



IMPACT STATEMENT
GALWAY HOSPICE FOUNDATION
ANNUAL REPORT

2018



OUR VISION

Galway Hospice will be an integral part of the community providing specialist palliative care by offering the right care with dignity and compassion to patients and families living with a life-limiting illness when needed.

OUR MISSION

Galway Hospice, as partners with the Health Service Executive, supports patients from counties Galway, Mayo and Roscommon with advanced diseases needing palliative care to attain the best quality of life possible.

OUR VALUES



PATIENT CENTRED APPROACH



EXCELLENCE



TEAMWORK



RESPECT



QUALITY IMPROVEMENT



OPENNESS & TRANSPARENCY



COMPASSION



INTEGRITY



SHARING

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WELCOME MESSAGE

Welcome to our 2018 Impact Statement which is a new initiative for Galway Hospice. This report pulls together many facts, figures and insights to give a comprehensive overview of what we do, how it affects those we help and what it takes to make it all happen. No one person or group makes our vital services possible. A dedicated team of staff and volunteers here at Galway Hospice makes our vision of "every moment matters" a reality. This review is about sharing some of the work and commitment of that team from 2018. It's a snapshot of what goes on here at Galway Hospice, what we are doing to reach more people in our community and, importantly, how we are delivering care beyond the walls of our building here in Renmore.

It's also about the people that matter most – the patients and families we have the privilege of supporting. No two people are the same and that's why our care is about tailoring what we do to the needs of each person as an individual. There is no "one size fits all" for the specialist palliative support we provide, rather each person can access the supports that are right for them, be that Physiotherapy, Pastoral Care, Bereavement Support, Art Therapy, Complementary Therapies or many of the other holistic care opportunities on offer. People are very much the focus for what is contained within this review; the people who provide our care and support, the people who volunteer their time and energy, the people who go the extra mile to fundraise for us in a myriad of wonderful ways, and, at the centre of it all, the people that we care for.

Throughout the year our care teams looked after record numbers of patients. Funding the vital services that we provide continues to be a challenge. We are grateful for the €4.9m we receive from the HSE annually, however this does not cover the cost of running the service and in 2018 we needed to raise over €2.1m to cover the deficit. We are extremely thankful to our donors and supporters who so generously give to Galway Hospice to assist with reaching our fundraising target and we ask for your continued support in 2019.

We were delighted last August when Galway City Council granted planning permission for the development of a much-needed larger hospice at Merlin Park but unfortunately the decision was appealed and in February this year An Bord Pleanála overturned the decision to grant planning permission for the new hospice. We regularly have a waiting list for our services and demand for the essential services we provide is expected to double over the next ten years. Therefore, it is essential that a new hospice is built as soon as possible. We are working to identify a new site for Galway Hospice so that we can make sure that in years to come, more of our family, friends and neighbours benefit from expert specialist palliative care and end-of-life care when life comes full circle.

Without you, we simply couldn't achieve this, Thank you.


Mary Nash
Chief Executive


Keith Finnegan
Chairman



MARY NASH
CHIEF EXECUTIVE



KEITH FINNEGAN
CHAIRMAN

OUR YEAR IN NUMBERS

OVER **1,000** PATIENTS AND THEIR FAMILIES WERE SUPPORTED ACROSS GALWAY

€0.92 IS SPENT DELIVERING CARE AND SUPPORT

1620 MEDICAL SOCIAL WORK SESSIONS

21,754 PHONE CONTACTS MADE BY OUR COMMUNITY PALLIATIVE CARE TEAM

421 BEREAVEMENT SUPPORT/CONSULTATIONS OFFERED BY MEDICAL SOCIAL WORK TEAM

OVER **7,000** VISITS TO PATIENTS AND FAMILIES IN THE COMMUNITY

135 VOLUNTEERS

€1.9MILLION FUNDS RAISED THROUGH FUNDRAISING

1,208 OCCUPATIONAL THERAPY SESSIONS

50% OF PATIENTS ADMITTED TO INPATIENT WERE DISCHARGED

140 MEMBERS OF STAFF

812 PATIENTS LOOKED AFTER BY OUR COMMUNITY PALLIATIVE CARE TEAM

438 ART THERAPY SESSIONS

69% OF PATIENTS TAKEN ON NEVER RE-ENTERED HOSPITAL

109 FAMILY MEETINGS IN IPU

€726 COST PER DAY FOR EACH PATIENT IN OUR INPATIENT UNIT

€57,200 WAS PAID OUT IN PRIZES FOR THE WEEKLY DRAW

361 PATIENTS CARED FOR BY OUR SPECIALIST INPATIENT UNIT

438 ART THERAPY SESSIONS

69% OF PATIENTS TAKEN ON NEVER RE-ENTERED HOSPITAL

2,149 PHYSIOTHERAPY SESSIONS

2,148 VIRTUAL LIGHTS SHONE ON OUR CHRISTMAS MEMORIAL TREE

MICHELE COGLAN DAY CARE PATIENT

When I first heard the mention of Hospice, I thought, 'Oh God, they send people there to die'. That was my perception and the feeling wasn't very nice. But when you come in here, they care for you so much, it's like a Mammy putting an arm around you.

My first encounter with the Hospice was in 2016 after my diagnosis with multiple myeloma, cancer of the bone marrow. I was in Galway Clinic for four weeks getting chemotherapy. At the end of that, the social worker gave me a referral for Hospice. They have Day Care on Tuesdays and Wednesdays and they told me to just try it out and see how I'd like it.

I remember the first time I came in, I literally just sat down and cried. But they have a lovely way, they have great experience with all these things. And their volunteers pick you up at home, which was great because my walking was impeded by the myeloma and I was using crutches.

I was going to Day Care every week for the best part of a year and during that time, I had a stem cell transplant. It was great to have the support there because I was very frightened about the transplant. One of the nurses picked up that I was really worried so she introduced me to a lady who had the same procedure and she put me at ease. This highlights just how important the Day Care Unit is.

Coming to Day Care every week either on a Tuesday or a Wednesday, sometimes both days, is so invigorating. It's so lovely to come in every week and be taken care of and pampered. Martina, the aromatherapist, brings you to a room for aromatherapy and a reflexology massage, it's just divine. I also started art therapy - I never had a paintbrush in my hand before this, except maybe to paint a wall in the house. I love painting now.

After having the stem cell transplant in April 2017, that December just before Christmas, I had a stroke. I was driving the car when it happened, I could have been killed. The stroke has totally changed my life, and the life of my partner, Pat Lavelle. When I got the stroke initially, I was still in remission from the cancer and I said to my consultant, 'I'd take the cancer back if I could get rid of the stroke'. Then the cancer relapsed in August 2018 so I'm back fighting the two again.



PATIENT STORY

'YOU KNOW YOU'RE NOT ALONE'
-MICHELE COGLAN-



MICHELE COGLAN

But I can't dwell on it. If I start, it won't make it better, I have to be very positive inside. My daughter Aoife had a baby girl last September, it gave me a new lease of life. I can't pick her up but she's such a beauty, a new life in our family, it's just beautiful.

Coming into Day Care is a great distraction. The food is just excellent. It's so important for people who are living by themselves, that they get a good meal. And the caring element is beautiful. The Hospice is like a haven of tranquillity and peace and care and love. I know it sounds soppy but that's what it is. You can ask for anything here.

The decision not to give permission for the new Hospice, it's just not right. We were waiting and waiting for this decision to be made, we weren't expecting a negative result. It's terribly sad.

Meeting others at Day Care and getting out of the house once a week, that alone is great. And meeting other cancer patients is great, you know you're not alone. One of the worst things about cancer is you think you're the only one on the planet who has it.

Cancer and serious illness, it's such a lonely journey. Even if you have family around you, it's still one of the loneliest journeys you'll ever make. That step to dying is yours, you're on your own. But it's beautiful here. Interacting with other people who are ill, it takes away the fear. The positivity is great - you don't really feel you're sick here.



PROVIDING SPECIALIST PALLIATIVE CARE

We aim to create a “home away from home” in our bright homely facility in Renmore. The specialist care in the Inpatient Unit is delivered by our Multidisciplinary Team (consisting of Nurses, Care Assistants, Social Workers, Pastoral Care, Physiotherapy, Occupational Therapy, Aromatherapy and Art Therapy) and is led by our consultants in palliative medicine. Patients are admitted to the Inpatient Unit for any, or a combination, of the following reasons, symptom control, rehabilitation, psychosocial support, end-of life care and short-term respite care to provide carers with a much-needed break. We also provide care and support to the patients loved ones during this time.

Hospice care is provided free-of-charge to all patients and families accessing the services.

THE INCREASING DEMAND OF 2018

- 2018, saw 361 patients cared for in our Inpatient Unit, an increase of 12% on 2017
- Over 50% of the patients admitted to the Inpatient Unit were subsequently discharged
- 52% of the patients cared for in our Inpatient Unit were aged 71 or over
- Average length of stay was 14 days
- Cost per day for Inpatient Care is €726



REACHING OUT TO OUR COMMUNITY

The community palliative team provides specialist palliative care expertise and support to patients and families in their own homes, 365 days a year. Our specialist community team in collaboration with the patients Primary Care Team, GP and Public Health Nurse work to enhance the quality of life of patients who have a life-limiting illness in their own home. They also provide support to their families and carers.

Together with the Primary Care Team’s we draw up plans to assist patients with the aim of enhancing comfort and functioning to allow patients to spend better quality time at home which would otherwise be spent hospitalised or attending clinics, thus adding to their quality of life.

THE INCREASING DEMAND OF 2018

- It has been another busy year for our Community Palliative Care Team who cared for 812 patients in their own home and made 7,016 visits and 21,574 calls to these patients
- 69% of patients cared for by the community team were never re-admitted to hospital (this increases to 90% for patients with a non-cancer diagnosis)
- 73% of patient cared for in the community were aged 71 and over
- 37% of patients had a non-cancer diagnosis
- 89% of patients cared for by the community team died at home
- Average length of stay is 4 months and providing this care costs €1,705 per patient

REMEMBERING GERARD MAHONY

Gerard Mahony, a loving husband, a caring father, an adored grandfather and a very special man. We could use many more adjectives to describe Dad but all those who knew him expressed the high regard they had for him to us, his family, over the days they came to visit us at his funeral. Dad had a great love of the outdoor, greyhounds and sport in general but there was nothing more important to him than his beloved family. We as a family can look back with such fond and precious memories of the final weeks we spent with him in the loving, supportive and dignified surrounds of the Galway Hospice.

Dad was born, bred and reared in the town of Loughrea and worked in one of the local factories, Schlegel until he retired in recent years. He was an extremely active man and had a great passion and love for coursing and was regularly seen walking his dogs on the roads around Loughrea. From the day Dad was diagnosed in June of 2016, he was the model patient, always positive, always upbeat, courteous to all he met, dignified to the end and accepting of his fate.

Dad underwent operations, chemotherapy and various other procedures and we as a family were overwhelmed with the level of care and support he received from the Oncology Unit at Portiuncula Hospital and the High Dependency Unit (HDU) at the Mater Hospital Dublin. After 6 weeks in the HDU at the Mater Hospital, when all avenues were exhausted and both Dad and us his family were accepting of the inevitable, the wheels were set in motion for his return west to Galway.

We as a family had very little prior knowledge of the Galway Hospice and the amazing care, support and services they provide to people with a life-limiting illness. However from the 9th of October 2018, the day Dad was welcomed into the hospice, our appreciation and relationship with the Galway Hospice changed forever. We were simply blown away by the level of care, kindness and professionalism displayed by all who work there including nurses, doctors, care assistants and the pastoral care team.

Dad had great religious faith and this really shone through during his illness. The pastoral care team, overseen by Breda was exceptional in accommodating a special pre-nuptial blessing that was carried out in the hospice chapel for Dad's daughter Niamh and her fiancé Shane. Dad knew he would not be around to celebrate their wedding in May 2019. The hospice team also provided refreshments for the family afterwards. They helped make it a very special and memorable occasion for all.

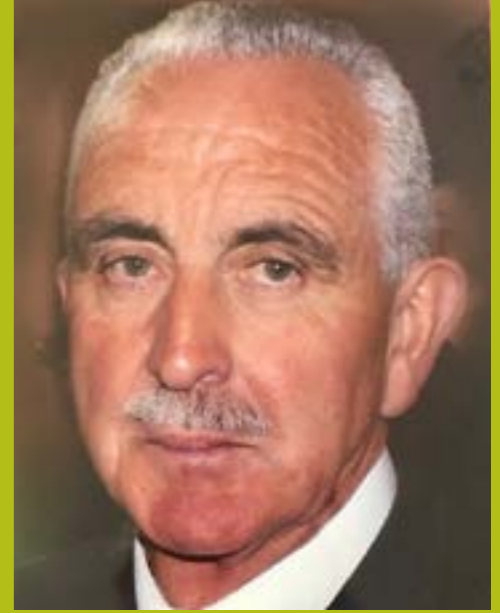
There were numerous other occasions when Dad experienced the high level of inpatient care at the Galway Hospice such as a chance encounter with a greyhound, having his beard shaved, walks in the grounds and time spent with grandchildren as they alternated between the beautiful playroom and 'Grandad's Room', all of which helped him to relax and enjoy the final weeks of his time with us.



FAMILY STORY

FROM ALL OF US "THANK YOU VERY MUCH". THE GALWAY HOSPICE REALLY ENSURED THAT 'EVERY MOMENT MATTERS'.

-THE FAMILY OF THE LATE GERARD MAHONY-



Dad accepted his illness from the word go and was extremely grateful to all those who aided and assisted him on his journey.

He always spoke about the importance of giving back to those who helped him. In December 2017 Dad organised a 'Christmas Walk' for family and friends in Flaggy Shore, New Quay. Donations were accepted on the day and Dad presented all monies collected to the Oncology Unit of Portiuncula Hospital. After Dad's passing we as a family decided to honour his wishes by continuing with the 'Christmas Walk' and last December with increased numbers, we again collected donations and presented a cheque to the Galway Hospice in January 2019.

Dad passed away peacefully, surrounded by all of his immediate family on the 9th of November 2018, exactly one month after entering the hospice. What was a difficult time for our family, was eased somewhat by wonderful people in a comforting place. Everything about that day was so peaceful and dignified, we were supported, comforted and cared for by the staff on that day in a way that will never be forgotten by us. Even as I write this I find it hard to express the deep gratitude, respect and admiration we, the family of Gerard Mahony, have for the staff of the Galway Hospice.



SUPPORTING PATIENTS TO LIVE WELL

The Day Care service operated two days a week during 2018 and it meets the needs of those patients whose lifestyle is affected by progressive illness, but who do not require 24-hour nursing care. The Day Care service provides, a social outlet for isolated patients, pain and symptom management review, access to Social Work, Physiotherapy, Art Therapy, Spiritual Care and Aromatherapy. It is aimed at helping with physical and emotional coping, and maintaining optimal independence and often provides a day of respite for the patient's family and carers.

We also operate a Fatigue and Breathlessness (FAB) Clinic led by our Physiotherapist and Occupational Therapist which supports patients to live as actively as possible. In 2018 there were seven cycles of the program and there were 188 attendances by patients and 36 attendances by their carers.

THE INCREASING DEMAND OF 2018

- 1,220 Attendances to Day Care, with 71 new attendees
- 385 Aromatherapy Sessions
- 254 Art Therapy Sessions
- 80 Chiropody Sessions
- 480 Physiotherapy Sessions
- 372 Hairdressing Sessions
- 139 Occupational Therapy Sessions



SUPPORTING THE WHOLE FAMILY

Living with a serious illness can influence every aspect of a patient's life, including relationships with everyone in the family affected. Our team of qualified and experienced Medical Social Workers help people to deal with the emotional and psychological consequences of living with a life-limiting illness. We can see patients on their own or with anyone they choose: carers, family members or friends. There may be significant things that a patient wants to say to people close to them. We can help these conversations along, help create positive memories and talk about practical planning.

Children and young people may also need help in understanding the illness and the changes it has caused. They may have their own questions, worries and fears. A Medical Social Worker can advise parents/carers and support them and their children or grandchildren during the illness and afterwards.

THE INCREASING DEMAND OF 2018

- 397 new referrals to Medical Social Work in 2018
- 109 Family meetings in our Inpatient Unit
- Carer Support Needs assessment tool offered to carers
- 26 bereaved children/teenagers invited to Young Peoples Bereavement group
- 44 bereaved adults invited to Adult Bereavement group
- 237 Bereavement telephone consultations
- 119 Bereavement sessions by Medical Social Workers

Our Day Care service and Medical Social Work Team worked closely together to deliver the Reminiscence Group Initiative throughout 2018. The Reminiscence Group helped patients re-ignite their memories of childhood, growing up, their love for art, music and the things that were important to them, all of these memories were documented in a 'Life Story Book'.

EVALUATION REPORT FROM YOUNG PEOPLE'S BEREAVEMENT GROUP SHOWED THAT 87% 'FELT ABLE TO SHARE THEIR FEELINGS', WITH ONE COMMENTING 'KNOWING THAT THERE WERE OTHER PEOPLE GOING THROUGH THE SAME THING' WAS HELPFUL.



EDUCATION - OUR PASSPORT TO THE FUTURE

Galway Hospice are committed to supporting our staff through education and research and 2018 was a busy year for our specialised workforce. All staff and volunteers partake in mandatory training, for example Fire Training, Children First and Hand Hygiene, and in addition some member of our Multidisciplinary Team have training that is essential to support their role, for example Medication Management for Registered Nurses.

In support of our dedicated workforce, Galway Hospice encourages staff to participate in continuous professional development by means of Postgraduate studies, completing standalone modules, attending and / or contributing to courses and conferences. This allows staff to develop skills in their own areas of interest with six staff undertaking Postgraduate studies including Post Graduate Certificate in Nursing (Infection Prevention & Control Nursing); P.Dip in Nursing (Education); P.Dip (Social Work Practice Teaching, Supervision & Management); P.Dip in Nursing Palliative Care and P.Dip Module in Health Science - Wound Care. A staff member also completed in a Professional Certificate in Children & Loss.

Galway Hospice has also expanded on links with the local community by providing education to seventy-seven staff of local Nursing Homes and Public Health Nurses' to enable them to more confidently manage the care of patients living with advanced life-limiting conditions.

In 2018, Galway Hospice also supported work experience placements for third-level and postgraduate students as well as providing teaching supports to NUI Galway.



REMEMBERING OUR LOVED ONES

The Pastoral Care Department offer spiritual support to our patients and family members during their time receiving hospice care, and following a bereavement. This service is available to patients of all faiths and none.

In 2018, the Pastoral Care Department organised nine Remembrance Evenings throughout the year for families whose relative had passed away while under the care of Galway Hospice.

Each year an Annual Remembrance Service is held in St. Oliver Plunkett's Church, Renmore. In 2018, the Annual Remembrance Mass was held on Sunday 4th November and was celebrated by Bishop Brendan Kelly.

On 2nd December 2018, we hosted the Tree of Lights Celebration. The Galway Hospice Memorial Tree shone brightly and was adorned with 2,148 lights illuminating memories of loved ones throughout the Christmas season. The memorial candle was lit by Kathleen Egan and Chairman Keith Finnegan.

"WE REALLY APPRECIATE THE REMEMBRANCE SERVICE SO MUCH AND IT WILL HELP WITH OUR HEALING JOURNEY"

BERNIE WALSH GALWAY HOSPICE VOLUNTEER

I first got to know Galway Hospice 22 years ago. My husband John was under their care for 3 years before he died. It took me 3 years to come in the door of the Hospice after that. I'd come to the door and I just couldn't face it, and I'd go off again. But I took that step, and I've been here since. Because I could never repay them for what they did for me and my kids.

I never knew anything about the Hospice before John. You have to be in the situation to understand. You cannot imagine what the Hospice did, not just for John but for me and our four children, Olga, John, Gary and Laura.

Towards the end of John's illness, the team came down and sat with the kids around the table to explain everything to them and let them ask questions. I wouldn't have been able to do that. They were absolutely brilliant.

Now, when someone comes in and a family member has been referred to the Hospice, I know exactly what they mean when they say they have such a big decision to make. I know that they'll get a tour around and everything will be explained to them, to set their mind at ease. That's the way Galway Hospice works.

I absolutely love being at reception here because I love meeting people, and I can assure them that when they come in here they will be so looked after.

Only for Galway Hospice, I definitely wouldn't have been able to cope. John went through an awful lot for 3 years. He passed away when he was 50. He was too young to go.

He was never a day sick in his life. He wouldn't even take an aspirin, he didn't believe in things like that. He got a head cold and it wasn't shifting. He was referred to Mr Tobin and he knew immediately that it was cancer. He was between the Regional and Dublin for the first year. After about 9 months he developed secondary cancer and it was downhill from there.



VOLUNTEER STORY

**'I COULD NEVER REPAY THEM FOR WHAT THEY DID'
-BERNIE WALSH-**

It's been 19 years and it doesn't get any easier. I'll be 50 years married this September. John is gone 19 years. When I get up there I'm going to absolutely kill him for going off and leaving me!

But everybody who has had experience of the Hospice says the same thing – how good everyone is, from the cleaners to the nurses to the doctors. They are unreal, I couldn't tell you how good.

And I have made such great friends. The two nurses that looked after John at home, Breda King and Breda Cryan, are still at the Hospice. Both of them were nearly three years coming to the house. They were absolutely fantastic.

I can't understand how the Hospice didn't get planning permission for Merlin Park. That people put wildlife – not that I'm against wildlife – ahead of terminally ill human beings, I'll never understand that.

I do anything I'm asked for the Hospice, reception, fundraising, anything. And the children help with fundraising because they know how passionate I am about the Hospice.



WE WOULD BE LOST WITHOUT OUR VOLUNTEERS

Our devoted volunteers make all the difference for our staff, patients and their families. In 2018 we were supported by 135 volunteers across all parts of the service. Our Volunteers support Galway Hospice by contributing a significant amount of time, in a variety of roles such as Drivers, Fundraisers, Receptionists, Day Care Assistants, Hairdressers, Florist, Therapists, Interpreters, etc. and come from a variety of backgrounds.

Volunteers are also hugely supportive externally at numerous fundraising events (such as the Croagh Patrick Climb, Memorial Walk, Sunflower Day, third-party fundraisers, etc.).

They give their time freely to support all aspects of Galway Hospice, all with a common cause 'to be there for Hospice'. They are there simply to make a difference to people in their community.

Nothing is too much trouble for them and they continue to support compassionate end-of-life care.

We would like to thank all our wonderful volunteers for their dedicated commitment to Galway Hospice.

For example, our volunteers give;



IF YOU WOULD LIKE TO JOIN THIS FANTASTIC TEAM OF VOLUNTEERS, PLEASE CONTACT THE VOLUNTEER COORDINATOR ON 091 770868 OR VOLUNTEERING@GALWAYHOSPICE.IE



THANKS TO THE PEOPLE OF GALWAY

Galway Hospice strives to provide high quality specialist palliative care to our patients and their families, however, without the generosity of our incredible supporters, we would not be able to be there for over 1,000 people across Galway City and County. Thank you.

Thanks to our volunteers, supporters and fundraisers who have worked tirelessly to help raise €1.9million in 2018. For each euro raised through fundraising events, donations and legacies, ninety-two cent is immediately invested into our services.

In 2018 we held a range of events from our annual Croagh Patrick Climb, Hospice Sunflower Days, Memorial Walk, Christmas Campaign including our Tree of Lights Ceremony and Ireland's Biggest Coffee Morning. As well as our main events, many individuals and groups organised events in aid of Galway Hospice, and without you we wouldn't be in a position to continue to provide our vital services.

A special thanks must go to our fundraisers who have held annual events for Galway Hospice for many years, now seen as many of our supporters' favourite events, we applaud you for your ongoing dedication and support.

Unfortunately, the gap between what it costs to meet the ever-increasing demands for the service and what we receive from the Health Service Executive (HSE) continues to increase so we need to raise over €2.1m in 2019 to ensure that we can be there for the people of Galway when they need us. We are asking for your support to help us to reach this target.

YOU ARE MAKING A DIFFERENCE NO MATTER WHETHER YOU CHOOSE TO RUN IN A RACE, DROP CENTS INTO COLLECTION BUCKETS OR HONOUR A LOVED ONE'S MEMORY.

STATEMENT OF FINANCIAL ACTIVITIES

	2018 € UNRESTRICTED FUNDS	2018 € RESTRICTED FUNDS	2018 € TOTAL	2017 € TOTAL
INCOME FROM:				
DONATIONS	430,135	5,937	436,072	407,425
HSE FUNDING	4,983,331	-	4,983,331	4,959,016
BEQUESTS	31,582	-	31,582	92,152
CONVENANTS	152	-	152	-
FUNDRAISING INCOME	1,090,986	-	1,090,986	1,362,174
DRAW INCOME	276,011	-	276,011	291,040
INVESTMENT INCOME	2,471	-	2,471	4,986
GRANT INCOME	58,541	-	58,541	98,866
OTHER INCOME RESOURCES	190,400	-	190,400	50,715
TOTAL INCOME	7,063,609	5,937	7,069,546	7,266,356
EXPENDITURE ON:				
FUNDRAISING COSTS	436,403	-	463,403	468,550
DRAW PRIZES	56,288	-	56,288	56,582
HOMECARE EXPENDITURE	1,384,817	-	1,384,817	1,465,911
PALLIATIVE CARE CENTRE EXPENDITURE	4,903,049	-	4,903,049	4,735,711
DAY CARE EXPENDITURE	322,752	-	322,752	324,355
GOVERNANCE COSTS	54,597	-	54,597	85,300
OTHER COSTS	842,858	-	842,858	-
TOTAL EXPENDITURE	8,027,764	-	8,027,764	7,136,409
NET (EXPENDITURE)/INCOME	(964,155)	5,937	(958,218)	129,947
RECONCILIATION OF FUNDS				
TOTAL FUNDS BROUGHT FORWARD	7,147,588	649,263	7,796,851	7,666,904
TOTAL FUNDS CARRIED FORWARD	6,183,433	655,200	6,838,633	7,796,851

BALANCE SHEET AS AT 31 DECEMBER 2018

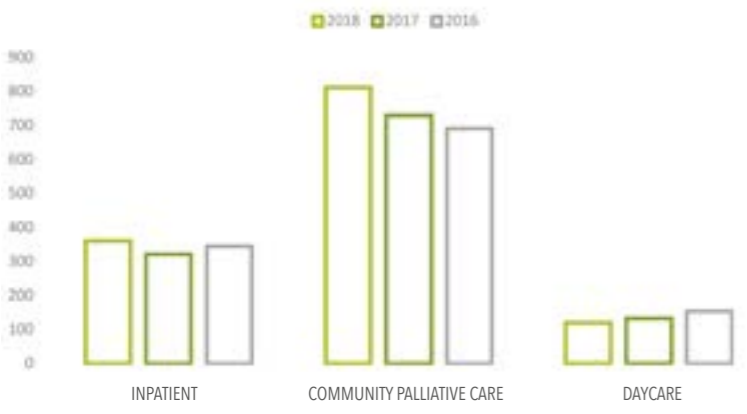
	2018 €	2017 €
FIXED ASSETS		
TANGIBLE ASSETS	4,682,564	4,994,389
CURRENT ASSETS		
DEBTORS	412,526	396,353
CASH AT BANK IN HAND (AMOUNTS FALLING DUE WITHIN ONE FINANCIAL YEAR)	2,404,906	3,030,247
	2,817,432	3,426,600
CREDITORS (AMOUNTS FALLING DUE WITHIN ONE FINANCIAL YEAR)	(661,363)	(624,138)
NET CURRENT ASSETS	2,156,069	2,802,462
NET ASSETS	6,838,633	7,796,851
REPRESENTED BY:		
DESIGNATED FUNDS:		
DEVELOPMENT RESERVE FUNDS	500,000	500,000
RESTRICTED FUNDS:		
CHILDREN'S ACCOUNT FUND	18,488	18,488
BRID & CLODAGH DOYLE FUND	109,870	106,340
MERLIN PARK CAPITAL FUND	26,842	24,435
UNRESTRICTED FUNDS:	6,183,433	7,147,588
TOTAL FUNDS	6,838,633	7,796,851

DEMAND FOR OUR SERVICES

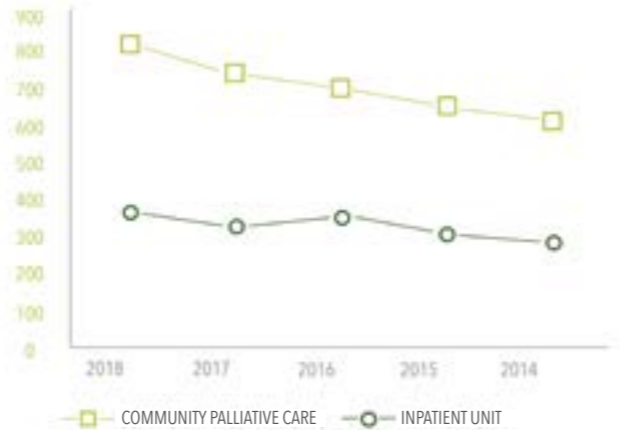
A MASSIVE THANK YOU



NUMBER OF PATIENTS TREATED

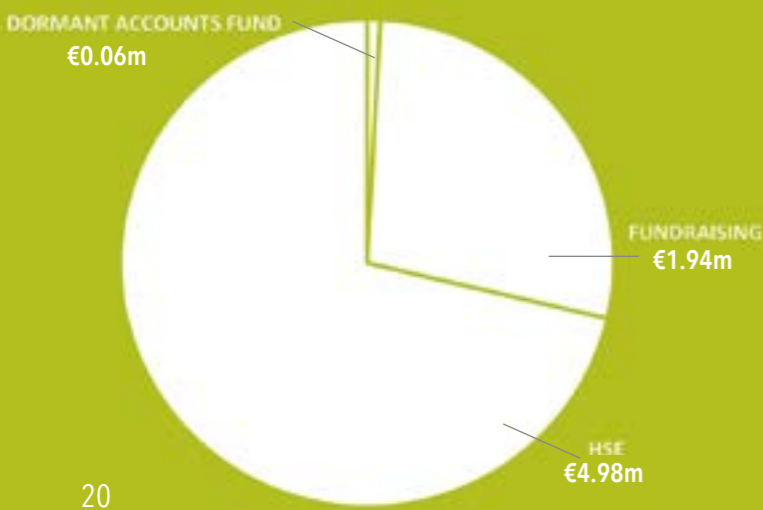


5 YEAR TRENDS IN DEMAND FOR GALWAY HOSPICE SERVICES

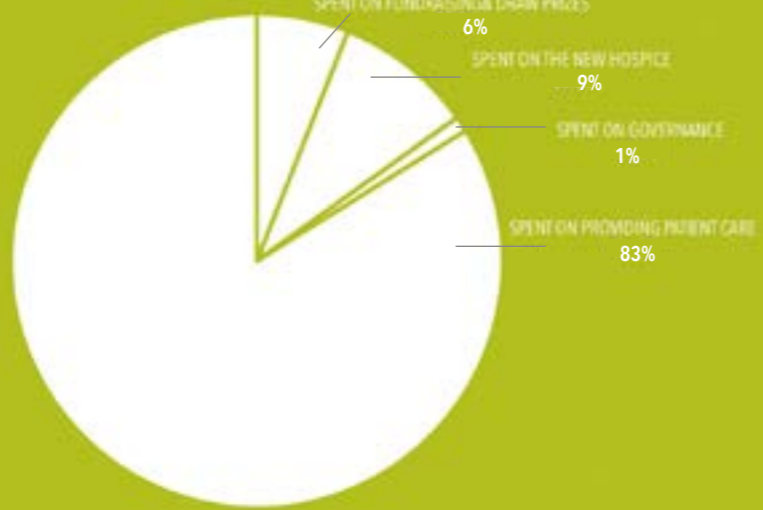


INCOME AND EXPENDITURE

2018 INCOME



HOW THE MONEY WAS SPENT



LOOKING BACK: 2018

Appointment of Bereavement Coordinator/ Senior Medical Social Worker funded by the Dormant Accounts Fund (DAF) Measure 2

JANUARY



FEBRUARY

Purchased five new vehicles for Community Palliative Care

Held Education on Palliative Care for Nursing Home Staff and Public Health Nurses (repeated in April & October)

MARCH

Bridging the GAP Research Study in Day Care developed with patients

APRIL

New Chairperson, Keith Finnegan Appointed



MAY

Successful ISO audit – The auditors stated “The volume of improvements and developments in the past year is phenomenal and to be commended”



JUNE

Celebrated Canon Michael Mulkerrins Golden Jubilee

Staff Fun Day held in Mervue Football Club



JULY

Galway City Council granted approval for planning permission for new 36 bed hospice

AUGUST

Annual patient survey completed - 100% of respondents’ impression of the hospice was either very good or excellent



SEPTEMBER

Young people’s Bereavement Group held over two weekends

OCTOBER



NOVEMBER

Work began on refurbishment of Dining Room by Smiles 4 Shauna

Launch of the exclusive Galway Hospice Christmas Bauble



DECEMBER

19 Bereavement Support Volunteers received certificates following 20-week training with this new initiative at Galway Hospice

LOOKING FORWARD 2019-2023

OUR STRATEGIC INTENTIONS


TO CONTINUE DELIVERING THE HIGHEST QUALITY SPECIALIST PALLIATIVE CARE SERVICES TO ALL
 We will work and drive improvements in the service to ensure that this care is delivered by the right person at the right time, and by providing choice, flexibility and an excellent experience. We will seek to expand this remit to our neighbouring county when we take on operational and clinical governance responsibility for Mayo’s new hospice when it is completed in late 2019.

TO BE AN ORGANISATION OF CHOICE
 We cannot deliver the high-quality care that we provide without having a dedicated team of trained specialist professionals and volunteers in place. We will continue to improve our learning and development culture to support the recruitment and retention of the best people.

DEMONSTRATE ORGANISATIONAL EXCELLENCE IN ALL OUR ACTIVITIES, AT THE BEDSIDE AND IN THE BOARDROOM
 This will be achieved by planning effectively for organisational development, focusing on long-term sustainability and development of Hospice services, while building on and continuing to develop our governance systems and practices.

TO RAISE THE STANDARD OF END OF LIFE CARE
 Hospices are the experts in the field of palliative and end-of-life care and should therefore be educators to other healthcare professionals, we plan to develop our in-house education capabilities and partner with academic institutions in our area.

DEVELOP THE FINANCIAL AND OPERATIONAL RESILIENCE OF GALWAY HOSPICE
 The gap between what we receive from the HSE and what it costs to deliver the services we provide continues to increase so we need to seek out efficiencies and improved ways of working so that our funding can go further. In addition, we will continue to work with the HSE to secure a more sustainable funding model for Galway Hospice. We are committed to progressing with our plans to build a much-needed new hospice so that we can be there for the people of Galway when they need us.

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Every Moment Matters...



Galway Hospice



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