

Community Chest Application Summary 2018/2019

Local Authority	SEBC
Organisation	St Nicholas Hospice Care
Amount Requested	£6,532.00 (2018-2019) £6,533.00 (2019-2020)
Total Project Cost	£13,065 (£6,532.50 p.a.)
Match Funding	£4,680 - volunteer contribution (not included in costs)
Partnerships	Multi-agency referring relationships and local GPs
West Suffolk Bid?	Yes – multiple bids for different locations

Overview

Funding for Open House, Bury St Edmunds. 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

Weekly session on Fridays from 10.00 – 12 noon. Session is staffed by a two volunteers. An Occupational Therapist, Hospice Therapy Assistant and Hospice Chaplain help with individual patients.

Expect to have between 20 – 38 attendees every week. This will be made up of bereaved people, carers and patients. 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.
- Facilitating networking and passing on information

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

Chaplain @£20.56p.h.

Hospice Occupational Therapist @£21.01p.h.

Hospice Therapy Assistant @£11.23p.h.

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

Supervision, Hospice Occupational Therapist @£19.54p.h.

Refreshments

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, Babergh, Mid Suffok and Breckland

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	5	Service users	3800
Full time paid staff/workers	78	Volunteers and helpers (non-management)	624
Part time paid staff/workers	79		

2.4. When did your organisation start? Year

2.5. 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

- 2.6. What was your organisation's total income for last financial year? (your branch if part of a larger organisation) £6,235,100
- 2.7. What was your organisation's total expenditure for last financial year? (your branch if part of a larger organisation) £6,222,835
- 2.8. Does your organisation have more than six months running costs? (your branch if part of a larger organisation) Yes
- 2.9. What are your organisation's current unrestricted reserves or savings? (your branch if part of a larger organisation) £11,457,093

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, Bury St Edmunds.

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.

In the last year we have been setting up Open House sessions in locations around West Suffolk and South Norfolk. However, we also run Open House from our main hospice site in Bury St Edmunds.

Outputs

Weekly session on Fridays from 10.00 – 12 noon.

Session is staffed by a two volunteers. An Occupational Therapist, Hospice Therapy Assistant and Hospice Chaplain help with individual patients.

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, Hospice building in Bury St Edmunds. (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.

We expect to have between 20 – 38 attendees every week. This will be made up of bereaved people, carers and patients but the true amount of people benefitting might be much larger as carers and families at home will also benefit.

Project benefits 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.

¹ Dying Matters, March 2017

- Facilitating networking and passing on information eg, details of a hairdresser who is good at treating patients post chemotherapy.

Case studies

A has been coming to the Hospice's Bury Open House for more than four years. In 2011 at the age of 72, A was diagnosed with incurable blood cancer. "When I was diagnosed – I just gave up. I thought that was it. My middle son Michael however had other ideas. He had found out about the Hospice and he brought me along. I didn't really want to go as I believed I was going to die and that was that." Now 77, A says the Hospice changed her life. "It encouraged me to come out of myself again, I had retreated inwards when I was first diagnosed. I would encourage anyone thinking about attending Open House to come along. The Hospice was there when I had given up and I am so very grateful it was."

Evidence of outcomes collected through:

1. Feedback forms
2. Number of people attending (monitored on database), 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 refer people to the Citizens Advice Bureau for support.
- We refer bereaved people to Age UK for access to their befriending service for bereaved people.
- We work with Suffolk Family Carers to provide support for carers.
- We work closely with GPs and attend GSF (Gold Standard Framework) meetings regarding patients with end of life needs.
- We work with Upbeat (charity for people who have had heart disease), attending their meetings and promoting Open House. We refer Hospice patients to Upbeat where appropriate.

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.

- The service has been running for several years and has been oversubscribed. We have needed to move it from a Monday to a Friday because the car park didn't have enough spaces.
- 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 (meaning 1,687 needed palliative care) 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 arises and it may then be too late for us to deliver appropriate care in their homes.

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?

- Users are closely involved with developing this service. Members are consulted closely regarding any new ideas or changes to the service. For example, the group recently changed from a Monday to a Friday. This followed a consultation period involving a questionnaire and much talking and listening to the views of the users.
- Two attendees from Open House participate in the Hospices's User Advisory Forum which meets five times a year to discuss hospice issues including Open House.
- The service is run every week by two volunteers (from a bank of four).
- Users who have been attending for a while are asked to act as hosts for new members, bringing them cups of coffee or tea and making them feel welcome.

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?

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

³ ONS

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)

£13,065

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)	
Occupational Therapist – 2 hours per session x 52 weeks x 2 years @ £16.85 per hour plus pension (14.4%) plus ERs NIC (10.3%) = £21.01	£4,370
Hospice Therapy Assistant – 2 hours per session x 52 weeks x 2 years @ £9.52 per hour plus pension (14.4%) plus ERs NIC (3.6%) = £11.23 per hour	£2,336
Chaplain – 2 hours x 52 x 2 years @ £16.49 per hour plus pension (14.4%) plus ERs NIC (10.3%) = £20.56	£2,138

Supervision – Hospice Occupational Therapist x 0.5 hour per session @ £15.76 plus pension (14.4%) plus ERs NIC (9.6%) = £19.54	£1,016
Clinical Input – Hospice Senior Practitioner x 1 hour per session x 52 x 2 @ £17.96 plus pension (7%) plus ERs NIC (8.9%) = £20.82	£2,165
Overheads (including items such as venue/office costs, utilities, back office services, insurance)	
Equipment and resources	
Refreshments @ £10 per session	£1,040
Other	
Total	£13,065

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 funding secured for Open House, Bury St Edmunds 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) Running the group – 3 hours x 52 x 2 @ £7.50 per hour x 2 volunteers.	£4,680
Equipment and resources (please itemize)	
Other	
Total	£4,680

*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 Open House Bury St Edmunds) £ £	November

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

2018/19 £6,532

2019/20 £6,533

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	