



Iain Rennie
HOSPICE AT HOME



Annual Review 2011

www.irhh.org



President's welcome

This has been a moving and remarkable year for IRHH and I extend my heartfelt appreciation of the ongoing efforts of all who have made this year a landmark for Iain Rennie. Two events particularly stood out for me: the 25th anniversary held at West Wycombe Park courtesy of Sir Edward and Lady Dashwood on 4th September 2010, and the first-ever IRHH Chilterns Cycle Challenge on 27th March 2011.

The former epitomised the dedication of our loyal volunteers, supporters and staff as they worked tirelessly to host an event in honour of the 10,000 families we have supported since 1985. The latter was a special moment for me as well as a milestone for the charity: my two sons and their families joined Fern Britton and over 400 other cyclists at this brand new fundraising event.

It has been a year to reflect and to look forward, as we celebrate the success of clinical integration with Grove House and plan to maximise the potential from the full merging of the two charities.

Moiria Rennie (pictured above with her family)

Mission Statement

The Iain Rennie Hospice at Home is committed to the provision of specialist palliative nursing care in partnership with the Primary Health Care teams to give people the choice to be cared for at home.

For full details of our referrals process and the care we provide visit www.irhh.org/patients

Chairman's Report

In 2010/11 we recruited more nurses to meet the ever increasing demand for our services, looking after 1,056 patients in their own homes in the Chilterns. We also piloted a dedicated night time nursing service; invested in new donor and patient databases; replaced aged computer systems and moved our fundraising team to new leased premises from the overcrowded main offices.



The gift of a substantial investment property turned what would have been a deficit into a small surplus for the year. Regrettably income in the current year to date has been less than budgeted and a deficit appears likely to result in the current year which will be met from reserves.

The merger with Grove House in April 2011 will give us a stronger voice in the proposed changes in NHS funding, but, as demand for our services continues to grow, we are more reliant than ever on our supporters' generosity. Your support and that of people and organisations like those referred to in this review is vital for us to continue to meet our patients' needs.

Steve Cuthbert CBE

- We saw an 8% increase in patients during 2010 - 11
- The number of personal donations rose by 45% - but the average donation dropped by 25%
- NHS funding equated to less than 10% of our running costs.
- We've relied solely on supporters' generosity to fund the growth in our care.

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Our Patients



We have cared for an unprecedented number of patients and their families in this financial year. In anticipation of this increased demand we drew upon our planned deficit budget to recruit more nurses.

However, the increased need for our service was higher than we had expected and supporters responded in their thousands to an appeal to fund more nurses as we found ourselves in the position of having to manage a waiting list for the first time ever.

We embarked on a pilot project which would extend the working day and allow us to take on more patients towards the evening, meaning more patients would have access to 24/7 on-call care sooner. An evening shift handed over to a nurse and HCA team at 9pm who worked a waking night shift till the following morning.

The new approach succeeded in eliminating the waiting list, and early signs suggest the pilot could be rolled out to help us continue to meet increasing demand. We have consulted with our nurses on the appropriate changes to our working conditions and practices to implement this scheme on a permanent basis.

We also reached more patients through integrating our clinical services with Grove House: in the first 12 months of partnership working, more than 100 families across St Albans and Harpenden accessed 24/7 nursing care in their own homes. The introduction of this service alongside existing community support has made a huge difference to families coping with terminal illness.

Sue Varvel



Left to right: IRHH Chief Executive Robert Breakwell, with Director of Nursing & Clinical Services Sue Varvel with Grove House Chief Executive Mark Lister.



Day hospice care at Grove House can help eliminate hospital admissions for many patients with long-term life-limiting conditions.



A pilot scheme trialled a waking night shift and extended evening shift, eliminating waiting lists.



Our nurses continued to liaise with other healthcare professionals on behalf of patients.

Our People

This year we welcomed more than 200 new volunteers to the Iain Rennie family of nearly 800 volunteers who offer their time and services across disciplines as diverse as media relations, web development, complementary therapies, database design, bereavement support, customer services and in roles ranging from receptionist, driver and admin assistant to collection box co-ordinator, gift aid administrator and event marshall.

Celebrity support

We are very fortunate to benefit from the support of local celebrities such as Fern Britton, John Bly, Peter Drury, Bill Giles, Geoffrey Palmer, Graham Poll and Bill Turnbull.



BBC Breakfast presenter Bill Turnbull gets into the groove to promote our Goodnight Walk

Vice Presidents

We have a growing number of generous Vice-Presidents who donate £1,000 annually and provide networking events and opportunities to boost our income.

For more details of the people behind IRHH visit www.irhh.org/people

Fern Britton with Iain Rennie nurses Sharn and Ginny



CASE STUDY: Volunteer event marshall, RAY BRINDLEY

Iain Rennie nurses cared for Ray's wife, Jennifer, in the couple's home in Chinnor for the last year of her life.

Ray is still very involved with IRHH, marshalling at various fundraising events such as the new IRHH Chilterns Cycle Challenge. "Iain Rennie nurses did a wonderful job of looking after my wife and they got me through that terrible time. Jennifer was able to spend her last three weeks at home with me, which was what we both wanted.

"It's important to me – as it would have been to Jennifer – to support the charities that helped us. And in fact Iain Rennie's Family Support team is still helping me: I attend the charity's Social Support Group in Monks Risborough every month. Talking is a great healer and I find these groups give me time to reflect and take comfort and strength from shared experience."



CASE STUDY: Volunteer complementary therapist, ANGELA MARGETTS

Former oncology sister and IRHH nurse, Angela, volunteers as a complementary therapist for IRHH, offering massage or reflexology to patients and carers referred to her by Iain Rennie nurses.

"The treatments aid relaxation, reduce stress and improve sleep patterns. Reflexology can also assist with side effects of chemotherapy such

as nausea and constipation. Some carers feel they can't leave home at all, so the chance to relax and chat during a massage or reflexology treatment can give them a huge boost and set them up again to deal with their situation. "For me it's a huge privilege to provide something positive for people at such a difficult time."

Our proceeds

Donations

We noted a 25% drop in the average personal donation - but an increase of 45% in the number of donations. Total donations during the financial year were in excess of £800,000.

Legacies

Legacies brought in nearly £316,500 towards our nursing service this year, maintaining their role as a vital part of our income. Whilst the number of legacies remains constant, amounts are reducing in line with the drop in house prices.

In Memory

Following a steep downward trend in recent years, in memory donations have this year have stabilised at around £205,000. We have developed two new memorial initiatives this year: launching a new Memorial Woodland in conjunction with Amersham Town Council, and introducing our Tribute Funds designed for friends and family members planning a series of events to remember a loved one.

The Pepper Foundation

Pepper raised £218,000 for our Iain Rennie Pepper Children's Nurses through a combination of fundraising events and activities such as their Sunrise Walk and annual Pepper concert.

Retail & Trading

Another good year for IRHH Trading: new shops in Holmer Green and Downley; three refurbishments as part of a rolling programme of improvements; two new records set for single items on eBay were just some of the highlights. This all contributed to a total income of over £1million from sales of donated goods, with our trading team maintaining their excellent profitability margin.

The large premises in Holmer Green, opened by Fern Britton and Moira Rennie in May 2010, provided the perfect outlet for furniture sales. Six weeks later, the 11th IRHH shop was opened in Downley by Bucks resident and Brit-award winner, Beverley Craven. Long-serving shops in Hemel and Princes Risborough underwent upgrades: the new layout and bolder signage has boosted sales and awareness of the IRHH service.

eBay raised a record £72,000: a Crown Ducal orange zester set a new record for a single item sale fetching £1020. The new record stood for about ten weeks before a solid silver tankard made by Paul Storr sold for £1,286.



Events and community fundraising

Thanks to our supporters' generosity and hard work we increased our fundraising event income by 18% through a combination of Iain Rennie events, sponsorship from supporters' own challenges and funds raised by supporter-run events in the community. This financial year saw a record £100,000 raised by our Chilterns Three Peaks Challenge and the successful introduction of a brand new cycle challenge.

Hospice Lottery Partnership

This regular monthly income totalling over £80,000 during the year - a 23% increase from last year - was a huge boost to our fundraising.



Our partners

Some of the Trusts, Foundations and Companies who have generously supported us this year

Trusts and Foundations

NIGHT NURSING PILOT

Trust funding enabled us to trial a new shift pattern for nurses, meaning we could take on more patients whilst maintaining our 24/7 responsive service.



PATIENT CARE, NURSE TRAINING AND EQUIPMENT

RAF Benevolent Fund

The RAF Benevolent Fund donates annually as a tribute to Iain Rennie patients with RAF connections. Their latest generous donation of £25,000 funded patient care and nurse training, with nearly £4,000 going towards vital equipment including syringe drivers to make patients' final days more comfortable.



Boshier-Hinton Foundation

This Trust donated £2,000 towards nursing costs: including salaries, training and equipment.

Roald Dahl Foundation

This charitable trust has donated nearly £70,000 to IRHH to fund a Pepper children's nurse for two years, enabling us to establish a transition service for young adults in our care.

Aylesbury Vale Community Chest

This grant-making scheme, run jointly by Aylesbury Vale District Council (AVDC) and the Vale of Aylesbury Housing Trust (VAHT), provided £1,000 towards our night nursing pilot.

Graham Rowlandson Foundation

This Hertfordshire Trust gave nearly £6,400 towards the second phase of the pilot in the north of our nursing patch. This helped to cover costs incurred by the new night shift pattern, including staff recruitment and the costs of keeping offices open overnight as the base for the night team. Read more about the night nursing pilot on page 3.

For more information, please contact Stella: t: 01442 820724 e: swilkinson@irhh.org

Corporate support

Whether it's highlighting our work to colleagues and customers; volunteering time; taking part in events or donating gifts in kind, companies can make such a difference to IRHH. With their help we can focus all our fundraising efforts on helping the families that need our support.

Buckinghamshire Building Society

- Each year the mutual society makes a donation based on the number of online votes members cast in the run up to their AGM.
- Staff in our charity shops.
- Chief executive Ivan Gould and Rajesh Patel donned Santa suits and raised £700 in sponsorship at our annual Santa Dash in High Wycombe.
- Three staff members were 'seconded' to help Santa when it came to posting letters from Father Christmas in our new festive fundraiser.



Fugro

Iain Rennie, our first patient, was a founding member of this company, which specialises in probe technology to advise on foundations for large, specialist structures such as oil rigs. Chief Executive Pat Power (pictured here with IRHH President Moira Rennie) mentored Iain, as one of the first specialist civil engineers that the company recruited in 1973. Fugro Ltd are now supporting us by making an annual donation in Iain's memory.



Grant & Stone

This family-run builders' merchants and electrical wholesalers has supported us by: loaning vans; providing marshall vests and t-shirts; sponsoring signage and fielding teams to take part in events.

Cuisine Excellence

As well as providing canapés for the VIP reception at our 25th anniversary event, this family-run catering company also donated 150 sandwiches for our volunteers' party.



For more information, please contact Linda: t: 01442 820721 e: lpetrans@irhh.org

Consolidated Income & Expenditure for year ended 31st March 2011

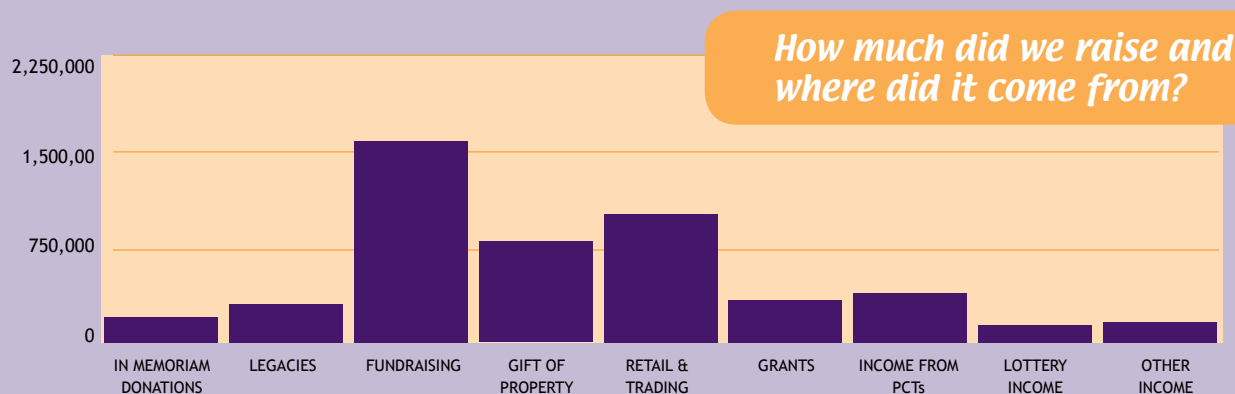
Income	2010/11 £	2009/10 £
In memoriam donations	205,777	204,517
Legacies	316,484	531,007
Fundraising	1,542,615	1,418,080
Gift of investment property	800,000	-
Retail and Trading	1,027,634	781,389
Grants	381,028	349,467
Income from PCTs	397,649	395,530
Lottery income	81,440	65,560
Other income	86,627	80,929
Total income	<u>4,839,254</u>	<u>3,826,479</u>
Expenditure		
Nursing Salaries & Expenses	2,616,991	2,157,756
Fundraising	665,020	458,801
Retail and Trading	608,153	484,941
Management, Premises, Governance and Admin	<u>784,356</u>	<u>533,782</u>
Total expenditure	<u>4,674,520</u>	<u>3,635,280</u>
Net income	164,734	191,199
Gain on sale of investments	<u>1,217</u>	-
Net movement in funds	<u>165,951</u>	<u>191,199</u>
Increase in general funds	524,320	148,538
(Decrease) in restricted funds	(29,244)	(30,246)
Movement on designated funds	<u>(329,125)</u>	<u>72,907</u>
	<u>165,951</u>	<u>191,199</u>

The investment property referred to in the Chairman's report on page 2 has been valued at £800,000 and is included in the increase in fixed assets and general funds.

Consolidated Balance sheet at 31st March 2011

	31st Mar 2011		31st Mar 2010	
	£	£	£	£
Fixed assets		2,057,146		1,123,222
Net current assets		<u>1,361,630</u>		<u>2,129,603</u>
Total assets less liabilities		<u>3,418,776</u>		<u>3,252,825</u>
Unrestricted funds				
Designated funds	5,875		335,000	
General funds	<u>2,790,809</u>		<u>2,266,489</u>	
		2,796,684		2,601,489
Restricted funds		<u>622,092</u>		<u>651,336</u>
Total funds		<u>3,418,776</u>		<u>3,252,825</u>

The above figures are extracted from the 2011 Annual Report and Accounts which were approved by the Council of Trustees on 5th October 2011. A copy of the full Report and Accounts, which have been audited by Cansdales, whose audit opinion on those accounts is unqualified, can be obtained by calling the IRHH head office on 01442 890222



Feedback from our patients and carers



“I cannot believe in these times of cut backs that you can carry out 24-hour cover every day.”

“I have nothing but admiration and deep gratitude for the compassionate care given to me by the IRHH team. They achieved the highest professional standards of care.”

“My mother and I are both thrilled with all the care and support we have been given by the nurses who have visited us. They are highly professional and have provided both of us with excellent knowledge and understanding and have been most helpful and sensitive to our needs.”

“I have been so impressed with the Iain Rennie nurses. When I rang their emergency line past midnight, they were here within 20 minutes. And they liaise with my doctor and other professionals on my behalf, which takes some of the worry away from us.”

“IRHH’s nursing care and emotional support meant Mary and I didn’t talk about the cancer - we just got on with life. And that’s what IRHH gave us: nine more months of our life together.”

“Joe was adamant he wanted to die at home. I couldn’t have coped with caring for him and looking after our children without IRHH’s 24/7 call-out service and the charity’s family support team.”

IAIN RENNIE HOSPICE AT HOME

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