

The difference we made in 2019/20



**Lewis-Manning
Hospice Care**
Charity Registration No.1120193

A message from our Chair of Trustees

It has been an extremely exciting and positive year for our charity as the need for our local service grows, and we develop strategies to help and support more people living in East Dorset and Purbeck with life-limiting illnesses.

We are both ambitious and confident about the future. Our strategic move will lead to a more cost-effective working model and make it possible to embrace our new vision, taking the exciting steps towards our longer term aim to provide more care in the community and in people's own homes. We have been able to buy our new building outright, pay back loans which had previously been taken out for building work at Crichel Mount and retain some reserves: all of which have resulted in the charity being in a financially stable and very exciting position.

I am delighted we have also secured funding to further develop important additional services including Physiotherapy, Complementary Therapy and a new, much needed, Family Support and Bereavement service. These are all very exciting steps for Lewis-Manning Hospice Care and show our true commitment to the local people we serve, support and care for.

We now look forward to welcoming our tremendous team of volunteers, friends, ambassadors, patrons, supporters and donors to our new Hospice in the coming

months and to have the opportunity to thank them again for their advice, hard work, outstanding commitment and generosity. The difference that you have made to our patients and our organisation is, quite literally, life changing.

Thank you

Jeremy Allin

Jeremy Allin
Chairman



Our Vision, Mission and Values

Lewis-Manning Hospice Care is the only independent hospice charity in East Dorset and Purbeck, providing free care and support for adults and their families affected by cancer and other life-limiting illnesses. We offer focused interventions of care from self-management through to palliative nursing for patients with life-limiting and end-of-life care needs. This can be accessed through our day hospice services at Longfleet House, Poole and will soon be available at our new local day hospice community hubs across East Dorset and Purbeck.

Our Vision

Every adult in East Dorset and Purbeck with a life-limiting illness can choose how they receive their care.

Our Mission

To provide our community with outstanding hospice care and support.

Our Values

-  We are patient centred
-  We listen to what matters
-  We are kind
-  We are accountable

Welcome from our Chief Executive Officer, Clare Gallie

Dear Friends,

I was delighted to take up the role of Chief Executive at Lewis-Manning Hospice Care nearly two years ago and I am extremely proud to work for a charity that provides outstanding care to people with life-limiting illnesses and their families across East Dorset and Purbeck. As you will see from this report, we really do make a difference and I am humbled to see how much the charity's care means to our patients and their families. The fantastic work that our clinical team deliver provides an important lifeline at what can be a very difficult time.

Of course, none of the care that we provide would be possible without the wonderful staff and volunteers who are a key part of our charity. I am looking forward to working with them into the future to deliver the next phase of our development. Our focus and growth will come from delivering this vital care Closer to Home, both in person and virtually, across East Dorset and Purbeck, through our day hospices, lymphoedema and better breathing clinics, family support and bereavement services, complementary therapy and physiotherapy. We promise to focus on our patients' and our community's needs, to be there when they need us most.

We are only able to provide this vital care thanks to your kind and generous support. On behalf of everyone at Lewis-Manning Hospice Care, thank you from the bottom of our hearts.



Photo taken by Dorset Biz News

Our Services

Our aim is to help as many local people as possible, who are dealing with a life-limiting illness, to live their precious lives well. This is done through improving symptoms and reaching individual goals all to support them in coping and managing their diagnosis. There is no charge to attend Lewis-Manning Hospice Care.

Our care services

- We cared for lots of local people across East Dorset & Purbeck this year and supported **3,860 patient attendances** across all our hospice care services.
- We supported a further **354 new patients** across all our vital services.
- We have made over **3,145 hours of clinical calls** to patients and families to ensure they know we are here to help and support them through their illness.

Our new home

- **Lewis-Manning Hospice Care relocated to central Poole**, following the sale of our building at Crichel Mount, which has been purchased by local charity and care home operator, Care South.
- The new, more centralised premises has enabled the hospice to provide a **convenient location for patients, within easy access of transport networks, closer to Poole Hospital and with excellent parking facilities.**
- The move into the community has been welcomed by key partners including **Dorset Commissioners, Patrons and volunteers.**
- **Tim Goodson, Chief Officer at Dorset CCG** said: “I am pleased that Lewis-Manning Hospice Care is taking its valuable services out into our community to benefit people **closer to home.**”

Day Hospice

Our Day Hospice is there to help people who have been diagnosed with cancer or another life-limiting condition, offering practical care and social support for our patients. Our highly trained nurses are always there to offer help, support and advice.

The Day Hospice has a calm, relaxing and homely atmosphere and is a safe place for people to come and meet others in similar circumstances.

Our patients take part in a 12 – 16 week programme, filled with fun activities, socialising with other like-minded patients, creative arts and wellbeing therapy and many other things.

Day Hospice

- More than **2,795** number of attendees benefitted from Day Hospice attendances.
- In 19/20 we delivered more than **288** sessions for patients and supported a further **101** new patients.



Lymphoedema Clinic

The Lymphoedema clinic at Lewis-Manning Hospice Care provides treatment and support to people who are dealing with lymphoedema, which is a condition that causes swelling in the body's tissues. The out-patient clinic is for people who have developed lymphoedema as a result of cancer or the treatment for cancer.

Patients and nurses work in partnership to control or reduce the swelling and to minimise the impact of lymphoedema on daily life. The aim of the plan is for the patient to learn ways to self-manage the condition.

Lymphoedema Clinic

- We cared for **365 patients** who were supported at our Lymphoedema clinic in 19/20.
- The Lymphoedema clinic made **1,378 hours of phone calls** supporting patients.
- The Hospital Saturday Fund generously donated **two key pieces of equipment** for the Lymphoedema clinic.



Better Breathing Clinic

Breathlessness caused by life-limiting illnesses can be frightening. The Better Breathing Clinic at Lewis-Manning Hospice Care helps people with respiratory conditions, such as COPD and lung cancer, manage their symptoms better by supporting them with techniques to reduce breathlessness.

At their appointments, patients will receive an assessment of their current breathing technique and taught how to manage and improve breathlessness and strategies to manage anxiety and panic related breathlessness. They will also be advised on handling daily activities.

Better Breathing Clinic

- **More than 85 patients** benefitted from our Better Breathing Clinic.
- The Better Breathing Clinic made **1,767 hours of phone calls** supporting our patients.

This Is How We Did It!



2,031 individuals, organisations and companies have supported us.



Our weekly hospice lottery raised **£25,000** and has an amazing 2,000 playing members.



1 in 5 of all our patients are funded by gifts in Wills.



Thanks to gifts of **£184,380** from **Grants & Foundations** we were able to deliver even more local care.



80+ the number of incredible volunteers at Lewis-Manning, without whom we simply couldn't do what we do.



Every penny counts - over **£58,000** was given to the hospice in donations of under £10.



Our 4 shops made a net contribution of **£113,000** to hospice care costs.

Our People

The Board of Trustees

Jeremy Allin (Chairman) Ian Marshall, Timothy Lee, Rev. Canon Jane LLoyd, Christopher Palmer, Catharine Geddes, Ann Lee, Dr Linda Thompson, Peter Brooks, Alison Dean

Patrons

HM Lord-Lieutenant of Dorset Mr Angus Campbell, Amanda Waring, Maxwell Caulfield, Juliet Mills, Mark Gatiss, Harry Redknapp, Professor Karol Sikora MA MB PhD FRCR FRCP FFPM

Senior Management Team

Clare Gallie (Chief Executive), Tom Goodinge, Ruth Burnhill, Sandra Cox





Without **your** fantastic **help** and **support** we simply couldn't achieve **what we are here for.**

Thank you to all our incredible staff, volunteers, patrons, trustees, senior management team, donors and supporters.

You are making a real difference in the community.

"When I was at the hospice, everything fitted into place and things didn't seem as big a problem as they did before."

"The hospice really has become my lifeline."

"If I had to sum up what I feel about Lewis-Manning Hospice Care, I would say that I've had really incredible professional and medical support – in fact, the best medical support I could hope for and also, amazing emotional support...which is so important."

If you know someone who needs the care and support of Lewis-Manning Hospice Care, or would like to help our charity please contact us today.

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Registered Charity No. 1120193



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