

THANKS TO YOU



EVERYONE'S LIFE IS A STORY. THE ENDING MATTERS.



YOUR SUPPORT GENERATED MAGICAL MOMENTS DURING THE TOUGHEST TIMES. YOU RAISED SMILES. YOU CREATED LAUGHTER. YOU GAVE PEOPLE A SENSE OF SAFETY AND COMFORT WHEN IT MATTERED MOST.

FOR THIS, WE WANT TO SAY...



1,817
people supported by the hospice last year

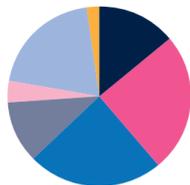


1,026
people receiving supportive care and counselling



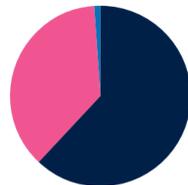
7,874
visit made to patients at home

INCOME



- Fundraising & Donations (14%)
- Retail (25%)
- Legacies & In Mem (24%)
- Lottery (11%)
- Investments & Other (4%)
- Integrated Care Board (20%)
- continuing Healthcare (2%)

EXPENDITURE



- Service delivery clinical and supportive care (62%)
- Cost of raising funds (37%)
- Education (1%)

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 in staff training. During the period 2022/2023, 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 2022/2023, 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.



YOUR IMPACT 2022/23

YOU MAKE A DIFFERENCE

CHECK OUT HOW YOUR SUPPORT CHANGES LIVES...



WHAT DOES A YEAR AT THE HOSPICE LOOK LIKE?



It's impossible not to be cheered up by a famous Hocking's ice cream, so this visit was precious for our patients and their families.



The gardening team have created the perfect habitat for wildlife. Patients and families have loved seeing deer, foxes, badgers, hedgehogs, squirrels, rare birds and more!



Shirley's face lit up when an alpaca (her favourite animal!) trotted right into the bedded unit to say hello! This was a treasured memory for her whole family.



Your bedded unit was given a major refurbishment, to create a true home-from-home. The result is a sanctuary which feels cozy, comfortable and safe.



Eric and Heather planned to renew their vows in Italy for their 50th wedding anniversary. Sadly, Eric's health declined and he was being cared for at the hospice. But our nurses sprang into action, organising a stunning Italian-themed ceremony for the couple and their family at the hospice. They sealed the moment with a kiss, surrounded by their loved ones.



You gathered in your hundreds for Floating Bye on Instow beach. Together, we wrote messages to loved ones and attached them to a flower. The flowers were then placed on a raft which was gently towed out to sea, as we remembered those we love.



Despite terminal cancer, Richard was kept comfortable this year thanks to the support and expertise of his hospice nurse, Gary. Richard could then focus on making amazing memories with his young family.

WELL, KIND OF LIKE THIS...



Peter remained comfortable at home, thanks to his pain being managed by community nurse Karen. This was also such a relief to his wife, Pam



Your hospice nurses helped Neil celebrate the Jubilee, creating a party almost out of thin air! He gave a heart-warming smile as he watched the pomp and pageantry, while enjoying classic British party food!



Relaxation and recuperation at The Long House in Holsworthy, with the return of our much-loved wellbeing days. When facing an illness like cancer, some TLC and pampering can change your world.



Not even a snowstorm could stop our community teams! They battled the elements to make sure no patients were left alone. Not all heroes wear capes!



Your dedicated army of hospice volunteers were recognised with the highest possible honour, The Queen's Award for Voluntary Service. Such a rare tribute, but so well deserved. Volunteers make a huge difference to the lives of hospice patients and families.



Gozo, our pet therapy dog, brought comfort and smiles to people staying at the hospice. His gentle manner and the soft touch of his paw helped reduce anxiety for so many.



Hospice to Home nurse, Sarah, helped her patient spend precious time with her horse again. It involved a fair bit of pushing! But going the extra mile was so worth it to witness this special bond.



The support John got from his hospice nurse, Emma, has changed his outlook. It helped him focus not on his illness, but on living life to the full with his family.



Celebrating 10 years since introducing our Hospice to Home service. This incredible team keep patients comfortable at home, avoiding the need for people to go into hospital. It's care with true compassion.



Your hospice was awarded the Certificate of Excellence from iWantGreatCare (the TripAdvisor of the care world). This thanks to your overwhelming feedback from those we care for.



AND IT'S ALL THANKS TO *you*