I help people with their meals and generally making them comfortable. The team here has been incredibly supportive and if I’m not ready to do something, they teach me and help me learn so I feel ready to do it next time.

“I like leaving knowing that I’ve made a difference to someone’s day.”

Get in touch and get involved

Prospect Hospice is only able to offer its care completely free of charge to local people at the end of their lives thanks to the generous community that donates their time and their money.

If you'd like to get involved, give us a call or drop us an email to find out more.



Our fundraising team

T: 01793 816161

E: fundraisingandevents@prospect-hospice.net



Our volunteer services team

T: 01793 816193

E: volunteering@prospect-hospice.net



General enquiries

T: 01793 813355

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