



IMPACT STATEMENT

GALWAY HOSPICE FOUNDATION
ANNUAL REPORT

2019

OUR MISSION

THE MISSION OF GALWAY HOSPICE, AS PARTNERS WITH THE HEALTH SERVICE EXECUTIVE, IS TO SUPPORT PATIENTS FROM COUNTIES GALWAY, MAYO AND ROSCOMMON WITH ADVANCED DISEASES NEEDING PALLIATIVE CARE TO ATTAIN THE BEST QUALITY OF LIFE POSSIBLE.

OUR VISION

GALWAY HOSPICE WILL BE AN INTEGRAL PART OF THE COMMUNITY PROVIDING SPECIALIST PALLIATIVE CARE BY OFFERING THE RIGHT CARE WITH DIGNITY AND COMPASSION TO PATIENTS AND FAMILIES LIVING WITH LIFE-LIMITING ILLNESS WHEN NEEDED.



PATIENT CENTRED APPROACH



EXCELLENCE



TEAMWORK



RESPECT



QUALITY IMPROVEMENT



OPENNESS & TRANSPARENCY



COMPASSION



INTEGRITY



SHARING



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WELCOME MESSAGE

Welcome to our 2019 Impact Statement which looks back on what was another very busy year at Galway Hospice. We are very proud of everything that the dedicated teams of staff and volunteers have achieved during 2019, and we hope you feel equally proud to support us. It's only thanks to you that we're able to do our work across Galway city and county.

2019 was a year of highs and lows for Galway Hospice. We were all shocked and devastated last February when An Bord Pleanála overturned Galway City Council's decision to grant planning permission for the construction of a new hospice at Merlin Park. After consulting with our advisors we decided not to appeal the decision as the risk was too great and we could not justify putting additional fundraising money at risk to support the cost of the appeal. We didn't wallow in despair for long and we immediately commenced the search for an alternative site for the new hospice. Unfortunately to date, we have not yet been successful in this search but we are confident that by working with our partners we will secure an alternative site before too long.

We also had a number of highlights during 2019, we developed an exciting new strategy for Galway Hospice for the next five years and you can see the highlights of this on page 24. We underwent a successful three-day reaccreditation audit with CHKS in May and we achieved over 99% compliance with over 1500 standards. The auditors commented that "the survey team found that treatment and care is provided by truly genuine and considerate individuals; each trained, experienced and qualified staff as well as the volunteers who are each trained for their specific roles. Patients are treated with dignity and respect in an environment which is safe and secure for both patients, staff and volunteers with risks both clinical and non-clinical monitored and managed effectively to ensure minimal levels of risk."

With your support last year, we cared for more people than ever before. Our Community Palliative Care Team cared for 894 patients in their own homes and 87% of the patients taken on by the community team died at home. In our Inpatient Unit we looked after 339 patients and there were 1,113 attendances to our Daycare Service last year. You can find more details of the activities from each department in the following pages.

Thanks to your support fundraising income exceeded our expectations and total fundraised income for the year was €2.45million. As you will see from our accounts on page 21 that this money was needed to ensure we could meet the increased demands for the service and we ended the year with a small deficit of sixteen thousand euros.

As you read through this report you will see that your contributions really do enable us to make a difference and we could not continue to provide the services we do without your support. We are humbled to see how much the care provided by our teams means to our patients and their families and what a lifeline it provides to them at a very difficult time in their lives. Caring for those in need is at the heart of everything we do. But that quality of care can only be achieved through the support, dedication and compassion of our team of staff and volunteers, as well as our committed supporters and generous donors.

On behalf of everyone at Galway Hospice, Thank You from the bottom of our hearts.



Mary Nash
Chief Executive



Keith Finnegan
Chairman



MARY NASH
CHIEF EXECUTIVE



KEITH FINNEGAN
CHAIRMAN

'INCREDIBLE KINDNESS ABOUNDS HERE'

Nobody chooses to go to the hospice and I never thought I would go there.

Going through the doors on that first afternoon was very emotional and very difficult.

The place draws you in and the warmth and care, when you are at your most vulnerable, goes well beyond job and profession.

The experience left me with a very different emotion when the time came for me to go home.

There is a quiet calm, despite all that happens within the walls. Amid the soft sounds of squeaking shoes and warm greeting there are words of support, encouragement, understanding and empathy.

In the corridors, staff support and care for each other while unexpected bonds form between patients and visitors.

There is a multidisciplinary team like no other here, working together in quiet determination to provide the best experience possible.

Gently, very gently, slowly, very slowly, step-by-step, day by day, the work goes on.

Incredible kindness abounds here. Wonderful, selfless people work here.

Within these walls I have cried a lot, laughed (yes, laughed!), learned a lot, shared experiences, explored possibilities, dared to dream and hope.

The words "thank you" are such little words. They are heard frequently during the day but they are sincere and heartfelt. I owe a debt to all who helped me in Galway Hospice.

It may have been the smallest gesture, a listening ear, a kind word or a gentle touch at a vulnerable moment but it made a difference.

For all of that, again, I say "thank you" and this thanks goes far beyond those Hospice walls.

2019 YEAR IN NUMBERS

€1,653

AVERAGE COST
PER PATIENT FOR
COMMUNITY
PALLIATIVE CARE

€756

COST PER DAY
FOR INPATIENT
CARE

671



PERSONALISED
T-SHIRTS PRINTED
FOR THE MEMORIAL
WALK

55%

OF PATIENTS
CARED FOR IN OUR
INPATIENT UNIT WERE
AGED 71 OR OVER

OVER
7,000

VISITS TO PATIENT
AND FAMILIES IN THE
COMMUNITY

**€2.45
MILLION**

FUNDS RAISED
THROUGH
YOUR
SUPPORT

1,117

FACE TO FACE
MEETINGS HELD BY THE
MEDICAL SOCIAL WORK
DEPARTMENT

262

COFFEE
MORNINGS HELD
THROUGHOUT
GALWAY

OVER
1,000

PATIENTS AND THEIR
FAMILIES WERE SUPPORTED
ACROSS GALWAY

€0.91

OF EVERY EURO SPENT
IS SPENT DELIVERING
CARE AND SUPPORT



GALWAY HOSPICE CELEBRATES 30 YEARS OF CARE



TO SHOW THE
IMPACT OF
ITS SERVICES
SINCE ITS
HUMBLE
BEGINNINGS,
HERE ARE A FEW
INTERESTING
NUMBERS



**IN THE
COMMUNITY**

8,737
PATIENTS
CARED FOR

120,750
VISITS MADE

292,460
TELEPHONE
CALLS MADE

4,527
ADMISSIONS
IPU SINCE
DECEMBER 1997

24,266
DAYCARE
ATTENDANCES

€40,359,872
FUNDRAISING
MONIES RECEIVED





REMEMBERING PETER HILLARY

Remembering a great Husband, Father, Grandfather & Friend. He was loving, caring, friendly, generous and an honest man.

The most important things in Dad's life was Family. We can all look back and smile at all the fond memories we have. These memories will last forever and never fade. It probably became more evident what a great man he was after his cancer diagnosis. He fought the battle with cancer with great dignity. The number of friends and well-wishers that called to our home over

the year and half he was battling cancer was amazing. He made time for everyone. These people might have left with tears in their eyes, but they also had a smile on their faces.

It was with the help of many people that made this fight bearable. He was so appreciative to all the doctors, nurses in UCHG that tried everything possible to beat this disease. When all treatments were exhausted it was the people in the Galway Hospice that made his last few months and weeks as comfortable as possible.

Dad was born and raised in Ballymacward. He lived there until he got married and moved into Renmore. It was here he raised his own family. He always kept close ties with his roots back in Ballymacward where he was very close to his only brother Paddy and his family. Dad had a passion for many things. His main passion was for the GAA. He really loved matches (especially Hurling). It didn't matter to Dad if it was a senior or junior match. He would go anyway. He liked nothing more than standing up in the corner of Kenny Park in Athenry, leaning against the barrier watching games with his mates and having the craic. You could hear him laughing and joking over the other side of the pitch.

Dad worked hard all his life to provide for his family. This is the reason why we never wanted for anything. Dad worked for Roadstone for many years until he started up his own tarmac business. He always got up in the mornings and headed off to work with a smile on his face. He took great pride in his work and people would still mention to this day what a great job he did for them. He was determined and passionate about his work and he gave everyone the respect they deserved.

'WE WILL BE FOREVER
GRATEFUL TO THE GALWAY
HOSPICE FOR THE DIGNITY
THEY SHOWED PETER/DAD
DURING HIS TIME THERE'

- THE HILLARY FAMILY -



FAMILY STORY



Growing up in Renmore, the Galway Hospice was only a stone's throw away from our house, but it was a place that we never imagined that we would ever need to rely on. After a long battle it was the 20th August 2018 that our father entered the Galway Hospice. He spent three weeks there until his passing. During these weeks he was treated with so much kindness that our family will be eternally grateful. Dad's wishes were to spend his final days at home but with the treatment and kindness he was receiving in the hospice he felt more at ease in the hospice, so he made the decision to stay. Even though Dad was in the hospice and going through a difficult time, with our hand on our hearts we can actually say that he did enjoy his time there. Dad loved the outdoors and on one sunny day the staff moved him and his bed (which wasn't easy) outside into the garden for a few minutes so that he could feel the warmth of the sun on his face. We all really enjoyed that moment. It was gestures like these that make the Galway Hospice what it is today. Being a passionate GAA man, Dad was visited by the victorious All-Ireland winning minor manager Jeffery Lynskey and player Seán McDonagh. These are only some of Dad's experiences in the hospice but they are ones we will never forget. We will be forever grateful to the Galway Hospice for the dignity they showed Peter/Dad during his time there.

Before Peter's passing, he made us aware that he wanted to give something back to the Hospice. To say thanks to the Hospice, our extended family climbed Croagh Patrick to raise funds. We are determined to make this an annual event as we know what an important service is being provided.

Forever Grateful,
The Hillary Family



OUR HOME AWAY FROM HOME

At Galway Hospice, our dedicated team of healthcare professionals provide expert care for up to 18 patients, 24 hours a day, every day of the year. Our Inpatient Unit is located in Renmore, Galway city and our aim is to create a home away from home, for our patients in a welcoming, calm and comfortable environment.

The specialist care in the Inpatient Unit is delivered by our Multidisciplinary Team (consisting of Nurses, Care Assistants, Medical Social Workers, Pastoral Care, Physiotherapy, Occupational Therapy, Aromatherapy and Art Therapy) and is led by our Consultants in Palliative Medicine.

Hospice care is provided free-of-charge to all patients and families accessing the service.

INPATIENT NUMBERS AT A GLANCE

2019, saw **339 patients** cared for in our Inpatient Unit

The average length of stay in the inpatient unit was **16** days.

46% of the patients admitted to the Inpatient Unit were subsequently discharged back to their home or to a community-based setting.

55% of patients cared for in our Inpatient Unit were aged **71** or over

Cost per day for Inpatient Care was **€756**.



SPECIAL GUESTS FOR OUR PATIENTS, STAFF & VOLUNTEERS

Throughout the year, we are always delighted to welcome many special guests into the hospice. Without realising it, these special guests have a memorable and loving impression on our patients and their families, making every moment matter. In 2019, some of our special guests included our loyal friends from Connacht Rugby, the Irish Rugby Football Union Senior Squad, Galway Roses Órla McDaid, Deirdre O'Sullivan & Niamh Elwood, the All-Ireland winning Galway Minor Hurling Team & Management and Sarah Dervan, winning Galway Senior Camogie Captain. The Tree of Lights Celebration event on Sunday 1st December also saw Daithí Ó Sé, Andy Friend and Jimmy & Claudia Buckley pop in for a chat.

CARING AND SUPPORTING OUR PATIENTS

The Day Care Unit at Galway Hospice offers a safe and friendly environment where people living with a life limiting illness can share experiences, support each other and meet in an informal setting. In summary it provides an opportunity for mutual support that enhances confidence and well-being.

Day Care Service operates on Tuesdays and Wednesdays and the Fatigue and Breathlessness Clinic (FAB) takes place on Thursdays.

Day Care patients have access to our Multidisciplinary Team including Medical Reviews, Occupational Therapy, Physiotherapy, Medical Social Work, Art Therapy, Pastoral Care, Chiropody and Aromatherapy. Our dedicated team of volunteers also provide hair and beauty services to our patients.

DAY CARE IN 2019

- 1,113** Attendances to Day Care, with **50** new attendees
- 364** Aromatherapy Sessions
- 165** Art Therapy Sessions
- 74** Chiropody Sessions
- 248** Physiotherapy Sessions
- 331** Hairdressing Sessions
- 157** Occupational Therapy Sessions

HIGHLIGHT OF OCCUPATIONAL THERAPY

Run 4 Mary have been supporting Galway Hospice for many years, and in 2019, through their fundraising purchased a powered wheelchair for use by our Inpatients. The powered wheelchair has enabled the Occupational Therapists to train our patients to drive a wheelchair themselves in the Inpatient Unit and even along Salthill Prom.



BEING THERE FOR THE COMMUNITY

The Community Palliative Care Team look after patients in their own home, providing advice and support on symptom management and End-of-Life care to patients of any age with advanced cancer or other life-limiting illnesses. They work closely with GP's and Public Health Nurses.

2019 was a very busy year for our Community Palliative Care Team who cared for **894 patients** (up 10% on 2018) in their own homes and the team made **7,916** visits and **22,764** calls to these patients.

Over **69%** of patients cared for by the community team never required readmission to hospital (this increases to **90%** for patients with a non- cancer diagnosis).

39% of patients had a non-cancer diagnosis.

Community Palliative Care referrals were shared equally between GP Referrals (**51%**) and Hospital Referrals (**49%**).

92% of the patients referred to our community team were seen within seven days

Average duration of care was **125** Days and providing the care costs on average **€1,653** per patient



'FROM THERE ON THEY SUPPORTED ME AND STILL ARE SUPPORTING ME'

NATIONAL PALLIATIVE CARE WEEK

Each year National Palliative Care Week takes place in mid-September facilitated by All Ireland Institute of Hospice and Palliative Care (AIHPC).

In 2019 Palliative Care Week focused on how people with palliative care needs are being supported in the community. The campaign included stories of people who have experienced palliative care including patients from Galway Hospice, Kate Cameron and Colette Grealish Keane.

When speaking about the Palliative Care Team, Kate said ***"from there on they supported me and still are supporting me"***

and Colette, felt that ***"only for the palliative care I wouldn't be as good as I am today."***

OFFERING HOLISTIC FAMILY SUPPORT

Our team of Medical Social Workers offer psychological, emotional and practical support to patients and their families.

The Medical Social Work Department work alongside the Multidisciplinary Team and provide a counselling support service for patients and their families. They help patients talk through thoughts and feelings about illness, life changes and other challenges that they may be experiencing as a result of a serious illness.

There were 408 new referrals to the Medical Social Work Department in 2019.

In 2019 the Medical Social Work Department held 1,117 Face to Face Meetings and made 753 Telephone Calls offering support. They also had 796 contact with carers during the year.

The Medical Social Work Department also provides Bereavement Support to Adults, Children and Families who experienced the loss of someone under the care of Galway Hospice. In 2019, the team facilitated an adult bereavement support group and had 166 face to face bereavement consultations and 254 telephone consultations with bereaved relatives.



ADULT BEREAVEMENT SUPPORT GROUP 2019

The Medical Social Work Department facilitated an Adult Bereavement Support group in September – October 2019.

The group, ran fortnightly over four sessions explored a range of themes:

- Normal grief reactions, grief as a process
- Coping with grief and loss, changing roles, how males/ females grieve differently
- The Family's experience of grief, supporting other family members, parenting children following a death of a parent, different coping styles
- Continuing bonds and strengthening supports, looking to the future and self-care
- The group also completed a joint piece of artwork which was co-facilitated by Deirdre Ni Argain, former Art Therapist.

OUTCOMES

Participants benefited from the peer support element of the group and found it helpful to talk about their loss and grief journey. The group helped participants to focus on self-care and identify their formal and informal supports. The group gained a great deal from the completion of the artwork and enjoyed the experience of completing the piece together. Groupwork is an important and effective way to support bereaved people at Galway Hospice.



MARGARET FAHY DAY CARE PATIENT

Before I became sick I was not aware of the work that went on by the Galway Hospice Foundation, I just thought they provide patient care for patients coming to the end of their life and their Families.

Then I got a diagnosis of Motor Neurone disease and I was introduced first to Day Care and then to Respite. A diagnosis like mine would not necessarily have any positives but for me there was one massive one in that I was introduced to some of the most fantastic people I have ever

had the good fortune to meet - both staff and volunteers at Galway Hospice. I think one of the biggest assets of many that the Hospice can boast is their staff and volunteers whom I think go above and beyond for all.

I get picked up every Tuesday and delivered into Day Care in Renmore by John (a volunteer) who overtime has become my Friend, if I want to talk we do so and on days where I am fatigued I can nod off for the journey.

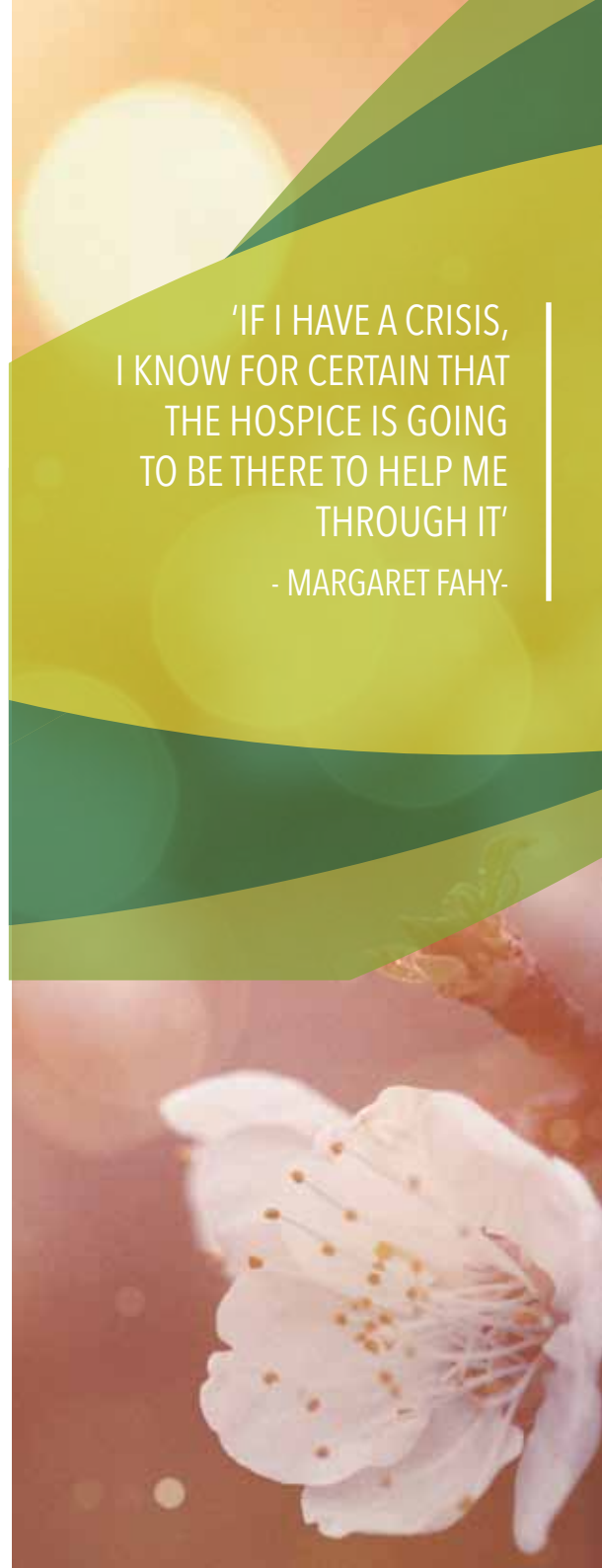
I always have a lovely day at Day Care, lots of services, lots of things going on all of which you can avail of if you want to, otherwise if you are having a tired day which I have been known to have you can sit and enjoy the atmosphere that is created in the Day Care room. Between all the services – Nursing check-ups from Karen and Carol, Aromatherapy by Martina, the Health Care Assistants Patricia and Amanda, Medical review from Dr. Ray and Occupational Therapy (OT) input from Vanessa – the service is holistic in its delivery to meet my needs.

We have bingo in the afternoon which I love, we have a gorgeous lunch and then some time to go to the Chapel and receive Holy Communion. Afterwards, I am dropped home again in the evening after really enjoying myself.

Then of course we have respite – it's a twofold thing because my family who willingly give up their time to look after me really need a break also, and they can be free to realise that I am being cared for at the very best level. I have even had a day out shopping with the OT Deirdre. When I am at home I am being checked on by the Hospice Community Palliative Care team as well as my social worker from Hospice.

'IF I HAVE A CRISIS,
I KNOW FOR CERTAIN THAT
THE HOSPICE IS GOING
TO BE THERE TO HELP ME
THROUGH IT'

- MARGARET FAHY-





PATIENT STORY

But overall, anyone who knows me knows that I love Hospice, I walk in the door – (well I don't walk in), I wheel in the door in my powered wheelchair that OT have helped me with and it is like a home from home and I am just happy to be here.

As I said – the fact that it introduced me to all these people is a huge bonus. Also if I have a crisis – which I do have from time to time I know for certain that the Hospice is going to be there to help me through it and have done – but to know that for all of us (my family and I) is beyond words of great – because we don't have to panic because the care is there.

I am absolutely delighted with Vanessa's (OT) help to be able to do this piece of writing – she has allowed me to speak aloud and she will write the words out for me, helping me to achieve my goals.

I can honestly say – hand on heart that the Hospice is one of the best things that has ever happened to me and that it gives me an acceptance of my illness that I thought I could never have achieved.

So God bless each and every one of ye,

With love - Margaret Fahy.

EDUCATING OUR STAFF & COMMUNITY

Galway Hospice is very supportive of its dedicated workforce, encouraging involvement in continuous professional development and research.

Throughout 2019, a number of our departments took part in a range of education activities including research articles and posters for conferences each focused on a topic linked to palliative care within their own specialist areas.

- Our Community team facilitated an education day for senior nurses working in nursing homes
- Our Medical Social Work team provided training on 'grief and loss' in June
- Our Senior Occupational Therapist provided undergraduate lectures on 'Role of Occupational Therapy in Palliative Care' in National University of Ireland, Galway (NUIG) and University College Cork
- A member of our community team was the module role leader for the two specialist modules of the Masters in Palliative Care program in NUIG
- Chief Pharmacist, Karen McKee attended the 2019 Irish Pharmacy Union National Pharmacy Conference and presented on the Role of the Community Pharmacy Team in Supporting Palliative Care at Home.
- Senior Occupational Therapist, Deirdre Moran and Art Therapist, Deirdre Ní Argain had their article "Finding

Common Ground: Art Therapy and Occupational Therapy in a Palliative Care Setting" published in Irish Journal of Art Therapy, May edition.

- The International Handbook of Art Therapy in Palliative and Bereavement included a chapter written by Art Therapist, Deirdre Ní Argain titled, Blurry Vision: Introducing Art Therapy to Palliative Care patients.

In addition, the Galway Hospice Community Palliative Care Team and Medical Social Work Department attended the 4th International Children's Palliative Care Conference which took place in NUI Galway in November 2019. The Galway Hospice Community Palliative Care Team and Medical Social Work Department presented three posters at the conference, 'Parental Stress in Specialist Paediatric Palliative Care', 'Keepsake and Memory Work' and 'Maintaining Connections Through Group Work: An Evaluation Of A Children's Bereavement Support Group'.

Many of our staff completed a range of studies throughout 2019. Three staff completed their Masters in Health Science – Palliative Care. Also, our Standards & Practice Development Coordinator completed his Post graduate Diploma in Nursing (Education) and is now a registered nurse tutor. In 2019, Galway Hospice also supported work experience placements for third-level and postgraduate students.





REMEMBERING AND REFLECTING

Our Pastoral Care Team are committed to a patient-led approach. The team listen to your needs, fears and hopes. They accompany you as you seek to answer questions and search for meaning in the midst of illness. The Pastoral Care Team understands that coming to the Hospice can be an anxious time for both patients and their families.

In 2019, the Pastoral Care Team organised nine Remembrance Evening Services throughout the year for families whose loved one had passed away while under the care of Galway Hospice. Our Chaplain presented two lectures on spiritual pain to post graduate nursing students at NUIG.

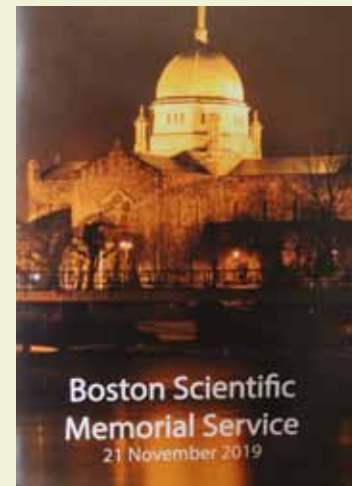
We also held our Annual Remembrance Mass on Sunday 3rd November which was celebrated by Bishop Brendan Kelly, along with Fr. Michael Mulkerrins and Fr. Declan Lohan.

GALWAY HOSPICE SUPPORT BOSTON SCIENTIFIC MEMORIAL SERVICE

In 2019, Boston Scientific celebrated 25 years in Galway.

On 21st November, our Pastoral Care Team were humbled to be asked to lead and support a very moving event – The Boston Scientific Memorial Service. It was a memorial service to honour and remember their 35 colleagues who died since their Galway facility was first established.

Many family members and staff attended the memorable night. The highlight of the Service was the emotional candle lighting and name calling ceremony for each deceased employee. The Service ended with a reflection, song and the placing of the Remembrance Candle at the Memorial Stone, bearing the names of their remembered colleagues, on the grounds of Boston Scientific. All in attendance appreciated that their loved ones continue to be remembered and not forgotten by the wider Boston Scientific family here in Galway.





ANTHONY O'CONNOR AND PAT O'CONNELL VOLUNTEER DRIVERS

Life-long public servants, Anthony O'Connor and Pat O'Connell have served as Volunteer Drivers at Galway Hospice over the past decade. The duo volunteer at the Hospice each Friday, supporting the vital services provided to patients.

Originally from Tarbert in Co. Kerry, Anthony comes from a farming background and joined Galway Hospice as a volunteer in 2009, following his retirement from the Department of Agriculture. ***"You come out of that and think, 'What do I do now?' I went fishing for something to do!"***

Originally from Oughterard, Pat meanwhile has volunteered with Galway Hospice for 8 years. The Renmore resident joined the Hospice's team of Volunteer Drivers following his retirement from the Revenue Commissioners. ***"I wanted to give something back to the community, having been a public servant for 40 years,"*** he explains.

There are over 100 volunteers actively involved in supporting the services of Galway Hospice, across all departments. ***"Everyone here is important, volunteers and staff. There's the utmost respect from all sides. There is a bit of banter and craic as well!"*** says Pat.

For the past six years, Pat and Anthony have worked together as Volunteer Drivers, each serving as driver or co-pilot on any given day. The partnership is vital, particularly given Galway's notorious traffic and parking woes.

Each week, Pat and Anthony transport patients to hospital for appointments, scans and treatments, support the Inpatient Unit by transporting blood samples to the hospital for analysis and assist the maintenance, fundraising and other departments by transporting and collecting laundry and essential supplies.

"Number one is the patient, so any journey that involves a patient or medicines or anything for the patient, that overrides everything else," says Pat. One of their weekly tasks is collecting newspapers for patients, ***"Even the newspapers are important, it's part of the comfort of their day,"*** he explains.



'WE WANTED TO GIVE
SOMETHING BACK'

- ANTHONY O'CONNOR
AND PAT O'CONNELL



VOLUNTEER STORY

The duo help with Hospice events throughout the year, from Sunflower Days to Coffee Mornings, the Galway Memorial Walk to Christmas. "You have to be prepared to do different things. Officially I am a driver but we do anything," says Pat. "That's the job of a volunteer, if you volunteer, you are capable of doing anything," adds Anthony.

'Anything' includes acting in Galway Hospice's very own Oscarz, which saw both Pat and Anthony take starring roles in the fundraiser which raised over €110,000 for hospice services. Pat played Mickey Gold in 'Rocky', while Anthony took on the role of Ned in 'Waking Ned'. "I didn't want to be learning lines, so they said we have a great part, you'll be lying in a bed!" laughs Anthony.

Meanwhile Pat's highlight of his time as a Galway Hospice Volunteer has been undertaking a 1,400km cycle from Land's End to John O'Groats to raise funds for a new minibus for the Hospice. Having only taken up cycling in his 60s, Pat's 'Project Minibus' raised over €26,000 for the specially adapted minibus, which provides much-needed transport to patients affected by life-limiting illnesses.

"You take ownership and you take pride in what you're doing. There is as much satisfaction in doing a good deed as there is for the recipient. You don't do it for reward or 'you owe me one'. You do it out of the goodness of your heart and it's great to be able to do it," he says.

Pat and Anthony encourage others to try volunteering, and regularly help new volunteers who start at the Hospice. As Pat explains, *"It's a great feeling in the evening, when you sit into your car to go home. We are privileged to be able to volunteer."*

THE GALWAY HOSPICE TEAM



Galway Hospice staff and volunteers have long worked together to provide high quality services to patients, their families and carers as well as the wider community.

Working together to achieve a common goal of making every moment matter. Galway Hospice employees 139 staff across clinical and non-clinical departments, supported by 105 volunteers. During 2019, a number of new positions were added to support the work of the hospice, these included Assistant Director of Nursing, Fundraising Campaigns & Marketing Officer, HR Generalist and additional Occupational Therapist.

Volunteers continue to make a difference to our staff, patients and their families. Throughout 2019, 105 volunteers supported the work of Galway

Hospice by contributing a significant amount of time, in a variety of roles including receptionists, drivers, fundraisers, florists, inpatient unit and daycare assistants and many more areas of expertise. They give their time freely and nothing is ever a problem, and we thank them immensely for that. We could not do the work that we do without them. We celebrated National Volunteer Week from 13th – 19th May 2019 with an event specifically organised for each work area (drivers, receptionists, etc.).

In May 2019, the team worked together to complete the CHKS audit which ensures that our standards of improvement are patient focused and clinically effective. We are proud to announce we have been reaccredited for a further three years. Commenting on the hospice the CHKS report noted, ***“there are clear admission protocols to each of the three services available which are employed daily as demand outstrips availability. Without doubt the hospice is a victim of its own success and a beacon to other health care services in demonstrating ‘how it should be done’. The services provide holistic support to the patients and their families.”***

They also noted that ***“the support provided to and for carers is commendable. Staff and volunteers alike go above and beyond to encourage and assist carers through what must be as hard and challenging a journey for them as it is for their loved one.”***

At Galway Hospice, we pride ourselves in being a supportive family of staff and volunteers, all working together to provide the best quality of care possible to our community. The CHKS team also noted the camaraderie between staff and volunteers, saying, ***“in many organisations there are clear divides between the many professional, allied healthcare professionals and support services - this is not the case at the Galway Hospice Foundation. We have observed remarkable levels of patience and perseverance in staff who are observant to everyone’s needs and a demonstrate a real ‘can do’ attitude. Colleague support and recognition of potential support was evident among our discussion groups.”***



If you would like to join Galway Hospice staff or volunteers, please see further details on joining the team at

galwayhospice.ie

THANK YOU TO OUR SUPPORTERS



GALWAY HOSPICE SIMPLY COULD NOT PROVIDE THE CARE IT DOES WITHOUT THE SUPPORT OF THE PEOPLE OF GALWAY

For the past 30 years, local communities across Galway have supported bag packs, fun runs, bucket shakes, walks, card games, raffles, auctions, concerts, coffee mornings, dances, golf tournaments, table quizzes, head shaves, five-a-side competitions, vintage and tractor runs...and so much more.

Thank you to all the individuals and groups who organise and support fundraising events for Galway Hospice each year. In 2019, communities supported events including our Galway Memorial Walk, Coffee Mornings, Sunflower Days, International Trek, Christmas Campaign and Tree of Lights Celebration, and local events in every corner of the city and county.

We are especially grateful to the dedicated supporters who fundraise for Galway Hospice every year, from annual event organisers to Christmas Card sellers and Sunflower Days volunteers, Coffee Morning Hosts to Weekly Draw promoters. Each year these dedicated voluntary fundraisers help the Hospice to raise the funds it needs to care for patients and their families.

Galway Hospice has seen a double-digit growth in demand for services over the past four years, increasing our reliance on fundraising to maintain essential services, including Community Palliative Care, Day Care and Bereavement Support.

In 2019, we needed to raise **€6,300** each day to maintain our services.

Thank you to everyone who helped us to raise €2.45million - we could not do what we do without you.



CELEBRATING THE OSCARZ

Galway Hospice hit the red carpet in 2019, hosting one of its biggest ever fundraising events. The Oscarz raised a show-stopping €108,253 for hospice services.

Hosted by Fundraising Events Group, the event brought together Hospice supporters, volunteers and staff across acting, production and fundraising, resulting in seven award-winning versions of beloved films and TV shows.

The glitzy film screening in front of a 600-strong audience at The Clayton Hotel in May 2019 was one of the highlights of the year. Hosted by Patrick McDonnell from Father Ted, it featured a passionate speech on Hospice care by Galway Hospice board member and winner of Best Actor for 'The Field', Joe Connolly.

The idea for The Oscarz came from Hospice supporter Martin Reddington, ***"It's important to recognise and return generosity,"*** he explains. ***"The Oscarz was a way to do that, to reciprocate the generosity of the Hospice in the care that it provides, and the generosity of the people that support it."***

"The event really celebrated people's talents and abilities in a meaningful way and brought a sense of well-being to everyone involved. It also brought more people into the Hospice family and created even more advocates for Hospice care."

Everyone involved embraced their roles in making The Field, Father Ted, Waking Ned, Sister Act, Forrest Gump, The Snapper and Rocky, with each cast organising their own fundraising events to support hospice care, including successful golf tournaments, table quizzes and barbecues.

"From fundraising to production, 'The Field' was a collaborative and enthralling experience," says Galway Hospice Volunteer Irene Scully. ***"It was one of the highlights of my life. I loved every minute of it."***

Thank you to all the Galway Hospice supporters, volunteers, staff and sponsors who made The Oscarz an overwhelming success and contributed over **€100,000** for the provision of hospice care in 2019.

Thank you to Film Sponsors: Bluebird Care, Galway Credit Unions, Bon Secours Hospital and Medtronic.

Thank you to Oscarz Sponsors: Acorn Life, Burke Insurances, The Connacht Hotel, Direct Route, Kirby Engineering and Construction, Cllr Declan McDonnell, Cllr Noel Larkin, McDonogh Capital Investments, Parsons Garage, TJ O'Mahony, Udaras na Gaeltachta and Shannon Homes.

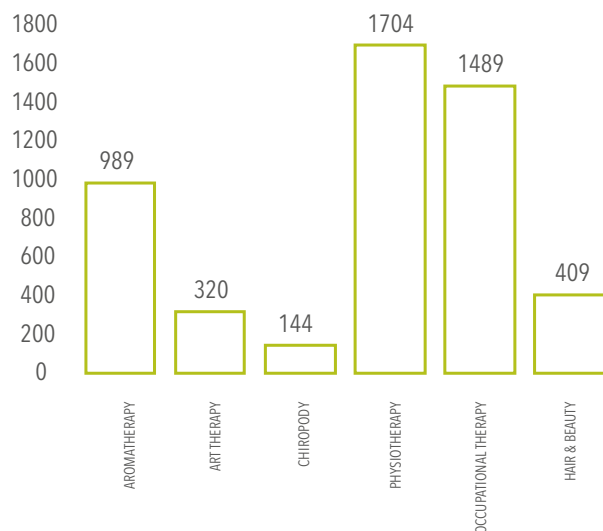
STATEMENT OF FINANCIAL ACTIVITIES FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2019

	2019 € Unrestricted Funds	2019 € Restricted Funds	2019 € Total	2018 € Total
INCOME FROM:				
DONATIONS	548,315	70,865	619,180	436,072
HSE FUNDING	5,254,350	-	5,254,350	4,983,331
BEQUESTS	201,372	-	201,372	31,582
COVENANTS	152	-	152	152
FUNDRAISING INCOME	1,358,011	-	1,358,011	1,090,986
DRAW INCOME	276,560	-	276,560	276,011
INVESTMENT INCOME	1,424	-	1,424	2,471
GRANT INCOME	83,743	-	83,743	58,541
OTHER INCOME RESOURCES	69,237	-	69,237	190,400
DEFERRED INCOME	(300,000)	-	(300,000)	-
TOTAL INCOME	7,493,164	70,865	7,564,029	7,069,546
EXPENDITURE ON:				
FUNDRAISING COSTS	556,647	-	556,647	463,403
DRAW PRIZES	57,613	-	57,613	56,288
HOMECARE EXPENDITURE	1,207,907	-	1,207,907	1,384,817
PALLIATIVE CARE CENTRE EXPENDITURE	5,272,167	69,665	5,341,832	4,903,049
DAY CARE EXPENDITURE	330,998	-	330,998	322,752
GOVERNANCE COSTS	61,636	-	61,636	54,597
OTHER COSTS	23,721	-	23,742	842,858
TOTAL EXPENDITURE	7,510,689	69,665	7,580,354	8,027,764
NET EXPENDITURE	(17,525)	1,200	(16,325)	(958,218)
RECONCILIATION OF FUNDS				
<i>TOTAL FUNDS BROUGHT FORWARD</i>	6,838,633	-	6,838,633	7,796,851
TOTAL FUNDS CARRIED FORWARD	6,822,308	-	6,822,308	6,838,633

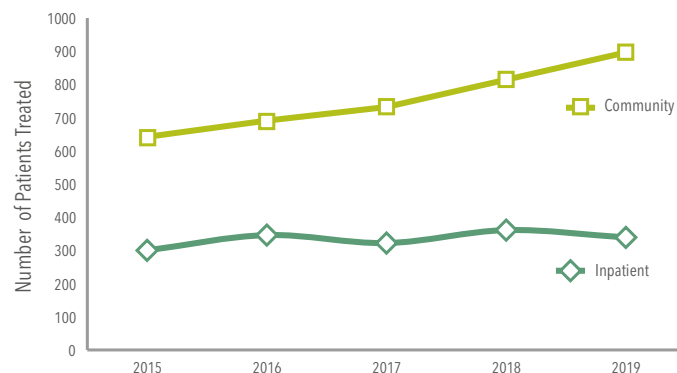
BALANCE SHEET AS AT 31 DECEMBER 2019

	2019 €	2018 €
FIXED ASSETS		
TANGIBLE ASSETS	4,570,406	4,682,564
CURRENT ASSETS		
DEBTORS (AMOUNTS FALLING DUE WITH ONE FINANCIAL YEAR)	416,009	412,526
CASH AT BANK IN HAND	2,640,410	2,404,906
	3,056,419	2,817,432
CREDITORS (AMOUNT FALLING DUE WITHIN ONE FINANCIAL YEAR)	(804,517)	(661,363)
NET CURRENT ASSETS	2,251,902	2,156,069
NET ASSETS	6,822,308	6,838,633
REPRESENTED BY:		
DESIGNATED FUNDS:		
DEVELOPMENT RESERVE FUND	1,150,000	500,000
RESTRICTED FUNDS:		
CHILDREN'S ACCOUNT FUND	17,648	18,488
BRID & CLODAGH DOYLE FUND	111,910	109,870
MERLIN PARK CAPITAL FUND	26,842	26,842
UNRESTRICTED FUNDS	5,515,908	6,183,433
TOTAL FUNDS	6,822,308	6,838,633

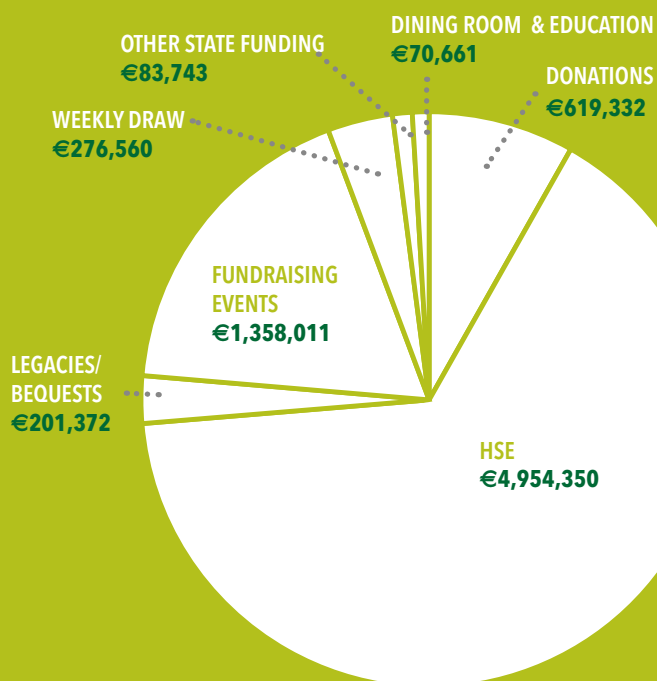
THERAPY SESSIONS 2019



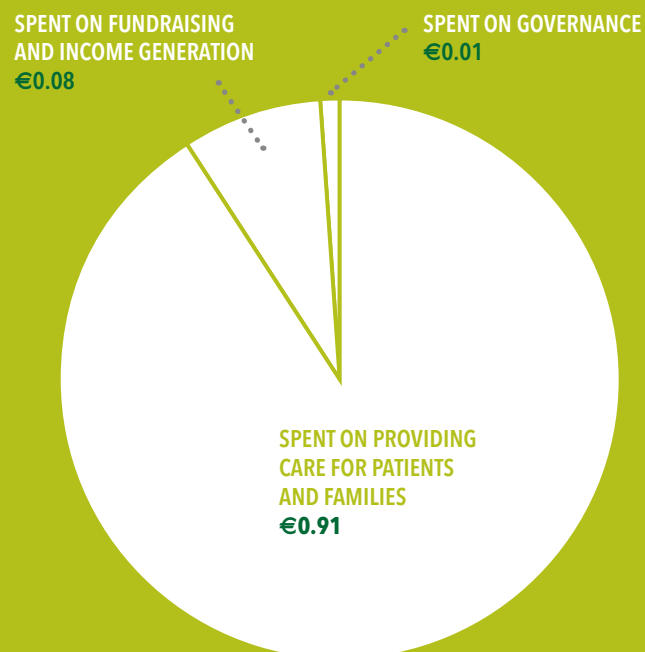
5 YEAR TRENDS IN THE DEMAND FOR GALWAY HOSPICE SERVICES



TOTAL INCOME €7,564,029



HOW THE MONEY WAS SPENT



OUR STRATEGY



OUR VISION

To be an integral part of the community providing specialist palliative care by offering the right care with dignity and compassion to patients and families living with life-limiting illness when needed

HOW WE WILL ACHIEVE IT

Provide outstanding care and support to more people with a commitment to working in partnership



OUR AMBITION FOR THE NEXT FIVE YEARS

OUR OBJECTIVES AT A GLANCE

CONTINUE DELIVERING THE HIGHEST QUALITY SPECIALIST PALLIATIVE CARE SERVICES TO ALL

We aspire to deliver the highest possible, safe and effective care by the right person at the right time, and by providing choice, flexibility and an excellent experience for everyone using our services

BE AN ORGANISATION OF CHOICE

The quality of care that we provide is dependent upon having professional staff and diligent volunteers. We will firmly embed a learning and development culture to support the recruitment and retention of the best people and give them the knowledge, skills and experience they need to fulfil their roles in the future

DEMONSTRATE ORGANISATIONAL EXCELLENCE IN ALL OUR ACTIVITIES

AT THE BEDSIDE AND IN THE BOARDROOM

This will be achieved by planning effectively for organisational development, focusing on long-term sustainability and development of Hospice services, while demonstrating embedded and effective governance

RAISE THE STANDARD OF END OF LIFE CARE

Hospices are the leaders in the field of specialist palliative and end-of-life care and should therefore be educators to other healthcare professionals. We take this seriously and plan to grow our capabilities in this area. Research is also important to us and this is an area we wish to grow

DEVELOP THE FINANCIAL AND OPERATIONAL RESILIENCE OF GALWAY HOSPICE

We face pressures to be more efficient so our funding can go further, we must do so without compromising on the quality of care we provide



WHAT WILL SUPPORT IT

OUR PEOPLE STRATEGY

Enabling excellent care through:

- strong clinical leadership
- staff & volunteer workforce development and integration
- developing partnerships

OUR CLINICAL GOVERNANCE STRATEGY

Enabling safe, effective, well-led, caring and responsive hospice services through:

- clear clinical governance framework
- strong clinical risk management
- audit and research to improve practice
- measuring outcomes to demonstrate high care standards
- measuring impact to ensure we make a difference

OUR MANAGEMENT STRATEGY

Enabling a sustainable well-managed and effective service through:

- good governance
- effective risk management
- cost effectiveness and sustainability embedded, and space included for innovation

OUR SERVICE PROMOTION STRATEGY

Enabling the Hospice's reach to be extended:

- geographically
- to more non cancer patients through awareness raising (e.g. GPs, Public Health Nurses, Specialist Nurses) to ensure maximum accessibility and benefit
- through considering inclusivity – to ensure we reflect our community



A MASSIVE THANK YOU



Every Moment Matters...

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Galway Hospice



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GalwayHospice



Galway Hospice

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