



# THANK YOU!

Thank you so much for your wonderful support – partnerships like ours mean the world to us and help us to better understand our communities and reach out to them in the best possible way.

## FUNDRAISING OFFICE

ST PETER'S HOSPICE  
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THANKS & CONTACT

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# St Peter's HOSPICE





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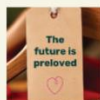
The hospice gardens

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Welcome Booklet

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# VOLUNTEERING

We have around 1,500 wonderful and dedicated volunteers working in over 20 different roles. Some support every week, others are on-hand for more ad-hoc requests.

We are extremely lucky to have this wonderful resource, and our volunteers are pivotal to the work we do – we estimate that every year they provide more than 2 million pounds of in-kind support.

- RETAIL
- BEREAVEMENT SUPPORT
- CATERING AND KITCHEN
- DAY SERVICES
- GARDEN
- BANKING
- DRIVING
- EVENTS
- OFFICE / ADMIN

We are always on the look out for more volunteers in the community so if you are interested or know someone who might be please do get in touch!



# → RETAIL

WE HAVE 44 STORES ACROSS BRISTOL, NORTH SOMERSET AND SOUTH GLOUCESTERSHIRE. CURRENTLY, IN EMERSONS GREEN, YOUR CLOSEST SHOP IS DOWNEND.

- Our retail stores can be found across our service area
- They raise awareness of our cause, bring in vital funds, and do an important job of keeping our communities sustainable
- Last year we saved 545,000 bags of donations from landfill and our supporters gave 3.5 million items a new home through our shops.



YOU WILL SEE A CHANGE IN OUR LOOK AS WE ARE LAUNCHING A REFRESH OF OUR BRAND ON THE 1ST MAY. IT'S NEARLY 20 YEARS SINCE WE LAST REVIEWED THE BRAND, AND FEEDBACK HAS TOLD US THAT PEOPLE FELT IT WAS DATED AND NO LONGER REFLECTIVE OF THE WIDE RANGE OF SERVICES WE NOW PROVIDE. THIS WORK FORMS PART OF OUR NEW 5-YEAR STRATEGY WHICH WILL FOCUS ON EXPANDING OUR REACH, NORMALISING CONVERSATIONS AROUND DEATH AND DYING, AND EMBRACING NEW TECHNOLOGIES TO IMPROVE CARE AND EFFICIENCY. CHANGES TO THE BRAND WILL BE MADE INCREMENTALLY OVER THE NEXT 18 MONTHS OR SO, BUT WE ARE EXCITED TO UNVEIL OUR NEW LOOK AND MOVE FORWARD WITH PURPOSE, CONTINUING TO SUPPORT EVERYONE IN OUR COMMUNITIES WITH THE COMPASSIONATE CARE THEY NEED.



We are your  
**HOSPICE**



We have been supporting the people of Bristol for more than 40 years now, providing specialist care for adults with illnesses such as cancer as well as heart, respiratory and neurological disease.

90% of our patients are supported in their own homes, according to their wishes, but we also have an Inpatient Unit in Brentry.



# LOCATION

Where we are

**BRISTOL, MOST OF NORTH SOMERSET (NOT INCLUDING WESTON WHICH IS COVERED BY WESTON HOSPIECEARE), AND SOUTH GLOS.**

## 750 sq. miles



LOCATION

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FUNDRAISING

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Without our generous donors we would not be able to continue to do the work we do. All of our services are given completely free of charge, but our costs are significant. It costs in excess of £27,000 per day to provide all our care. In the year ending March 2024:

- 18% of our income was provided through an NHS grant
- 12% was generated through fundraising
- 19% through legacies
- 48% was generated by our charity retail operations

- Community fundraising and events
- Corporate Partners
- Trusts and Major Donors
- Hospice Events
- Gifts in Wills
- Legacies
- Regular Giving
- 44 retail stores – we are the largest non-national charity retailer in the UK

## Fundraising





# The Hospice GARDENS



- Time outdoors is important for mental and physical wellbeing.
- We are lucky to have a wonderful site. We grow our own cut flowers, and our Day Services users and young people's therapy group are growing herbs and vegetables.
- In 2024, we won a Bee Bold Community Award for our sustainable gardening practices and dedication to supporting people and pollinators.
- On the 22nd June we will be holding our annual Open Gardens event.



# Your local HOSPICE



Last year the Hospice supported 41 Emersons Green residents.

More than 500 individual consultations took place, including:

- 272 consultations with Community Nursing Specialists
- 4 Inpatient Unit admissions
- 17 Day Services attendances
- 56 Hospice at Home visits
- 24 calls to the Advice Line
- In addition, 11 individuals from your area were supported by the Psychological Therapy team.





P4 LIFE AT ST PETER'S HOSPICE

## YOUR 21<sup>ST</sup> CENTURY HOSPICE

- 15 private en-suite patient rooms with space for visitors to stay overnight
- Dementia-friendly rooms and an enclosed garden safe for patients with any form of cognitive impairment
- Family lounges and quiet rooms, and a sanctuary for quiet reflection and prayer
- A large café and social hub with indoor and outdoor seating, which is open to the public.

Life at  
**St Peter's  
Hospice**



P9 PATIENT AND FAMILY SUPPORT

# PATIENT AND FAMILY

## SUPPORT

**THIS IS A GROWING AREA FOR THE HOSPICE. WE SUPPORT PATIENTS, FAMILIES, INCLUDING CHILDREN AND YOUNG PEOPLE. WE OFFER THERAPY 1-2-1 OR IN GROUPS, TALKING THERAPY, ART THERAPY AND MUSIC THERAPY, BOTH PRE-BEREAVEMENT AND POST-BEREAVEMENT.**

- Psychological Therapies: We support patients and families through all stages of diagnosis, progression, pre-bereavement and bereavement. This includes work with a growing number of children and young people.
- Spiritual Care and Multi-Faith Chaplaincy
- Social Support and support for Carers





## EDUCATIONAL COURSES

- Living Well
- Fatigue and Breathlessness Management

Our Day Services groups are open to anyone regardless of whether they are already known to the Hospice.

Broadly speaking, the activities on offer fall into two categories; symptom control and management and social groups.

We encourage people to engage with us as early after diagnosis as possible. A terminal diagnosis can be extremely isolating, leaving people not knowing where to turn. Our Living Well and Fatigue and Breathlessness groups offer important information which helps people to manage their symptoms, live well with their illness and cope with the physical and emotional impact of their diagnosis.

## SOCIAL GROUPS

- Crafts
- Painting
- Gardening

We run creative and craft courses and piloted a gardening group which is back this year after being a huge success. Day Services helps people to make the most of the time they have, engage with others and find new interests to take the focus away from the more difficult aspects of their day-to-day lives. It is the light touch support that many people really need at this stage in their lives.

DAY SERVICES

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# Day SERVICES

Most patients and families receive care over the course of many months, while others might come to us just for the day for a specialist service or group.



## → SERVICES



24/7 ADVICE LINE



DAY SERVICES



COMMUNITY NURSE SPECIALISTS



PATIENT & FAMILY SUPPORT



HOSPICE AT HOME



EDUCATION

OUR SERVICES

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In the year ending March 2024, across our service area:

- We supported 3,637 people – patients and family members
- 252 individuals were admitted to the Inpatient Unit
- 1,825 people were supported by our teams of Community Nurse Specialists
- 780 people received Hospice at Home care
- Our Psychological Support team received 949 referrals, 150 were for children and young people
- The Social Work team carried out 2,409 consultations, 49% of these related to financial advice
- The 24-hour Advice Line received 4,114 calls from patients, relatives, carers and health professionals.





# Emerson's Green Town Council and St. Peter's Hospice

In partnership



EMERSONS GREEN  
TOWN COUNCIL

- Emersons Green Town Council gave a generous grant of £3,000 in July 2024, to support our Community Nursing teams.
- Over the last 15 years, the council has been a loyal and generous supporter of the Hospice, giving a total of £23,250 over 12 gifts.
- We are extremely grateful for this successful partnership which is helping us to support local people when they need us most.

IN PARTNERSHIP

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In the

# COMMUNITY



IN THE COMMUNITY

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Community Nursing Specialists (CNS) provide a level of initial and follow-up support to all patients and will triage on to other services as appropriate.

Hospice at Home Nurses and Healthcare Assistants provide hands-on care in the patient's home during the final weeks and days of life, and vital support for families and carers through this difficult time.

Community Nursing Specialists (CNS) provide a level of initial and follow-up support to all patients and will triage on to other services as appropriate.

Around 90% of our patients choose to be cared for at home, a trend which was growing and has accelerated since Covid, so this is a rapidly growing area for us.

In addition to this, our Hospice at Home team provide hands-on care in the home to patients in the final weeks of life. They will visit day or night to support families when they need it most.