



2021

# IMPACT STATEMENT

GALWAY HOSPICE FOUNDATION

ANNUAL REPORT

## OUR VISION

To be a leading example of excellence by delivering a specialist palliative care service, in appropriate settings, to people living with advanced life-limiting illnesses.

## OUR PURPOSE

We provide compassionate palliative care to patients and their families in counties Galway and Mayo. We do this by working alongside our health partners. We offer inpatient, day care and community services, which are underpinned by exemplary knowledge and delivered with compassion, dignity, respect and excellence.

## OUR VALUES



COMMUNITY



COMPASSION



DIGNITY



EXCELLENCE



WORKING  
TOGETHER





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# WELCOME MESSAGE

Welcome to our 2021 Impact Report, summarising another incredible year at Galway Hospice where we put the patient, their families and carers at the heart of everything we do, 24 hours a day, 365 days a year. This report pulls together facts, figures and insights to give a comprehensive overview of what we do, how it affects those we help and what it takes to make it all happen.

During 2021 we continued to have restrictions in how we provided our care due to the continuing Covid-19 global pandemic. The adaptability of our services was recognised throughout the year as restrictions changed promptly in response to increased rates of infection, new variants and changes in guidance. The core values of care and compassion remained at the centre of how we provided our care.

In collaboration with the HSE and Mayo Roscommon Hospice Foundation we opened the newly constructed Hospice in Castlebar in 2021. As part of that process we completed induction and orientation for approximately 80 staff and volunteers. This was a significant achievement given the restrictions in place at the time and we admitted our first patient to the Inpatient Unit in Castlebar in March. A huge thanks to all involved in this process.

Demand for our services continues to grow, referrals for our community service increased by 5% during 2021. Occupancy in our Inpatient Unit continued to be lower than normal during 2021 as patients and their families chose to remain at home wherever possible during the Covid-19 pandemic. You will get more details on activity levels across all service areas in the following pages.

I wish to thank our Hospice staff, volunteers and supporters for their continued support throughout this difficult past year. I am very proud of the great work by our staff and volunteers in keeping themselves, their families, and our community safe. The resilience and commitment they have demonstrated this past year is commendable. During 2021 we continued to face unprecedented challenges but we have worked together to provide compassionate care and companionship to palliative and bereaved individuals and families.

As we look to the future, we know that we are an integral part of a community that pulls together, which means we can continue to make a difference at one of the most difficult times in people's lives.

***Mar charthanacht áitiúil, táimid anseo dár bpobal agus mar gheall ar ár bpobal.***

***Go raibh míle maith agat.***



**Mary Nash**  
Chief Executive

# PASTORAL CARE

**Pastoral Care Chaplain, David Cribbin accompanies patients and their families on their journey from day one in the hospice for as long as they are in hospice care. An important part of David's role is to get to know the patient and lend a listening ear at a difficult time, that is especially true for Inpatient, Michelle (Shelley) Gauci.**

David was referred to visit Shelley in her home and on his very first visit, he was met with an amazing smell of roast chicken when he stepped inside. Shelley was cooking a roast chicken for her Yorkshire Terrier, Jessica. David went on to get to know all about Shelley and her love for food, even borrowing a recipe

for Chicken Vindaloo! He discovered Shelley spent some time in Michelin star restaurants in London, that her love for cooking brought her to India and China and she even cooked the for the Queen and as David says "the who's who of society".

Some of the activities David and Shelley did together included going for walks to the local beach, going for a spin in the car and even doing simple things such as sitting and doing a crossword or watching television together.

Shelley's advice to anyone met with difficult news is to, "Just smile and get on with it. You'll get through it".



## 'WE MAKE A PROMISE TO PATIENTS'

"For all of us here at Galway Hospice, our priority is care for the patients and also care for the family members and we do this in two ways, when a patient comes into our care, we promise their loved ones that we will look after them to the best of our ability for as long as they are in our care but we also make a promise to patients that we will continue to look after their family members after they are gone" – David Cribbin, Pastoral Care Chaplain

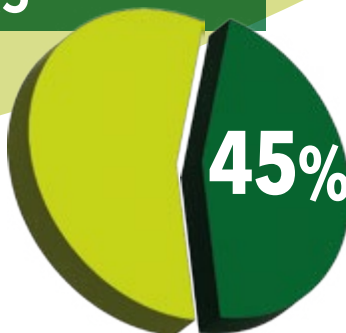


# 2021 YEAR IN NUMBERS



**934**

PATIENTS (UP 4% ON 2020)  
WERE CARED FOR BY THE  
GALWAY HOSPICE COMMUNITY  
PALLIATIVE CARE TEAM



45% OF GALWAY INPATIENTS  
WERE DISCHARGED BACK  
TO THEIR HOME OR TO A  
COMMUNITY-BASED SETTING



**26,787**

TELEPHONE CALLS

MADE BY OUR GALWAY HOSPICE  
COMMUNITY PALLIATIVE CARE TEAM



**5,499 VISITS  
WERE MADE**

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



ONLINE REMEMBRANCE  
SERVICES VIEWED A TOTAL OF

**5,317 TIMES**  
ON YOUTUBE

## MAYO HOSPICE



**110 PATIENTS**

WERE CARED FOR AT THE MAYO INPATIENT  
UNIT IN 2021



THERE WERE

**649**  
OCCUPATIONAL  
THERAPY

SESSIONS PROVIDED TO  
PATIENTS AT MAYO HOSPICE

## 2021 YEAR IN NUMBERS



**5,265  
THERAPEUTIC  
SESSIONS**

PROVIDED TO PATIENTS  
AT GALWAY HOSPICE



**113**

HOSPICE COFFEE  
MORNINGS HOSTED  
BY GALWAY  
SUPPORTERS



**286 PATIENTS**

were cared for at the Inpatient  
Unit in Galway Hospice



**1,057**

VIRTUAL LIGHTS  
SHONE ON THE  
TREE OF LIGHTS AT  
GALWAY HOSPICE



THE AVERAGE LENGTH OF STAY AT GALWAY  
HOSPICE INCREASED FROM 12 TO **15 DAYS**



# FROM GENERAL NURSING TO PALLIATIVE CARE



## **'We get to help'**

**I completed my general nursing degree in 2015 after my 4 years of training in St. Angela's College in Sligo. Following from this, I worked on an integrated stroke/elderly medicine unit in Sligo University Hospital for two years. I then moved to Sydney, Australia where I spent 3 years. It was here I started working with a community palliative care team.**

I always had a keen interest in palliative care and after I was immersed into the palliative care world in Sydney, I knew it was the path I wanted to pursue. We meet all kinds of people, at the most difficult point in their life and we get to help them. So, for me the rewarding sense of job satisfaction from working in palliative care is invaluable.

Working in the hospice is different in many ways in comparison to general nursing. In particular, it looks at the patient holistically. Often in the acute hospital this can get missed due to time constraints and the working environment. Palliative care provides symptom management for the physical symptoms of illness, and it also provides a support system for the emotional impact on a person when they have received a life-limiting diagnosis. We also get to know the patient's family and look after and support them too, again something that may not be possible in an acute setting.

I am really happy with the decision I made to join the team at Galway Hospice. I often get asked if working in the Hospice is sad and if it is tough. My answer will always be this: It's not nearly as bad as you think! The hospice setting allows patients and their families to feel at home while being cared for in their toughest times. Our patients know they have a life-limiting condition, they are simply living each day and to know I play a small part in maximising their quality of life is something truly special.

***Michelle Moyles, Staff Nurse at Galway Hospice***

## **'A new experience'**

**I qualified as a General Nurse from NUIG in November 2004 and I was successful in getting a position in the Orthopaedics Unit in Merlin Park. I then went on to complete a Higher Diploma in Orthopaedics and moved to the new Trauma Unit at University Hospital Galway in 2008. I worked in the Trauma Unit in Galway until 2015 and then moved to Mayo General at the end of 2015 to Elective and Trauma Orthopaedics until March 2021.**

I then commenced a Higher Diploma in Palliative Care End of Life in September 2020, just to gain knowledge in that specific area. I was also thinking of a change from the acute setting. I enjoyed the course and wanted to put what I had learned from my course into practise. I made the change from general to hospice as I was overall looking for greater fulfilment and seeking a new challenge.

It's very different from what I used to do but I am very happy with my career change as every day is a new challenge and a new experience.

***Eugene Slattery, Staff Nurse at Mayo Hospice***



## ESSENTIAL CARE IN THE COMMUNITY

**The Community Palliative Care Team attend to the multiple and often complex needs of patients living in the community with life limiting conditions. The community team cares for patients in their own home in addition to residential care facilities including 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 and other life-limiting illnesses. We work very closely with patients' general practitioners, public health nurses, Nursing Home Staff and community-based healthcare professionals and we liaise regularly with patients' hospital-based teams in order to ensure we deliver patient centred care.

The Covid-19 pandemic posed unique and novel challenges to the operation of the Community Palliative Care Team. We have always endeavoured, and continue, to

optimise the safety of patients and their families by conducting Covid risk assessments prior to all visits and by continuing to wear PPE during visits to patients in the community. Much information was gleaned over the phone prior to visiting patients in order to minimise face-to-face time with our community team members during significant waves of infection in an effort to minimise risk to patients. Despite the innumerable challenges over the past year, we have maintained the community service and the provision of palliative care to patients in their own homes and in other residential care facilities, including nursing homes.

The Community Palliative Care Team is accessible to patients and their families 365 days a year. In recognition of the increasing complexity of patients' needs we have a number of new initiatives which we hope will enable greater collaboration with colleagues working in other disciplines. These initiatives involve closer collaboration between the Palliative Care Team and other Community and Hospital based Specialities, examples include Cardiac Teams and Neurological (Motor Neuron Disease patients) Teams and with whom we hope to share knowledge. We believe such initiatives will ease the journey of patients and their families.



## Community Palliative Care – at a glance



**89% OF PATIENTS** cared for by the community team died at home.



**58% OF REFERRALS** to the community team came from GPs and 42% from hospital referrals



**71% 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).



**43% OF NEW PATIENTS** referred in 2021 had a non-cancer diagnosis



The average cost of caring for a patient in the community last year was **€1,747.**



# INPATIENT CARE



## Galway Hospice

2021 saw a continuation of challenges related to the spread of COVID-19 in our community.

Thankfully as some restrictions began to ease and the benefit of the vaccination roll out was seen we became creative with our resources.

We used our outdoor space, with new garden furniture and colourful landscaping to welcome families and visitors. We facilitated local musicians at Christmas to play carols, outdoors under shelter, for our patients and their families.

We are very grateful to welcome back our volunteers who have always been such a valuable asset to our unit.

Through co-ordination with the wider multi-disciplinary team and local hotels we organised some outings, such as afternoon tea and visits to our beautiful local beach Ballyloughane.

We remain grateful for the use of technology and connect patients to their families overseas and locally who may not be able to visit to safely and to facilitate the multidisciplinary team meetings that are integral patient care.

We continue to remain committed to our philosophy of care, to provide excellent specialist palliative care to those who need it in our community.

# Mayo Hospice

Galway Hospice is delighted to have partnered with the HSE and Mayo Roscommon Hospice Foundation to take on operational and clinical governance responsibility for the new hospice in Castlebar. The state-of-the-art hospice in Castlebar, which has 14 single en-suite rooms, has been developed and built by Mayo Roscommon Hospice Foundation, and would not have reached completion without the support and commitment of the people of Mayo and Roscommon.

We received the keys to the hospice in October 2020 and immediately commenced commissioning the facility to accept patients in early 2021. Our first hires were our nurse managers for the Inpatient Unit who joined us in late 2020 and they worked with the Galway team to recruit and orientate the staff needed to open the Inpatient Unit. We completed induction and orientation for approximately 80 staff and volunteers for the new hospice in Mayo during 2021 and accepted our first patient in March. This was a significant achievement given the restrictions in place at the time.

Each of the patient rooms have access to a small private courtyard area which meant that we facilitated visits by family and friends while restrictions were in place. This enabled the patients in our care to celebrate birthdays and other special moments with their loved ones.



## Inpatient Care - At a Glance



<b>Galway Hospice</b>	The average length of stay increased from 12 to 15 days	Total number of inpatient bed days was 4,413
<b>Mayo Hospice</b>	The average length of stay was 9 days	Total number of inpatient bed days was 1,745

# PATIENT STORY – THERESA MALONE

## 'It's like a little hotel'

Theresa Malone from Westport had been under the care of Mayo Hospice Community Team nurses, until the deterioration of her condition. She then had to avail of specialist palliative care at Mayo Hospice as she was in a lot of pain.

Theresa tried to manage at home, hoping her condition would improve and was reluctant to be admitted to Mayo Hospice. She didn't want to think about going into the hospice because of the association with dying and she was afraid that she might never return home again.

The Community Palliative nurses encouraged her to go, informing her that a stay in the hospice for a few days of rest would be good for her. Her sister and teenage daughter also felt it would do her good. Today, Theresa is very glad that she made the decision to be admitted. She says it was the best thing she ever did.

'If I hadn't gone to the hospice, I don't think I'd be here today and that's the God's honest truth.'

One of the things that Theresa hadn't expected at the hospice was the extent to which her family and her children were involved. Theresa's children received a very warm welcome and the Medical Social Work Team were available to speak to them when needed. Theresa found that support great.

As an inpatient, Theresa's pain was managed effectively and it gave her a great rest, "It was brilliant. They got me well. It was like a home from home." Theresa availed of a range of therapies during her stay at Mayo Hospice, including acupuncture sessions, hand therapy, occupational therapy treatment, physiotherapy and she even enjoyed using a special bath tub that made her feel like she was at a spa!

Theresa would urge anyone that is in pain to go to the hospice and not be afraid of it. She feels that the stay in the hospice did her mental health good, as well as doing her body good. Once she realised she was going to be looked after, that there was nothing to be afraid of and that she would be going home, it took a lot of her fear away. It was a great relief for everyone in her household and for the rest of her family too.

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*"It brings you  
back to being  
you and brings  
you out of the  
trouble and  
hardship"*

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# VOLUNTEER STORY – JIM HYNES

After a lifetime in customer service, engaging with people comes naturally to Jim Hynes. He has always been highly sociable and is a natural at putting people at ease. When people walk through the doors at the Hospice, he knows the most important thing is for them to see a friendly and helpful face.

A number of years ago, Jim lost his father to lung cancer. His brother was diagnosed with the same condition in 2015 though he survived due to timely medical intervention. Then Jim was suddenly widowed just after retirement. It was an indescribable shock. During this time, he experienced first-hand the importance of support around this kind of life-changing event.

After losing his wife, Jim looked for something to add meaning to his life. Volunteering at the Hospice was a natural choice as he had heard about the amazing work they did. He knew how hard it is to say goodbye and felt it would be a privilege to be part of supporting people through that challenging process. Knowing that he's helping during the most vulnerable point in someone's life—vulnerable for both patient and visitor—is an incredible honour.

His favourite benefit from volunteering is the changed perspective on his own life. It's helped him see how precious life is and how quickly it's gone, making it easier to feel grateful for every day.

Jim is extremely generous with his time and commitment to Galway Hospice. His eye for customer service means that he likes everything to be 'just right' whether volunteering at the Inpatient Unit (IPU) or on the Visitors' Desk. When he left school, he wanted to work in hospitality (hotel management) but life took a different turn. Now this dream has come full circle as he provides exceptional care for visitors and patients alike.





# MEDICAL SOCIAL WORK



The Medical Social Work Department welcomed the opening of Mayo Hospice and the addition of a Senior Medical Social Worker and a Medical Social Worker to the team in 2021. The Principal Medical Social Workers supported the induction and development of the Medical Social Work service in Mayo Hospice and its ongoing development.

For the most part of 2021, the team continued to respond and adapt to the everchanging challenges posed by the Covid-19 pandemic and continued to optimise the delivery of a social work service and prioritise referrals across the hospice service. In particular, there was increased psychosocial distress for patients and families with regard to visiting restrictions, access to nursing home placements, anecdotal delays in diagnosis and treatment, increased numbers of young families referred to the service and the increased demand for bereavement support. The department have demonstrated high levels of flexibility, compassion and commitment to patients and families in our efforts to meet the complex needs of Galway Hospice service users in 2021.

Despite restrictions imposed due to Covid-19, the Medical Social Work department continued to find innovative ways to support patients and families which included:

- » Virtual family meetings.
- » Virtual individual therapeutic support sessions (during palliative phase and bereavement).
- » Continued to support Keepsake and Memory work as a core function of Medical Social Work during the palliative phase of illness.
- » Developed the 'Walk & Talk' initiative to support bereaved persons experiencing isolation in their grief and restricted social supports imposed by Covid-19 restrictions.
- » Planning and recording remembrance services and the virtual annual service with the Pastoral Care department.
- » Facilitating a children's bereavement group over two weekends with sixteen children in attendance.
- » Facilitating a virtual teenage bereavement group, with six teenagers in attendance.

## Medical Social Work at a Glance



**3,131**  
contacts with  
patients



**1,466** carer  
contacts during 2021



# REMEMBERING MUM



**I was 20 weeks pregnant with my first long awaited baby when we found out my mum had stage 4 lung cancer at just 63 years of age. I will never forget the overwhelming feeling that came over me. I don't know if it was denial or just trauma but we really had no idea how little time we would have together. It's hard to see how sick someone is when you are so close to them but I will always remember my Mum and Dad visiting me the day after my daughter was born. As mum walked through the doors, I barely recognised her. This was just 4 months after her original diagnosis. She tried her best to fight to be there for us but the pain was just getting too much for her.**

When my baby Liadan was just 8 weeks old, Mum called my sister and I to the house for a chat. She was really finding things difficult at home and I think even more so, she knew how hard it was for our Dad. She had a visit from the palliative care nurse that morning and they made a plan that she would go to the Galway Hospice for pain management. When I heard those words... I just broke down. I remember saying to her "Mum if you go in there, you won't come out." She swore to me it really was just to get all of her meds under control, but deep down I think we all knew what it meant.

I think when mum arrived at the Hospice she was so relieved, even just that there was always someone there to support her in whatever she needed, that there would be a team of doctors visiting daily to monitor everything and that she would be

comfortable. I think when Mum was there, we all got ourselves into a little routine of visiting. My sister and I would go in early in the day while her kids were in school and I would bring Liadan with me, as I was breastfeeding. For me, it was also hugely important that I had memories of Liadan with Mum. Dad would pop in during the day and then he would go back in the evening so they could watch Coronation Street together.

The staff were so lovely from the cleaning staff to kitchen staff, nurses, doctors and receptionists. We got to know everyone on a first name basis and it became like our Hospice family. We grew to feel so familiar in the hospice and it became a place that friends and family were able to come and visit Mum to keep her spirits up.

We made the very best of our time with Mum in her final weeks. Just before she passed away, we had a little afternoon tea with all of the kids. It was a really lovely day, one we will always remember, especially as we had no idea just how little time we had. Just five days later, mum sadly passed away.

We will be forever grateful to the doctors, nurses, volunteers and all of the staff at Galway Hospice for giving us a place to spend time with Mum as a family in her final weeks. She felt safe and looked after and that is all that matters.

**Karen Broderick**

# FUNDRAISING UPDATE

2021 brought new fundraising challenges for Galway Hospice. For the second year in a row, popular events - like our Hospice Sunflower Days collection and Galway Memorial Walk - couldn't take place as they usually would. As we embraced virtual versions, our supporters continued to back us every way they could.

Our second ever Car Raffle was a great success, with Ann Ferguson from Ballina driving away in a brand-new Toyota Yaris. Thank you to all who supported the Car Raffle again this year.



Galway Hospice volunteers and fundraising team were delighted to be back at the Galway Christmas Market in 2021, after missing out on the festivities in 2020. Galway Hospice had a stall at the market from Friday November 19th to Thursday November 25th, where Christmas items were sold in aid of Galway Hospice. The items included Christmas cards, Christmas decorations, wrapping paper, candles and the very popular, Angel pins. It was lovely to be able to meet some of our wonderful supporters during the festive season.

Friends of Galway Hospice also held their own outdoor fundraisers in 2021, from truck and tractor runs to swims and rows, golf tournaments to motorcycle runs and charity car washes. Thanks to the public's support, our care continues for patients and families when they need it.

We look forward to the return of our in-person fundraisers and a chance to once again meet all our dedicated supporters across Galway and beyond.

## CHARITY IMPACT AWARD

2021 was the first year Galway Hospice was shortlisted for a Charity Impact Award in the 'large organisation' category. The Charity Impact Awards aim to celebrate the work of charities, community groups and voluntary organisations that have changed Ireland for the better.

The difficult period of Covid-19 showed the irreplaceable role that Galway Hospice plays in society. We are looking forward to hopefully being shortlisted once again and winning a Charity Impact Award in the years to come!

# INITIATIVES

Galway Hospice staff and management are always looking for ways to develop our services further and during 2021 we launched a number of new initiatives across many different departments.

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## Director of Education Appointed

Dan Keane was appointed to the new role of Director of Education in January 2021. In addition to coordinating internal education & training events, the remit of Director of Education includes collaboration with external local academic partners such as NUIG and GMIT but also fostering partnerships with national groups such as the All-Ireland Institute of Hospice and Palliative Care, and the Voluntary Hospices' Quality Assurance and Improvement (QA+I) group.

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## Palliative Care Outcomes Collaboration (PCOC)

In 2021, the Hospice began to engage with an international project, PCOC (pronounced 'Peacock'). PCOC originated in Australia over 15 years ago and was introduced to Ireland in 2019 by staff of Milford Care Centre, who have been instrumental in supporting the rollout of PCOC in Ireland.

PCOC provides a framework for routine, systematic clinical assessment and responds to the needs of individual patients and their family members. Our PCOC assessment data is recorded primarily by Nursing staff – although it is very much a multidisciplinary assessment and communication tool – and the data is entered to iCare by secretarial staff. On a six-monthly basis, this data is then exported from iCare to PCOC Australia for data analysis and the generation of a 'Quality Report' for each service. The data collected helps us to analyse and improve the care we provide.

The Hospice is the sixth service in Ireland to begin data collection and the first to use iCare for this purpose.

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## National Workplace Wellbeing Day

National Workplace Wellbeing Day took place on 30th April, but Galway Hospice went the extra step by organising social, emotional and physical wellbeing events across both sites for the staff during the week. These included programmes such as Tai Chi, Aromatherapy, Yoga and Mindfulness as well as a number of initiatives to encourage and motivate staff make the small changes to improve their long-term wellbeing, including taking a short walk during the day.

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## Pressure Injury Awareness Month

In November the Hospice developed a timetable of events to focus on Pressure Injury awareness. This included a multi-disciplinary approach to the various components in best practice on preventing and managing pressure injuries. The month-long activities included opportunities for all to participate, engage and discuss the prevention and management of pressure injuries across both the Mayo and Galway facilities. The 18th of November 2021 marked the Annual Worldwide 'STOP Pressure Ulcer Day'. The quality team ran an information stand on pressure injuries which was on display in both the Galway and Mayo sites.

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## Patient Safety Culture Survey

An external organisation conducted an anonymous online survey with staff to assess and gain insight into staff's perceptions of patient safety across the organisation. The results of the survey resulted in clear outcomes and actions required. Some of the key findings included:



- 80% of Staff Agreed or Strongly Agreed that they were working effectively as a team.
- 77% of Staff Agreed or Strongly Agreed to regularly reviewing work processes if needed to improve patient safety.
- 73% of Staff reported Always or Most of the Time speaking up if they see something that negatively affect patient care.

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## Meallan Scéal Scéal Eile – One Story Encourages Another

With thanks to funding from the Irish Hospice Foundation and Creative Ireland, our Bereavement Support Services Coordinator and Art Therapist created a film which was a compilation of poems and reflections from those connected to the hospice who experienced grief and loss over the last year.

It aimed to create a platform to share experiences of loss during Covid-19 times, and generated an opportunity for both the author and the listener to connect and communicate at a time when so many avenues to support were severely restricted. The importance of being heard, understood and not forgotten is at the heart of this project, and encapsulates the ethos of the hospice.

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## Occupational Therapy Book to Bedside Trolley

Due to Covid-19 patients have been asked to remain in and around their bed area more and our Occupational Therapy Team looked at ways to support them in this space. The Occupational Therapy Team received funding from a wish list to set-up a mobile

library to bring resources to the patient's bedside. The books are accessible in different formats (audio / braille / "easy read" presentation) and include inspiring, fiction, escapism and mood-boosting material.

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## Fatigue Clinic

The Occupational Therapy team launched the OT Virtual Fatigue Clinic in September 2021 in the Galway site. The clinic utilises the Attend Anywhere App and has been successful in reaching people in the Community in the home and nursing home environment. The Occupational Therapists (OT) have reached patients online, saving the patient the time and effort of making the drive to and from the hospice.

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## Pastoral Care Chapel

The Galway Hospice chapel was refurbished with support from donations. The chapel is a room that is used by patients and visitors and offers a comforting space for quiet time and reflection.

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## Advanced Care Planning Webinar

In 2021, we worked with the All-Ireland Institute of Hospice and Palliative Care to deliver some short webinars designed to support staff who are working in Nursing Homes. As 20% of the people under the care of our Community Palliative Care Team are residents of Nursing Homes, this is a vital partnership for us to support staff who are working in Nursing Homes. The first of these webinars took place in November and was on the topic of "Advance Care Planning".

# STATEMENT OF FINANCIAL ACTIVITIES

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021

	2021 € Unrestricted Funds	2021 € Restricted Funds	2021 € Total	2020 € Total
<b>INCOME FROM:</b>				
DONATIONS	544,573	-	544,573	657,268
HSE FUNDING	10,491,987	-	10,491,987	8,741,187
BEQUESTS	274,611	-	274,611	75,950
COVENANTS	152	-	152	152
FUNDRAISING INCOME	1,127,784	3,250	1,131,034	1,061,332
DRAW INCOME	289,429	-	289,429	273,709
INVESTMENT INCOME	22	-	22	566
GRANT INCOME	-	-	-	203,100
OTHER INCOME RESOURCES	413,144	-	413,144	74,497
<b>TOTAL INCOME</b>	<b>13,141,702</b>	<b>3,250</b>	<b>13,144,952</b>	<b>11,097,761</b>
<b>EXPENDITURE ON:</b>				
FUNDRAISING COSTS	477,526	-	477,526	463,636
DRAW PRIZES	57,111	-	57,111	82,200
HEMOCARE EXPENDITURE	1,631,065	755	1,631,820	1,589,390
PALLIATIVE CARE CENTRE EXPENDITURE	5,151,784	7,152	5,158,936	5,583,497
DAY CARE EXPENDITURE	18,378	-	18,378	80,614
GOVERNANCE COSTS	78,851	-	78,851	68,462
CASTLEBAR COSTS	3,269,653	-	3,269,653	-
OTHER COSTS	13,769	-	13,769	10,606
<b>TOTAL EXPENDITURE</b>	<b>10,698,137</b>	<b>7,907</b>	<b>10,706,044</b>	<b>7,878,405</b>
<b>NET INCOME/(EXPENDITURE)</b>	<b>2,443,565</b>	<b>(4,657)</b>	<b>2,438,908</b>	<b>3,219,356</b>
<b>RECONCILIATION OF FUNDS</b>				
TOTAL FUNDS BROUGHT FORWARD	9,869,025	172,639	10,041,664	6,822,308
<b>TOTAL FUNDS CARRIED FORWARD</b>	<b>12,312,590</b>	<b>167,982</b>	<b>12,480,572</b>	<b>10,041,664</b>

# BALANCE SHEET

AS AT 31 DECEMBER 2021

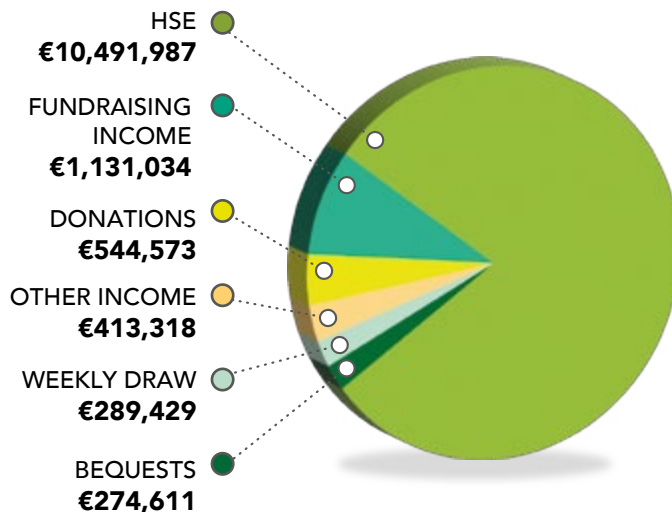
	2021 €	2020 €
<b>FIXED ASSETS</b>		
TANGIBLE ASSETS	4,399,658	4,612,298
<b>CURRENT ASSETS</b>		
DEBTORS (AMOUNTS FALLING DUE WITH ONE FINANCIAL YEAR)	792,380	1,105,176
CASH AT BANK IN HAND	8,214,594	5,461,559
	9,006,974	6,566,735
<b>CREDITORS</b> (AMOUNT FALLING DUE WITHIN ONE FINANCIAL YEAR)	(926,060)	(1,137,369)
<b>NET CURRENT ASSETS</b>	8,080,914	5,429,366
<b>NET ASSETS</b>	12,480,572	10,041,664
<b>REPRESENTED BY:</b>		
DESIGNATED FUNDS:		
DEVELOPMENT RESERVE FUND	5,503,273	3,250,000
<b>RESTRICTED FUNDS:</b>		
CHILDREN'S ACCOUNT FUND	16,288	17,195
BRID & CLODAGH DOYLE FUND	115,660	112,410
MERLIN PARK CAPITAL FUND	26,842	26,842
WISHLIST FUND	1,000	1,000
EDUCATION FUND	0	7,000
BEREAVEMENT FUND	8,192	8,192
<b>UNRESTRICTED FUNDS</b>	6,809,317	6,619,025
<b>TOTAL FUNDS</b>	12,480,572	10,041,664



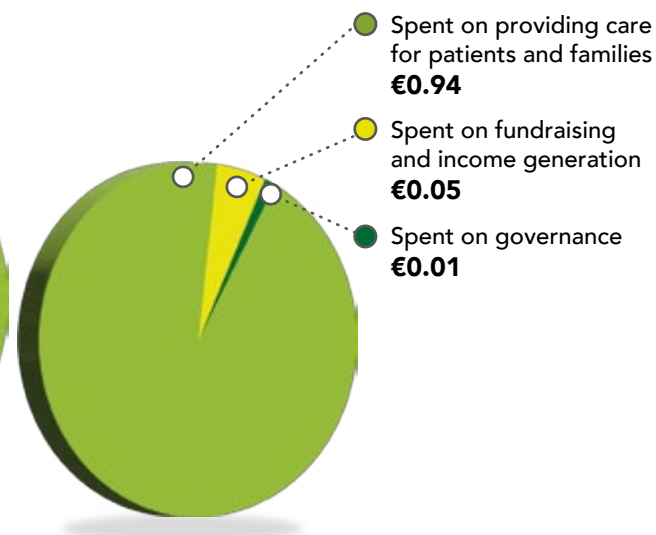
## GRAPHS

### Total Income

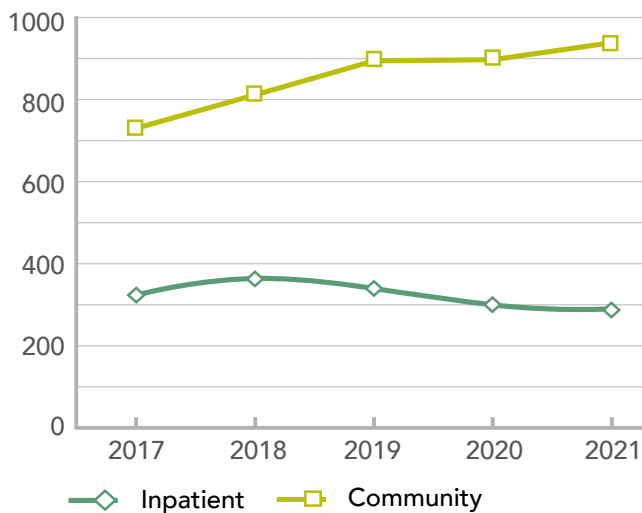
**€13,144,952**



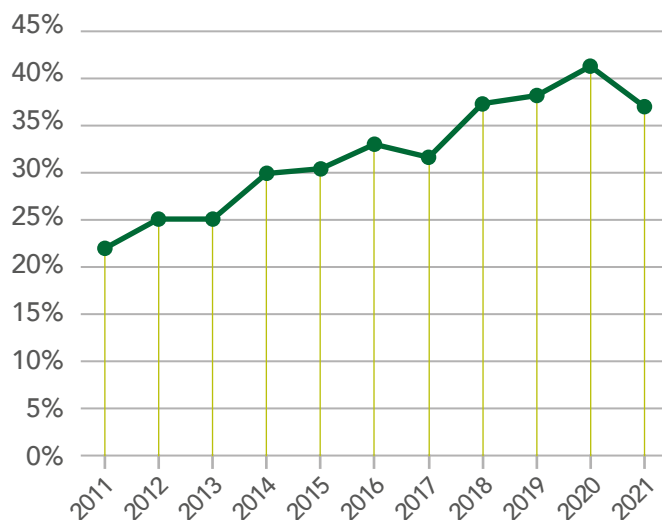
### How Each €1 received was spent



### Number of Patients Treated



### Percentage of Individuals Who died in Galway Cared for by Galway Hospice



# A MASSIVE THANK YOU



# 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.**



*"In spite of all of the challenges posed by Covid-19, the empathy and professionalism of all of the staff was incredible"*



*"We would like to thank most sincerely the entire staff who nursed and cared for our dear Sister in your caring hands for the last four days of her life. She died in a very special place with no stone left unturned. We appreciate very much the time we were allowed to visit and stay with her until she departed and we are forever grateful for the dignity and respect she received from everyone."*



*"Your care and skills were like a light in those dark, distressful days"*



*"We would like to offer our heartfelt thanks to all who looked after Grandad .... The care you gave him and the kindness you showed to our family was humbling and something we will never forget. We are forever in your debt and we will remember you always."*



*"I would absolutely from the bottom of my heart, highly recommend Galway Hospice and their services to anyone who is in need"*





*"Your caring and kindness goes beyond words and I cannot thank you enough for everything that you did"*



*"You are all so kind and caring, I cannot thank you enough for looking after my beautiful and amazing Dad."*



*"Thank you very much for your care and attention. We are very grateful for your kindness to family members at that very difficult time. The hospice was a wonderful haven for us all after being unable to visit the hospital. We hope you receive similar comfort in your own times of distress"*



*"Thank you to all the staff here in Mayo Hospice for your wonderful care and kindness over the last five weeks. Each member of staff has been a pleasure to meet. I am so lucky to have been the recipient of your many and varied talents."*

*Míle Buíochas"*



*"Your care, respect and treatment of mum in her final months was much appreciated. It made a difficult time much easier. We know mum was happy and well looked after and having the craic!"*



*Every Moment Matters...*

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 **091 770868**

**Mayo Hospice, Knockaphunta,  
Castlebar, Mayo. F23 YY40**  
 **094 9005100**



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Galway Hospice



galwayhospice



GalwayHospice



Galway Hospice

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**RCN 20022150**

**COMPANY NUMBER 136115**