

Community Chest Application Summary 2018/2019

Local Authority	SEBC
Organisation	St Nicholas Hospice Care
Amount Requested	£1,712 (2018-2019) £1,713 (2019-2020)
Total Project Cost	£3,425 over 2 years (£1,712.50 p.a.)
Match Funding	£720 - volunteer contribution (not included in costs)
Partnerships	Reverend Barbara Sherlock – Barrow and local GPs
West Suffolk Bid?	Yes – multiple bids for different locations

Overview

Funding for Open House, Barrow. This is a service run for several years in Bury St Edmunds but until recently never before out in the community. Open House is aimed at people facing long term and life threatening illnesses, loved ones, carers or those struggling with bereavement. The drop in sessions offer the chance to meet others facing similar situations in a comfortable and relaxing space. Information is delivered in a group environment where members gain from hearing about other people's experiences. The sessions are semi-structured and provide an educational element at each meeting around topics such as symptom management, goal setting and planning for the future.

Open House offers a gentle introduction to St Nicholas Hospice Care and the range of services available. If necessary, patients are sign posted to other Hospice services or to alternative services in the community. In addition, attendees are encouraged to meet up outside of the group and to organise their own meetings.

Outputs

To hold a session on the third Monday of every month from 2 – 4pm at the Town Estate Room, Ley Road. Session will be staffed by a Complementary Therapy Team Leader, Hospice Chaplain and one volunteer from the local community.

Based on the number of people who have been attending Thetford, would expect to see around 10 people each week over the next year and there to be a split between patients, carers and those who have been bereaved. The true amount of people benefitting from the project might be much larger as carers and families at home will also benefit.

Outcomes

Key outcomes will include:

- Giving people increased confidence so they can support themselves or others within their communities.
- Equipping people with information on where else to find help so that they can access support in a timely fashion and avoid emergency situations.
- Reducing isolation of patients, carers and people who have been bereaved.
- Increasing the emotional wellbeing of attendees.

Evidence of outcomes collected through:

- Feedback forms
- Number of people attending (monitored on database) and sessions held
- People accessing further Hospice services
- Case studies

Finances

Income for last financial year – £6,235,100

Expenditure for last financial year - £6,222,835

Reserves

£11,457,093

Request breakdown

Complementary Therapy Team Leader @£15.76p.h.

Chaplain @£20.56p.h.

Hospice Occupational Therapist @£19.54p.h.

Clinical input, Hospice Senior Practitioner @£20.82p.h.

Refreshments

Staff travel costs @£0.45p per mile

Management costs @10%

Previous Community Chest funding

None.

Officer comments

None.



St Edmundsbury Borough Council Community Chest Grant Application Form Part A

Community Chest funding supports voluntary and community groups who make a contribution to improving the quality of life for people in West Suffolk. The information you provide will help us consider your application. If you have any questions, please give us a call on 01284 757077. Before completing this form, we ask you to please read the guidelines, which are available on:

<http://www.westsuffolk.gov.uk/community/community-grants.cfm>

Please return your completed, signed form and supplementary documents to:
polly.kane@westsuffolk.gov.uk.

Please note: This form is for applications to the St Edmundsbury Borough Council Community Chest grants scheme. If you wish to apply to Forest Heath District Council the form can be found on the Community Grants page above. [If you wish to apply to both councils, you will need to complete a separate form for each, clearly stating how your activity will benefit the area.](#)

1. Contact details

Organisation/lead partner name	St Nicholas Hospice Care
Organisation Address	Hardwick Lane, Bury St Edmunds
Postcode	IP33 2QY

Organisation main email	enquiries@stnh.org.uk
Organisation main tel.	01284 766 133
Organisation website	www.stnicholashospicecare.org.uk
Organisation Twitter	@stnichhospice
Organisation Facebook	@stnicholashospicecare

Contact person 1 (main contact)		Contact person 2	
Name	Victoria Bowman	Name	Georgina Bissell
Position in organisation	Trusts Officer	Position in organisation	Fundraising and Marketing Director
Daytime tel.no	01284 766 133	Daytime tel.no	01284 766 133
Mobile		Mobile	
email	Victoria.bowman@stnh.org.uk	email	Georgina.bissell@stnh.org.uk
Address if different to organisation's		Address if different to organisation's	
Postcode		Postcode	

2. About your organisation

2.1. Which local authority area(s) does your organisation currently work in?

St Edmundsbury, Forest Heath, Breckland, Mid Suffolk District Council and Babergh

2.2. What type of organisation are you? (please check the relevant box)

Registered charity <input checked="" type="checkbox"/>	Charity number: 287773
Applying for charitable status <input type="checkbox"/>	
Company limited by guarantee <input type="checkbox"/>	Company number:
Community interest company <input type="checkbox"/>	
Part of a larger regional or national charity (Please state which one) <input type="checkbox"/>	
Constituted community group <input type="checkbox"/>	
Social Enterprise <input type="checkbox"/>	What type?:
Other (Please specify) <input type="checkbox"/>	

2.3. How many people are currently involved in your organisation?

Trustees	10	Management board	n/a
Management team	6	Service users	3,800
Full time paid staff/workers	78	Volunteers and helpers (non-management)	624
Part time paid staff/workers	79		

When did your organisation start?

Year

1983

2.4. What is the purpose of your organisation? Please briefly describe why your organisation was set up, its aims and objectives, what activities it carries out and who primarily benefits.

St Nicholas Hospice Care was set up in 1983 with the objective of promoting the relief of persons of either sex (without regard to race or creed) who are suffering from any chronic or terminal illness or from any disability or disease attributable to old age or from any other physical or mental infirmity disability or disease in such ways as the charity shall from time to time think fit. (Memorandum of Association).

We provide practical, medical and spiritual support to people and families in West Suffolk and South Norfolk who are facing long term or life threatening illnesses and bereavement. Our vision is "For everyone to have the best experiences in the final chapters of life."

Our services comprise:

- **Community Hospice Team** providing palliative care and practical support for patients at home
- **Hospice Neighbours programme** linking patients with volunteers
- **Orchard Centre Day Therapy** including physiotherapy, rehabilitation, complementary therapy.

- **Sylvan Ward** providing 24 hour specialized nursing care
- **Emotional support** from trained counselors
- **Education** offering a programme of specialist learning opportunities about palliative care

In August 2016 we were given a rating of 'Outstanding' following an unannounced inspection visit from the Care Quality Commission (CQC).

"St Nicholas Hospice is an outstanding service. It is truly focused on the individual needs of the people that they support, giving people support at the time they need it in a way and place that best suits them and their family."

Extract from CQC Inspection.

Challenges

The growing pressures on other charitable and government bodies means that demand on our services has increased during the year as we are called upon to fill the growing gaps in the care system. We anticipate this will continue to increase as the population of Suffolk becomes more elderly and pressure on public services continues.

Maximum 300 words

- 2.5. What was your organisation's total income for last financial year? (your branch if part of a larger organisation) £6,235,100
- 2.6. What was your organisation's total expenditure for last financial year? (your branch if part of a larger organisation) £6,222,835
- 2.7. Does your organisation have more than six months running costs? (your branch if part of a larger organisation) Yes
- 2.8. What are your organisation's current unrestricted reserves or savings? (your branch if part of a larger organisation) £11,457,09

3. About Your project

- 3.1. What do you want the funding for? Please be specific. Please note that 'project' is meant to describe the project for which you are seeking funding, and not your organisation. Please include outputs (what you will deliver).

We are looking for funding for Open House, Barrow. This is a service which we have run for several years in Bury St Edmunds but until recently never before out in the community. It signals a new model of care for the charity with the

focus on working with and for the local community who are more at risk of missing out on Hospice care.

Open House is aimed at people facing long term and life threatening illnesses, loved ones, carers or those struggling with bereavement. The drop in sessions offer the chance to meet others facing similar situations in a comfortable and relaxing space. Information is delivered in a group environment where members gain from hearing about other people's experiences. The sessions are semi-structured and provide an educational element at each meeting around topics such as symptom management, goal setting and planning for the future.

It offers a gentle introduction to St Nicholas Hospice Care and the range of services available. If necessary, patients are sign posted to other Hospice services or to alternative services in the community. In addition, attendees are encouraged to meet up outside of the group and to organise their own meetings. This might include a walking group or meeting up to have coffee or lunch.

Outputs

To hold a session on the third Monday of every month from 2 – 4pm at the Town Estate Room, Ley Road.

Session will be staffed by a Complementary Therapy Team Leader, Hospice Chaplain and one volunteer from the local community.

Maximum 300 words

3.2. How does your project contribute towards the council's Families and Communities Strategy and Families and Communities Approach? Please refer to guidance and reference both in your answer.

- Open House focuses on building networks of people to support each other in the local community. (Families and Communities Strategy – Strengthening communities to make them more resilient etc).
- Attendees are encouraged to set up their own groups, eg, a walking group which is run independently of Open House. (F&C Approach Personal Agency Test - not doing what people can do for themselves.)
- Staff and volunteers working at Open House are local residents and know the local community and other organizations well. They liaise between people attending and other organizations who may be better placed to help. Open House uses existing community hubs, Town Estate Room. (F&C Approach to use existing assets including people.
- Using volunteers keeps costs down and ensures we use people with passion and enthusiasm for helping their local community. (F& C Approach - identify what people care enough about to do something.)

- 70% of people with a life threatening illness would choose to die at home¹ and yet only half of these are able to do so. There is often a considerable gap between patients receiving a diagnosis and coming to us for palliative care. Often patients delay coming until a crisis situation arises and they may then need to go into hospital.
- Hospice care in the community means we engage with patients earlier and prevents crisis situations, alleviating pressure on hospitals and hospice care. (F&C Strategy – prevention models)
- Timely, local bereavement support reduces visits to GPs, prescriptions for anti-depressants and time off work. (F&C Approach - more 'fences' and fewer 'ambulances'.)
- Open House equips the local community with strategies around dying, death and bereavement which can be used again when other local residents are dying or bereaved. (F&C Approach – Legacy test).

Maximum 300 words

3.3. How many people will benefit from your project (on a weekly, monthly or annual basis) and how? Please include outcomes (how your project will benefit the people who are involved in it) and how you will collect evidence of this.

Based on the number of people who have been attending Thetford (which has been open longer), we would expect to see around 10 people each week over the next year and there to be a split between patients, carers and those who have been bereaved. However, the true amount of people benefitting from the project might be much larger as carers and families at home will also benefit. This might mean that up to 40 people a week benefit (each person living with three others).

The project benefits people in the following ways:

- Giving people increased confidence so they can support themselves or others within their communities.
- Equipping people with information on where else to find help so that they can access support in a timely fashion and avoid emergency situations.
- Reducing isolation of patients, carers and people who have been bereaved.
- Increasing the emotional wellbeing of attendees. This is achieved through the social aspect of Open House and also by passing on information, eg, details of a hairdresser who is good at treating patients post chemotherapy or a massage therapist who can deal with cancer patients.

¹ Dying Matters, March 2017

Case studies

We have been supporting a patient with a brain tumour who is in his 50s. He is undergoing treatment at Addenbrookes and has had brain surgery. His illness is making it difficult for him to think and talk properly. His wife died over a year ago and he was diagnosed a few months after she died. "I so value the support I get here at the group as a patient and a bereaved man. Most people forget I'm bereaved and just talk about my cancer. I can be both here; this group's a life saver."

Evidence of outcomes collected through:

1. Feedback forms
2. Number of people attending (monitored on database) and sessions held
3. People accessing further Hospice services
4. Collect case studies

Maximum 300 words

3.4. Are you working with any other organisations/groups on this project? Yes

If yes, please state the names of these organisations/groups and the nature of the relationship.

- We were approached by the vicar in Barrow, the Reverend Barbara Sherlock, and asked to help her with bereavement support work. We work in conjunction with her on the project.
- We work with the local GPs and attend GSF (Gold Standard Framework) meetings for patients with palliative care needs.

Maximum 150 words

3.5. What evidence do you have that there is a need for this project? Please include sources of evidence, including any public/user/community consultation and research you have carried out.

- We were asked to set up the service by the local vicar who felt there was a need for bereavement support.
- We know from external data that we are not reaching enough people with palliative care needs. 75 % of all deaths are estimated to require palliative care². In 2015/16, 2,250 adults died in West Suffolk ³ and we only reached 572 of them or 35%.
- We also know from our internal data that patients delay engaging with our services. Often patients put off coming to until a crisis situation

² Gomez-Batiste, Identifying needs and improving palliative care of chronically ill patients 2012.

³ ONS

arises and it may then be too late for us to deliver appropriate care in their homes.

- Our Open House project in Bury St Edmunds which has been running for several years is oversubscribed.
- We have discussed setting up new Open House projects at our User Advisory Forum. Two members of this forum have attended Open House in Bury St Edmunds and so know the project well.

Maximum 200 words

3.6. How has the project been developed out of the community's desire to improve the lives of local people? What role have users and/or the community had in developing this project?

- We use a volunteer from the local community who is crucial in terms of local knowledge and contacts.
- We regularly seek feedback from attendees regarding the content of sessions (would they like a session on nutrition or dealing with breathlessness?) and regarding the frequency of the sessions.
- Users are encouraged to set up their own independent groups. This might be a walking group, lunch club or regular trips to the cinema.

Maximum 200 words

4. Timescales and sustainability

4.1. When will your project start and end? (the period for which you are asking the council for funding)

Start date

End date

4.2. If this is an ongoing project, how will it be funded and supported after the end of the grant period?

We will seek funds from trusts and foundations or from general funds. We have a very successful fundraising team. Girls Night Out raised over £250,000 in 2017, our new (paid for) house clearance service is proving popular and we have a strong track record in legacy income.

However, we are facing a growing challenge to meet demand and balance our costs with our income. To provide the same level of care and service as last year we face a £900,000 budgeted deficit in 2017/18. We have budgeted carefully in the past and have sufficient reserves to cushion us but we do need to consider a new approach.

The Trustees have decided to use some funds from reserves to conduct research into new models of working in order to reach larger amounts of people in a sustainable way. Open House has proved to be a cost effective way of reaching out to more people and as such we fully expect it to remain part of our new way of working.

Maximum 150 words

5. Funding request and budget

5.1. Which years are you applying for funding for? Please delete as applicable

2018/2019	2019/2020
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5.2. What is the total cost of the project? (project costs only, not for your whole organisation and not just the funding you are requesting)

£3,425

5.3. Please provide a full breakdown of the total cost of this project, including VAT if applicable. Please only include direct expenditure for this project.

Item	Amount
Staff and volunteers (including roles, hourly rates and NI/tax contributions where applicable)	
Complementary Therapy Team Leader – 4 hours per session x 12 per year x 2 years @ £13.65 per hour plus pension (7%) + ERs NIC (8.4%) = £15.76 per hour	£1,513
Chaplain – attends one in four sessions for four hours x 3 per year x 2 years @ £16.49 per hour plus pension (14.4%) and ERs NIC (10.3) = £20.56	£493
Supervision – Hospice Occupational Therapist (0.5 hour per session)@ £15.76 per hour plus pension (14.4%) and ERs NIC (9.6%) = £19.54	£234
Clinical input, Hospice Senior Practitioner – 1 hour per session @ £17.96 per hour plus pension (7%) and ERs NIC (8.9%) = £20.82	£500

Overheads (including items such as venue/office costs, utilities, back office services, insurance)	
Room hire	£0
Refreshments	£240
Staff travel costs @ 45p per mile	£134
Management costs – 10%	£311
Equipment and resources	
Other	
Total	£3,425

5.4. Please provide a full breakdown of all other funding and in-kind support* you have secured for this project.

Item	Amount
Funding already secured (please detail funders, amounts and funding periods individually)	
No other income for Open House, Barrow but £3,865 from Breckland Council and £1,000 from Shadwell Estate for Open House, Thetford in 2017/18.	
Volunteer contributions (including estimated hours given and roles)	
Volunteer @£7.50 per hour x 4 x 12 x 2 years	£720
Equipment and resources (please itemize)	
Other	
Total	£720

*In-kind support is assistance and items you would normally expect to pay for, but which you are getting for free, such as volunteer hours or a free venue. You might find it useful to give volunteer hours a value, such as the minimum wage, or higher if you have volunteers with particular expertise it would be expensive to pay for.

5.5. What other funders have you applied to for this project but have not yet had a decision from?

Funder	Amount requested	Decision timescale
Sapphire Fund	£2,727 (for Open House, Botesdale NOT Barrow) £ £	November

5.6. How much funding are you applying to us for?

2018/19 £1,712

2019/20 £1,713

5.7. What other grants and contracts has your organisation received over the past three years from either Forest Heath District Council or St Edmundsbury Borough Council?

Funding source	Amount (£)	Reason for funding
Forest Heath	£50 (3.3.16)	Unknown
St Edmundsbury Borough Council	£500 (26.1.17)	Equipment for Haverhill hub café – money from locality budget
	£250 (12.12.16)	Best stand in fayre
Total:	£800	