



***St. Francis Hospice Dublin***  
(Under the Care of the Daughters of Charity of St. Vincent de Paul)

# 2015 Annual Report



**ST. FRANCIS HOSPICE RAHENY**



**ST. FRANCIS HOSPICE BLANCHARDSTOWN**



## **Welcome to St. Francis Hospice Dublin**

St. Francis Hospice Dublin provides a specialist palliative care service for the people of North Dublin City and County and its immediate environs. All our care is provided free of charge to patients and their families.

### **Our Services Provide...**

#### **Patient Care**

Patients have different needs, and these needs can change at various points during their illness. St. Francis Hospice Dublin provides four distinct services to patients:

- Care in their own home through our **Community Palliative Care Team**
- **Hospice Day Care**, providing a visit to the hospice on a weekly basis for nursing care, therapies and social/creative activities
- **Inpatient** care, offering admission for management of complex symptoms and psychosocial problems, as well as care in the terminal phase of a patient's illness
- **Outpatient Service** for nursing/medical care, occupational or physiotherapy, complementary therapies, lymphoedema treatment

#### **Care of Families and Friends**

The hospice philosophy also addresses the needs of the patients' families and friends. At St. Francis Hospice Dublin, we act out this philosophy in a number of ways:

- We provide education and support for family members caring for people at home
- We offer counselling to family and friends to help them adjust to changing situations
- Family and friends are encouraged to share in the care of their loved one
- Bereavement support is offered through our multidisciplinary team, including pre-bereavement and post-bereavement counselling and bereavement work with children

#### **How We Provide Care: The Team**

The multidisciplinary team includes nurses, doctors, care assistants, household staff, complementary therapists, lymphoedema specialists, physiotherapists, occupational therapists, social workers, chaplains, pharmacists, volunteers, administrative staff, and education professionals. They are supported by contract catering, security and cleaning staff. Each makes a valuable contribution to the holistic care of patients and their families.

**St. Francis Hospice is a registered charity. Each year we need to raise over €4 million to fund our day to day services and repay outstanding bank loans associated with the capital cost of building St. Francis Hospice Blanchardstown.**



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## Chairman's Statement



### *Official Opening of St. Francis Hospice Blanchardstown on 23<sup>rd</sup> May 2015*

Throughout 2015 St. Francis Hospice Dublin continued to provide community palliative care and day care services from its facilities in Raheny and Blanchardstown. I am pleased to report that the twenty-four single bed inpatient unit at Blanchardstown is now fully open. This welcome addition to the existing nineteen bed unit at Raheny is greatly enhancing the delivery of inpatient care to the people of North Dublin city and county.

On 23<sup>rd</sup> May 2015 the Minister for Health, Dr. Leo Varadkar, T.D., officially opened St. Francis Hospice Blanchardstown, at a blessing ceremony presided over by the Archbishop of Dublin, the Most Reverend Diarmuid Martin, D.D.

A sincere thank you to the 236 staff and 284 volunteers of the hospice and to my fellow Directors for the great efforts they have made during 2015 in ensuring the provision of a first class hospice service for our patients and their families.

The hospice is extremely grateful to all who have participated in raising funds for our two hospices in 2015. I would ask you to continue to support us with the same level of generosity in 2016. In addition to the funding from the Health Service Executive we will need to raise €4.1 million in 2016 to cover both the operational costs and the repayments

on the bank loan of €6.8 million. I thank in a special way our benefactors without whom we would be unable to provide a quality hospice service.

I look forward with hope and confidence for the future development of the services we provide in Dublin.

**Mr. Justice Peter Kelly**  
**Chairman, Board of Directors**



***In Memoriam***

Along with the entire St. Francis Hospice community, I was saddened at the loss of one of our founders, Dr. Mary Redmond. It was her vision and drive that led to the foundation of a hospice on the northside of Dublin, and indeed she remained a good friend and supporter of St. Francis Hospice, serving as a company Trustee until her death on the 6<sup>th</sup> of April 2015.

- Peter Kelly

## CEO's Statement



*Fingal Dublin Chamber of Commerce 2015 Not for Profit Organisation Excellence Award*

It is an honour and privilege to be the new CEO of such a wonderful healthcare service. I would like to sincerely thank the Directors, hospice management and all our staff and volunteers for the warm welcome and support during my first five months in St. Francis Hospice Dublin.

It takes great courage for our patients and their families to deal with life-limiting illness. They have many fears and worries; however these are soon abated by the kindness and professionalism of our staff and volunteers. Our staff and volunteers represent the best of us and our core values of dignity, respect and compassion.

Since its foundation in 1989, St. Francis Hospice has played an integral leadership role in the provision of palliative care services. As a voluntary organisation, our independence has enabled us to harness widespread community support and we have been at the forefront in identifying needs in the community and developing responses to them. The principle of “voluntarism” is at the centre of the hospice’s mission and success.

In 2015 we received a significant acknowledgement from the community we serve, when we were awarded the “2015 Not for Profit Organisation Excellence Award” by the Fingal Dublin Chamber of Commerce. The independent judges said, in awarding the Excellence Award to the hospice, “St. Francis Hospice provides a vital service to the local community but through immense effort and careful planning they have extended their services and their reach far beyond expectations. Their dedication, commitment and fundamental understanding of the needs of those they support is inspiring and the quality of the service they provide is second to none.”

We will continue to work closely with and for the community we serve and will very much continue to need the support from our community in the future.

**Mr. Fintan Fagan**  
**Chief Executive Officer**

## Mission Statement

- St. Francis Hospice provides a specialist palliative care service to people in North Dublin. This includes support for their families and friends and other healthcare professionals involved in their care.
- The service is based on a Christian philosophy of human dignity, which treats each person with respect and compassion, irrespective of their cultural or religious background.
- The hospice plays a leadership role in shaping palliative care nationally, working in partnership to advance policy, education, research and service innovation.



## Our Values

The underpinning values of dignity, respect and compassion of St. Francis Hospice are commitments to...

- Creating a welcoming, relaxed and personal atmosphere of care.
- Providing quality care at a physical, emotional, psychological, spiritual and social level which respects the needs and wishes of each person.
- Supporting families and friends emotionally, psychologically and spiritually from referral through bereavement in an attentive and non-intrusive way.
- Working collaboratively as a team which cares for its members, values each one's contribution and engages in on-going education and reflection.
- Linking with other professionals, support agencies and the local community to improve the quality of service to people who are terminally ill.
- Educating others and influencing the practice and standards of palliative care of people who are terminally ill.

## **Members/Trustees and Directors**

### **Members/Trustees**

Mr. Justice Peter Kelly (Chairman)  
Dr. John Cooney  
Sr. Bernadette MacMahon, DC  
Mr. Thomas Joseph McMahon  
Sr. Annette McKenna, DC  
Dr. Mary Redmond (RIP 6<sup>th</sup> April 2015)  
Dr. Patrick Ussher  
Mr. Patrick Kenny

### **Directors**

The directors, who served at any time during the financial year except as noted, were as follows:

Mr. Justice Peter Kelly (Chairman)  
Dr. John Cooney  
Sr. Bernadette MacMahon, DC  
Mr. Thomas Joseph McMahon  
Ms. Mary Hayes  
Mr. James Flynn  
Sr. Annette McKenna, DC  
Prof. Peter Daly  
Fr. Philip Baxter, OFM Cap  
Mr. Joseph Pitcher  
Mr. Patrick Kenny  
Sr. Bridget Callaghan, DC  
Dr. Carol-Ann Casey  
Ms. Ita Gibney  
Mr. Pdraig O'Dea

### **Company Secretary**

Angela Coughlan

## **Governance Arrangements**

St. Francis Hospice Dublin is a company under the Companies Acts 1963-2013 with a Memorandum and Articles of Association. The Hospice is governed by a Board of voluntary, non-executive Directors, none of whom receives payment of any kind for their services. The Board of Directors met six times in 2015. In addition, the Annual General Meeting of Trustees/Members was held in June 2015.

St. Francis Hospice Dublin has a detailed policy document on Corporate Governance which outlines a Code of Conduct for the Board of Directors and is in line with HSE directives. The organisational chart for the company is included on the next page.

## **Report of Objectives for 2015**

The primary objective for 2015 was the successful running of the new 24-bed inpatient unit at St. Francis Hospice Blanchardstown. In 2015, on average, between 18 and 20 beds of the new inpatient unit were in use, while a focus on the recruiting of new palliative care nurses was our priority. We are pleased to report that following the successful recruitment of palliative care nurses, all 24 beds are now open.

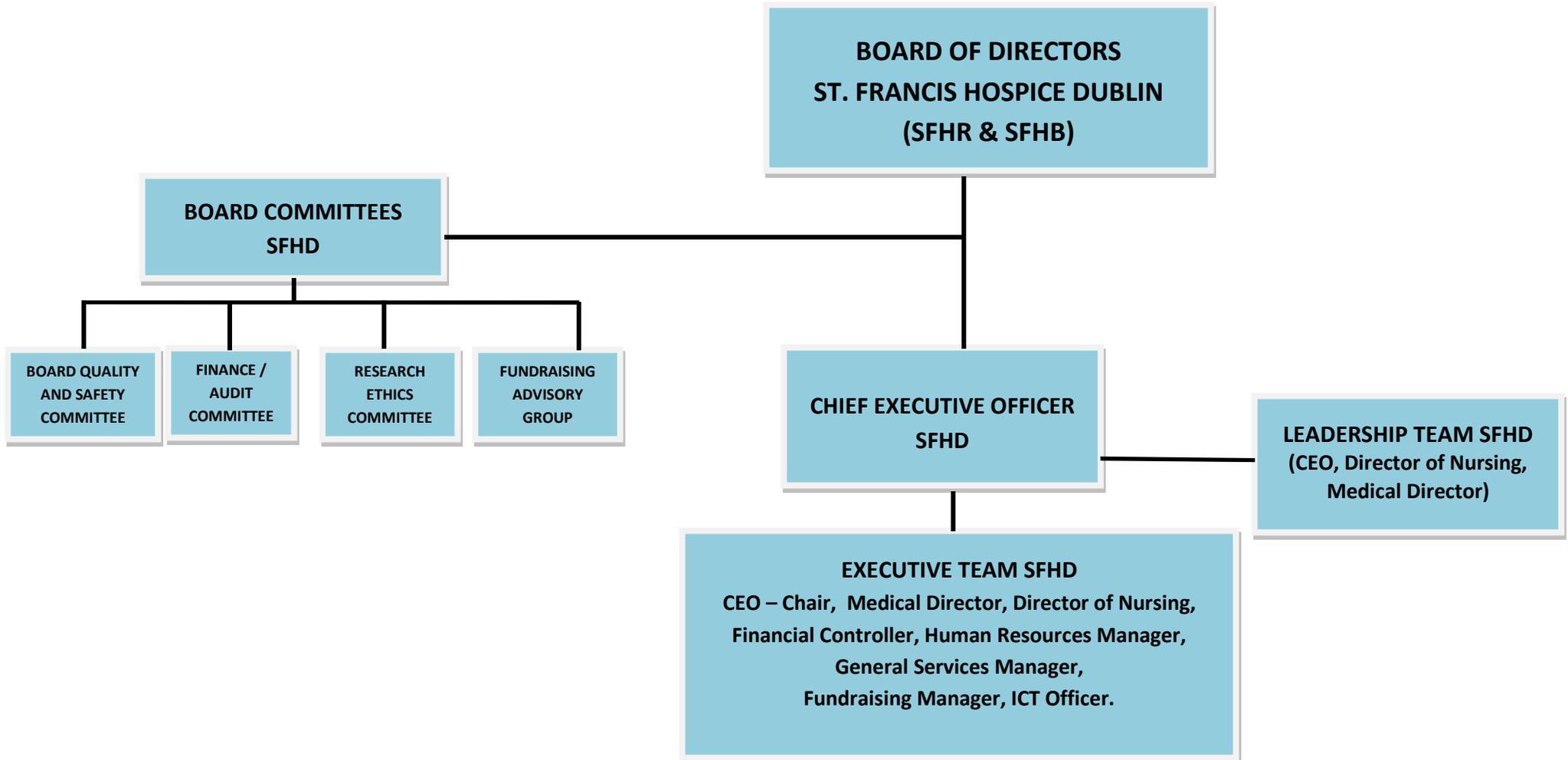
## **Report on Complaints for 2015**

St. Francis Hospice Dublin's Complaints Policy ensures that all complaints are dealt with in accordance with Part 9 of the Health Act 2004 and Statutory Instrument No. 652/2006 – Health Act 2004 (Complaints) Regulations 2006. Our Complaints Policy aims to meet the needs of patients, families, carers and visitors to the Hospice. The confidentiality of the patient is respected at all times.

St. Francis Hospice received a total of ten complaints during 2015. These complaints were dealt with in accordance with our Complaints Policy and all are now closed / resolved. On review of the complaints no trends were identified.

# ORGANISATIONAL CHART

St. Francis Hospice Dublin - SFHD (Raheny – SFHR and Blanchardstown - SFHB)



## Our Areas of Care

- **Community Palliative Care**
- **Outpatient Services**
- **Hospice Day Care**
- **Inpatient Care**

### Community Palliative Care

The St. Francis Hospice Community Palliative Care (CPC) Team is a group of specially trained doctors, nurses, social workers and chaplains who provide professional palliative care expertise and support to patients and families in their own homes.

Many patients facing a life-limiting illness prefer to remain at home, in familiar surroundings, being cared for by friends and family. The relief of symptoms is a key element in enabling many patients to remain at home.

Our Community Palliative Care Team works closely with the patient's GP and Public Health Nurse (who continue to have overall responsibility for the patient) to provide optimum symptom control and promote quality of life. The Community Palliative Care Team's support also extends to meet the emotional and spiritual needs of patients and their families.

#### *What's New in 2015*

**Flexibility Between Teams** – Due to increased activity in the Raheny catchment area, the Blanchardstown Team took over responsibility for the Swords area. This will be reviewed in summer 2016.

**Utilising New Nursing Posts** – Two new nursing posts were filled in the Blanchardstown Team, enabling an increase in Nursing First Assessments. This allows us to reach more patients and reduce waiting times for access to the service.

**Outpatient Visits** – We saw 313 patients in the Outpatient setting as they attended for services there. This was an increase of 36% from 2014. Seeing patients when they attend the hospice for other services helps decrease travel time for CPC staff. Patients benefit from seeing multiple disciplines on the same day.

## Outpatient Services

The Outpatient Services provided are:

- Complementary Therapy
- Lymphoedema Treatment
- Occupational Therapy
- Physiotherapy
- Medical/Nursing review

Services include individual visits and some group sessions, such as Breathe Easy and Relaxation Technique clinics. Outpatient services are available five days per week in Raheny and two days per week in Blanchardstown.

A total of 306 patients attended the Outpatients Departments in Raheny and Blanchardstown, some attending for more than one therapy. There were 1,923 treatments given, an increase of 206 treatments over 2014.

Patients who attend Outpatients can also see Community Palliative Care, Social Work and Chaplaincy. In 2015, Community Palliative Care Medical and Nursing visits increased to 313 from 217 in 2014.

### ***What's New in 2015***

**Therapeutic Programme** – This six-week programme is available to patients who are deemed suitable for palliative care but are not in need of our Community Palliative Care Team at present. The aim is to help patients manage their symptoms and maximise their independence. Input is given by all members of the multidisciplinary team in Outpatients. On completion of the programme, patients are discharged from St Francis Hospice back to their GP. They can be re-referred to Community Palliative Care if their condition deteriorates.

## Hospice Day Care

Hospice Day Care provides specialist palliative care services in a comfortable environment. It is a therapeutic service with a social aspect. It provides support for physical, psychological, spiritual and social needs through symptom management and practical advice. The team works with each patient to develop a programme of care to meet the person's needs. Hospice Day Care is open four days per week in Raheny and two days per week in Blanchardstown.

Support is offered to families through telephone contact and families are often invited into Hospice Day Care to meet the team. We also provide support groups and meetings for families and carers.

Hospice Day Care is staffed by a multidisciplinary team of nurses, doctors, health care assistants, complementary therapists, social workers, chaplains, administration staff, household staff, and bus drivers. The service could not function without the support of our 110 volunteers, who enhance the patient experience. Their commitment and personal contribution is very much appreciated.

Hospice Day Care works closely with and appreciates the support of our colleagues in the community and hospital settings. The Hospice Day Care Team works collaboratively with the patients' GPs and PHNs.

The annual Hospice Day Care Art Exhibition was held in April. All of the work displayed was created by the patients attending the service. Many had not painted before but found a hidden talent. Family and friends came along to celebrate each person's creativity and talent. It was a chance to create a happy memory and to celebrate their achievement. These paintings contributed to the annual St. Francis Hospice calendar. The Tánaiste's office also commissioned its 2015 Christmas card from the Hospice Day Care artists.

### *What's New in 2015*

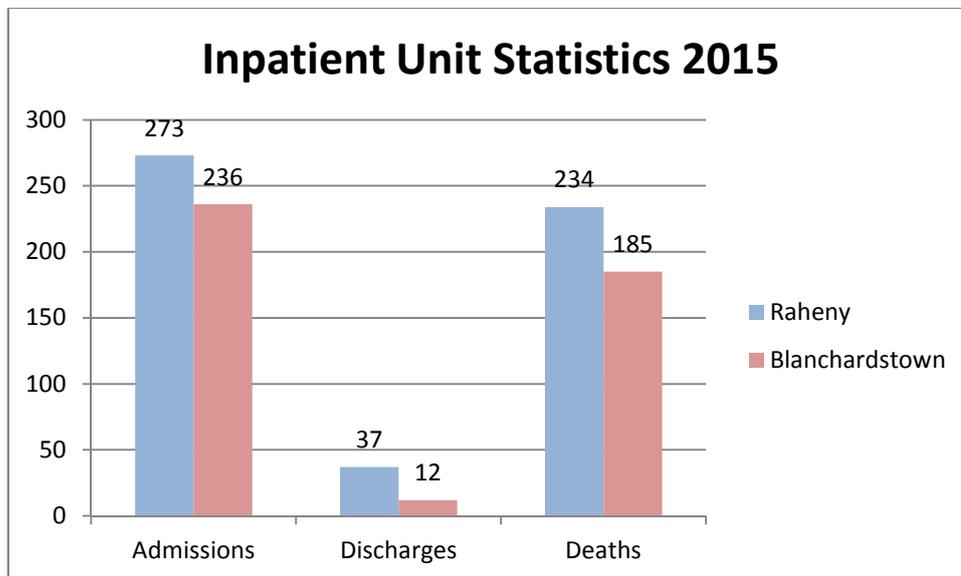
**Family/Carer Support Group** – An increase in the demand for family support led to the development of a 4-week support group for families/carers that met once a week for a 2-hour session. The project was evaluated measuring carer confidence in a number of areas, including practical and emotional issues. Participants reported an increase in confidence in the ability to care, and an improvement in communication within the family. A need for on-going peer support meetings was identified and a monthly support meeting was established to address this.

**Greater Access to Inpatient Care** – Due to the opening of inpatient beds in St Francis Hospice Blanchardstown, there was a significant increase in admission of Day Care patients for end of life care. In 2015, 60% of Day Care patients died in an inpatient unit, an increase of 9% over 2014. The percentage of Day Care patients dying at home decreased from 17% in 2014 to 11% in 2015.

## Inpatient Care

St. Anne's Inpatient Unit, at our Raheny site, provides 19 specialist palliative care beds. Our Blanchardstown hospice offers 24 inpatient beds. Patients are admitted when they have care needs which cannot be met in other settings such as their own home, hospital or nursing home. Patients are admitted to manage problems such as pain or other symptoms, and are discharged home; patients are also admitted for care until their death.

The opening of the inpatient unit in Blanchardstown necessitated the transfer of some staff members from Raheny to Blanchardstown and the recruitment of new staff for both sites. It was a challenging year as the teams changed, and new staff required orientation and training in order to integrate fully within the two hospices.



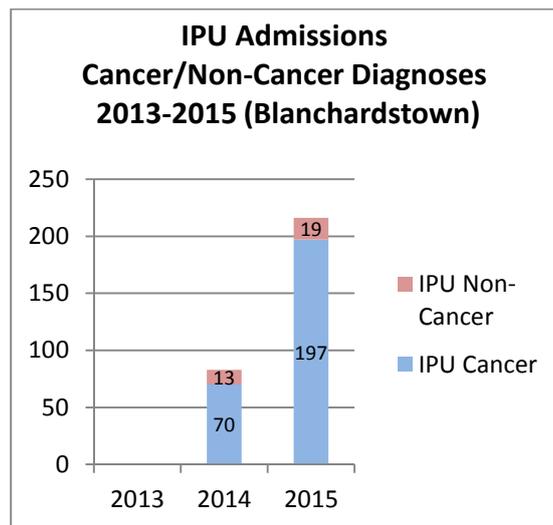
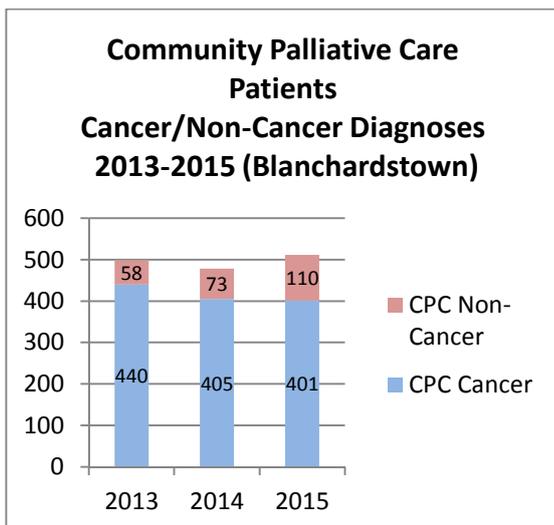
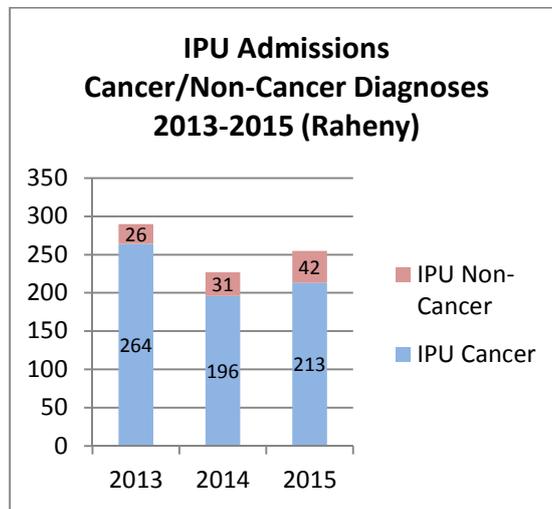
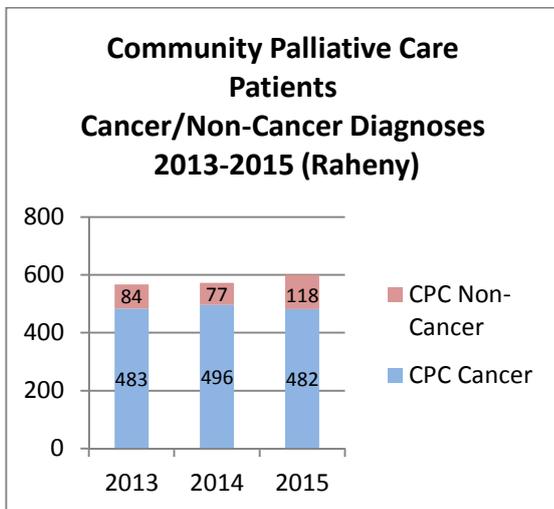
The number of non-cancer patients admitted continued to rise (see chart on next page).

### *What's New in 2015*

**Pressure Ulcer Collaborative** – Several staff members from the inpatient units in Raheny and Blanchardstown became involved in a national collaborative study on pressure ulcers. The aim is to develop a framework that will assist the multidisciplinary team in the improvement of the care of patients at risk of developing pressure ulcers.

## St. Francis Hospice Dublin – Service Statistics 2015

St. Francis Hospice Dublin – All Services	
Total Patients	1439 (79% cancer/21% non-cancer)
New Patients	1193 (78% cancer/22% non-cancer)
Total Deaths	953 (80% cancer/20% non-cancer)



**Note: IPU Blanchardstown opened on phased basis:**

- Week beginning 29<sup>th</sup> September 2014 – 6 beds opened
- Week beginning 11<sup>th</sup> November 2014 – 12 beds opened
- Week beginning 15<sup>th</sup> December 2014 – 18 beds opened

## St. Francis Hospice Raheny Annual Statistics 2015

Community Palliative Care Service Raheny	
Nursing - Home Visits	5111
Medical – Home Visits	448
New Patients	463 (2 under 18 years of age)
Total Patients	600 (482 cancer/118 non-cancer)

Hospice Day Care Raheny	
Total Attendances:	1810
New Patients ( <i>included in total patients figure</i> )	89
Total Patients	131

Outpatient Department Raheny	
Complementary Therapy	120 patients (84 new patients)/ 851 attendances
Lymphoedema	39 patients (27 new patients)/ 131 attendances
Occupational Therapy	53 patients (41 new patients)/120 attendances
Oncology Lymphoedema	37 patients (2 new patients)/ 66 attendances
Physiotherapy	84 patients (72 new patients)/226 attendances

Inpatient Unit Raheny	
Admissions	273
Discharges (to CPC Teams/Home)	37
Deaths	234
Referrals	379

## St. Francis Hospice Blanchardstown Annual Statistics 2015

Community Palliative Care Service Blanchardstown	
Nursing - Home Visits	4296
Medical – Home Visits	308
New Patients	386 (5 under 18 years of age)
Total Patients	511 (401 cancer/110 non-cancer)

Hospice Day Care Blanchardstown	
Total Attendances	790
New Patients ( <i>included in total patients figure</i> )	47
Total Patients	72

Outpatient Department Blanchardstown	
Complementary Therapy	77 patients (53 new patients)/ 276 attendances
Lymphoedema	20 patients (15 new patients)/ 61 attendances
Occupational Therapy	24 patients (22 new patients)/ 43 attendances
Oncology Lymphoedema	12 patients (1 new patients)/ 18 attendances
Physiotherapy	60 patients (47 new patients)/ 132 attendances

Inpatient Unit Blanchardstown	
Admissions	236
Discharges (to CPC Teams/Home)	12
Deaths	185
Referrals	320

## Services Provided Throughout the Hospice

- **Social Work and Bereavement Services**
- **Chaplaincy**
- **Physiotherapy**
- **Occupational Therapy**
- **Complementary Therapy**
- **Lymphoedema Treatment**
- **Education and Research**

### Social Work & Bereavement Services

Social workers work collaboratively with members of the multidisciplinary team to support patients and their families under the care of St. Francis Hospice Dublin, as they adjust to the news of a life-limiting or terminal diagnosis. Social Work support focuses on the impact of illness for both the patient and their family. This may include practical support, advocacy, communication within the family, support for carers, and counselling support as patients and their families deal with strong and powerful emotions. We work with individuals and family groups, including working with parents to support their children, direct work with children and other vulnerable people within the family. The Social Work team was involved with Hospice Day Care in setting up and running a carer support group (see Hospice Day Care report on page 11 for details).

In 2015 the Social Workers offered a service to:

	<b>Social Work service recipients</b>	<b>Individual face to face Contacts</b>	<b>Family Meetings</b>	<b>Phone calls</b>
<b>Patients</b>	577	1743	126	953
<b>Clients (relatives/ friends)</b>	444	276	507 Family Support (2 or more people)	305

The social work department co-ordinates the response to any allegations of elder abuse, child abuse, or concerns about vulnerable persons relating to patients or their families. This includes liaising with the HSE and Tusla.

As St. Francis Hospice Dublin offers a service to increasing number of patients and their families, the Social Work team prioritises referrals, but cannot respond to every referral. We continue to advocate for more Social Workers to ensure we can provide a quality service to all patients and their families.

## Bereavement

The Social Work team supports family members after the patient dies. This may include individual bereavement support and counselling, family group sessions, and work with children. There are presently 14 active volunteers working under the supervision of the social workers in our **Volunteer Bereavement Support Service (VBSS)** providing bereavement support on a one to one basis with clients.

	<b>Bereavement Clients</b>	<b>Individual Contacts</b>	<b>Family Support (2 or more people)</b>	<b>Phone calls</b>
<b>Social Workers</b>	264	456	21	334
<b>Volunteer Support</b>	110	487	x	125 (SW assessment)

The Social Work team also provides talks to bereaved relatives, through regular Bereavement Information Evenings. These events include a talk by a social worker on bereavement, followed by an opportunity for bereaved relatives to talk with a social worker or bereavement volunteer. The social workers also provide a short talk on the early stages of grief at the Service of Remembrance, which we facilitate with the Chaplaincy team.

	<b>No. of Events</b>	<b>No. of families invited</b>	<b>Attendance</b>
<b>Service of Remembrance</b>	8	977	1,551
<b>Bereavement Information Evening</b>	5	970	421

### *What's New in 2015*

**Childhood Bereavement Network** – St Francis Hospice hosted the inaugural meeting of this group. It was attended by more than 60 professionals working with bereaved children, including teachers, social workers, counsellors and service providers.

## Chaplaincy

The chaplains work along with the other members of the multidisciplinary team to provide spiritual and religious care and support to patients, families, significant others, staff members and volunteers in all services of St. Francis Hospice Dublin.

While at all times respecting and upholding the dignity of the person, chaplains are privileged to join people on the final stage of life's journey as they face illness and death. We listen to their stories as we journey with them, exploring what gives meaning to their lives.

Support is offered to people of diverse cultures and faith traditions, or none, acknowledging what is important and meaningful for them. The rights of patients and families to have access to spiritual care by members of their own faith is respected and enabled where possible on request.

### *What's New in 2015*

**Services of Remembrance Changes** – The Services of Remembrance are held eight times each year for bereaved family members of patients cared for by St. Francis Hospice. Prior to 2015, the services only catered for family members of inpatients. A change was made to include family members of all St. Francis Hospice services. The larger numbers attending necessitated a change of venue from the hospices to local parish churches. In 2015, four services were held in St. John the Evangelist church, Kilbarrack and four were held in St. Brigid's church, Blanchardstown. The services were well attended and the parishes themselves were very accommodating and welcoming. The Chaplaincy Team works closely with the Social Work Team and a group of dedicated volunteers to deliver this important service for families.

**Blessing of the Oratory** – The Papal Nuncio to Ireland, Most Reverend Archbishop Charles Brown, celebrated Mass and gave a formal blessing of the Oratory in St. Francis Hospice Blanchardstown. He visited with every patient in the hospice; many had their photos taken with him, a treasured memento of the occasion.

## Physiotherapy

The Physiotherapy team at St. Francis Hospice aims to improve patients' ability to carry out daily tasks, maintain independence, and gain relief from symptoms that result from a disease or its treatment. Our physiotherapists assess patients and devise an individual plan of treatment. Services provided by the Physiotherapy Department include:

- Rehabilitation
- Exercise programmes
- Mobility assessment and provision of aids
- Management of breathlessness and chest secretions
- Fatigue management
- Advice on the management of falls
- Patient/carer advice
- Pain management
- Joint problems

The opening of the inpatient unit in St. Francis Hospice Blanchardstown and increase in physiotherapy referrals for patients without the provision of additional staff necessitated a reconfiguration of the Physiotherapy service. As a result, services to outpatients have been reduced and Hospice Day Care physiotherapy services have been suspended.

On-going education underpins the foundation of an excellent physiotherapy team. The physiotherapy commitment to continuing education and research continued in 2015 with the team delivering a wide range of education sessions both internally and externally. St. Francis Hospice physiotherapy department continues to be a much sought after placement for final year undergraduate students from the universities.

### Physiotherapy Statistics 2015

	OPD Raheny	OPD Blanchardstown	IPU Raheny	IPU Blanchardstown
New Patients	69	47	120	114
Total Patients	84	64	164	153
Episodes of care	228	134	660	806
Total	<b>OPD 362</b>		<b>IPU 1466</b>	

#### *What's New in 2015*

**New Structures** – The physiotherapy service was reconfigured to meet the needs of the inpatient unit at SFH Blanchardstown.

## Occupational Therapy

At St. Francis Hospice, Occupational Therapists work with people, throughout all stages of their illness, whose ability to function as they wish is affected. Interventions take place with patients and carers to improve independence for self-care, work and leisure activities. Goals are set with patients and treatment is provided to achieve better function, comfort and well-being.

The OT department faced significant pressure on its limited resources due to the opening of the inpatient unit in St. Francis Hospice Blanchardstown and the increase in referrals it brought. Activities and initiatives reflect the demand for efficiencies.

Some of the activities of the department in 2015 included:

- Refining of OT seating clinic to ensure efficient delivery of clinic and tracking of seating stock across both sites, using an online seating stock catalogue
- Strict prioritisation to ensure a safe delivery of OT services to high priority inpatients
- Continued facilitation of a practice education placement for TCD OT students
- OT therapeutic kitchen environments were brought into line with HACCP requirements
- The OT department continued to facilitate the upgrade of chairs in HDCR and IPUR
- The OT department engaged in monthly journal clubs and in-service trainings.

### Occupational Therapy Statistics 2015

	HDC R	HDC B	OPD R	OPD B	IPU R	IPU B
Total Patients	35	6	53	24	224	176
Treatments	171	32	121	43	1103	1026
<b>Total Patients = 462 (378 new patients)</b>			<b>Total Episodes of Care = 2496</b>			

Occupational therapy statistics highlight strong activity in our inpatient units, which are the services that we prioritise. Mainly an emergency service is offered at our two Hospice Day Care (HDC) sites. OT has maintained a service to Outpatient Services (OPD), holding small caseloads on both hospice sites.

#### *What's New in 2015*

**Peer Supervision** – The OT Manager completed training in peer supervision for managers and regularly engages in a supervision group.

**Stock Upgraded** – The OT stock (access equipment, assistive technology and specialist pressure relieving cushions) was upgraded in light of the increased bed occupancy and need in SFH Blanchardstown.

**Cognitive Assessments** – The OT department sourced and implemented a wider range of cognitive assessments to cater for people with hearing and speech deficits.

## Complementary Therapy

Complementary Therapy is used alongside conventional healthcare in the treatment of St. Francis Hospice patients. The Complementary Therapy Team consists of 2 full-time nurses, 3 part-time therapists and 6 Volunteer therapists. Treatments offered to patients include Aromatherapy Massage, Reflexology, Indian Head Massage and M-Technique. Patients in the Inpatient unit, Hospice Day Care and Outpatients are offered the option of Complementary Therapies to enhance the care they receive.

### *What's New in 2015*

**Tranquil Therapy** – We introduced this programme in Hospice Day Care in both Raheny and Blanchardstown. It is a group relaxation session using visualisation and massage. It is proving to be very popular with patients, and we hope to introduce the programme to other departments in 2016.

**Aromatherapy Blends** – Our 3 qualified Aromatherapists developed aromatherapy blends for use with our patients in all services across the hospice. They can ease symptoms such as dry skin and pain, and can also be used as mouth washes for the treatment of dry and sore mouths. Demand for the blends continues to increase, and feedback from patients and staff has been very positive.

## Lymphoedema Treatment

Lymphoedema (swelling) occurs when lymph flow is impaired. Dysfunction of the lymphatic system can be caused by damage to, obstruction of or absence of vessels. This can result in the accumulation and stagnation of lymph in the tissues. Patients suffering from lymphoedema often have swollen and distorted limbs as well as swelling in other parts of the body. This can result in heaviness, pain, discomfort and impairment of movement. Most often limbs are affected, but lymphoedema can also occur in the face, neck, abdomen or genitals. Tissues with lymphoedema are at risk of infection and susceptible to progression. Lymphoedema is a treatable and manageable condition.

Manual Lymph Drainage is a gentle, light but specific massage used to encourage natural drainage of the lymph system and to redirect fluid from affected areas to unaffected areas of the body in patients who have been diagnosed with Lymphoedema as a side effect of their cancer treatment and illness. This treatment often includes wearing of compression garments and results in improvement to the patient's quality of life. The technique was pioneered by Doctor Emil Vodder in the 1930s and St. Francis Hospice has 1 Clinic Nurse Specialist and 2 qualified MLD Therapist who are all trained in the Vodder Technique.

## Education and Research

Education and research are core components of palliative care. St. Francis Hospice Dublin offers education in a number of ways:

**Third level education** – We partner University of Dublin Trinity College to offer an interdisciplinary MSc in Palliative Care. In 2015, there were 17 students progressing through year 1 and year 2 of the programme. Additionally, theoretical input was provided by staff from the Education Department to undergraduate and post graduate nursing programmes in University College, Dublin, Trinity College Dublin and Dublin City University. The physiotherapy department provided a foundation year lecture to RCSI physiotherapy students. Research supervision to Masters and Doctorate level is provided.

**Clinical Placements** – We provided clinical placements for 30 people from a variety of disciplines and clinical specialties in 2015.

**International conference** – Our Kaleidoscope conference in 2015 attracted 236 delegates, both nationally and internationally.

**Courses and study days** – Staff from all departments of the hospice contribute their knowledge and clinical experience to teach on our courses. In 2015, 142 people from a variety of work settings attended 9 courses and study days at St. Francis Hospice.

**In-service** – In 2015, there were 911 attendances by staff at in-service training.

**Community outreach** – In 2015, a member of the Education Team visited 13 secondary schools and spoke with more than 700 students about hospice/palliative care. The Social Work team provided two sessions to staff groups in schools as part of our support to children who were dealing with illness and bereavement.

Off-site education was provided in a number of organisations, including the Clontarf Orthopaedic Hospital, Intellectual Disability Services in North County Dublin, and the Irish Hospice Foundation. E-learning programmes were devised and made available through the All Ireland Institute of Hospice and Palliative Care ([www.palliativelearning.com](http://www.palliativelearning.com)).

### *What's New in 2015*

**Orientation Programmes** – Due to the hospice's expansion, and the large intake of new staff, a number of orientation programmes were needed to introduce staff to St. Francis Hospice and ensure they were up to date in all mandatory training requirements. The Education Team also provided clinical support for new staff nurses.

**Education Centre Blanchardstown** – The Centre for Continuing Studies opened in our Blanchardstown Hospice.

**New Equipment Raheny** – New audio-visual equipment was installed in our Raheny Centre for Continuing Studies.

## Research

There is an active culture of research in St. Francis Hospice, overseen by the Research Ethics Committee. It approved three research applications in 2015:

- An exploration of students' understanding of hospice and palliative care a year after an education session, Ms Barbara Sweeney, Lecturer/Tutor, St. Francis Hospice Dublin
- Exploring the need for education, training and support of health care and homeless service staff providing care for homeless people with palliative care needs, Dr Regina McQuillan, Consultant in Palliative Medicine, St. Francis Hospice Dublin
- What are the clinical effectiveness and cost-effectiveness of different organisational models of community specialist palliative care (CSPC) provision?, Ms Ella Tyrrell, PhD Student in Health and Policy Management, Trinity College Dublin.

## Presentations by St. Francis Hospice Dublin Staff at Conferences

- Secondary Schools Initiative, Donna Reddy and Barbara Sweeney, IAPC Research Forum (oral presentation and poster).
- "From Tension to Relaxation – An Evaluation of Complementary Therapy in a Specialised Palliative Care Setting", Complementary Therapy Team, Kaleidoscope Conference (1<sup>st</sup> prize)
- "A study to determine the effectiveness of Occupational Therapy in promoting feeding Independence in two Palliative Day Care settings", Linda Roycroft, AOTI National conference
- Physiotherapy-led Palliative Exercise Program for Parkinson's Disease Patients in a Hospice Out-Patient Setting (PEP-PD), Hegarty D, McGirr L, Cahill F, Galvin R, McQuillan R.
- The impact of an interdisciplinary programme on quality of life and function in advanced heart failure, Lisa McGirr MISCOP, Acting Physiotherapy Manager, Fiona Cahill MISCOP, Senior Physiotherapist, Linda Gormley Acting Occupational Therapy Manager
- Connolly M., Ryan K., Charnley K. (2015) Developing a Palliative Care Competence Framework - Lessons from Ireland. [Poster Presentation], *14th World Congress of the European Association for Palliative Care*, Copenhagen, Denmark , 08-MAY-15 - 10-MAY-15.
- Smith M, Higginson IJ, Selman L, Pannell C, Kaler P, de Wolf-Linder S, Meier DI, Morrison RS, Normand C, Ryan K, McQuillan R, on behalf of BuildCARE, Daveson BA. *The clash of cultures between generalists and specialists in hospital; an in-depth ethnography to improve access to specialist palliative care for older adults*. [Oral presentation.] 14<sup>th</sup> World Research Congress of the European Association for Palliative Care 2015.
- Kane PM, Murtagh FEM, Ryan K, McQuillan R, Higginson IJ, Daveson BA, on behalf of BuildCARE. *Interventions involving patient-centred care in chronic heart failure – a*

*systematic review*. [Poster presentation.] 14<sup>th</sup> World Research Congress of the European Association for Palliative Care, 2015.

- Understanding What Influences the Health-Related Quality of Life of Hemodialysis Patients: A Collaborative Study in England and Ireland. Lowney AC, Myles HT, Bristowe K, Lowney EL, Shepherd K, Murphy M, O'Brien T, Casserly L, McQuillan R, Plant WD, Conlon PJ, Vinen C, Eustace JA, Murtagh FE. *J Pain Symptom Manage*. 2015 Dec;50(6):778-85.
- Hegarty D, Galvin R, McGirr L, Cahill F, Mc Quillan R. *Physiotherapy Practice and Research* 37 (2016) 31–39. Physiotherapy led palliative exercise programme for people with advanced Parkinson's disease (PEP-PD): A feasibility study.
- Providing palliative care in hostels: a case series. Andrew Hudson and Regina McQuillan. *Irish Street Medicine Symposium*, Dublin 2016.
- Ryan, M., Connaire, K. (2015) *Autonomy in the Spotlight: Illuminating New Horizons Through Documentary Analysis*. Poster presentation, Kaleidoscope Conference.
- Maher, M., Sweeney, B., Keogh, C., O'Brien, S., Flanagan, Y., O'Connor, A., Flood, S., Grant, E., Connaire, K. (2015). A retrospective audit of urethral catheterisation documentation within a specialist palliative care organisation. Poster presentation, Kaleidoscope Conference and IAPC Education and Research Seminar.

#### **Publications by St. Francis Hospice Dublin Staff**

- Connolly M, Ryan K, Charnley K. Developing a palliative care competence framework for health and social care professionals: the experience in the Republic of Ireland. *BMJ Support Palliat Care* bmjpscare-2015-000872. Published Online First: 22 December 2015 doi:10.1136/bmjpscare-2015-000872.
- Kane PM, Murtagh, F E M, Ryan K, Mahon NG, McAdam B, McQuillan R, Ellis-Smith C, Tracey C, Howley C, Raleigh C, O'Gara G, Higginson I, Daveson BA. The gap between policy and practice: a systematic review of patient-centred care interventions in chronic heart failure. *Heart Failure Reviews*, first published on October 5, 2015 as doi:10.1007/s10741-015-9508-5.
- Tuffrey-Wijne I, McLaughlin D, Curfs L, Dusart A, Hoenger C, McEnhill L, Read S, Ryan K, Satge D, Straßer B, Westergård B. Defining consensus norms for palliative care of people with intellectual disabilities in Europe, using Delphi methods: A White Paper from the European Association of Palliative Care (EAPC). *Palliative Medicine*, first published on September 7, 2015 as doi:10.1177/0269216315600993.
- Kane PM, Daveson BA, Ryan K, McQuillan R, Higginson IJ, Murtagh FEM, on behalf of BuildCARE. The need for palliative care in Ireland: A population-based estimate of palliative care using routine mortality data, inclusive of non-malignant conditions. *Journal of Pain and Symptom Management*, 2015; 29(4): 726-733.
- Lowney AC, Myles HT, Bristowe K, Lowney EL, Shepherd K, Murphy M, O'Brien T, Casserly L, McQuillan R, Plant WD, Conlon PJ, Vinen C, Eustace JA, Murtagh FE. Understanding What Influences the Health-Related Quality of Life of Hemodialysis Patients: A Collaborative Study in England and Ireland. *J Pain Symptom Manage*. 2015 Dec;50(6):778-85.

## Volunteers

There are more than 280 volunteers who give of their time and talents. They range in age from 29-84; approximately two-thirds are female. The work that our volunteers do at St. Francis Hospice helps us to expand the range of services we can provide to our patients and their families. Volunteers usually commit to work for four hours once a week. The roles they fill are diverse and include reception, hospitality, gardening, music, complementary therapies, art, hairdressing, driving, dog visits, fundraising and more.

The achievement of the goals of St. Francis Hospice Dublin is greatly assisted by the active participation of people from the community. To this end, St. Francis Hospice Dublin accepts and encourages the involvement of volunteers within all appropriate programs and activities. Volunteers are an integral part of our team. Without them, we would be unable to offer the quality and range of services that we provide to patients and their families.

The objective of our volunteer programme is to better serve the needs of the patient, and their family, in a way that either enhances the existing service or provides a broader range of services. Volunteers contribute their unique talents, skills and knowledge, enabling the paid staff to work more efficiently – each has a complementary role to play.

This year, a number of initiatives were taken to ensure the quality and compliance of the volunteer department. We commenced a complete review of Volunteer Department quality standards against best practice, using the “Investing in Volunteers” quality standard that is available through Volunteer Ireland. Volunteer policies were documented and distributed to every volunteer. The volunteer handbook was revised and updated, and a new volunteer agreement was introduced.

### Statistics 2015

- The number of volunteers at St. Francis Hospice Dublin grew by over 20% in 2015; the recruitment of so many new volunteers was largely down to the expansion of services in St. Francis Hospice Blanchardstown.
- Nearly 300 volunteers gave an average of 600 hours per week to St. Francis Hospice.

#### *What's New in 2015*

**Hearing Aids** – A new volunteer service was introduced providing complimentary hearing aids for patients in Hospice Day Care.

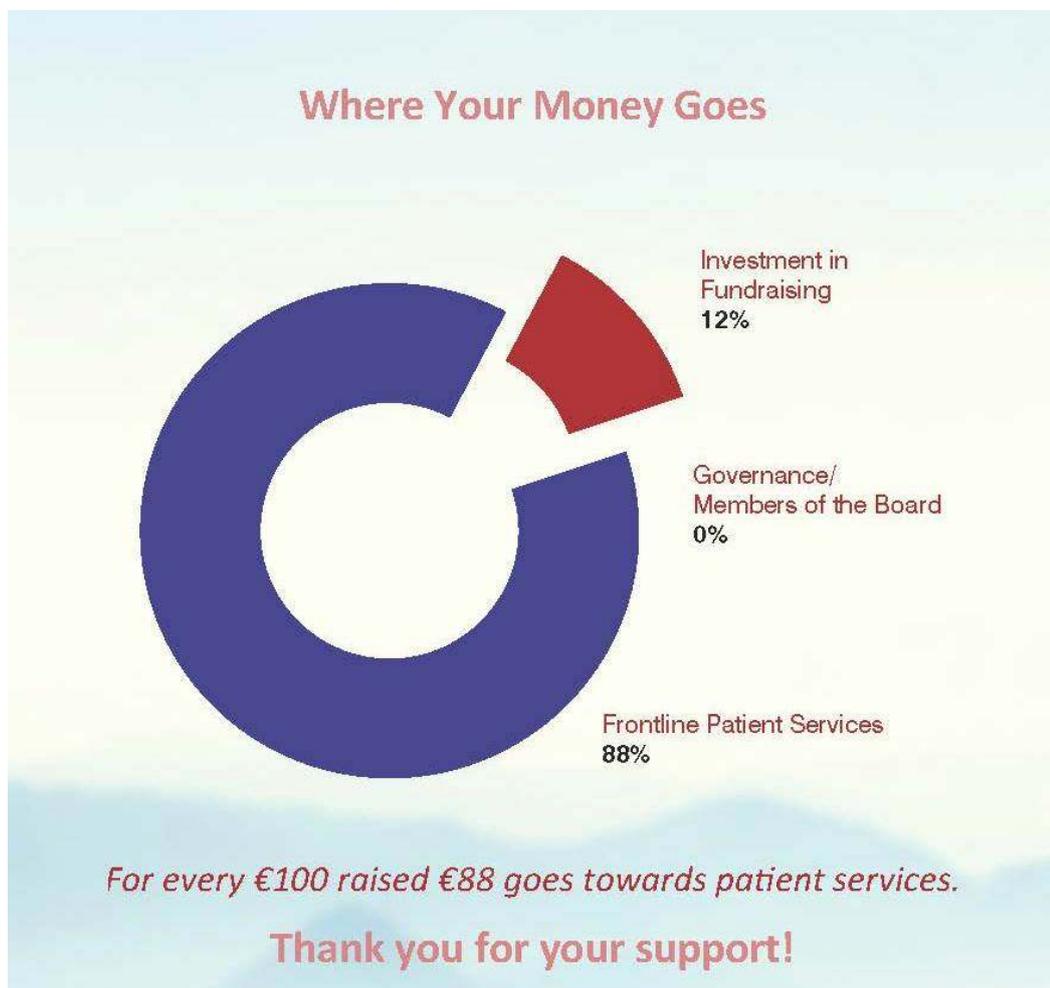
**Life Stories** – Volunteers give patients an opportunity to record their story onto CD; this can be anything from a patient's whole life story to favourite recipes or memories of a particular time or event.

## Fundraising

St. Francis Hospice Dublin needs to raise €4.1 million each year in order to maintain our services and pay for the building of the hospice in Blanchardstown.

In 2015 we raised approximately €4 million through donations, bequests, and events such as the Women's Mini-Marathon, National Coffee Morning, and Sunflower Days.

We thank the people of North Dublin City and County, and beyond, who continue to show their support and generosity by participating in events and giving donations to the hospice.



## Community Events

Two annual events that draw members of the community to St. Francis Hospice are the Annual Dr. Mary Redmond Foundation Day Lecture, which was delivered in February 2015 by Senator Feargal Quinn, and the Tree of Life Ceremony, which took place at both the Raheny and Blanchardstown hospices in early December 2015.

**ST. FRANCIS HOSPICE DUBLIN**  
**(COMPANY LIMITED BY GUARANTEE AND NOT HAVING SHARE CAPITAL)**

**STATEMENT OF COMPREHENSIVE INCOME**  
**FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2015**

	2015 €	2014 €
<b>TURNOVER</b>		
Donations, Bequests and Legacies	2,064,183	2,503,871
Fundraising income	1,971,890	1,869,461
Investment and Rental income	38,956	49,255
HSE Grants and similar income	10,364,429	7,927,579
<b>Total Turnover</b>	<u>14,439,458</u>	<u>12,350,166</u>
<b>DISTRIBUTION AND ADMINISTRATIVE EXPENSES</b>		
Costs of generating voluntary funds	477,408	431,247
Charitable activities	14,224,634	11,120,807
Governance costs	136,654	121,288
Interest payable and similar charges	373,065	377,604
<b>Total Distribution and Administrative Expenses</b>	<u>15,211,761</u>	<u>12,050,946</u>
<b>(DEFICIT)/SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION</b>	<b>(772,303)</b>	299,220
Taxation charge	-	-
<b>(DEFICIT)/SURPLUS FOR THE FINANCIAL YEAR</b>	<u><b>(772,303)</b></u>	<u>299,220</u>

**ST. FRANCIS HOSPICE DUBLIN**  
**(COMPANY LIMITED BY GUARANTEE AND NOT HAVING SHARE CAPITAL)**

**BALANCE SHEET**  
**AS AT 31 DECEMBER 2015**

	2015 €	2014 €
<b>Fixed Assets</b>		
Tangible fixed assets	34,654,938	35,758,258
Financial fixed assets	100	100
	<u>34,655,038</u>	<u>35,758,358</u>
<b>Current Assets</b>		
Debtors	48,801	74,055
Cash at bank and in hand	3,049,214	4,342,926
	<u>3,098,015</u>	<u>4,416,981</u>
<b>Creditors: Amounts falling due within one financial year</b>	<b>(1,727,746)</b>	<b>(1,797,254)</b>
<b>Net current assets</b>	<b>1,370,269</b>	<b>2,619,727</b>
<b>Total assets less current liabilities</b>	<b>36,025,307</b>	<b>38,378,085</b>
<b>Creditors: Amounts falling due after more than one financial year</b>	<b>(5,944,705)</b>	<b>(7,213,180)</b>
<b>Government (HSE) grant</b>	<b>(1,988,375)</b>	<b>(2,300,375)</b>
<b>NET ASSETS</b>	<b>28,092,227</b>	<b>28,864,530</b>
<b>CAPITAL AND RESERVES</b>		
Unrestricted reserves	28,092,227	28,804,530
Restricted reserves	-	60,000
	<u>28,092,227</u>	<u>28,864,530</u>

The financial statements were approved and authorised for issue by the Board of Directors on 25 May 2016 and signed on its behalf by:

Justice Peter Kelly  
 Director

Mr. Patrick Kenny  
 Director

ST. FRANCIS HOSPICE  
RAHENY



**Tel** 01 8327535  
**Fax** 01 8327635  
info@sfh.ie

ST. FRANCIS HOSPICE  
BLANCHARDSTOWN



**Tel** 01 8294000  
**Fax** 018294099  
info@sfh.ie

### **Company Information**

St. Francis Hospice Dublin

(Under the Care of the Daughters of Charity of St. Vincent de Paul)

Station Road, Raheny, Dublin 5, Ireland

[www.sfh.ie](http://www.sfh.ie)

**Registered Number 153874**

**Charity Number 10568**

