



2020

IMPACT STATEMENT
GALWAY HOSPICE FOUNDATION
ANNUAL REPORT

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

OUR VALUES



RESPECT



QUALITY IMPROVEMENT



OPENNESS & TRANSPARENCY



COMPASSION



INTEGRITY



SHARING



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WELCOME MESSAGE

Welcome to our 2020 Impact Statement which gives us an opportunity to celebrate our successes during the past year and also reconfirm our commitment to continue to further develop our services in the year ahead.

As you will see in the following pages we have had to adapt and change how we deliver our services at a rapid pace over the past 12 months to respond to the changing environment due to the Covid pandemic. The staff and volunteers have responded to each challenge and the determination and support which all team members have shown throughout the past year has been amazing and has ensured that we have been able to continue to provide support and care to patients and families in Galway living with a life-limiting illness when they needed us.

It has been extremely difficult for our patients and their families during the past year. Patients at home have been dealing with self-isolation and a limited 'bubble of support'. Family members have been unable to travel to be with their loved ones, and visiting restrictions meant we had to limit the number of family and friends who could visit their loved ones in our inpatient unit. You are all in our thoughts during these challenging times and I want to assure you that we will continue to be there to support you when you need us. Our hearts go out to all those whose family members died during lockdown when attendance at funerals was limited. I hope our virtual remembrance services provided you with some support during these challenging times.

We have received fantastic support from our colleagues in the HSE who have provided additional funding to the Hospice in 2020 and who have ensured that we have had rapid access to testing when we need it. We have also had fantastic support from the Galway community which has lifted our spirits. We received donations of PPE when it was in short supply in the early days of the pandemic, we received treats for patients and staff and we also received donations of tablets and iPads to allow our patients to maintain contact with their families. I would like to thank everyone who has supported us during 2020. In these uncertain times, we are extremely grateful for the kindness and continued support of businesses, community groups, the HSE, individuals and families. Now, more than ever, the kind and generous support of the Galway community is truly making a difference, helping people in our communities to live well until they die. As you will see from this Impact Statement, we have strong foundations, committed staff and willing volunteers who will help us on the road to recovery and into a bright new future.

"Ní neart go cur le chéile"



MARY NASH
CHIEF EXECUTIVE



KEITH FINNEGAN
CHAIRMAN

Mary Nash
Chief Executive

Keith Finnegan
Chairman

PATIENT STORY

It's been over a year since I was transferred from hospital to the Galway Hospice. I couldn't walk the short distance from the bed to the toilet using a rollator. I was told in the hospital that I had "days to live and to put my affairs in order".

I had misgivings about going to the Galway Hospice but I needn't have been concerned, it wasn't the end of the line. Indeed, I now count myself as lucky to have been referred to the Galway Hospice. The first thing that impressed me was the atmosphere of kindness that permeates everything. It's genuine, not superficial.

The thing that registered with me most was the expertise of the staff, after several days and many short walks I was able to walk to the toilet alone, just using the rollator - thanks to the wonderful Physiotherapists.

My image of a Hospice was of a place where you and your family received support through the process of dying. My experience was different. From the start the care was holistic, in my case they focused on recovery. On my return home I was linked in with the Hospice day care and home care services. These services provide an important link to the Hospice and they are a valuable source of support. It was good to know that the Hospice staff who knew my history were still involved in my recovery.

I am reluctant to single out specific departments. I was surprised at how relaxing the art therapy was. Pain management is something that the staff have down to a fine art. Every problem was investigated. Thanks to the skill and kindness of the Doctors, Nurses, Health Care Assistants, the Chaplains, Occupational Therapists, Physiotherapists and the many people who were praying for me - I have gone way past the original prognosis.

NÓIRÍN MULLIGAN

THE FIRST THING THAT
IMPRESSED ME WAS
THE ATMOSPHERE OF
KINDNESS THAT
PERMEATES EVERYTHING
- NÓIRÍN MULLIGAN-



2020 YEAR IN NUMBERS

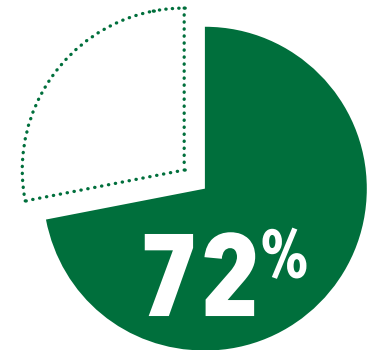


971
PATIENTS AND THEIR
FAMILIES SUPPORTED
ACROSS GALWAY

4,543 THERAPEUTIC TREATMENTS
FOR PATIENTS - OCCUPATIONAL THERAPY,
PHYSIOTHERAPY, AROMATHERAPY AND ART THERAPY



107 COFFEE
MORNINGS
TOOK PLACE
- ALL ADHERING TO
RESTRICTIONS



OF PATIENTS REFERRED TO THE
COMMUNITY PALLIATIVE
CARE TEAM WERE AGED

71 OR OVER



709 GALWAY MEMORIAL WALK
T-SHIRTS WERE
ORDERED



6,366 HOME VISITS

MADE BY OUR NURSING, MEDICAL, PASTORAL CARE,
MEDICAL SOCIAL WORK AND OCCUPATIONAL THERAPY TEAMS

12 DAYS

THE AVERAGE
LENGTH OF STAY
IN THE IN-PATIENT
UNIT

2020 YEAR IN NUMBERS

**OVER €2
MILLION**



RAISED THROUGH YOUR SUPPORT



27,283
TELEPHONE CALLS

MADE BY OUR COMMUNITY
PALLIATIVE CARE TEAM

20%



INCREASE ON
THE PREVIOUS
YEAR

140
FANTASTIC
VOLUNTEERS

896 PATIENTS

CARED FOR BY THE COMMUNITY
PALLIATIVE CARE TEAM



155

MEMBERS OF STAFF



300 PATIENTS
CARED FOR IN OUR IN-PATIENT UNIT

1,264 LIGHTS
SHONE ON THE TREE OF LIGHTS AND
591 CANDLES
WERE PLACED
UNDERNEATH IN
MEMORY





REMEMBERING LIAM SMYTH

Our brother, Liam Smyth, was a patient at Galway Hospice. We cannot praise the staff enough for the work they do.

One of seven children, Liam was always watching out for us all. He was very creative and enjoyed sculpting and sketching and he was also a drummer in a band.

His cancer diagnosis in summer 2018 was handled by him with a positive and pragmatic attitude. In January 2020, he

was admitted to the Galway Hospice as an in-patient. We thought it was for respite but perhaps Liam knew better. Going to the Hospice was the right decision for him.

Liam liked having his own space and his room very much felt like his with his own things around him. Covid-19 entered all our lives during Liam's time at the Hospice and although visiting was restricted, the Hospice staff were always very kind and understanding. He passed away peacefully surrounded by all of us in the family on 22nd March 2020. Liam was 41.

We took part in the Galway Memorial Walk in September 2020. We walked in Renville in honour of Liam and so that other families like ours can continue to receive the care, support and love shown by the Galway Hospice.

With thanks,

The Smyth Family, Bookeen



The Smyth Family

FAMILY STORY

'THE HOSPICE STAFF WERE
ALWAYS VERY KIND AND
UNDERSTANDING'
- THE SMYTH FAMILY-



Artwork completed by Liam at Galway Hospice

OUR BROTHER LIAM AND GALWAY HOSPICE

It was a two minute walk from the door to room number 4.

It was a three or four minute walk if you stopped and had a small chat to the receptionist, who always had a warm welcome despite the circumstances.

The room was sometimes lit with the flashing of a TV screen or in the later days, a salt lamp in front of a soft pink lamp making the room feel cosy, safe and warm.

We were often stopped en route to the canteen, with stories of the night before and his latest shopping adventure. We'd shake our heads while laughing, desperately hoping this wasn't going to be his last trip out.

We knew eventually one of those shopping trips would indeed be his last... But hope, laughter and chats with those people who choose to work in there made us enjoy the today - the here, the now, with our brother Liam.

The people who work behind those double doors leading into the reception desk are some of the kindest, most caring and humorous people we've ever met.

From the chef who would go to the vending machine to get that Kinder Bueno just for him to sprinkle over his ice-cream, right down to the cleaning ladies who gave a weary smile as we left room number 4.

Room number 4 was where we held a disco one evening while my brother played the part of the DJ.

Room number 4 was where we painted a smile on our faces before ever pushing the door in.

Room number 4 was where my dad and brother played pool while my mother was asked to make tea and coffee respectively.

Room number 4 was where my father slept beside my brother every night for over 3 weeks.

Room number 4 was where my mother hid her heartbreak and smiled instead of crying.

Room number 4 was where he made my sons laugh out loud ensuring we all let the pending grief melt away.

Room number 4 was where he kissed and cuddled his eldest niece like nothing else mattered; he insisted on hearing each new word she had.

Room number 4 was where we talked about our childhood, our own children and how lucky we were to have so many siblings.

Room number 4 was the room our sister (who was known as the Aussie, by all) and his beautiful goddaughter visited for hours on end.

Room number 4 was where we openly told each other how much we loved each other and how we all hoped things could have been different.

Room number 4 was where the art therapist left the cast of my brother and father's hands for us all to see while telling us that our modest brother never told her he was in fact, an artist.

Room number 4 was where we met the wonderful Dr Orla, Nurses and Nurses aides Trish, Lauren, Deirdre, Amanda and so many more.

Room number 4 was where we kissed our brother one last time before he drifted off into a sleep.

Room number 4 is the fourth room in Galway Hospice, it holds many memories for us all and those memories are not just sad, they are warm, kind, funny, loving and yes sad too - the reason we have such memories is down to the staff of the Hospice and the care and respect my brother and us as his family received.



Liam with his parents, Willie and Phil



Taking part in the Galway Memorial Walk 2020

OUR HOSPICE IN-PATIENT UNIT

Our dedicated team of Healthcare Professionals provide expert care for up to 18 patients, 24 hours per day.

The Specialist care is delivered by our Multidisciplinary Team - comprised of nursing, medical, care assistants, medical social workers, pastoral care, physiotherapy, occupational therapy, aromatherapy & art therapy and is led by our Consultants in Palliative Medicine.

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

2020 brought new and unfamiliar challenges with the limitations recommended to control the spread of COVID-19. While Infection Control was integral to our practice, the restrictions on visiting patients was new to us and required careful planning and implementation based on patient's and family circumstances. The number of patients cared for in 2020 was on a par with the previous year. The average length of stay reduced from 16 days to 12 days as patients chose to remain at home close to friends and family as much as possible due to Covid restrictions. We used iPads to help patients to connect with their loved ones, particularly family overseas. This technology also allowed us to offer, with the patient's consent, opportunity for clinical updates on the patient's condition and family meetings which helped with communication and which gave reassurance to many families. We are grateful to our volunteers who assisted our reception staff with wellness checks and checking in visitors when they visited, often in emotional circumstances.

We remain committed to our philosophy of care and look forward to a return to open visiting once public restrictions are lifted.

INPATIENT NUMBERS AT A GLANCE



2020, saw **300 patients** cared for in our Inpatient Unit

The average length of stay in the Inpatient Unit was **12** days.

48% of patients admitted were discharged.

54% of patients cared for in our Inpatient Unit were aged **71** or over

Cost per day for Inpatient Care was **€764**.

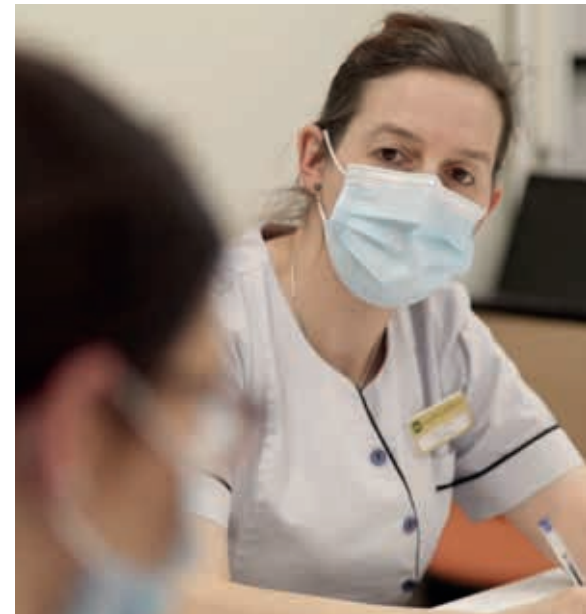


INPATIENT PHILOSOPHY OF CARE

Our aim is to provide patient-centred care of the highest standard, in a calm relaxed environment, with a deep respect for the comfort and dignity of each person under our care.

We will endeavour to maximise the quality of life of each individual patient by providing effective pain and symptom management, as well as spiritual, therapeutic and social care.

We will also endeavour to extend our support and care to those people who are dear and important to our patients.



COVID PRECAUTIONS



When Covid-19 landed on our shores in March 2020, Galway Hospice had already started preparing to keep our patients safe. Galway Hospice set up a working group to manage the challenges presented by the pandemic in February 2020. This group met regularly throughout 2020 to ensure that we were implementing and following all guidance protocols issued by the Health Protection Surveillance Centre to assist with keeping staff, volunteers, patients, visitors and families safe from infection.

The challenges faced in 2020 were greater than we pre-empted but we adapted our ways of working throughout the year to keep delivering care to patients when they needed it.

We could not have maintained our operational services without our team of staff, volunteers, stakeholders, donors and of course our community coming together.

We introduced a number of measures to reduce the risk of Covid 19 and to protect our staff and patients in our care. Restricting the number of visitors to the in-patient unit was a particularly difficult decision and we sought, wherever safety permitted, to accommodate the needs of patients and family members. Staff worked from home where possible to reduce the number of people in the building. For the staff for whom it was essential to attend the Hospice, we instituted safety measures such as wellbeing checks and temperature / symptom monitoring. Similarly our volunteers were asked to stay at home at the peak of the pandemic and a number volunteered to return later in the year when it was safe for them to do so. **While these measures (particularly those that directly affected patients & family members) were far from ideal, we can reflect with a sense of achievement that there was not a single case of transmission of Covid-19 infection among patients, staff and family members.**

In March 2020, it was decided that the Day Care service at the Hospice needed to close. This was a difficult but necessary step – again in line with Public Health guidelines. These patients were transferred to the care of our Community Team.

The wearing of surgical face masks became routine throughout the Hospice in 2020. In all interactions with patients, appropriate Personal Protective Equipment (PPE) was worn. We were grateful to receive donations of PPE early in the

pandemic when demand for such items soared globally. By early summer, thanks to the support we received from the HSE, we had a regular supply of PPE delivered weekly to the Hospice. Hand sanitiser, face masks and information posters were made readily available throughout the building for the benefit of visitors.

The work of the Community Palliative Care team continued throughout 2020. A telephone risk assessment process was implemented prior to each home visit and we sought to support families by phone and virtual consultation where possible to minimise risk to both the patient and their family and our own staff.

We offered medical reviews in house when restrictions were eased in the latter half of 2020. We also provided an additional education session to residential care settings in early 2020 and have continued to support and provide residential care settings with phone support, information packs on end of life care in addition to advice on symptom management to ensure patient comfort at end of life.

An immense team effort resulted in Galway Hospice responding and continuing to operate our services at normal capacity. The sole exception to this was our Day Care service. **We are so very grateful for the understanding and support from everyone who came through our doors, interacted by phone or engaged with us virtually in 2020.**

OUR OPERATIONAL SERVICES COULD NOT HAVE SURVIVED THE YEAR WITHOUT OUR TEAM OF STAFF, VOLUNTEERS, STAKEHOLDERS, DONORS & OUR COMMUNITY

ESSENTIAL CARE IN THE COMMUNITY

The Community Palliative Care Team look after patients in their own home and patients referred from long term care facilities such as Nursing Homes. The Team provide advice and support on pain and symptom management, end-of-life care, psychosocial care and bereavement support, to patients of all ages with advanced cancer or other life-limiting illnesses. The Team work in conjunction with the primary care services, GPs – Public Health Nurses and other Healthcare professionals in the community.

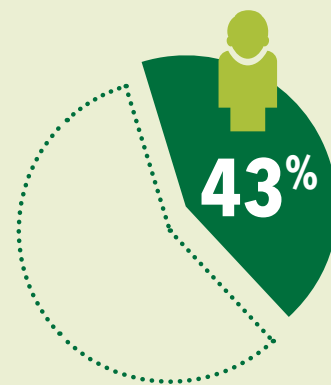
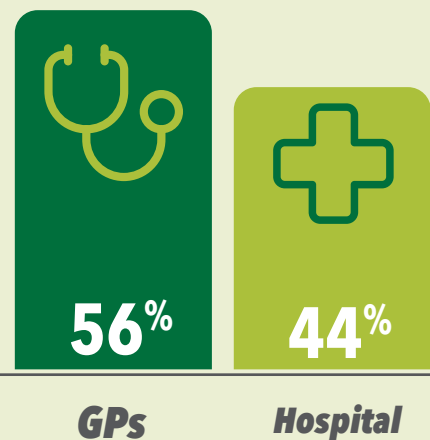
The Covid-19 pandemic had a big impact on the Community Palliative Care Team. But it certainly didn't put a stop to the work. The team continued to make essential visits to homes and Nursing Homes to provide specialist Palliative Care. Over the past year, to minimise the risk of Covid-19 infection to patients, families and staff, the Community Palliative Care Team, in many instances have provided telephone-based assessments, advice and support to patients during the level 5 Government restrictions when only essential visits could be facilitated.

Personal Protective Equipment (PPE gloves/goggles/masks and aprons) became part of the uniform and safeguarding patients was forefront in all interactions, a concept that is familiar to us all. The wearing of PPE allows the Clinical Nurse Specialists to continue to assess and deliver individualised patient care. It also provides reassurance to patients and families in terms of protection for them within their own home.

Other safety practices included having fewer family members in a house when the nurse would visit and as such many conversations took place over the phone prior to the visit and also in patients' gardens.

The Community Palliative Care Team continue to provide care to patients and families when they need them. The team is available 365 days a year to provide advice and support in patients' own homes.

Referrals to the community team were slightly higher from **GP's 56%** compared to **hospital referrals 44%**



of patients referred
to the community team had a
non-cancer diagnosis

The team made...



6,366
visits



27,283
phone calls

... to these patients. While the number of visits in 2020 was down by 20% on the previous year, the number of phone calls increased by 20%.



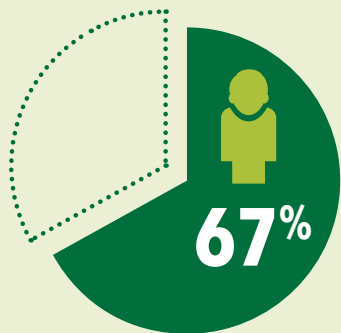
Clinical Nurse Specialist Sorcha Foy



2020 was a very busy and challenging year for our Community Palliative Care Team who cared for

896 patients

in their own homes.



of patients cared for by the community team **did not require readmission** to hospital

(This increases to 89% for patients with a non-cancer diagnosis).



Clinical Nurse Specialists Bridget Lyons and Breda Cryan

KEEPSAKE & MEMORY WORK

MEDICAL SOCIAL WORK TEAM

The Medical Social Work Department provide a counselling support service for patients and their families. We help patients talk through thoughts and feelings about illness, life changes and other key challenges they may be experiencing because of a serious illness.

In addition to providing support to adults the Medical Social Work department offer psychological, emotional and practical support to families caring for a child with a life-limiting illness and to children of adults living with a terminal diagnosis. In 2020, there was an increased need identified to facilitate keepsake and memory work with families. The essence of this work is to ensure that the story of a child or adult's life is captured and recorded. The emphasis of this work is about life and living rather than death and dying.



INTERVENTIONS

The Medical Social Work Department supports families with the opportunity to undertake keepsake and memory making activities such as:

- Hand/Footprints
- Family Tree Finger Printing
- Keepsake Jewellery
- Memory Boxes
- Family Activities/Excursions
- Life Story Book
- Video & Voice Recording
- 3D Hand Casting



The Medical Social Work team have embraced new ways of working to deliver a Bereavement service. The Grief Café commenced in January 2020 and had three successful sessions. Telephone support, virtual sessions, social media postings, family work, and bibliotherapy all saw an increase leading to 541 contacts with bereaved relatives and family members in 2020.

At the end of year, our Bereavement Coordinator re-engaged with Bereavement Volunteers to offer a telephone service (remotely) to those bereaved. This is in response to the recognition that people are more isolated than ever.

In summary, activity levels for the Medical Social Work Department have been maintained and increased in some areas despite having to work in a different way due to Covid 19.



There were

298 new referrals

to the team during the year.



There was a total of

2,477 contacts

with patients and families.

MEMORY & KEEPSAKE therapeutic work with children

saw a significant increase in 2020



up

433%

on the previous year.

VIRTUAL EDUCATION AND TRAINING



2020 was, without a doubt, a year of unparalleled developments in terms of education – not alone did we have a lot of new, pandemic related information to learn, but we also had the challenges of teaching and learning in many new ways. While these challenges were not unique to Galway Hospice, our responses were very much tailored to meet the needs of our patients and staff.

Within the field of healthcare in general and palliative care in particular, most teaching has historically been in person and carried out in groups – whether that be small groups, such as a family unit in the community or larger classroom-based sessions, such as Manual Handling in the workplace.

For obvious reasons, we needed to re-evaluate all of these in 2020.

From very early in 2020, we had already been preparing for a ‘worst case scenario’ and postponed any non-essential classroom-based group sessions.

When the extent of the pandemic began to become apparent, we increased contact with Nursing Homes to share information on emergency supplies of medications and symptom management recommendations and so on, so that their staff would feel supported while our Community Team was unable to make routine visits and unable to deliver in-person Study Days.

Once the ‘worst case scenario’ for training and education turned out to be worse than anyone could have imagined, we worked with our training partners to develop online training modules for staff (e.g. Fire Safety, Manual Handling, etc.). These sessions have helped us to bridge the gap between our legal and Health and Safety obligations and the ongoing Public Health restrictions.

In addition, we engaged with new telehealth technologies such as “Attend Anywhere” so that we could conduct remote video assessments and updates with patients and their family members and also complete ‘virtual’ visits to support Nursing Home residents and staff.

Although these changes have taken place in the context of circumstances beyond our control, it has been very exciting to experience the potential that these new technologies may have to expand the reach of our teaching and learning here at Galway Hospice.

REMEMBERING AND REFLECTING



Little did any of us think at the beginning of 2020 that our lives and our world would change so radically with the arrival of the Covid-19 pandemic. Here in Galway Hospice, we traditionally invited families to attend one of the nine Remembrance Services that we held throughout the year. Those services provided families the opportunity to come together to remember and grieve their loved ones who died under our care. It also gave us here in the Hospice an opportunity to meet and offer bereavement support and a listening ear over a cup of tea and refreshments after the Remembrance Service.

Due to Covid-19 such gatherings were no longer possible. Grieving during 'normal' times is very difficult but grieving during a pandemic is exceptionally hard. Many people found themselves grieving alone without the closeness and traditional support of extended family, neighbours, friends and local communities. Covid-19 has denied so many the traditional funeral services that normally provide such tremendous comfort and solace to the bereaved. All of us here in Galway Hospice are very aware that this is an extremely difficult, lonely, sad and painful time for so many grieving families.

We needed to find a new way to continue to reach out, help and support grieving families during our new reality. The Pastoral Care and Medical Social Work departments worked together to create a moving, interactive Online Remembrance Service. The service was professionally recorded and it allowed families to come together, all-be-it in a different way, to remember their loved one who died under our care.

The Online Remembrance Service is our way here in Galway Hospice to continue to reach out, accompany and support grieving loved ones during this extremely difficult and challenging time. By going online, we can let people know that neither they nor their loved one are forgotten.

Before each Service we sent families a Service booklet personalised with their loved one's name, bereavement literature and a Hospice candle which we invite them to light during the ceremony. We held 7 of these Remembrance Services in 2020 in which we remembered 663 people who died in our care during that year. The services were viewed over 2,500 times.

Also, on Sunday 1st November 2020, we held our first Online Annual Memorial Ceremony in which we remembered and celebrated the lives of the 664 people who died under the care of our Hospice in-patient unit and community and day care teams from 1st May '19 to 28th April '20. This service was viewed over 1,000 times.

The feedback that we received on the new Online Services has been extremely positive. In particular, families find the lighting of candles, the interactive nature of the ceremony, the beautiful music and the opportunity for all family members to come together online at the same time very powerful.

We have received so many requests from families asking to continue with the Online Services into the future even after Covid is gone. Ironically, due to our creativity because of Covid, we can now bring more people together, all-be-it virtually, than ever before.





MARIAN BEATTY VOLUNTEER FLORIST

Marian worked in finance all her life and after she retired she did a course in horticulture in Moneenageisha. She went along to an open evening for volunteers at Galway Hospice and she volunteered her floristry skills. Her offer was gratefully accepted and more than 5 years on, Marian's floral arrangements continue to bring colour and cheer to Galway Hospice.

Marian marks occasions and seasons from St Valentine's Day to Christmas and everything in between with floral displays at reception. She also tends to the flower boxes in the courtyards and she has recently taken on the table arrangements in the dining room. The beautiful flowers are a lovely touch about the place and they add to the welcoming and homely feeling at Galway Hospice.

Marian sources the flowers from local suppliers as well as using greenery from the Hospice gardens in her arrangements. She pops in frequently to ensure that the blooms are looking their best and Marian changes her displays on a weekly basis.

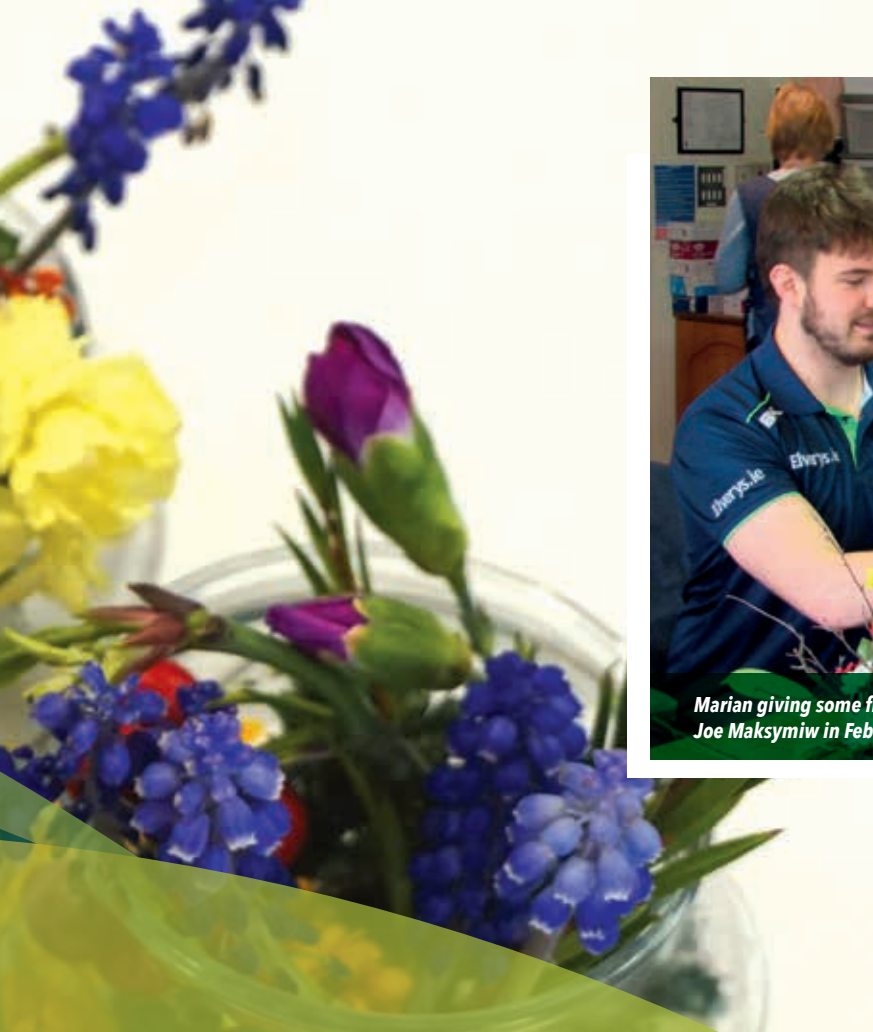
For Marian, the nicest part about her role at the Hospice has been her work with patients. Those attending the Day Care service have enjoyed floristry sessions with Marian with everyone taking home their own creation. The interaction with patients and getting to know them has been the highlight of Marian's work at the Hospice although it brings some sadness at times too.

Since March 2020, Covid-19 has impacted Marian's work. With restrictions in place at the Hospice, Marian started creating her floral displays at home and dropping them off instead. She looks forward to the return of the Day Care service and seeing those patients back for activities and care.

Marian makes a tremendous contribution to Galway Hospice and we are lucky to have a colourful and generous artist among our team. Her flair for all things floral is greatly admired and appreciated by all who come through the door.



FOR MARIAN, THE NICEST
PART ABOUT HER ROLE AT
THE HOSPICE HAS BEEN HER
WORK WITH PATIENTS



Marian giving some flower arranging tips to then Connacht Rugby player Joe Maksymiw in February 2020.

VOLUNTEER STORY



An Easter arrangement at Galway Hospice



REMEMBERING JOSIE HANLON

I'd like to thank the Hospice Homecare Team for all of your kindness and help to my late mother Josie, in her last days and hours. Mam passed away in November 2020. Her death came as a shock to us all as up to six weeks beforehand she had been hale and hearty, getting a little slower, but living her life as she chose.

Mam had three children and nine grandchildren. She was a great family woman who cared for us all and got great enjoyment and delight from watching her grandchildren grow up and listening to their exploits.

She was an outdoor woman who loved her garden and who was fiercely independent. She also loved farming and liked nothing better in early spring than looking at the calving camera to see if there was any activity in the calving pens. She used to get a great kick out of ringing me if she thought I hadn't spotted one calving. When the calving was over, we celebrated with a cup of tea and a rich tea biscuit, regardless of what time it was.

Mam died as she would have liked. Just a few days beforehand she told me that she knew she was dying and that she was not afraid. She had a strong faith and did not fear death, but rather embraced it as she did not like the idea of hanging on or losing her freedom to live her life as she liked. Mam died peacefully at home surrounded by her loving family. All these things give me great comfort as we were very close, a good team as she used to say.

Mam benefitted from the care and expertise of the Galway Hospice Homecare Team in her final days. She was so much more than the woman you were able to get to know in that time.

With sincere thanks,
PJ Hanlon, Craughwell

FAMILY STORY

'MAM BENEFITTED FROM THE
CARE AND EXPERTISE OF THE
GALWAY HOSPICE HOMECARE
TEAM IN HER FINAL DAYS'



GALWAY MEMORIAL WALK 2020



The Galway Memorial Walk is a real highlight in the calendar at Galway Hospice. It's always a big event with people of all ages coming together from all over Galway and further afield to remember their loved ones. It's a day of smiles and tears and an incredible sense of community and shared experience.

In 2020, we couldn't come together on the prom at Salthill. The Memorial Walk means so much to so many people. We decided to ask people to walk with family and friends in adherence with government restrictions in a place with special memories and meaning for them.

The response we received was absolutely fantastic. Registrations for the event came in just like any other year and to minimise footfall at Galway Hospice, we organised t-shirt pick-up points across the county.

We sent card footprints out to everyone who registered to write a message on. These footprints were returned and displayed at the Hospice.

We received photos from all over Galway, from across the country and from around the world of people taking part in the Memorial Walk. The Galway Memorial Walk 2020 was different but by no means less special.

THE MEMORIAL WALK
MEANS SO MUCH TO
SO MANY PEOPLE



WE ARE HERE FOR YOU... BECAUSE OF YOU



The first ever Galway Hospice Car Raffle was hugely popular and we are very grateful to our sponsors for their support, Sheils Motor Group Galway and Keller Travel Ballinasloe.

Congrats to Joanne Kelly from Moylough, the lucky winner of a Ford Fiesta. Joanne is pictured with Paul Pender, General Manager, Sheils Galway, and Keith Finnegan, Chairman, Galway Hospice.

In January 2020, we had a full calendar of fundraising events planned for the year. Some events we hold every year – our Croagh Patrick Climb, Hospice Sunflower Days, Galway Memorial Walk, Hospice Coffee Morning Together with Bewley's and our Tree of Lights Celebration. We had new events planned too - our Car Raffle and The Kube fundraiser - to help raise much-needed funds for our services. Our supporters were also busy planning runs, cycles, concerts, quizzes, golf events and so much more.

Then in March, all of our plans were dashed. As lockdown was extended, we were very worried about the impact on our fundraising support and the effect that would have on the services provided by Galway Hospice. But we were humbled by the backing we received from the people of Galway and further afield throughout 2020. We couldn't hold events in person in the same way, but our community continued to show their support online, on the phone and by post with virtual events, fundraisers and donations. Despite the challenges of 2020, we received over €2 million in fundraising income. This incredible support from the people of Galway enables Galway Hospice to care for your families, neighbours and friends.

**WE SIMPLY CANNOT THANK OUR SUPPORTERS ENOUGH.
IT IS BECAUSE YOU CARE, THAT WE CAN.**

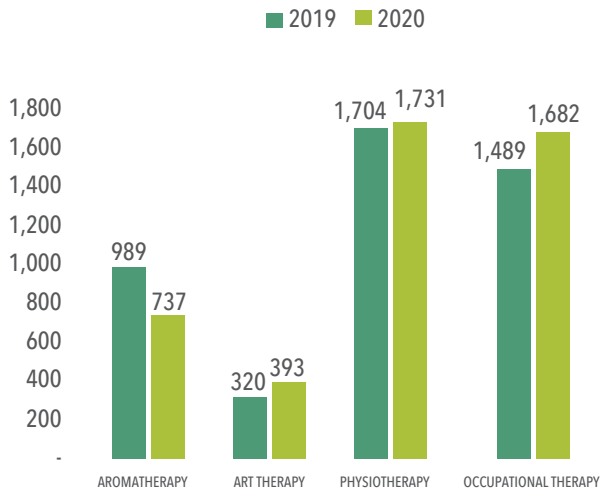
STATEMENT OF FINANCIAL ACTIVITIES FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020

	2020 € Unrestricted Funds	2020 € Restricted Funds	2020 € Total	2019 € Total
INCOME FROM:				
DONATIONS	656,768	500	657,268	619,180
HSE FUNDING	8,751,187	-	8,751,187	5,254,350
BEQUESTS	75,950	-	75,950	201,372
COVENANTS	152	-	152	152
FUNDRAISING INCOME	1,045,140	16,192	1,061,332	1,358,011
DRAW INCOME	273,709	-	273,709	276,560
INVESTMENT INCOME	566	-	566	1,424
GRANT INCOME	203,100	-	203,100	83,743
OTHER INCOME RESOURCES	74,497	-	74,497	69,237
DEFERRED INCOME	-	-	-	(300,000)
TOTAL INCOME	11,081,069	16,692	11,097,761	7,564,029
EXPENDITURE ON:				
FUNDRAISING COSTS	463,636	-	463,636	556,647
DRAW PRIZES	82,200	-	82,200	57,613
HOMECARE EXPENDITURE	1,589,390	-	1,589,390	1,207,907
PALLIATIVE CARE CENTRE EXPENDITURE	5,583,044	453	5,583,497	5,341,832
DAY CARE EXPENDITURE	80,614	-	80,614	330,998
GOVERNANCE COSTS	68,462	-	68,462	61,636
OTHER COSTS	10,606	-	10,606	23,721
TOTAL EXPENDITURE	7,877,952	453	7,878,405	7,580,354
NET INCOME/(EXPENDITURE)	3,203,117	16,239	3,219,356	(16,325)
RECONCILIATION OF FUNDS				
<i>TOTAL FUNDS BROUGHT FORWARD</i>	6,665,908	156,400	6,822,308	6,838,633
TOTAL FUNDS CARRIED FORWARD	9,869,025	172,639	10,041,664	6,822,308

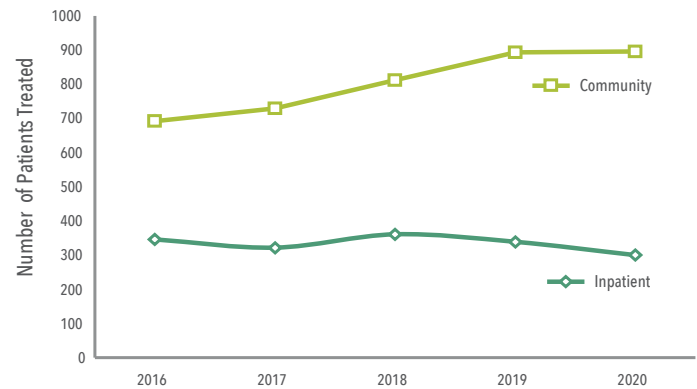
BALANCE SHEET AS AT 31 DECEMBER 2020

	2020 €	2019 €
FIXED ASSETS		
TANGIBLE ASSETS	4,612,298	4,570,406
CURRENT ASSETS		
DEBTORS <i>(AMOUNTS FALLING DUE WITH ONE FINANCIAL YEAR)</i>	1,105,176	416,009
CASH AT BANK IN HAND	5,461,559	2,640,410
	6,566,735	3,056,419
CREDITORS <i>(AMOUNT FALLING DUE WITHIN ONE FINANCIAL YEAR)</i>	(1,137,369)	(804,517)
NET CURRENT ASSETS	5,429,366	2,251,902
NET ASSETS	10,041,664	6,822,308
REPRESENTED BY:		
DESIGNATED FUNDS:		
DEVELOPMENT RESERVE FUND	3,250,000	1,150,000
RESTRICTED FUNDS:		
CHILDREN'S ACCOUNT FUND	17,195	17,648
BRID & CLODAGH DOYLE FUND	112,410	111,910
MERLIN PARK CAPITAL FUND	26,842	26,842
WISHLIST FUND	1,000	-
EDUCATION FUND	7,000	-
BEREAVEMENT FUND	8,192	-
UNRESTRICTED FUNDS	6,619,025	5,515,908
TOTAL FUNDS	10,041,664	6,822,308

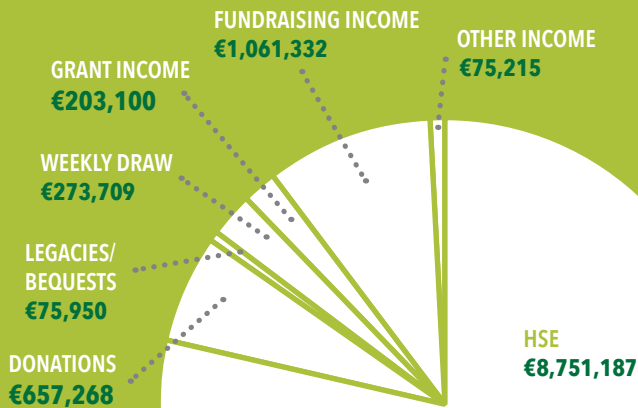
THERAPY SESSIONS 2020



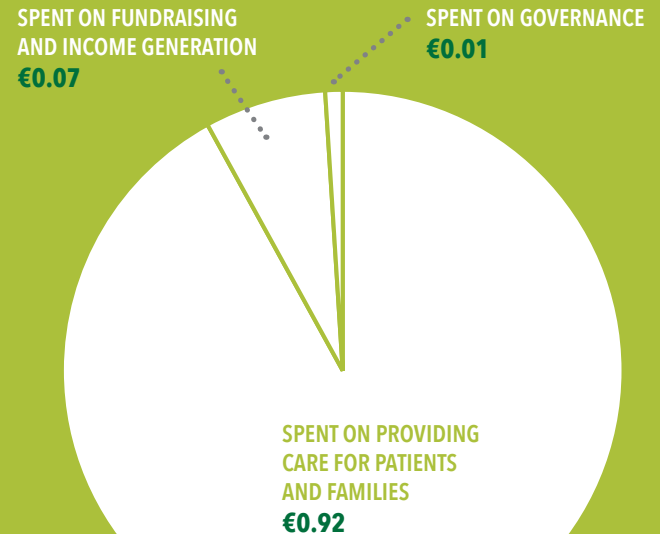
5 YEAR TRENDS IN THE DEMAND FOR GALWAY HOSPICE SERVICES



TOTAL INCOME - €11,097,761



HOW EACH €1 RECEIVED WAS SPENT



WHAT PATIENTS AND FAMILIES SAY ABOUT GALWAY HOSPICE

At Galway Hospice, we value the feedback we receive from patients and families. It helps us to improve our services and to provide the best possible specialist care to patients and their loved ones.



"Home visits have been on time and very helpful. I really feel I am being listened to and helped in every way that I could be."



"I always feel that we have someone to turn to if in difficulty and wouldn't hesitate to do so if we need to."



"The support we receive has helped us so much in a difficult time. We feel that help and understanding is there whenever we need it. Dad has been treated with the utmost care and respect."



"Of course no one wants to see a loved one become ill or to lose them to illness. This however is part of life. The Hospice team of staff and volunteers show such care. During a difficult and stressful time we were held and supported by everyone in the Hospice. I value the time we spent there with you all. It was a wonderful experience something so life affirming even in the face of an end of life. The Hospice is and always will be part of our lives now."



"My dear sister was so sensitively cared for in our house for three weeks before she died that we are in awe of the extraordinary support she received with such kindness and tenderness. Thanks to the support you give she had a gentle peaceful death – all she wished for."



"Very professional staff and always just a phone call away."



"Thank you so much for the love care and attention you have given me over the past two weeks. I really appreciate from the bottom of my heart the care provided. From the moment I arrived at the Hospice I was met with so much love and warmth. You really are an invaluable asset to Galway."



"I thought it was top class and still is with phone calls every couple of weeks to check how I'm doing, brilliant service."



"Thank you all so much for the care, compassion and grá you have all shown dad. And for treating him like a King!"



"All the nurses who call are up to date with my mother's ongoing condition. Very easy to talk to."



"My husband gets a massage from Martina and he finds it excellent. I also got counselling at the Hospice and it was a great help to me. It is a brilliant service, the back up support is unbelievable and it makes it easier as the spouse of a terminally ill patient to cope with it. Thank you."



"Absolutely fantastic staff. Don't know what we would have done/copeed without the Hospice staff - allowed our mother to stay at home."



A MASSIVE THANK YOU



Every Moment Matters...

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