



Galway
Hospice
Foundation

Impact Statement

Annual Report 2025



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*Small things matter most:
Being present, listening,
bringing comfort.*

About Us

As the specialist palliative care provider for Galway and Mayo, Galway Hospice Foundation works in partnership with the HSE and other healthcare providers to ensure people can access specialist care in the right place and at the right time. Serving a population of more than 408,000 people, we continuously develop our services to respond to changing needs and to support patients and families both now and into the future.

We believe that every person living with a life-limiting illness deserves to receive compassionate, specialist care that helps them live as fully and comfortably as possible.

Our care, which is provided free of charge, is tailored to each individual, recognising that every person has unique physical, emotional, social and spiritual needs.

Whether in our Inpatient Units, Day Care services, patients' homes or other care settings, we work alongside patients, families and healthcare partners to provide expert care, comfort and support whenever it is needed most.

Our Mission

To 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 Purpose

To provide compassionate, specialist palliative care so that individuals living in Galway and Mayo with a life-limiting illness can live well, for as long as possible, and with the best possible quality of life — and to support their families every step of the way. This purpose is at the heart of every service we deliver.



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 conditions.

Our Values

Our values shape everything we do and guide not only how we care for patients and families, but how we work, learn and improve as an organisation.

- Community
- Excellence
- Compassion
- Working Together
- Dignity

Message from our Chairperson



It is my pleasure to present the Galway Hospice Foundation Impact Statement for 2025. As a Board, our responsibility is to provide clear strategic direction and effective governance, ensuring that the organisation is sustainable, accountable and equipped to deliver high-quality specialist palliative care both today and into the future.

Our strategy provides the framework for this work. As we progress our Strategic Objectives for 2022–2026, our focus remains firmly on patients, families, carers and the communities we serve. We must ensure that our services continue to evolve in response to changing needs while remaining true to our values of compassion, dignity, excellence, community and working together.

Good governance is central to achieving this. During 2025, the Board continued to strengthen its oversight of quality, patient safety, risk and organisational performance. Board governance training was completed, an external Board evaluation was commissioned, and a Risk Appetite Statement was approved to provide a clear framework for managing risk in support of our strategic objectives.

A key strategic milestone during the year was reaching agreement with the HSE to progress the development of a new enlarged Galway Hospice. Our current facilities are no longer adequate to meet the needs of our patients and families, and this

project represents an important investment in the future of specialist palliative care in Galway. The Board will have an important role in ensuring that this major development is progressed with strong governance, appropriate oversight and responsible stewardship of the resources entrusted to us.

Our responsibility for the future extends beyond buildings and infrastructure. We must ensure that Galway Hospice continues to learn, improve and respond to the changing needs of our communities. During 2025, we strengthened patient involvement through our Patient Council, established our first Equality, Diversity and Inclusion Committee, and continued our commitment to sustainability and quality improvement.

I would like to thank my fellow Board members for their commitment and expertise, and our Executive Team, staff and volunteers for the dedication they bring to their work every day.

I also extend my sincere thanks to our healthcare partners, donors, supporters and the communities of Galway and Mayo. Your continued trust and generosity make our work possible.

As we look ahead, the Board remains committed to providing strong strategic leadership and effective governance, ensuring that Galway Hospice Foundation is well positioned to meet the growing need for specialist palliative care and to serve patients and families for many years to come.

Dr Jim Browne
Chairperson

A Message from our CEO



Every day at Galway Hospice, we have the privilege of supporting people and their families at one of the most difficult times in their lives. Our role is not simply to provide specialist palliative care, but to actively listen, seek to understand what matters to each person, and support them to live as fully and comfortably as possible while living with a life-limiting illness. Throughout 2025, our staff and volunteers continued to demonstrate this commitment across Galway and Mayo.

Demand for our services continues to grow. During the year, our Community Palliative Care Team supported 1,124 patients, an increase of 11% on the previous year. Our day services also experienced significant growth, with 832 attendances in Galway and 475 in Mayo.

But activity alone does not tell the story of our impact. In 2025, 86% of patients receiving care from our Community Palliative Care Team died at home, while 72% of patients taken onto the service were not subsequently readmitted to an acute hospital. We also continued to provide timely access to care, with 99% of community referrals seen within seven days.

The experience of our patients and families remains at the heart of how we measure our success. Our annual patient experience survey and feedback through comment cards resulted in an overall satisfaction score of 9.75 out of 10. We welcome all feedback both positive and negative and we use this feedback to understand what we do well and where we can improve.

During the year, our teams continued to develop services in response to the changing needs of patients. We strengthened our community team and now have physiotherapy and occupational therapy available in the community. We have expanded our

outpatient offering with the development of the Breathe Better, EMPOWER and FAB programs. We also launched a Carers Connect program towards the end of the year. Initiatives such as these and our evolving community services are helping us provide support earlier and in ways that better reflect individual needs.

We also continued to learn and improve. Our staff undertook quality improvement work, education and research, while sharing their expertise with colleagues across the wider healthcare system. Patient involvement continued to grow through our Patient Council, ensuring that the experience and perspectives of those who use our services increasingly inform how we develop them.

None of this would be possible without our people. I am immensely proud of the compassion, professionalism and commitment shown by our staff and volunteers throughout the year. Whether providing care in a patient's home, supporting someone in our inpatient or day services, working with families, developing new services or contributing behind the scenes, every contribution makes a difference.

As we look ahead, our focus remains on providing person-centred care that responds to the needs and wishes of the people we serve. We will continue to listen, learn and work together to improve the experience of patients and families and to ensure that specialist palliative care is available in the right place, at the right time.

At the heart of all that we do is a simple belief: **every person is more than their illness.** We remain committed to ensuring that every person who comes into our care is treated with compassion, dignity and respect, and supported to make every moment matter.

Mary Nash
Chief Executive

Our Impact at a Glance



Over 1,600 patients

supported across all services in 2025

Volunteers

161 volunteers supported our care services, while **over 500 people volunteered** through our fundraising activities



Inpatient Care



639 patients cared for in our Galway and Mayo Inpatient Units

206 patients discharged home or to another community-based setting: Nearly one in three patients were discharged home or to another care setting

Community Palliative Care



1,124 patients cared for in the community

26,564 patient calls and **7,140 visits** were made

86% of patients under our care died at home

Medical Social Work



4,189 contacts with **patients**

3,268 contacts with **carers**

1,347 bereavement support services delivered

Therapies



581 patients received 8,147 therapy sessions, including

- Occupational Therapy,
- Physiotherapy,
- Aromatherapy,
- Art Therapy, and
- Music Therapy



Day Care

265 patients attended Day Care in Galway and Mayo (1,307 attendances)

1,976 therapy sessions delivered

Additional Impact

81% of people in Galway who died with a malignant diagnosis were cared for by Galway Hospice

Our Annual Patient Experience Survey received 71 responses, with an **overall satisfaction score of 9.75**, up from 9.64 in 2024.



Inpatient Care

Our Inpatient Units in Galway and Mayo provide specialist palliative care in a welcoming, homely environment where patients and their families receive expert support tailored to their individual needs. We care for people requiring symptom management, rehabilitation, respite care and compassionate end-of-life care, always aiming to maximise comfort, dignity and quality of life.

During 2025, several initiatives were introduced to further enhance the patient experience across our Inpatient Units. Patients in Galway benefited from the introduction of a Speech and Language Therapy, providing specialist support for swallowing, communication and nutritional needs. New processes also strengthened communication with local acute hospitals whenever patients required transfer, improving continuity and safety of care. In addition, a review of inpatient nutrition and modified dietary provision began to ensure meals continue to meet patients' individual needs and preferences.

A project on oxygen therapy commenced. This is an evidence-based co-design review of oxygen management in both Galway and Mayo Hospices, with the view to improving management and delivery of oxygen therapy to patients, including exploring the support available for patient, caregivers and staff to ensure optimum practice. Service innovation also included the expansion of assistive and smart technology, such as the introduction of Alexa devices in the Galway inpatient unit.

Supporting patients to return home whenever possible remains an important aspect of inpatient care. Through expert symptom management, rehabilitation and multidisciplinary support, many patients are supported to return home or to another community-based setting, where they can continue receiving care with the appropriate support in place.



“
Arrival at the hospice was like coming home.”



Galway Inpatient Care

The **Galway Hospice Inpatient Unit**, with 18 beds, cared for **351 patients** in 2025 — a **4% increase** compared to 2024.

99% of patients admitted had a waiting time of less than 7 days.

78% of admissions had a malignant diagnosis, while 22% were non-malignant.

38% of patients were discharged home or to another community-based setting.

Patients attended 3,518 therapy sessions during the year.



Mayo Inpatient Care

The **Mayo Hospice Inpatient Unit**, now in its fifth year of operation, has 14 beds and cared for **288 patients** in 2025. The length of stay **increased by 30%** from 10 to 13 days during the year.

98% of patients admitted had a waiting time of less than 7 days.

63% of admissions had a malignant diagnosis, while 37% were non-malignant.

27% of patients were discharged home or to another community-based setting.

Patients attended 1,426 therapy sessions during the year.

“Hospice Care Is So Much More Than People Expect”

I was first intrigued by palliative care during rotations in oncology. I witnessed the difference it made to patients. But it wasn't just about symptom control. Because palliative medicine deals with the whole person and is very person-centred, people's mood and overall quality of life would improve from both a medical and a psychosocial point of view. I feel like palliative medicine brings all of those things together.

When I started at Galway Hospice, I quickly discovered the incredible value of the multidisciplinary team. Every single person makes such a difference to a patient's journey, whether that is in Day Care, the Community Team or the Inpatient Unit. Everybody has their role, and you never know what will make the biggest difference to a patient. That has probably been the biggest lesson for me.

If I had to explain hospice care to someone who didn't know what palliative care is, I would say that the hospice is a wonderful place for anybody living with a progressive life-limiting illness. We help people who are facing challenges from their illness, both physically and psychosocially. Hospice care does not simply mean end-of-life care. There is so much we can offer that people may not initially expect, and it can make a really significant difference to both their lives and their quality of life.

Dr. Jasleen Tarrant



Galway Community Palliative Care

Our Community Palliative Care Team delivers specialist palliative care to patients in their own homes, nursing homes and residential care settings across Galway City, County, and the adjoining islands, helping people to remain in familiar surroundings while receiving expert support.

Working as part of a multidisciplinary team, our Clinical Nurse Specialists collaborate closely with patients, families, GPs, public health nurses, hospital consultants and other healthcare professionals to provide personalised care tailored to each individual's needs. Through home visits and telephone support, the team offers specialist symptom management, clinical advice, emotional support and guidance to patients and those caring for them. The service is available seven days a week, from 9am to 5pm, ensuring timely access to specialist palliative care when it is needed most.

Throughout 2025, the Community Palliative Care Team continued to strengthen and expand the services available to patients across Galway. Consultant support within the service was enhanced, improving access to specialist medical advice and supporting the continued development of community-based and ambulatory care. The team participated in a multisite collaborative research project on use of the Future Care Plan (a form of advanced care plan which is communicated to the National Ambulance Service) by community patients. New referral pathways also enabled patients to access specialist

programmes, such as Breathe Better and Empower, more efficiently, while closer collaboration with hospital specialists, primary care and community services ensured more coordinated and integrated care throughout patients' journeys.

Demand for Community Palliative Care continued to grow during 2025. The team received 957 referrals and provided specialist care and support to 1,124 patients in their own homes and community settings, including 863 new referrals and 64 re-referrals.

26,564 patient calls and 7,140 visits were made during the year.

99% of the patients referred to our community team were seen within 7 days.

86% of patients who received care from the team died at home.

72% of patients supported by the team were never readmitted to an acute hospital setting.



People rarely remember clinical interventions. They remember kindness. They remember being listened to. They remember being treated like a person, not a diagnosis.



“Our aim is to empower people to live at home with dignity”

Twenty-five years ago, I joined Galway Hospice after moving back from London to start a new life in the West of Ireland. Although I trained in Oncology, I was drawn to Palliative Care because it seemed like a good fit for my own philosophy and character.

I work as a Clinical Nurse Specialist in the Community Palliative Care Team. From time to time, I find myself dispelling the myth of what Hospice Home Care signifies.

A referral to us does not mean that all hope is lost. It does not mean that the pleasures of daily life will stop. In fact, it is our aim to empower the patient to live at home with dignity, while being able to access a professional and compassionate programme of care designed around that person and their family.

As part of my role, I do hundreds of home visits each year. I meet extraordinary people doing this job. People of every age who display amazing strength. People who are sometimes vulnerable and often very ill, but who can channel immense adversity into profound courage. I'm privileged to meet the real deal as part of my working life.

Kevin Finnegan
Clinical Nurse Specialist, Community Palliative Care Team



Day Care

Our Day Care services in Galway and Castlebar provide a welcoming and supportive environment where patients can access specialist palliative care while continuing to live at home. Through regular visits, patients receive expert nursing and medical care, therapies, and support from our multidisciplinary team, helping them manage symptoms, maintain independence, and improve their quality of life.

For many people, Day Care is their first experience of hospice services. Any initial concerns quickly give way to reassurance as patients and families experience the warmth, kindness and sense of community created by our staff and volunteers.

Throughout 2025, our Day Care services continued to evolve to meet the growing needs of patients. Collaboration with Community Physiotherapy and Occupational Therapy enabled more people to access programmes such as Breathe Better and EMPOWER, while the introduction of the FAB (Fatigue and Breathlessness) Programme in Mayo provided patients with practical strategies to better manage symptoms and improve their quality of life. These developments contributed to a significant increase in Day Care activity across both sites during the year.

Galway	Mayo
159 patients attended Day Care during 2025	106 patients attended Day Care during 2025
832 attendances recorded	475 attendances recorded
1,218 therapy sessions delivered	758 therapy sessions delivered

“I think this place really helped me to come to terms with everything. I am at peace and I think my family will be better supported by coming here. Thank you for everything.”

“What surprised me most here was the warmth of the people and the amount of laughter”

I have a brain tumour. It's been operated on and it's in a good place at the moment. I'm in phase three, and I still attend oncology regularly for my scans and appointments. I'm now into a period where it's mostly about monitoring.

It was a big deal, the length of time I went through radiotherapy. I've lost some vision from that experience, some blurring in my left eye.

My experience with Day Care has been very good. What surprised me most here was the warmth of the people and the amount of laughter.

What I expected was people sitting around moaning about the fact that they've only got so long to live. I was quietly surprised that there was no mention of illness. It has been about positive talk. It's been nice. It's a nice experience.

It's lovely just to listen to people and enjoy being around them. It's lovely to see people enjoying something, even if you might not enjoy it yourself. It's a vicarious thing, you know. Something lovely like that.

I get aromatherapy and massage therapy, and that's quite pleasant. I've had some physiotherapy too.

Coming here has been a pleasant experience. You're not sitting in the passenger lounge waiting for something, if you know what I mean. You just live in the moment here. That's been my experience.

Paul
Day Care patient



Therapies

Our Therapy Services are an integral part of the specialist palliative care we provide across Galway and Mayo. Working as part of the multidisciplinary team, our therapists support patients to maintain independence, manage symptoms, and enhance their physical, emotional, and psychological wellbeing. Through personalised care, they help people continue to enjoy the activities that matter most, improving comfort and quality of life at every stage of illness.

During 2025, the Therapies team continued to expand services across both Galway and Mayo, introducing new community programmes, strengthening education and research, and developing innovative initiatives to improve patients' quality of life.



Music Therapy

Music Therapy uses music in a purposeful and therapeutic way to support patients' emotional, psychological and spiritual wellbeing. Tailored to each individual's needs, sessions can promote relaxation, encourage self-expression, create meaningful connections and provide comfort during times of illness.

During 2025, Music Therapy continued to become more established at Galway Hospice, enabling more patients to benefit from this valuable service as part of their personalised care plan.

GALWAY
314 treatments
delivered to 115 patients



Art Therapy

Art Therapy offers patients a creative and supportive space to express thoughts and emotions that can sometimes be difficult to put into words. Through creative expression, it promotes emotional wellbeing, reduces distress, encourages reflection, and provides meaningful opportunities for communication, connection, and self-expression.

The Art Therapy service expanded during 2025 with the appointment of a dedicated Art Therapist in Mayo, increasing access to creative therapeutic support for patients and families across both sites. Innovative quality initiatives were explored, including Eco-art practices, use of outdoor spaces, and collaborative art projects with local schools and higher education institutions.

GALWAY
581 sessions
delivered to 161 patients

MAYO
151 sessions
delivered to 44 patients



Physiotherapy

Our Physiotherapy Team helps patients maximise their physical function, mobility, and wellbeing. Through personalised assessment and treatment, they support symptom management, improve strength and confidence, reduce the risk of falls, and help patients manage pain, breathlessness, and fatigue, enabling them to remain as active and independent as possible.

During 2025, the Physiotherapy service expanded into the community, strengthening access to specialist palliative physiotherapy beyond the hospice setting. The team also introduced the AIRVO respiratory therapy programme and continued to deliver the Breathe Better programme, supporting patients with breathlessness through education, exercise, and personalised self-management strategies.

GALWAY
2,388 treatments
delivered to 418 patients

MAYO
751 treatments
delivered to 191 patients



Aromatherapy

Aromatherapy is a gentle complementary therapy that promotes relaxation, comfort, and wellbeing through the therapeutic use of essential oils. It can help ease anxiety, stress, pain, muscle tension, and fatigue, while encouraging relaxation, improving sleep, and enhancing patients' overall sense of comfort during their hospice journey.

In 2025, the Aromatherapy team continued to develop new therapeutic programmes for patients and carers, including the HEARTS initiative, while also delivering education sessions for healthcare professionals and contributing to national developments in supportive care.

GALWAY
686 treatments
delivered to 215 patients

MAYO
599 treatments
delivered to 168 patients



Occupational Therapy

Our Occupational Therapists support patients to remain as independent as possible throughout their illness. Working closely with each individual, they provide practical solutions, equipment, and strategies that enable people to carry out everyday activities safely and comfortably, helping them maintain their independence, confidence, and quality of life.

A significant milestone in 2025 was the expansion of Occupational Therapy into the community for the first time. Patients and carers were supported in their own homes through specialist assessments, practical interventions, fatigue management programmes, and the EMPOWER programme, helping more people maintain independence and confidence while living with advanced illness.

GALWAY
1,976 treatments
delivered to 473 patients

MAYO
701 treatments
delivered to 204 patients

Medical Social Work

Supporting family, friends and carers

Our Medical Social Work Team provides specialist psychosocial support to patients, families and carers across Galway and Mayo Hospices. Working alongside the multidisciplinary team, they help people navigate the emotional, practical and social challenges associated with life-limiting illness, while also supporting families through grief and bereavement.

Throughout 2025, the team continued to expand its services to meet growing and increasingly complex needs. A dedicated Medical Social Worker was allocated to Day Care, enhancing support for patients and families, while family meetings, advance care planning, children's support and bereavement services continued to play a central role in holistic hospice care. The team also strengthened partnerships with community organisations and national networks, helping to improve support for people both during illness and after the death of a loved one.

Bereavement Café

Galway Hospice continues to facilitate and develop the Bereavement Café on a monthly basis, strengthening its role as an accessible source of community-based bereavement support.

In 2025, there were **74 attendances**, with 63.5% of participants representing people bereaved outside hospice services, highlighting the café's growing reach within the wider community.

During the year, the team presented the Galway Hospice Bereavement Café model at the Irish Hospice Foundation National Bereavement Forum, inspiring organisations across Ireland to establish similar initiatives.



Galway	Mayo
3,227 contacts with patients	962 contacts with patients
2,361 contacts with carers	907 contacts with carers
824 bereavement support services delivered	523 bereavement support services delivered

The service helps gather mourners together and make us realise we are not alone.

Remembrance Service

Our Remembrance Services provide families with an opportunity to come together to reflect, remember and celebrate the lives of those who died under our care.

During 2025, four remembrance services were held in Galway, alongside an annual remembrance service, while three remembrance services were organised in Mayo. Together, these services welcomed families both in person and online, creating meaningful opportunities for remembrance and reflection.

During the services, candles were lit in memory of the **991 people** who passed away under our care in 2025 — 748 in Galway and 243 in Mayo.

Carers Connect – Supporting Those Who Care

New for 2025, Carers Connect was introduced in both Galway and Mayo to provide dedicated support for those caring for a loved one with a life-limiting illness.

Meeting fortnightly, the groups offer carers a safe and welcoming space to share experiences, access information, receive emotional support and connect with others facing similar challenges. The initiative reflects our commitment to caring not only for patients, but also for the people who support them every day.

Walk & Talk – Supporting People Through Connection

Walk & Talk brings together people who are grieving, offering a gentle, welcoming space where they can connect with others who understand their experience while benefiting from professional support.

The initiative continued to grow throughout 2025, with **305 attendances** across Galway and Castlebar. Families consistently described Walk & Talk as a source of comfort, connection and hope during difficult times.



Supporting Children Through Bereavement

One of the year's most significant developments was the expansion of our Children's Bereavement Groups, providing dedicated support to young people who have experienced the death of a parent.

Building on the success of previous bereavement initiatives in Galway, 2025 saw the first Children's Bereavement Group take place in Mayo Hospice, while Galway continued its well-established programme. Across both sites, children aged 6 to 12 took part in creative, activity-based sessions designed to help them understand grief, express emotions, build coping skills and connect with other children facing similar experiences.

The groups offered a safe, supportive environment where children could share memories, ask questions and realise they were not alone. Families described the experience as invaluable, with many highlighting the confidence, understanding and reassurance their children gained through the programme. One child simply said: "It was a safe space."



The Power of Volunteering

#WeAreVolunteers

Volunteering at Galway and Mayo Hospice is about much more than giving time — it's about becoming part of a compassionate community that makes a meaningful difference in the lives of patients and families every day.

Our volunteers are an essential part of hospice life. Whether welcoming visitors at reception, driving patients, delivering lunches and refreshments, supporting bereavement services or helping in many other ways, they bring warmth, kindness and companionship to every corner of the hospice. Their generosity, commitment and compassion help create the welcoming environment that patients and families value so highly.

Throughout 2025, we continued to strengthen and develop our volunteer programme while celebrating the extraordinary contribution of those who give their time so generously.

A major milestone was the achievement of the **Investing in Volunteers** quality standard across both Galway and Mayo Hospices, recognising excellence in volunteer management and making Galway and Mayo Hospices the first hospices in the west of Ireland to receive this prestigious accreditation.

During the year, our Galway volunteers were also honoured with the **Volunteer of the Year Award** at the Galway City Council Mayor's

Awards, recognising the exceptional contribution they make to hospice care and to our wider community.

Volunteer wellbeing, training and ongoing support remained a priority throughout the year, alongside the continued development of recruitment, education and community engagement initiatives that ensure volunteering at Galway and Mayo Hospice remains a rewarding and meaningful experience for everyone involved.

In 2025, **161 volunteers supported our care services**—112 in Galway and 49 in Mayo—while **over 500 others gave their time to fundraising activities**. Together, their generosity and commitment help make everything we do possible. To every volunteer who shares their time, skills and compassion with us, thank you. Your kindness makes a lasting difference to the lives of our patients, their families and our hospice community every single day.

“I’ve become part of a truly beautiful and supportive community”

My name is Ann Marie Jordan. I’ve been volunteering with Mayo Hospice for over four years, working on reception once or twice a month. While it’s a relatively small time commitment, it’s something I truly value and feel privileged to be part of.

I decided to volunteer after changing careers and my travel commitments eased. I had more time to give. I wanted to help others, give something back to my community, and build meaningful connections locally. Being part of Mayo Hospice, I’ve become part of a truly beautiful and supportive community, which makes the experience even more special.

In my role on reception, I’m often the first point of contact for people coming into the hospice. That might mean welcoming visitors, helping answer queries, directing people where they need to go, or simply offering a friendly face at what can be a very emotional time. Sometimes it’s about practical help, and other times it’s just about being present and compassionate.

Volunteering in palliative care is something very special. It has made me more aware of how important kindness, patience, and empathy are. Even small gestures, like a smile or a calm conversation, can make a real difference to someone who might be going through a difficult experience. It’s an honour to play even a small part in supporting patients, families, and staff in such a caring environment.

I would encourage anyone who is considering volunteering to take that step. You don’t need a lot of time to give, just a willingness to help and to care. The experience is incredibly rewarding, and you truly feel that what you do, even in a small way, matters.

Ann Marie Jordan,
Volunteer



Caring for People and the Planet

At Galway and Mayo Hospices, caring for people and caring for the planet go hand in hand. We recognise that protecting the environment is also about protecting the health and wellbeing of our patients, staff, volunteers and future generations. Throughout 2025, we continued to invest in sustainable practices, energy efficiency and environmental stewardship, ensuring that the way we deliver care reflects our responsibility to the communities we serve.

A major milestone during the year was the establishment of dedicated **Green Teams at both Galway and Mayo Hospices**. Bringing together staff from across the organisation, the teams are helping to drive environmental awareness, promote sustainable practices and develop new initiatives that reduce our environmental impact. Their work has already contributed to measurable reductions in energy consumption and carbon emissions, while encouraging staff, volunteers and visitors to play their part in creating a greener hospice.

Our commitment to sustainability was recognised nationally in 2025 when the Hospice became the first hospice service to receive the **CHKS Green Award**, recognising excellence in environmental sustainability and energy conservation.

Being sustainable isn't about being perfect. It's about doing what we can, where we are, with what we have. It's about small actions that lead to big changes over time.

Building a Greener Hospice

Throughout the year, we continued to invest in projects that improve both sustainability and the experience of patients, visitors and staff.

Reducing our environmental impact

- Solar panels at Mayo Hospice generated more than 81 MWh of electricity during their first full year of operation, supplying almost 35% of the site's electricity needs.
- Energy-saving initiatives, including additional LED lighting, improved boiler efficiency and smart sensor lighting, contributed to further reductions in electricity, gas and oil consumption across both sites.
- Composting initiatives in Mayo ensured that zero food waste left the site, with compost reused in hospice gardens and the greenhouse.
- Two additional electric vehicle charging points were installed in Galway, supporting the continued transition to lower-emission transport.

Creating welcoming spaces

Environmental improvements also enhanced the hospice experience for patients and families.

During the year we upgraded patient bedrooms with new wall protection, replaced medical beds, recliner chairs and treatment couches, improved ventilation and air quality, expanded office and clinical spaces to better support staff, and continued investment in digital infrastructure to ensure secure and reliable services across both Hospices.

The hospice gardens also continued to flourish, with additional planting, greenhouse improvements and the support of volunteers and local businesses helping to create beautiful outdoor spaces where patients, families and staff can enjoy moments of peace and connection.

Looking Ahead

Sustainability remains a key priority for Galway and Mayo Hospices. Building on the progress made in 2025, future plans include expanding renewable energy, increasing electric vehicle use, exploring rainwater harvesting, reducing fossil fuel consumption and continuing to create healthier, greener environments for everyone who visits our hospices.



Quality, Safety & Innovation

CHKS Accreditation: Excellence in Quality and Safety

In May 2025, Galway Hospice Foundation successfully completed its three-year CHKS accreditation review across both sites. Following a rigorous four-day assessment against 770 quality standards, the organisation achieved 99.26% compliance, reflecting our ongoing commitment to delivering safe, high-quality, person-centred care. The accreditation process involved staff from across all departments working together to review policies, procedures and clinical practice, ensuring continuous improvement remains at the heart of everything we do.

Digital Innovation – iCare

Throughout 2025, we continued to expand our electronic healthcare record system, iCare, bringing us closer to a fully paper-light service. Community Palliative Care and Day Care now operate almost entirely through electronic records, with new digital assessments, care plans and outpatient clinic documentation improving efficiency, communication and continuity of care. Our staff also continued to contribute to the development of the future National Clinical Management System for Specialist Palliative Care, helping shape digital innovation at a national level.

Patient Engagement

Our Patient Council, established in 2004, became fully operational during 2025 and plays an important role in shaping hospice services. Council members now contribute to a number of organisational committees, including Research, Equality, Diversity and Inclusion, and the Green Committee, ensuring the voices and experiences of patients and families help guide future developments. Plans are also underway to establish a Patient Council in Mayo Hospice during 2026.

Supporting Our People

At Galway Hospice, we know that exceptional patient care begins with supporting the people who provide it. Throughout 2025, we continued to invest in staff wellbeing, professional development and creating a positive workplace culture where everyone feels valued and supported.

During the year, preparations began for the IBEC KeepWell Mark accreditation, reflecting our commitment to workplace wellbeing across areas including leadership, health and safety, mental health, inclusion, nutrition and professional development. Staff feedback also played an important role in shaping future initiatives, with the annual staff survey helping to identify priorities and guide improvements across the organisation.

Information Governance

Protecting patient information remains a fundamental priority. Throughout 2025, Galway Hospice continued to strengthen its data protection and information governance through updated policies, enhanced security processes, AI governance planning and regular external compliance reviews. This ongoing work ensures patient information is managed safely, securely and in line with the highest standards of best practice.





Project ECHO – Sharing Knowledge

Project ECHO continued to strengthen education and collaboration with nursing homes across the region throughout 2025. Delivered in partnership with the All-Ireland Institute of Hospice and Palliative Care (AIHPC), the programme provides a valuable forum for healthcare professionals to share knowledge, discuss real-life cases, and improve palliative and end-of-life care.

Galway Hospice also continued to contribute to national education initiatives through CARU, reinforcing its commitment to partnership, education, and the sharing of best practice across the region.



Equality, Diversity & Inclusion

Significant progress was made in advancing Equality, Diversity and Inclusion during 2025. The Hospice successfully completed an international self-assessment programme, identifying key priorities to help create an even more inclusive environment for patients, families, volunteers and staff. This work will continue into 2026, when the organisation will participate in an international EDI conference to support the next phase of development.

Education & Knowledge Sharing

Education plays a vital role in ensuring patients and families receive the highest standard of specialist palliative care. Throughout 2025, Galway Hospice continued to invest in learning and professional development for staff, volunteers and healthcare professionals, while also sharing knowledge with colleagues across the region. Through multidisciplinary education, international collaborations and partnerships with community services, we continue to strengthen skills, promote best practice and improve the quality of palliative care beyond our own organisation.

Living for Today, Planning for Tomorrow

As part of Palliative Care Week 2025, Galway Hospice hosted its first independently organised multidisciplinary conference, Living for Today, Planning for Tomorrow. Bringing together 108 healthcare professionals from across the region, the conference explored the benefits of integrating palliative care earlier in the patient journey and highlighted the importance of collaboration in delivering compassionate, person-centred care. The event received excellent feedback and marked an important milestone in Galway Hospice's commitment to education and professional development.



Research – Building an Evidence-Based Culture

Research continued to grow throughout 2025 with the appointment of our dedicated Research Manager and the establishment of a new Research Governance Committee. Together, they have strengthened the foundations for high-quality research across Galway and Mayo Hospices. A research prioritisation event brought together staff from across the organisation to identify future research priorities, while the introduction of a monthly multidisciplinary Journal Club continues to encourage learning, collaboration and evidence-based practice across our teams.



West of Ireland MND Conference

In partnership with the All-Ireland Institute of Hospice and Palliative Care (AIHPC) and the Irish Motor Neurone Disease Association (IMNDA), Galway Hospice co-hosted the West of Ireland Motor Neurone Disease Conference, welcoming 120 healthcare professionals from across Ireland. Opened by Hildegard Naughton, Minister of State with Responsibility for Disability, the conference responded to the growing need for specialist education in caring for people living with Motor Neurone Disease and reinforced Galway Hospice's role as a leader in education and multidisciplinary collaboration.



Our Finances

Statement of Financial Activities

For the Financial Year Ended 31 December 2025

	2025 Restricted Funds €	2025 Unrestricted Funds €	2025 Total €	2024 Total €
Income from				
Donations and legacies	760	799,389	800,149	1,091,222
Charitable activities	14,263,084	1,861,641	16,124,725	15,857,871
Other	16,847	347,032	363,879	141,196
Total	14,280,691	3,008,062	17,288,753	17,090,289
Expenditure on				
Charitable activities	14,809,706	599,125	15,408,831	14,708,831
Other	—	154,918	154,918	147,171
Total	14,809,706	754,043	15,563,749	14,856,002
Net income/(expenditure)	(529,015)	2,254,019	1,725,004	2,234,287
Taxation	—	—	—	—
Transfers	529,015	(529,015)	—	—
Net movement in funds	—	1,725,004	1,725,004	2,234,287
Reconciliation of Funds				
Total funds brought forward	222,184	19,117,949	19,340,133	17,105,846
Total funds carried forward	222,184	20,842,953	21,065,137	19,340,133

All income and expenditure derive from continuing activities.

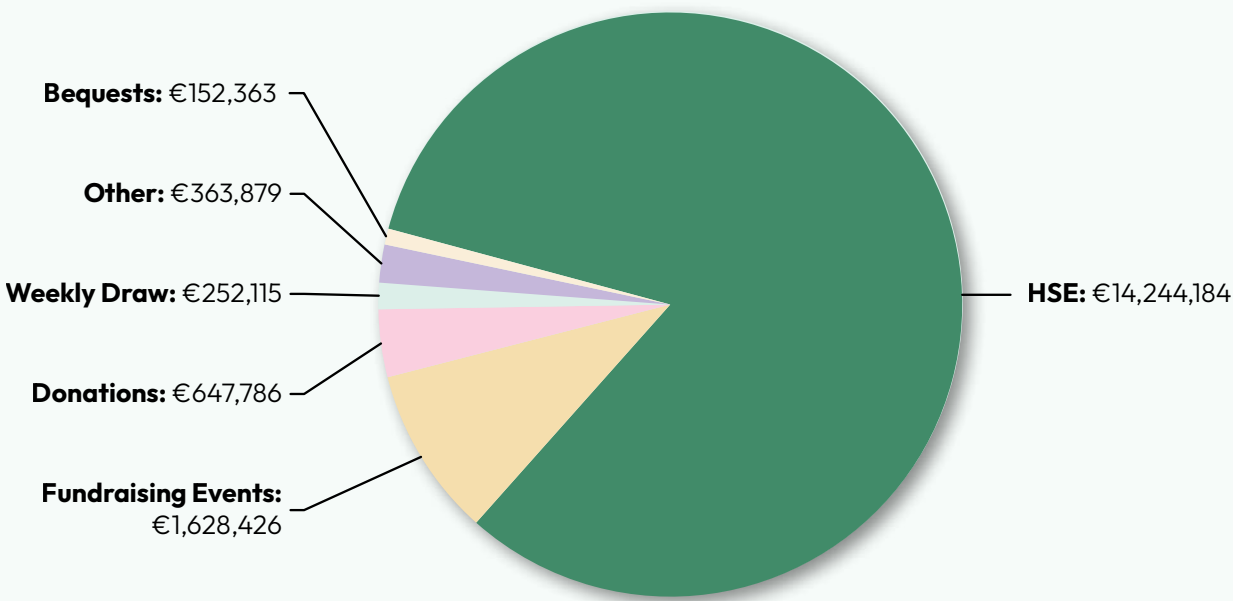
Balance Sheet

As at 31 December 2025

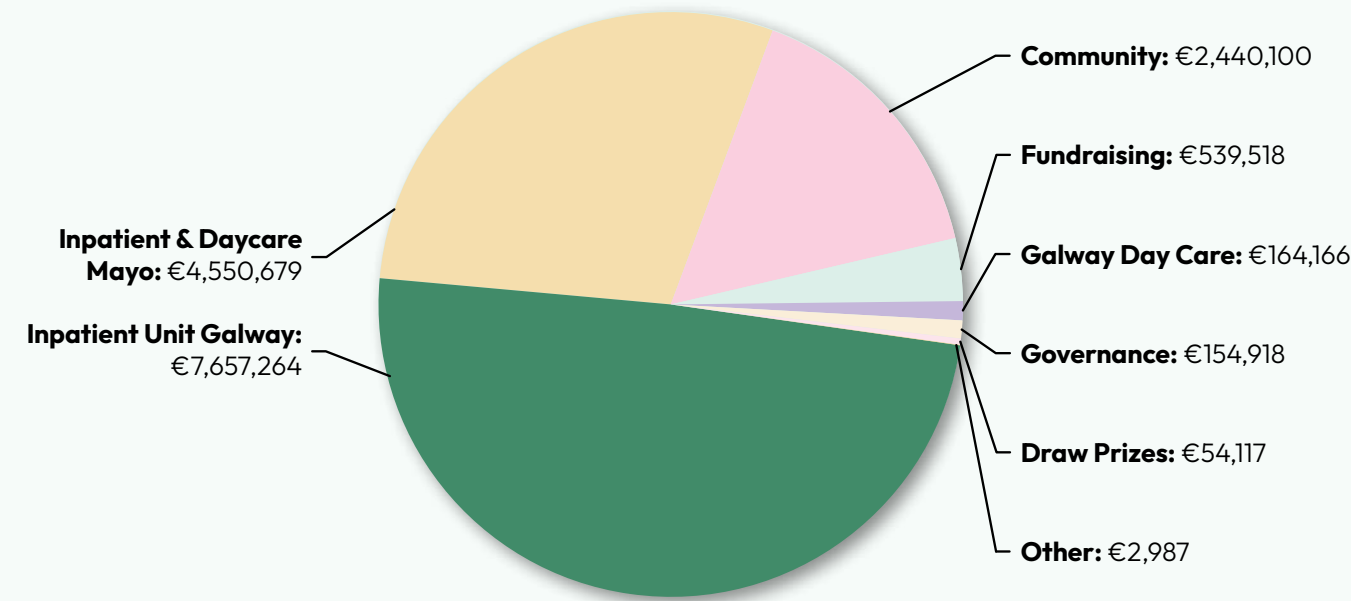
	2025 €	2024 €
Fixed Assets		
Tangible Fixed Assets	3,858,408	4,064,196
Current Assets		
Debtors	843,737	992,595
Cash at bank and in hand	17,672,565	15,883,517
	18,516,302	16,876,112
Creditors: Amounts falling due within one year	(1,309,573)	(1,600,175)
Net Current Assets	17,206,729	15,275,937
Net Assets	21,065,137	19,340,133
Funds of the Charity		
Restricted funds	324,812	358,122
Designated funds	16,253,273	14,553,273
Unrestricted funds	4,487,052	4,428,738
Total Funds	21,065,137	19,340,133

Our Data

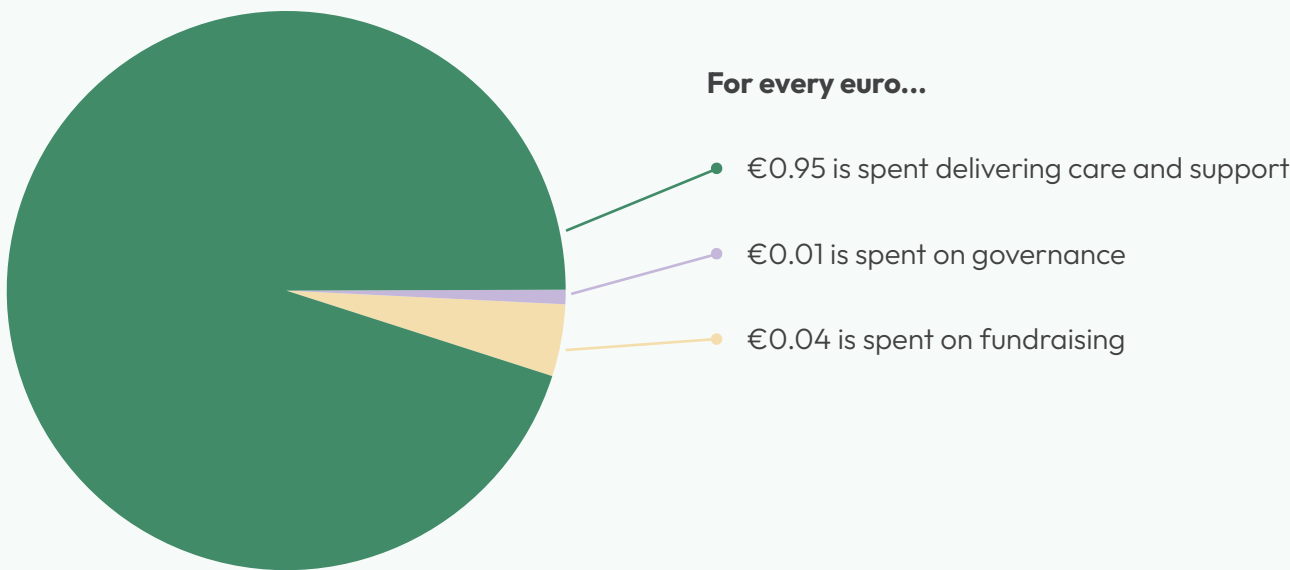
2025 Total Income: €17,288,753



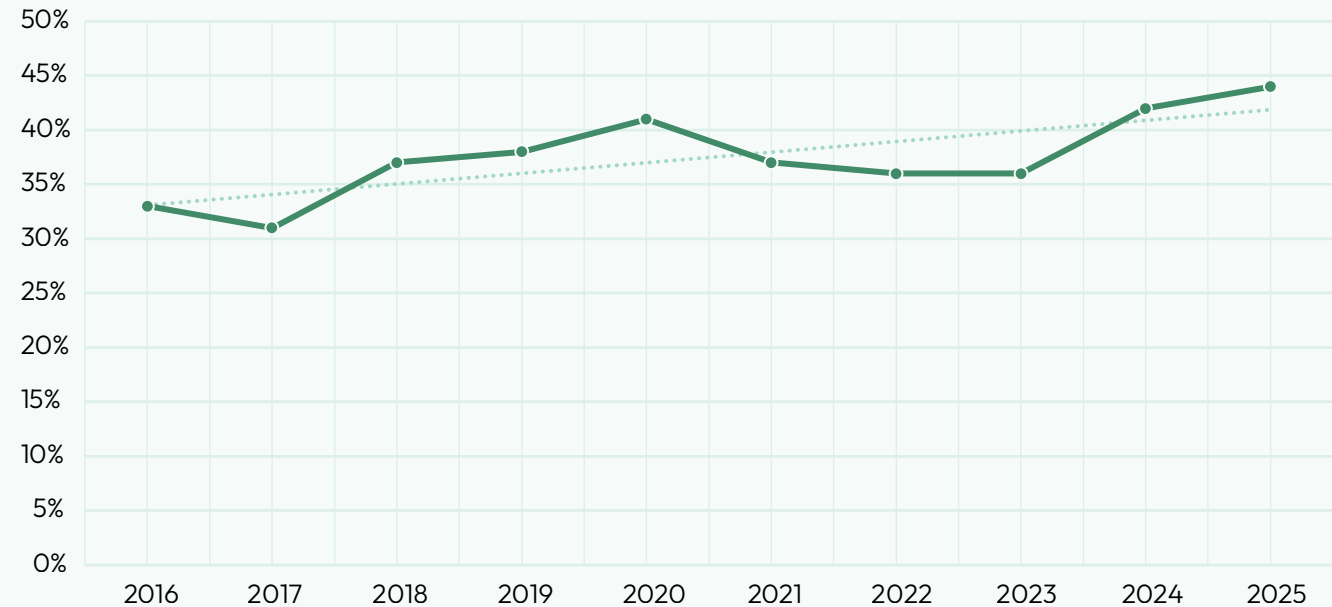
2025 Total Expenditure: €15,563,749



How the money is spent



Percentage of individuals who died in Galway cared for by Galway Hospice



It's all thanks to you

Community fundraising allows Galway Hospice to deliver care and support that go far beyond the basics and make a real difference to those who need our services.

We are deeply grateful to all who volunteered, fundraised, donated or supported Galway Hospice in any way throughout 2025. Your compassion and commitment make our care possible.

A heartfelt thank you goes to the individuals, community groups, schools, clubs and businesses who organised and supported fundraising events in aid of Galway Hospice, from auctions to golf days, concerts to tractor runs, tea dances to sponsored swims, car washes to quiz nights, bake sales to fashion shows, and everything in between.

2025 was filled with so many wonderful community events, such as the Woodford Looscaun Vintage Run, mart sales by Galway Grazers, an auction by Mullagh GAA & The Spinning Wheel, The Tom Gibbons Golf Memorial, The Hills4Hug Cycle from

Craughwell to Donegal, the 25th Annual Annaghdown Cycle and Philip Ryan's 'The Bull Run' in memory of John 'Bull' O'Sullivan.

And we are incredibly grateful to everyone who supported Galway Hospice's fundraising events throughout the year. Whether you entered the Weekly Draw, bought Car Raffle tickets or Christmas Cards, volunteered during Hospice Sunflower Days, challenged yourself on Croagh Patrick, joined us for the Memorial Walk, or hosted a Hospice Coffee Morning — you have made a meaningful difference.

Thank you to our supporters. Your kindness and generosity help us to make Every Moment Matter for our patients and their families.





30 years supporting Galway Hospice in Gort

“I’ve been collecting with Galway Hospice for over 30 years. My daughter was doing her Leaving Cert when one of her friends became very sick. She lived outside Gort, up in a mountain area, and Galway Hospice was coming out to the house to look after her. My daughter said, ‘Why can’t we do something?’ So from that, we started fundraising — and 30 years later, we’re still doing the Sunflower collection in Gort, which is great.

Galway Hospice was absolutely brilliant back then. To be able to come out to people’s homes like that so many years ago was amazing. And if they could do that then, you can only imagine the facilities and support they are giving people now.

People are so generous. We just stand there on the street and you don’t even have to ask people. All the volunteers and helpers are brilliant and the local businesses are fantastic as well — they let us stand outside their shops, and if it’s raining they’ll even bring you a cup of coffee. It’s brilliant.

Last year alone, in Gort, our Sunflower collection on the Friday and Saturday raised over €5,000, which was excellent money. And if you think about it over all the years we’ve been collecting, it has amounted to a lot.

I think nearly everybody understands hospice care now because so many people have had family members cared for by the hospice. I had a cousin here myself. We used to come in and visit her, and she was so happy. The entertainment she got, the kindness — she was never sad when we were leaving her. She was always happy, which is a wonderful thing to say.

Receiving the Hospice Hero Award this year was wonderful, but I was a bit embarrassed because it’s not just me. It’s all the helpers and volunteers who have been with me for years helping with the collection. It was lovely to be acknowledged, but it really belongs to everybody involved.

Rita Molloy
Galway Hospice
Sunflower Days
Volunteer





Every moment matters

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