





Dear North Devon Hospice Supporter,

As we reflect on the past year, I am incredibly proud to share that we have delivered more care than ever before to the people of North Devon. Our team has supported a greater number of patients with increasingly complex needs, responding with skill, compassion, and unwavering commitment. We have also seen a rise in younger patients requiring our care, which means we are now supporting more children who are navigating the emotional journey of a parent's illness.

Another significant development this year has been the growing number of people we are caring for with non-cancer conditions, highlighting the evolving needs of our community and our continued commitment to providing personalised care for all, regardless of diagnosis.

Financially, this has been a successful year in many ways. Our community came together in extraordinary fashion through events such as our commando challenge Mission:Unbreakable and our heartwarming Cuddle Appeal, both of which were outstanding fundraising successes. Thanks to your generosity, we performed better than expected. However, we still faced a deficit of over half a million pounds, with increased National Insurance and Living Wage costs impacting us by around £150,000.

No matter the challenges, I remain continually inspired by the passion, dedication, and resilience of our staff and volunteers. They give their all, every day, to ensure that every moment counts for those we are privileged to care for.

Your life is a story and thanks to your continued support, we can ensure the ending truly matters. On behalf of everyone at the hospice, thank you for standing with us and for helping us be there for the people of North Devon when they need us most.

Stephen Roberts

Chief Executive, North Devon Hospice

EVERY MOMENT MATTERS

With you in our corner, every single day. Here's

we never stop thinking about how we can help patients and families make the most of some of the amazing things made possible in the last year thanks to your support...

APRIL



We treat everyone as a person, not a set of symptoms. So we arranged a beautiful candlelit dinner, where our patients could just be husband and wife, in the safety and comfort of the hospice's Terrace Cafe.



Colin had "the weight lifted from my shoulders" as he enjoyed complementary therapies at the hospice. Helping patients and their carers to deal with the mental toll of their situation is

JUNE



Sarah and Sean got married at North Devon Hospice. Sean was diagnosed with terminal cancer only weeks before, but the couple shared a beautiful day with their loved ones, thanks to the support of so many.

JULY



Patient Jan enjoyed an impromptu pamper session thanks to a member of hospice staff. We soothed her foot pain and made her feel so much better in herself. We'll do whatever it takes to help someone's wellbeing.

AUGUST



Donna said her stay on the Bedded Unit had given her "a new lease of life." Her pain and symptoms were managed by our expert team, meaning she could regain control of her life, and return home again to be close to her loved ones

SEPTEMBER



North Devon Hospice was nominated as the UK's Charity of the Year, in the same month we celebrated our 40th anniversary. The award nomination recognised the way we lead the sector in patient care innovation

OCTOBER



A wholesome family day in our gardens, for those facing the loss of a loved one. We toasted marshmallows, crafted autumnal hedgehogs and generally supported one another

NOVEMBER



We ran a series of 'Death Matters' workshops for local schoolchildren, making them understand more about dying and how to deal with it, when their own family is touched by it

DECEMBER



Donkeys Daphne and Delilah visited to bring Christmas cheer to all at the hospice. Animals do so much to lift people's spirits, and these two raised many a smile!

JANUARY



A treat for a patient and their family staying on the Bedded Unit, with a lovingly-prepared afternoon tea. Because everyone deserves to be spoiled once in a while!

FEBRUARY



Beth and her grandma Jackie shared special time with each other at our Wellbeina Days held at The Long House, our tranquil hospice centre in Holsworthy.

MARCH



You raised a staggering £84,837 in our Cuddle Appeal to purchase two new cuddle beds for patients at the hospice. You also funded a community nurse for a year!



CARE AT HOME

The comfort of home - with friends, family and our familiar surroundings - is what most people want when they're facing a life-limiting illness. So it's where the majority of our care takes place.

Our Clinical Nurse Specialists visit patients' homes to expertly manage pain and other symptoms, while our Hospice to Home team provide hands-on care (often around the clock) to give comfort and dignity. Here's some key moments from this last year:

- Introducing a Duty Volunteer role, so patients and families calling into the hospice can get the right help and support quickly
- Increased use of technology means our Clinical Nurse Specialists can have access to real-time patient information. This helps make more informed decisions around patient care
- An increase in rapid response visits by our Hospice to Home team, to provide care and reassurance, helping people stay comfortable in their own homes

CARE AT THE HOSPICE

Our Bedded Unit offers 24-7 care, when symptoms become severe. It's about making people comfortable, allowing for quality time, with most people's wellbeing improving to such an extent that they're able to return home again. This year the team have gone above and beyond (as they always do) to make time at the hospice meaningful.

- Two cuddle beds were purchased, which expand to double the width of a normal hospice bed, allowing loved ones to be close when it matters most
- We developed an award-winning tool to ensure safe staffing levels, ensuring patients with complex needs can get the level of care they deserve
- Our Bedded Unit lounge underwent a full refurbishment, making it more welcoming and flexible to the needs of the families using it



SUPPORTIVE CARE

You are a unique individual, not just defined by your symptoms or circumstances. That's why our Supportive Care team are here to provide whatever may be needed, to be with you through every step of a difficult journey. This support is constantly evolving, with the team now tailoring the services on offer, specifically to address the needs of the people being cared for by the hospice at any one time. Some highlights of this past year include:

- The refurbishment of the hospice's Diana Wing to create a peaceful space for people to receive therapies and emotional support
- Family days in the grounds including campfires, drumming workshop, picnics and exploring nature
- The new 'Choices' programme informative sessions offering expert advice on a range of issues important to patients. These have included advanced care planning, financial issues, funeral planning, managing fatigue, and support with nutrition and appetite issues





EDUCATION

Over the past year, our Education team have delivered numerous training sessions to upskill hospice staff and local healthcare professionals. We instill the skills, knowledge and confidence needed to provide the very best end-of-life care, to patients throughout our community. Some of this year's most notable achievements include:

- Our team becoming qualified to deliver Advance Communication Skills training, which is vital in end-of-life care, helping patients and families to make decisions about how they would like to be cared for
- Our Clinical Practice Educator gained a Post Graduate Certification in Clinical Education and Associate Fellowship in Higher Education. This enhances our ability to deliver expert education at higher levels of accreditation.
- Strengthening our relationship with University of Greater Manchester, allowing us to offer courses up to degree level

YOU MAKE IT HAPPEN!

You volunteer your time, you fundraise, you donate, you shop with us. None of the people we care for could be supported without you.

Here's just some of the amazing things you've done in the last year, to make sure patients and families get the compassionate care they deserve...



Jane Cockroft was named North Devon's volunteer of the year, for her incredible contribution on our Bedded Unit. Her fresh flower arrangements and ever-present smile warm the hearts of all we care for.



You made our new furniture shop the most successful North Devon Hospice charity shop ever! Your donations and valued custom have helped to raise thousands for the cause.



In the mud of Mission: Unbreakable, you made it a record-breaking year, raising £120,000! An amazing feat for all who braved the cold and the devilish obstacles!



Support Groups play a vital role in our fundraising. Last year, the Croyde Support Group ran a series of events, totalling £10,102 raised!



Seven determined runners completed the London Marathon. Months of training and fundraising resulted in a once-in-a-lifetime achievement and over £25,000 raised for the hospice.



Lee Mason took on the gruelling Land's End to John O'Groats cycle, completing it in just nine days! In memory of his cousin Jed Mason, an incredible £3.073 was raised.



40 superstar local companies joined our '40 for Forty' business club. To mark four decades of North Devon Hospice care, they pledged to raise £40,000 collectively... and smashed their target!



An extra 75 volunteers joined the charity to help in our shops right across North Devon. This awesome support has allowed even more money to be raised for our care.



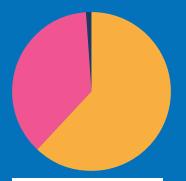
More people than ever before joined our hospice lottery, raising £620,000. The regular support of £1 per week supports the hospice long-term, while each member stands to win the weekly £1,000 jackpot!



INCOME

Fundraising & Donations	19%
Retail	27%
Legacies & In Memory	17%
Lottery	9%
Investments & Other	5%
Integrated Care Board	20%
Continuing Healthcare	2%
DHSC Capital Grant	2%

Total Income: £6,989,912



EXPENDITURE

Service Delivery, Clinical	
and Supportive Care	62%
Cost of Raising Funds	36%
Education	2%

Total Expenditure: £7,533,947



THE DIFFERENCE YOU'VE MADE

72,090

Miles travelled by our community teams, bringing care to every town, village and hamlet in North Devon.



530 Attendances at The Long House, Holsworthy. Supporting people in the most rural part of our area

+24%

Increase in people attending day care support sessions at the hospice, thanks to services which are as unique as those in our care



We're not just for cancer. 26% of patients cared for have a non-cancer diagnosis +7%

Increase in nurse visits to patients, helping more people remain in the place they want to be 1,577

New people referred to North Devon Hospice's care

How funds are raised: You go the extra mile to support your hospice. You take part in our events, organise your own fundraising and give generously as individuals and volunteers. We have a fab fundraising team who are here to support, 12 shops which raise vital funds, and a successful lottery (thanks to our professional lottery canvassers for your work throughout the year).

Standards in fundraising: We are registered with the Fundraising Regulator and use their Code of Fundraising Practice as a bedrock for all activities, including staff training. During the period 2024/2025, there were no compliance issues with the code of practice.

Supporting those who fundraise for us: Volunteers and third-party fundraisers who help generate funds for the hospice are trained to maintain the standards of the Code of Fundraising Practice. This is monitored by close supervision as well as 'secret shopper' visits.

Complaints: Our complaints procedure gives a commitment to listening to our supporters and responding to their feedback appropriately. Complaints can be reported to info@northdevonhospice.org.uk or on 01271 344248. In the year 2024/2025, no formal complaints were received in relation to fundraising activities.

Protecting you: Protecting vulnerable people and other members of the public is our priority. We have appropriate policies and procedures in place which (among other things) respect privacy, prevent persistent approaches, protect against undue pressure to give, and explain how vulnerable people can be offered extra protection. All those fundraising on our behalf are trained and refreshed on these policies and procedures annually, while also being monitored regularly to ensure supporters are treated fairly and with respect, that the cause is explained accurately, and that we are sensitive to those who may be vulnerable.



