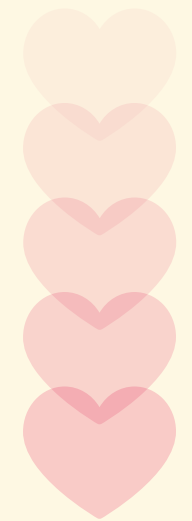




OUR IMPACT 2022

• **SUPPORTING AND
CARING FOR EVERYONE
AFFECTED BY TERMINAL
ILLNESS IN SHEFFIELD.**



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INTRODUCTION

HI!

We want to tell you the story of St Luke's and how we're here for Sheffield, for anyone, of any faith, wealth or postcode when they need us most. This is what we do, without charge to our patients.

We're here for people aged 18 and over from across the Sheffield region, at all stages of life after diagnosis with a life-limiting illness, be that end stage neurological, heart, kidney or lung conditions, cancer, HIV, dementia or another illness.

Through supporting patients in their own homes where they often feel most comfortable, providing 24-hour intensive palliative care on our In Patient Centre, or supporting someone with tailored therapies, support or advice, we care for people, not just a condition.

Some people may access all of our services and some may only access one or two. Whichever way our care is experienced, we help treat and alleviate pain and tailor support to each patient.

We have been doing all of this for 50 years and in that time have cared for 40,000 patients and their families in our journey so far.

We want to tell you this in case you ever need us, you know someone who does, or in case you'd like to support us and the work we do.

St Luke's is here for Sheffield, thanks to Sheffield. Although our care is given without charge to patients, St Luke's receives less than a third of its income from statutory bodies. We are funded, mostly, by local businesses and people who contribute over £7million each year to help us keep going.

Even in our most testing times, early on in the pandemic, we kept our promise to Sheffield, affecting the lives of over **6,000** patients, families and their carers and providing a vital service to those most isolated. We couldn't have done it alone.

Read on and you'll find out the difference we make together and just how special St Luke's is, not only locally, but across the country and beyond. We are passionate about sharing support and knowledge with others, for better end of life care for all.



WE HAVE BEEN DOING ALL OF THIS FOR 50 YEARS AND IN THAT TIME HAVE CARED FOR 40,000 PATIENTS AND THEIR FAMILIES IN OUR JOURNEY SO FAR.

SUPPORTING PEOPLE IN THEIR OWN HOMES



St Luke's is not just for cancer patients, and it's far more than a place or building. You may be surprised to learn that most of our patients never set foot in our hospice building.

Last year, 85% of the people we cared for were supported by our teams in their own home or care home. Home is usually where we're most comfortable, and closest to the people and things that matter to us, especially as we become unwell. So it's our mission to enable those who choose to, to stay in the place they love.

This is only possible because of the incredible work of our Specialist Palliative Care Community team, who during 2021-22 made **6,289** in-person home visits to patients across Sheffield and **11,838** phone and video calls to support them in their care.

Our team's main aim is to support patients throughout their illness so that they have the best possible quality of life and relief from symptoms, often helping to avoid hospital

admissions. We also support our patients to have flexible choices about where they are looked after, including enabling some to die at home, if that is their preference.

By working together with district nurses, GPs, social workers and other professionals and specialists, we deliver 'wrap around care' to patients and often their families.



Photos: Our Specialist Palliative Care Nurses

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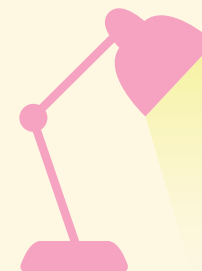


“Being at home makes such a difference to the patient. Especially near the end, when they might be drifting in and out of consciousness. The sounds and smells of a familiar place help keep them calm and being at home gives people time to adjust, to make memories. We really want them to feel reassured and supported, so they can make the most of the time they have.”

David Jones, Specialist Palliative Care Community team

“St Luke's made everything possible for us to care for our mum at home. If there was a problem they found a way round it, nothing was too much trouble. They made mum feel special and she enjoyed their visits. Words cannot say how grateful I am for St Luke's.”

Patient's family member



DID YOU KNOW?
AT ANY ONE TIME, WE ARE CARING FOR
AROUND 505 PATIENTS IN THE COMMUNITY.

CASE STUDY: COMMUNITY



“Home means security. It means safety. It means sanctuary. It means a place of warmth, a place of comfort. It means a place of refuge. It’s the place you can put your imprints onto the world.”

“St Luke’s support enables me to be able to still smile at the world and see hope.”

Scott Winwood, 46, was travelling around the world when he received his diagnosis of multiple sclerosis (MS). Over twenty years later, he’s now living in Sheffield and receiving care and support from St Luke’s Specialist Palliative Care Community team.

In his youth, Scott had always wanted to become a nurse so when he returned from his travels, he trained and practiced as an MS Nurse himself; wanting to learn about his illness and help others, knowing all too well how precious life is.

“My life at the time was up in the air after receiving a diagnosis like that. But it was also a spur to make me realise what was important in life, and what I wanted to do in life.

“A couple of years ago my GP referred me to St Luke’s following several complications with my health. When I was referred to St Luke’s, I was spiralling and in all honesty without their help and support, I probably wouldn’t be here. They mean the world to me.”

Scott now receives visits at home enabling him to remain in the place that he loves at the very moment he most wants to be there. Our Specialist Palliative Care Community team mean Scott can stay at home, for as long as possible, surrounded by his books, pictures, garden and memories of travelling the world.

“I spent six weeks at St Luke’s for rehabilitation and pain management. And now that I’m home, they still support me. The chaplain comes to see me and I have a regular nurse. That continuity of care is important, seeing the same nurse is really nice. They really do give me the support that helps me to live independently.

“Home means security. It means safety. It means sanctuary. It means a place of warmth, a place of comfort. It means a place of refuge. It’s the place you can put your imprints onto the world and reflect who you are.

“I wouldn’t be able to live a fulfilling life as I do without St Luke’s help. Their support enables me to be able to still smile at the world and see hope.”

24 HOUR INTENSIVE PALLIATIVE CARE



Fifty years ago, St Luke's opened as the first modern hospice in the UK outside of London. We have come a long way since then and today, our In Patient Centre provides 24-hour specialist palliative care for around 300 patients each year, around 5,000 days and nights of care.

On our In Patient Centre, we provide round the clock care that is tailored for each patient. Our multidisciplinary team of experienced specialist doctors, nurses, occupational and physiotherapists specialise in symptom and pain management. Their combined support often allows loved ones the time to step back from a carer's role and spend precious time together.

“Don't change anything. Everything was wonderful. The people, the care, the love and laughter that you don't expect. My father's last days were calm, pain-free and loving. Thank you.”

Patient's family member

DID YOU KNOW?

Around a third of patients who arrive at our In Patient Centre are discharged home shortly afterwards. We get their symptoms under control, help them understand what's happening, find ways to manage pain or symptoms, then help them to stay at home with our ongoing support.



“Living with a terminal illness isn't about waiting for and then managing death. Our teams work together to offer wrap around care for both patients and families and to act as advocates for them. It is an honour to be allowed into someone's life, when things are as bad as they can be and to provide valuable time and space to come to terms with the situation and give support, care and reassurance.”

Dr Sam Kyeremateng, Medical Director and Clinical Lead for programme development

DID YOU KNOW?

St Luke's is rated an '**outstanding provider of care**' by the Care Quality Commission, with **100%** of our inpatients feeling supported in making choices about their care, and **100%** of family respondents satisfied with their relatives' comfort and care here.

PATIENT AND FAMILY SUPPORT SERVICES



We are here for anyone affected by a terminal illness, at any stage of their journey, and for their loved ones too.

Our care and support is tailored to each patient and our teams work together to help patients achieve their goals and wishes. This might be enabling someone to live independently for as long as possible, helping them to achieve personal goals, big or small, like marrying their loved one or feeling strong enough to climb the stairs.

As well as expert medical care and support, we are proud to deliver the non-clinical aspects of our care that help our patients manage their symptoms.

Our patients can access physio and occupational therapy, wellbeing and creative therapies, social work and chaplaincy or spiritual support for all faiths and none. This could include relaxation and wellbeing techniques, tips on nutrition, routine and sleep as well as fun activities for all interests.

Often it's these aspects of our care that people first encounter with St Luke's, at what can be a daunting time. Therapy sessions, craft or exercise workshops mean that St Luke's is not a place to fear – it is a place for care, compassion and calmness where people can connect with staff, specialists and other patients.

In turn, our Patient and Family Support Services can help to give precious time together as a family. That might mean helping someone to feel well enough to enjoy a special family birthday or simply enjoy time together. End of life care is not just a clinical challenge: we want to look after the whole person, in all the ways we can.

Families and friends play a valuable role in a patient's care so we also provide dedicated support for loved ones too through social, spiritual and bereavement support. During 2021-22, our Bereavement team supported 570 family and friends dealing with the loss of a loved one, providing nearly 2,800 sessions of counselling and support. The difference this makes is huge.

“Therapy has really helped me. It's made me do more and helped me to be proactive in getting myself better.”

Scott, patient



DID YOU KNOW?

We have a social work team that support people each year with practical interventions and advice, from applying for benefits to working with schools to support bereaved children.

“St Luke's is all about living as best you can, right until the end. For lots of people, even if they're coming in for a physio session, or to speak to a social worker, it changes their perception and allows us to build trust and rapport with people. It's holistic because patients are people before they are anything else.”

Emma Baldwin, Lead for Inpatient Services

CASE STUDY: BEREAVEMENT



“It wasn’t just about my brother - the support for the whole family went above and beyond anything we could have ever expected.”

“St Luke’s allowed us the time and space to be with him.”

Kirk Briddon’s brother, Tyrone, was an inpatient at St Luke’s after being diagnosed with cancer and died in March 2019 at just 42 years old.

“It was the paramedic who first told us about St Luke’s. Ty was reluctant at first but when he got there, the doctor asked him what he wanted to happen. He told them he wanted to get strong enough to go home, so that’s what they did.

“They fed him up with whatever he wanted and they did so much more than I ever expected. He took part in crafts and made paintings, something for Mothers’ Day and something for his son to keep. The staff would come in for a chat and they really got to know him. St Luke’s allowed us the time and space to be with him. Whatever you needed, you could ask for.

“It wasn’t just about my brother – the support for the whole family went above and beyond anything we could have ever expected. The aftercare and counselling provided to me personally to help me through some tough times is just one of the amazing things St Luke’s do.

“After Ty passed away, I decided I wanted to support St Luke’s. I think a lot about how different things might have been if we hadn’t found St Luke’s. For the support, privacy and space they gave us with Ty, for the amazing staff and the volunteers, my fundraising just makes me feel like I’m balancing things out a little bit.

“This was the most heart-breaking time of my life but made ever so slightly easier by the fantastic care provided by St Luke’s. It’s one of those places you hope you won’t have to go to, but when you do, you are overwhelmed by the level of care.

“It’s about attention. They remember, they don’t hesitate, they say yes and find a way. There is a level of care at St Luke’s that you just wouldn’t know about unless you had to go there but I want everyone in the city to know it. One day I might need them to help me.”

SHARING OUR KNOWLEDGE



St Luke's is proud to be part of Project ECHO (Extension for Community Healthcare Outcomes), which is a national project sharing expertise across healthcare professions.

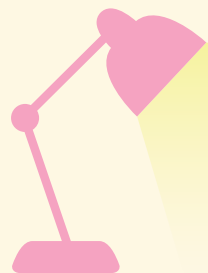
We do that through training and supporting other professionals in their setting, whether that's another hospice, a care home or hospital.

ECHO sessions are delivered online by hubs and super-hubs, like St Luke's. As a super-hub, we don't just deliver training and support, we train other hubs to enable them to deliver sessions too. The subjects we lead on include end of life care, palliative junior doctor training and bereavement support.

It's proving to be a really powerful tool and in a year we delivered over 160 sessions to almost 5,000 attendees.

Throughout the pandemic, it became increasingly clear that Project ECHO could build an even stronger network of support during a time when many healthcare professionals were under increasing pressure and isolation.

In response, we adapted our ECHO sessions and networks to provide support to care homes, nursing homes, residential homes, primary care teams and the Yorkshire Ambulance Service to provide a safe and supportive environment for healthcare professionals that are looking after some of the most vulnerable people in our wider community.



DID YOU KNOW?

St Luke's has worked with Yorkshire Ambulance Service to deliver the first ECHO programme in the world to help paramedics with end of life care skills.

“We are very proud of the work we are doing to support our colleagues in tackling complex issues. By bringing many different people together and attracting different professions to the forum, we can offer the highest level of advice by pooling our knowledge and expertise.”

Lynne Ghasemi, St Luke's Senior Sister & ECHO Team Lead



IT'S PROVING TO BE A REALLY POWERFUL TOOL AND IN A YEAR WE DELIVERED OVER **160** SESSIONS TO ALMOST **5,000** ATTENDEES.

INCOME GENERATION



Each year, just 30% of our running costs are covered by NHS funding meaning that we rely on the support of our community to help us raise the remaining 70% needed to keep going.

It's thanks to our fundraisers, lottery players, volunteers and shop customers that we can raise over £7million each year to continue caring for people across Sheffield.

We're here for the people of Sheffield because they're here for us.

Before the pandemic, our award winning chain of retail shops raised almost £3million. After two years involving temporary closures in line with government restrictions during 2020 and 2021, we're excited to have had our shops back open since April last year to generate much-needed income. They are back and stronger than ever, now raising almost £60,000 each week.

Our retail chain goes beyond our 13 shops across Sheffield. We also have our eBay store making it possible for people to shop and support us online from all over the world, as well as our busy Donation Centre where we sort thousands of donated items.

DID YOU KNOW?

70P OF EVERY £1 IS SPENT ON DIRECT PATIENT CARE COSTS. IN ADDITION, EVERY £1 WE SPEND ON FUNDRAISING GENERATES £5.69 OF INCOME.



Of course, none of this would be possible without the support of those who buy from our shops, those who donate items for us to sell in them, those who gift-aid those goods making it possible for us to raise 25% more from their donations and those who volunteer their time and skills.

It's not just in our shops we see this incredible support, it extends beyond into our community. Every year our passionate supporters work tirelessly out in the community to raise vital funds, helping us to continue caring for people.

Everything our supporters give, no matter how big or small, makes all the difference and there are so many ways to support us.

Many continue to leave St Luke's a gift in their will or play our weekly lottery. Some people support us by donating each month or by setting up a tribute page in memory of a loved one.

Local businesses are inspired to raise money for our patients and their families and help us spread the word about the work we do. Individuals fundraise at school or home, either joining in our events like Festival of Light or Night Strider or by taking on their own challenge.

However you support us, thank you for making our work possible.

"I donate each month because I would do anything to allow other people to have what we had, at a time when I don't know what we would have done without them."

Vikki, fundraiser and wife of Tim who was supported by St Luke's

A MESSAGE FROM OUR CHIEF EXECUTIVE

“Over the last two difficult years, the St Luke’s team has continued to serve the city and its people as it always has. St Luke’s has been here for Sheffield when it was most needed, and everyone involved should be proud of what was achieved.

“Many patients and families looked to St Luke’s when other services just couldn’t be there for them. We kept connected to patients, delivering food and clean laundry parcels, maintaining home visits by the Community Team, and allowing loved ones to visit patients in our In Patient Centre in a safe environment – an important piece of ‘normality’ at an extraordinary time.

“Over the last year, our team has supported nearly **1,800** patients across the city and their families too, offering bereavement counselling to those left behind and much more.



“We care for and support the people of Sheffield regardless of background, faith, wealth or postcode, and this year we have made significant progress in this area.

“Over one third of St Luke’s patients come from areas of the city which fall into the two highest categories of deprivation according to the ten-point deprivation index.

“Through outreach initiatives such as a virtual St Luke’s introduction session in Urdu and recruiting and training eight bilingual volunteers, we build connections with people who might not otherwise know our services exist and break down those barriers in accessing our care.

“We are seeing success in reaching those areas and particularly in the Muslim community, where we have doubled our patient numbers, now representing 7% of our patient cohort.

“Throughout the pandemic, the St Luke’s team continued to deliver exceptional standards, never losing sight of the values we’re all committed to that make all the difference for the people we help. We are dignified, compassionate, inspired and pioneering – values that I think we’ve proved repeatedly in the face of adversity.

“Thank you to our dedicated team, and to the whole of St Luke’s – patients, supporters, volunteers and everyone else - who makes this more than a place or a service, but a huge source of pride for the city and a genuine reassurance for the people we care for, both for the last 50 years and the next.”

Peter Hartland

**OVER THE LAST YEAR,
OUR TEAM HAS SUPPORTED
NEARLY **1,800** PATIENTS
ACROSS THE CITY.**



St Luke's

**THANK YOU TO EVERYONE
WHO MAKES ST LUKE'S.
BOTH FOR THE LAST 50
YEARS, AND THE NEXT.**



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