

# Blythe House Hospicecare Annual Review 2018/19



Blythe House  
Hospicecare







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## How you can get in touch

Throughout this booklet, you'll be able to find direct contact details for services and information here at Blythe House Hospicecare.

If you have a general enquiry, you'd like to write to us, or get involved on social media, we'd be delighted to hear from you! Our contact details are:

Blythe House Hospicecare  
Eccles Fold  
Chapel-en-le-Frith  
High Peak  
Derbyshire  
SK23 9TJ

Telephone: 01298 815388  
Email: [info@blythehouse.co.uk](mailto:info@blythehouse.co.uk)

Twitter: @BlytheHouseHosp  
Facebook: Blythe House Hospicecare  
Instagram: blythehousehospice1

Registered name: High Peak Hospicecare  
Registered Charity No. 1031192  
Registered Company No. 2880281

## 2018/19 in a nutshell

### Income

**£476,109**

Fundraising income  
including legacies,  
events and donations

**£405,324**

Retail income

**£247,734**

NHS contribution

**£33,000**

Children in Need funding  
for children and young  
people's counselling and  
bereavement services

**Total income £1,162,167**

### Expenditure

**£163,288**

Fundraising costs

**£720,316**

Care and service costs

**£390,299**

Governance and support costs

**Total expenditure £1,272,903**

### Impact

**140**

Hospice at  
Home referrals

**92%**

of people who wanted  
to die at home did

**145**

Living Well service  
referrals

**2,085**

patient assessments

**2,387**

telephone contacts

**567**

patients supported through  
outpatient clinics and home visits

**600**

occasions of carer's support

**389**

hours of 1:1 adult's  
counselling

**570**

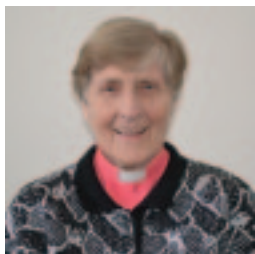
hours of 1:1 adult's  
bereavement support

**50**

children and young people  
supported by counselling and  
bereavement services



# History of Blythe House Hospicecare



We are delighted to be commemorating 30 years of hospice care in the High Peak, with events and celebrations planned throughout 2019/20.

Blythe House Hospicecare was founded in 1989 after Stan Blythe left a £1,000 legacy to Reverend Betty Packham.



Betty explained: ‘Stan Blythe, a local secondary school teacher, keen birdwatcher and the longest serving president of Buxton Field Club, had retired early due to encroaching blindness. He lived alone in Fairfield and was on my list of visiting parishioners.

‘I changed parishes and sometime later received a request to visit Stan in hospital where he had just been told that he had cancer. He wanted to tell me that he was determined to die at home. My visits resumed and it was painful to watch this tall, gentle man gradually getting weaker and less able to cope. As it became obvious that

he was unable to care for himself, I invited him to come and live with us.

‘Fiercely and stubbornly independent, he refused until the time came when he could admit his frailty and so for the last four months of his life he had a bedroom overlooking the garden, listening to and identifying the birds. He had the regular care of a supportive medical team and was waited on hand and foot by his many friends who came to prepare his meals and be with him during the day.

‘On the morning that he died a voice on his beloved radio sang “the birds are singing and I don’t know how to say goodbye.” So Stan had a peaceful death enveloped in the loving care of his many, many friends.

‘Stan left me £1,000 and I knew immediately that I wanted to build a hospice in his name. Blythe House is a fulfilment of that dream - a memorial to a wonderfully warm and brave man.’

Above: Rev. Betty Packham and Stan Blythe



# Values and strategic goals

**Blythe House Hospicecare provides the highest levels of care and support for people with cancer and other life-limiting illnesses.**

The values by which Blythe House operates are:

Caring	Treating each person with kindness, empathy, compassion and respect.
Aspiring	Continually learning and developing; striving for excellence in everything we do.
Professional	Delivering high standards through team work, a skilled workforce and good governance.

The Board of Trustees has defined four overall strategic goals to guide its work:

One: Services	Blythe House will deliver the highest standards of care within all of its services to ensure that patients and carers are supported fully throughout their time with us.
Two: Environment	Blythe House will seek to ensure that all of its care settings and the services it provides are high quality and safe and thus allow the organisation to provide high quality care.
Three: Workforce	Blythe House will ensure that its workforce is well qualified and managed in order to deliver high quality performance which delivers the objectives enshrined in our strategic plan.
Four: Finances	Blythe House will continue to move towards being a sustainable organisation by diversifying its income generation across a wide range of income sources including income from statutory sources, grant making trusts, retail operations and general fundraising.







# Chairman's welcome



Thank you for picking up this copy of Blythe House Hospicecare's annual review for 2018/19. Putting this document together, it has been a pleasure to look back on all of the amazing care and services that we provided throughout the last year.

As we celebrate Blythe House's 30th anniversary in 2019, it is a privilege to reminisce on how Reverend Betty Packham's steadfast passion for a High Peak hospice and Stan Blythe's legacy have thrived into the services that we provide across the High Peak community today, and we hope to continue for another 30 years and beyond.

It is thanks to the ongoing, unwavering support from our community that we are able to continue to care for so many local people, and that our services remain free to them, at some of the most difficult times of their lives.

Throughout this annual review, you'll be able to read quotes and stories from people that we have supported, including patients, families,

carers and young people. Hopefully, like me, you'll be able to feel their enthusiasm and emotion for, and endearing thanks to, Blythe House for all that it has done, and continues to do for them.

I'd like to say a personal thank you to everyone who supports Blythe House - by volunteering, attending events, donating, visiting our shops or leaving a gift in your Will - everything that you do, no matter how small, makes a huge difference to all of the local people that we support.

Finally, my thanks go to Janet Dunphy and my fellow Trustees for their continued dedication and backing.

Best wishes

*Timothy Mourne*

Timothy Mourne  
Chairman of the Board of Trustees





## A message from Janet Dunphy, CEO



have had their best year ever; they support and inspire me in equal measure. The report from the last Care Quality Commission (CQC) inspection was excellent and the results from this year's staff satisfaction were outstanding. The Blythe House team deserve all the credit and gratitude that comes their way.

Hospices start and flourish only with the support and commitment from volunteers. I really want to acknowledge that fact and offer sincere thanks to them all, whether they are raising money, helping us run shops and services or working tirelessly at Board level. We are here only because of our volunteers; I admire, respect and thank you.

You will see that we spend your money wisely, we act as a custodian of your generous donations and endeavour to help as many people who need hospice care as we can. The challenges to hospice funding are clear in the media, the public purse shrinks as our needs rise. It is more important than ever that we maintain our excellent standards of financial governance. The Board of Trustees has always shown expertise and integrity in guiding Blythe House as a charity, that level of commitment and skill is fundamental to our past and future.

Thank you for your interest in Blythe House, I hope as you read this annual review you will be reassured to know how much help and support is delivered to the High Peak community. It is of course likely that you know or will know someone who needs our services and it's probable that you are a supporter - so firstly thank you, sincerely.

As we commemorate our 30th anniversary year in 2019/20, we have so much to celebrate, and I do hope you join us at our events. Blythe House has now supported three generations in the High Peak; we have to keep going to support the next three generations, and our community need us more than ever in these changing times. We have every intention of being there with you; we are with the community for the community.

I am so proud of what the Blythe House team has achieved this year, their enthusiasm and commitment is unwavering. The clinical teams provide exemplary services and the non-clinical teams make sure that they can continue to do so. With the support of our generous community, the retail and fundraising teams

**All the best wishes and sincere thanks to all our volunteers, staff and supporters.**





## A message from Dr Sarah Parnacott, Consultant in Palliative Medicine



and immunotherapy. This has led to an improvement in survival but sometimes the side effects of treatments have had a detrimental impact on a patient's physical and mental health. It has been my role to help manage the symptoms to ensure patients can have the best quality of life whilst living with their condition.

We have also been able to provide more comprehensive support to patients with dementia who have been referred to Blythe House to open up conversations about their future care wishes. These may include what treatments they may accept when they no longer have capacity to make decisions for themselves; where they may want to be cared for, and practical issues relating to wills and finances.

Over the last 30 years, there's been a shift in the difference between palliative and end of life. The former aims to improve the quality of life of a patient and to try and keep them as well as possible for as long as possible; for some people with metastatic breast or prostate cancer, this may extend to many years. The latter supports someone who is dying.

The Hospice at Home service at Blythe House has made an incredible impact on supporting more patients to be at home with their family and loved ones, and to die at home if that is their wish.

As we celebrate 30 years of hospice care in the High Peak this year, I feel incredibly proud of the difference Blythe House has made to families in the High Peak. I look forward to Blythe House adapting to the changes and challenges that the next three decades will bring and the celebrations of its success.

**Thanks to you, we were able to deliver these services...**

I have been privileged to be involved in the care of High Peak patients with cancer and other life-limiting illnesses for 17 years of Blythe House's three decades of service. During this time I have met so many inspirational patients and their amazing families who have shown incredible fortitude in the face of adversity.

Over the past 30 years, the hospice has evolved to encompass more support, care and treatments for patients with complex, life-limiting conditions. In the early days, the majority of patients had cancer but as the hospice has grown and developed, we have extended the services to include all patients similarly affected but with non-malignant (non-cancerous) conditions. Patients with chronic lung conditions such as pulmonary fibrosis or with end stage heart failure can have similar symptoms to a patient with advanced lung cancer. We are also seeing increasing numbers of patients with progressive neurological conditions, end stage liver or kidney disease and young adults who are transitioning into our care.

We now support an increasing number of individuals with challenging and difficult symptoms. Treatments for patients with cancer have changed dramatically over the past three decades due to research and extensive developments in chemotherapy, radiotherapy





## Hospice at Home

**'The team was a God send to the family; Blythe House was like our security blanket, it never let us down.'**

Hospice at Home continues to go from strength to strength, receiving 140 referrals this year alone, and supporting 84 people to die in the comfort of their own home.

Before Hospice at Home, many local families and carers had to juggle their everyday lives along with lengthy journeys to and from hospitals and inpatient units from our rural community, to visit their loved ones.

Since the service's inception in 2016, we have supported more than 300 people to die at home with their families and friends by their side.

Our professional and compassionate healthcare assistants have delivered over 30,000 hours of day and night care. This year saw a 10 per cent increase in hours of care compared to the previous annum, and we've found that we have doubled the hours of care that we originally anticipated.

The 24/7 service is organised seamlessly by a full-time manager, and part-time members of staff including a new deputy manager and support workers, who coordinate out of hours enquiries and referrals with on-call duties too. The workforce is expanded by a team of bank healthcare assistants providing care across the community. Education for healthcare assistants takes place every six weeks to support the team and uphold high standards.





Right: David Blythe with wife Sandra



The Hospice at Home service became a 'God send' to Sue Kennedy's family, after her dad, David Blythe, was diagnosed with both liver and bowel cancer. Sue said: 'Dad underwent one round of chemotherapy which literally knocked him off his feet, and so he was unable to have any more treatment.

'Dad was referred to Blythe House's Hospice at Home service via our local palliative care nurses, as the family needed extra support to care for him through the nights. At first, my sister, Helen and I were staying with Dad but it became too much the more and more unwell he became. The team was a God send to the family; working to create a timetable of care throughout the nights, they'd say "leave it with me!" Blythe House

was like our security blanket, it never let us down.

'My Dad was a very proud man, and the loss of dignity he faced throughout his illness was hard for him. The healthcare assistants never let that be a problem; they were so approachable, professional, caring and funny.

'We have donated good-quality items including Dad's clothes and some furniture, to Blythe House's Whaley Bridge department store. It's our way of giving something back for the wonderful care that we received. Ironically, Mum and Dad have made an annual donation to Blythe House all of their lives, so they have always supported their local hospice and it was there for us when we truly needed it.'

Referrals into the Hospice at Home service can be accepted from health and social care professionals, relatives, carers and friends, or patients themselves. Make a referral or find out more by:  
 Calling: 01298 813007 or 01298 811770  
 Faxing: 01298 816513  
 Completing an online form:  
[www.blythehousehospice.org.uk/our-services/hospice-at-home/#contact](http://www.blythehousehospice.org.uk/our-services/hospice-at-home/#contact)  
 Emailing: [hospiceathome@blythehouse.co.uk](mailto:hospiceathome@blythehouse.co.uk)







## Living Well

More than 140 adults with cancer or other life-limiting illnesses including heart failure, chronic obstructive pulmonary disease, Parkinson's disease and motor neurone disease, were referred to our Living Well service during 2018/19.

Living Well enables our patients to make sense of their diagnosis and understand the treatment choices available to them. We offer support from the point of diagnosis, through treatment, and adjusting to life after treatment. Many of our patients return to the same way of life they had before, others we help to cope with long-term illness. If and when the time is right, we help our patients to plan for end of life care.

Our qualified nurses undertake personal holistic assessments with all patients, before developing an individualised plan of care based on their needs. We have a wide range of support including complementary therapies,

counselling and psychotherapy, creative arts, education for health and wellbeing, mindful compassion, welfare rights advice, and physical activity including Thai Chi, walking for health and physiotherapy.

Over the last year we have:

- Accepted 145 referrals to the Living Well service
- Supported 2,085 patient assessments
- Made 2,387 telephone contacts

The support provided is supplementary to and in close partnership with primary care colleagues, helping to prevent 27 avoidable hospital admissions this year.

Referrals can be from health care professionals, families, carers, or patients themselves.

To find our referral criteria and form, visit:  
[www.blythehousehospice.org.uk/our-services/living-well-service](http://www.blythehousehospice.org.uk/our-services/living-well-service)





Complementary and beauty therapy

Our skilled complementary and beauty therapists have created restful moments and lasting memories for our patients and carers on 1,132 occasions this year.

The team offers a variety of treatments including reiki, aromatherapy, reflexology, acupuncture, and beauty therapies like massage and manicures, to improve general wellbeing and reduce symptoms of stress, fatigue, anxiety, sleeplessness, nausea, pain and hot flushes.

Jenny Howe lost sight in one eye and her ability to walk independently after her brain tumour diagnosis. She said: 'I enjoy having reiki; I lost feeling down the right side of my face following my operation, but after a reiki session I can touch and feel senses in my cheek, and if my right eye waters, I can feel the tears running down it.'



Right: Jenny Howe with Lorna Barratt, Living Well service support worker



Right: Bob, the qualified therapy dog, visits Blythe House weekly with his owner, Wendy Osborne



Groups and workshops

As well as individual support, we know how important it is to our patients to have peer support and friendship during some of life's most difficult challenges. Our weekly support group, led by a nurse and qualified counsellor, offers people a safe, secure and relaxed environment to share their experiences, and to give and receive support from others in similar situations, who can provide first-hand advice on the impact of illness and treatment effects.

Educational workshops

Education is delivered both formally and

informally to support patients living with a life-limiting illness, covering topics including fatigue, sleep, relationships, anxiety, planning for the future and nutrition.

Mandatory staff training takes place regularly both internally and externally to support development and maintain care quality. Our staff also deliver specialist palliative care education to primary care colleagues in the local area, alongside Dr Sarah Parnacott, Consultant in Palliative Medicine, and Dr Pauline Love, specialist in cancer and end of life care at Bakewell Medical Centre.





### Writing for Life

After its inception in 2015, our incredibly popular Writing for Life groups, led by local storyteller and poet, Julian Cohen, continue to help our patients explore their feelings and ideas, understand their experiences and feel positive about themselves and the future.

A group of five worked together over 18 weeks from September 2018, creating a book of their limericks, short stories and poems, 'Life is a Mish Mash' which went on to sell in Blythe House shops across the High Peak.

Group participant, Yvonne Reynolds said: 'Cancer messed with my head and affected me so much more mentally. I think of myself as being physically quite strong so could cope with whatever the illness brought my way, but the damage it did to my mind was far more destructive.

'The writing group was an immense help in allowing me to process everything and try to make some sense of it all. I was able to express my feelings through writing, in a way I couldn't by any other means. We all laughed, cried and laughed some more - as a result of which lifelong bonds of friendship have been made.'



### Creative art

Creative arts can be a helpful way for people to explore their feelings about illness and express what it means for them. Research shows that it can help reduce anxiety and depression, alleviate pain and fatigue and add to people's quality of life.

Alison Trick (right) started to attend the Living Well service after her breast cancer diagnosis. She said: 'Having never picked up a paint brush in my life before, I now regularly paint at home and have created some pieces of art that I'm proud of as a result of taking part in arts and crafts here at Blythe House.'



### Spiritual care

Our dedicated team of spiritual care volunteers continue to provide support and guidance to patients, whatever their worries, beliefs or faith.

Our annual spiritual care education programme is open to all staff and volunteers to enhance their skills in supporting patient's spiritual needs.

Spiritual care volunteers also help to facilitate our annual Light up a Life service alongside our fundraising and events team, which brings the community together to remember their loved ones.

### Mindful compassion

An average of 32 patients per week have undertaken the eight-week mindful compassion programme this year, helping them to develop a kinder, more accepting attitude towards themselves, to cope better with the stresses of illnesses, and enhancing their capacity for self-care.

Paul Harris, who has motor neurone disease, said: 'The mindfulness sessions are very useful in helping me to come to terms with the mental health aspects of the disease, and I enjoy hearing from other patients too as we share our stories.'





## Catering

Our catering team has provided around 65 cooked meals per week on average for patients who attend our Living Well service, equating to approximately 3,250 per annum.

Tailoring meals to accommodate the effects of illnesses, including fortified meals to provide a lunch with a higher concentration of nutrients, without increasing portion size, and soft diets. The team also creates meals to cater for patients who are vegetarian, those with renal conditions, as well as wheat and gluten intolerances.

'The catering staff went to great trouble to make sure my food was right just for me because I couldn't chew or swallow properly. They always made sure it was the right consistency; not too runny, too solid or too mushy, because if it was, my tongue couldn't cope with it. The staff were brilliant, making it right for me so that I could have my lunch here, and enjoy it!' commented Professor Lady Elodia Rentier Leaf D'Estrange who started to attend Blythe House after being diagnosed with a complex neurodegenerative disorder.

### Menu favourites:

- Rice Pudding (cream and fresh milk), with skin - *'Delicious, reminds me of my Mum's!'*
- Hot bread and butter pudding - *'I could still taste it going to bed at night. Or was I dreaming?'*
- Cheese and onion pie - *'Is absolutely fantastic!'*
- Cornish pasty - *'Absolutely top box'*
- Fruit crumble - *'Is to die for. . . But not yet!'*

### General feedback from patients:

- *'The food at Blythe House is the finest quality, prepared by wonderful staff. Volunteers and staff joining us for lunch, makes all the difference.'*
- *'When all you can eat is soup, coming on a Thursday and eating delicious soup is something I look forward to all week.'*
- *'The taste comes through because of the love and care it is prepared with.'*
- *'Thank you for finding my appetite.'*





## Support and advice

### Support groups

Up to 100 people continue to regularly attend support groups and events at Blythe House every month, accessing guidance, advice and friendship.

**High Peak Prostate Cancer Support Group** takes place at the hospice on the last Tuesday of each month, from 5-7pm, open to anyone affected by prostate cancer living in the High Peak or surrounding areas.

Mike Harrison set up the group in 2010 after being diagnosed with prostate cancer three years earlier. He said: 'I felt very isolated and alone. I didn't know about the disease or about treatments, and I found it very difficult to get information and advice. I decided that I would like to do something locally to provide information and support to people so they wouldn't feel as lonely as I did.'

'We have a great turnout every month; a mixture of patients, their wives, girlfriends, partners and carers. The group really does take the sting and fear out of cancer diagnosis. When new people come along to attend, I can see the relief in their faces as we sit in our circle to discuss and laugh together. They realise that this isn't a death sentence, this is a question of *living with* prostate cancer, rather than *dying from*.'

**For further information call: 01298 875080.**



**Breast Friends** is open to anyone affected by breast cancer in the High Peak and surrounding areas, including men and women with breast cancer, their partners and carers. It offers support from diagnosis, throughout treatment and onwards. Breast Friends meet on the fourth Thursday of every month from 7-9pm.

**For more information call: 01298 816 991.**

**Moving On Group** is hosted monthly for patients who have been discharged from the Living Well service to attend for up to six months. Facilitated by expert staff, the group takes place on the first Friday of each month between 10.30am to 12.30pm, giving patients an opportunity to drop in and address any worries or concerns that they may have.

Top: Mike Harrison  
Right: A Breast Friends  
support group meeting





Carer's service

Our carer's support service has provided advice and information on more than 600 occasions in the last year, via face to face meetings and telephone support.

We understand the impact that caring for someone with a life-limiting illness can have upon family member or friends' own physical, emotional and psychological wellbeing. It is not uncommon for families and carers to experience similar levels of distress as the patients.

Carers accessing group support:

In partnership with Derbyshire Carers, our carers support group provides a safe and relaxed environment for people who are caring for a family member or friend to share problems, concerns and experiences with other local people in similar situations. Each programme focuses on issues that have been identified by group participants, including eating and drinking, first aid and personal care. The group meets on the second Tuesday of every month from 5-7pm with around nine to 15 people regularly attending monthly sessions throughout the last year.

More than 35 carers also accessed our 1:1 support during the last year, where they were able to draw upon expert advice to address their own worries and concerns, and have a space to discuss what's important to them.

Mike Harrison was the main carer for his wife Pat for five years before she died in March 2018. He said: 'Coming to Blythe House to be able to have the opportunity to relax, unwind, give and receive support from local people in similar situations to myself was so worthwhile and made me feel so much less isolated. I felt better for coming to the group.'

For more information, call: 01298 815388.



Outpatient clinics

This year, 567 patients have received support from our outpatient clinics and domiciliary visits. Blythe House provides a weekly base for visiting specialist nurses to host lymphoedema, respiratory, heart failure, and stoma care clinics, making it easier for local patients to access the services and treatments that they need.

Dr Sarah Parnacott, Consultant in Palliative Medicine, runs a weekly specialist palliative care clinic at Blythe House, and undertakes home visits for local patients who have complex symptom control issues.

Information and support centre

The Information and Support service is often the first 'port of call' at Blythe House for many patients, family members and carers who are dealing with a life-limiting illness. The friendly, relaxed atmosphere is frequently the beginning of relationships for people who travel through many of our services.

How people contacted the service:

- The key aims of the service are to:
- Ensure that people in the High Peak have access to timely and comprehensive information and support
  - Help people to identify their own concerns and make informed choices about their treatment or other aspects of their life, and provide physical emotional, social and psychological support
  - Provide the right type of information and support that meets people's needs or their onward referral to other Blythe House services or those in the local community
  - Provide a range of resources to maximise choices for both patients and their family
  - Improve independence ensuring that patients feel better supported to self- manage their condition

Coffee mornings

Blythe House's monthly coffee mornings, organised by the Information and Support Centre manager in partnership with Derbyshire County Council's Alderbrook Centre for people with learning disabilities in the High Peak,

continue to be a huge success with between 65 to 80 people attending each month. As well as a range of refreshments, stalls, raffles and tombola prizes, coffee mornings open up the opportunity for past and present Blythe House patients, their carers and families, as well as members of the general public, to come and enjoy the special atmosphere and help to raise funds for hospice services.

Over the past 12 months, we've invited other local organisations to join the coffee mornings to showcase their services and offer information, including Citizen's Advice, local solicitors and Derbyshire Police Community Support Officers.

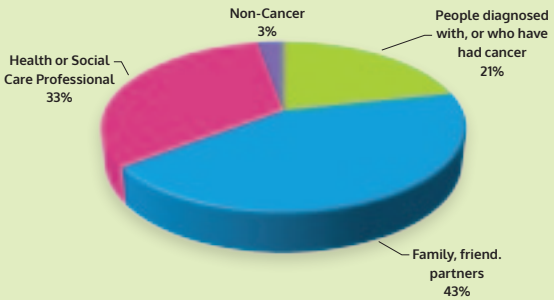


Top: Mike and Pat Harrison  
Right: Alderbrook Day Centre service users help to count all coffee morning donations, to determine how much has been raised

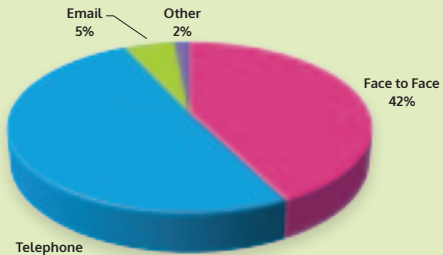


Information and support centre 2018/19

People who have contacted the information and support centre in the last year



How people contacted the service





## Counselling

## Counselling and bereavement services for adults

More than 100 local adults accessed counselling and bereavement support this year, with our expert team of paid full and part time staff, trainee and qualified volunteer counsellors. The sessions enable patients to explore the impact that their situation is having on them; their ways of thinking and patterns of behaviour, in order to help them to cope more effectively and enhance their wellbeing.

Counselling can be helpful if someone is:

- Struggling to cope with their life-limiting illness, or needing support during a loved one's illness
- Distressed about changes to their body or appearance
- Feeling low and unable to enjoy life, or feeling depressed
- Feeling anxious, stressed, worried or fearful
- Finding that their illness is affecting their relationships

Our adult counselling team also provides 1:1 bereavement support for people affected by the death of a loved one who has accessed Blythe House services, and members of the general public who have been bereaved by suicide or other sudden traumatic death.

During the past year:

- 29 patients and 18 carers were supported with 389 hours of 1:1 counselling, and three patient's counselling sessions continued to be delivered in their home when they were no longer able to travel to the hospice
- 63 people benefitted from more than 570 hours of 1:1 bereavement counselling
- 83 people received bereavement support and advice over the telephone, including information about alternative talking therapy services in the High Peak where necessary

Patient, Ann Johnston said: 'In spite of my poor health, I see the future as brighter.'



Right: Archie with mum, Zoë and some of his work from his support sessions



## Counselling and bereavement services for children and young people

Fifty children and young people aged between four and 18 years old who either had a member of their family who was seriously ill, or who had been bereaved, were supported with counselling or play therapy in 2018/19.

These sessions, funded by Children in Need, took place on a 1:1 basis over a period of time, helping children and young people to explore their emotions, thoughts and feelings.

Referrals are taken from parents, schools, multi-agency teams, internal Blythe House team members, or via the young person themselves.

Over the past year:

- 43 children accessed 1:1 bereavement counselling
- Seven children were supported with pre-bereavement issues
- 324 activities took place face-to-face or over the telephone, supporting more than 125 parents and family members by offering advice and guidance on how they talk and open up discussions with children affected by bereavement or a life-limiting illness
- 17 individual professionals accessed advice and guidance in relation to a child affected by bereavement or life-limiting illness in addition to telephone support given to schools and multi-agency teams

We provided a regular therapeutic support group for children affected by bereavement. Groups provide the opportunity for children to share their experiences and thoughts, and gain support from each other.

Archie Lea, 10, said: 'It's been nice to have been able to speak to someone other than my mum about my experiences, as sometimes I feel that I'm upsetting my mum by talking about what's happened. I have learnt some useful things to help me cope with the way I feel since I lost my uncle and auntie.'



Find out more about our counselling and bereavement services for both adults and children by emailing:  
[blythehouse.counselling@nhs.net](mailto:blythehouse.counselling@nhs.net)



# Volunteering

**'I don't usually go any further than my front room, but it's so nice to have company and friendship.'**

## Community Volunteer Project

After launching in 2018, our community volunteer project continues to enhance and expand the support provided by wider Blythe House services, with local patients and carers benefitting from practical and emotional support from our volunteer team in their own homes.

Our dedicated community volunteers undertake a comprehensive training programme to develop their skills, knowledge and confidence to support people in the local area dealing with a life-limiting illness.

Community volunteers are available to provide support including companionship, transportation, and respite breaks for family members or carers. Tasks undertaken this year have included mowing the lawn, clearing a room to receive a hospital bed, and simply just 'being there' so a carer could get some rest.

*Below: Keith Smith with community volunteer, Dave Jenner*



Keith Smith has prostate cancer and met Dave Jenner through the community volunteer project. He said: 'Dave comes round to my house every week; sometimes we just sit and chat, other times we might go on a walk or he'll help with small jobs around the house. I don't usually go any further than my front room, but it's so nice to have company and friendship. On one of his visits, Dave mentioned that he needed to drop some rubbish off at the tip, and so we went together for a ride out in the car; it was great to get out of the house for a while.'

Margaret Charlton, a volunteer at Blythe House for over seven years, completed the community volunteer training earlier this year. She commented: 'The programme is an opportunity to spread Blythe House's caring ethos out into our local community; the training has been so mind-opening and confidence inspiring, we have all learnt so much that we can apply in our everyday lives, as well as supporting local patients and families.'

To access community volunteer support or to find out more about the volunteering opportunities:  
Call: 01298 816 990  
Email: [cvp@blythehouse.co.uk](mailto:cvp@blythehouse.co.uk)

**We couldn't have done it without you...**

## Volunteers

Blythe House simply could not function without our team of over 270 experienced, compassionate volunteers spanning key areas including our Board of Trustees, patient services, retail, fundraising, and general admin in our counselling, finance and volunteer support teams.

You'll find a whole host of volunteers at Blythe House including befrienders, catering assistants, complementary therapists, counsellors, creative art supporters, drivers, gardeners, receptionists and information centre supporters. Our community volunteers head out to patient's homes across the borough to spend time with them and offer support.

Around 130 of our volunteers are based in our four Blythe House shops, in Buxton, Chapel-en-le-Frith, New Mills and Whaley Bridge, as retail assistants or collection and delivery assistants.

We also have enthusiastic fundraising volunteers who support us with event planning, co-ordinating Blythe House collection boxes at businesses and organisations across the area, and undertaking bag packs in local shops and supermarkets.

Dave Jenner, a community volunteer, said: 'I have visited a number of patients and service users in their homes, mainly for companionship and conversation but also for practical help, such as shopping and getting to GP appointments. It's satisfying to feel that you have had some positive impact on someone's

*Below: Karan Bradley (left) chats to patient, Alison Trick about her work*



day. People are interesting; all the patients that I've visited have interesting stories to tell and in each case I have enjoyed listening to them.'

Karan Bradley has given her time in a number of roles at Blythe House since 2010 including the Living Well service's creative arts programme, in our Whaley Bridge department store, and most recently as a community volunteer. She added: 'I think the wonderful thing about volunteering is that you're just giving your time; you're not doing anything particularly special. You're listening, talking, making time and making a difference to people's lives. Anyone can volunteer; you don't have to have lots of experience or qualifications, you just have to be a compassionate person and be able to give a little or a lot of your time.'

Audrey Bramah has been involved with volunteering at, and supporting, Blythe House since its inception in 1989 including in our shops and as a catering assistant. She explained: 'Everybody who comes to Blythe House whether it's for counselling, therapy or treatment, has a unique sensation and feeling of comfort and belonging. The people who are involved here, including staff and volunteers, are a reflection on how special the hospice is; the welcome found here is like a big, embracing hug!'

Inspired to become a Blythe House volunteer? Find out more by:  
Visiting our website: [www.blythehousehospice.org.uk/volunteer-for-us](http://www.blythehousehospice.org.uk/volunteer-for-us)  
Calling: 01298 816 990  
Emailing: [volunteering@blythehouse.co.uk](mailto:volunteering@blythehouse.co.uk)  
Calling in to our volunteer drop in sessions anytime between 11am and 1pm on the second Monday of every month

*Our sincere thanks go to local photographers Iain Klieve and David King who have volunteered their time to take many of the images featured in this annual review.*



## Retail

Since the opening of the first Blythe House shop in 1995 our retail department has grown substantially. This year is no exception, with all four of our shops across the High Peak achieving yet another record breaking year of sales - with a turnover in excess of £405,000.

Located in the heart of our communities in Buxton, Chapel-en-le-Frith, New Mills and Whaley Bridge, our shops sell a wide range of quality donated goods at extremely competitive prices, generating essential funds to keep the hospice running and raising awareness of our services.

Occasionally, we are unable to sell some items including clothes, shoes, belts, books and bric-a-brac that have been kindly donated to us, so we recycle them using local services. Last year, we raised £27,431 by recycling textile, metal and paper waste alone. So, even if you do not think some items from your spring clean are of a good enough quality to be donated to our shops, we can still raise vital patient funds with them, even if they're not sold from the shelves - so send them our way!

*Top: Anni Bowden (right) with fellow volunteer and friend Sue Cooper  
Right: Pat Eckersley chats to a fellow volunteer in the sorting area at Whaley Bridge shop*



Alongside our shops, our eBay store selling antiques and collectibles continues to drive our online sales. Managed entirely by one dedicated volunteer, it made an incredible £15,437 last year alone.

In late 2018, our brand new eBay outlet Blythe House Specials selling designer clothes and vintage items was also launched by our new retail assistant, and has already brought in almost £2,000. We also started a promising new venture with Vintage Cash Cow, allowing us to sell our unsold vintage items.

Wonderful retail volunteers work collaboratively to think of innovative and exciting ways to



generate funds from donated goods. It is their passion and enthusiasm in identifying items of interest and value that continues to drive sales both in store and online.

Our Buxton shop now regularly hosts bargain book sales on the town's Market Place, attracting both local residents and tourists alike. Volunteers throughout our retail team have also joined forces and achieved outstanding results through hosting stalls at external events, including the annual Dickensian Christmas Market at Buxton's Pavilion Gardens; Blythe House's Christmas Fair and monthly coffee mornings, and several smaller, regular events throughout the High Peak community.

Anni Bowden has volunteered in Blythe House Hospicecare shops since 2005, starting at the Chapel-en-le-Frith store on High Street, and now at Whaley Bridge's Market Street department shop. She said: 'My dear friend Sue and I look forward to our Friday mornings

of volunteering. We have regular customers who pop in each week to see us and have a chat. We not only enjoy helping folk to buy different items, but we are also able to show our donors a good deal of gratitude for their generosity, which we find always encourages them to donate again. I feel that this shop acts as a charity twice-over - not only is it raising vital funds for the hospice, but it's also supporting the local community.'

Pat Eckersley got involved with volunteering at Blythe House's department store in Whaley Bridge in 2010. She said: 'Following a car crash, I was in a very vulnerable state and left my job. My sister Lynne volunteered for Blythe House and suggested I gave it a go, to help me build my confidence back up. On my first shift, I was a nervous wreck and was shaking uncontrollably, but the more I came, the more I realized how much I enjoyed myself. There's a very good team of volunteers here, we're like family, and we support each other through the bad times and have a laugh through the good times too.'

### Find your nearest shop:

**Buxton**, 6 Eagle Parade, SK17 6EQ

Phone: 01298 77122

**Chapel-en-le-Frith**, 12 High Street, SK23 0HD  
01298 814587

**New Mills**, 3 Union Road, SK22 3EL

01663 745524

**Whaley Bridge**, 17-19 Market Street, SK23 7AA  
01663 735328

Visit our website for more information including opening times, items that you can donate, and links to our eBay stores: [www.blythehousehospice.org.uk/our-shops](http://www.blythehousehospice.org.uk/our-shops)





# Fundraising and communications



Left: The Buxton Opera House was packed out for the Hallé Orchestra show in October 2018  
Right: December 2018's hugely successful Jingle Bell Jog

Whether it was abseiling down Millers Dale Bridge in the beautiful Peak District, immersing in the magic of the musicals with the world-famous Hallé Orchestra, or Jingle Bell Jogging through Buxton's Pavilion Gardens, our supporters came together in their hundreds this year, to raise vital funds for care and services at Blythe House.

We need to raise £3,600 every single day to keep our doors open for local people with life-limiting illnesses, their families and carers. We receive just 21 per cent of our income from local NHS Clinical Commissioning Groups, and must raise 79 per cent through our fundraising and retail activities.

Throughout 2018/19 we were able to continue providing free, outstanding patient care and services thanks to generous giving and fundraising, including:

- Four gifts in wills totalling £47,400
- Donations in memory of much-loved local people raising £39,296
- 15 trusts and grants totalling £43,078

- Individual giving including payroll givers and collection houses raising £68,826
- Blythe House appeals including Wills Month, Sunflower Memories and Light up a Life raising £10,746
- Money raised by passionate and supportive members of our local community including via events, collection boxes, races or other challenges totalling £51,434
- Local businesses or organisations providing gifts in kind or other support, as well as monetary donations totalling £10,070
- Blythe House-organised events raising £143,289

Our fundraising and communications team continues to enhance relationships with other local hospices across Derbyshire, Greater Manchester and the Midlands. We work very closely with neighbouring Ashgate Hospicecare in Chesterfield, and continue to attend the East Midlands Hospice Marketing Group, hosted by Treetops Hospice Care near Derby, alongside other hospices in our region to share knowledge and best practice.







Right: Becky Spray took on the UK's highest skydive in North Lincolnshire



We are grateful to other organisations including St Ann's Hospice in Greater Manchester, Kirkwood Hospice in West Yorkshire and East Cheshire Hospice in Cheshire for welcoming our team to pool expertise, guidance and information.

We continue to receive great coverage from our local print and broadcast media outlets who help us to raise awareness of Blythe House news, events and services. From December 2018 to March 2019 alone, we achieved media coverage on more than 20 occasions; our thanks go to local journalists

and parish newsletter volunteers for their ongoing support.

Our social media platforms continue to perform consistently with engagement rising steadily throughout the year. We are proud to have launched our brand new website this year, making it easier for users to navigate the site to find the information that they require about our services, as well as how to support or volunteer for us.

We are eternally grateful to our patients, their family members and carers who have shared their wonderful, emotional and personal stories about the care they've received from Blythe House, helping us to continue to raise awareness of the wide and varying services that we offer.

**Find out how we can help you to raise funds for Blythe House as you host an event or take part in a challenge by:**

Emailing: [Fundraising@blythehouse.co.uk](mailto:Fundraising@blythehouse.co.uk)  
Calling: 01298 875 089

**Share your Blythe House story to help increase awareness and in turn raise money for our care and services by:**

Emailing: [communications@blythehouse.co.uk](mailto:communications@blythehouse.co.uk)  
Calling: 07494 594653

## Volunteer support and admin

Working to keep all of the Blythe House cogs turning for another year are our fabulous admin and support teams.

The volunteer and support service team (also known as VASS) maintains a range of tasks across the whole hospice and our four charity shops including catering, cleaning and maintenance, general workspace coordination, health and safety, first aid, contractor liaison

and IT, as well as managing and taking care of our wonderful volunteers.

With clerical experience and knowledge of patient information databases, finance and managerial systems, our friendly administration team ensures the smooth running of day-to-day care and services at Blythe House.

Blythe House could not function without them!





## What we have planned for the future

As we review our strategic direction for the future, our ambitions are:

- To provide high quality hospice care to those in need living in the High Peak
- To deliver our services in the most cost effective way to ensure we help as many people as possible who need hospice care
- To support and develop a happy workforce who work cohesively to deliver our strategic objectives
- To continue to work collaboratively with our partners, primary care colleagues and commissioners and develop integrated, personalised services and demonstrate a shared commitment and responsibility to clinical services in the High Peak
- To follow patient's place of need as it moves from hospital to their home
- To further develop our funding streams and support innovation in online sales
- To strengthen our organisational infrastructure by reinforcing the core services that support our clinical care
- To utilise technology to increase effectiveness in clinical and fiscal terms
- To be here still flourishing for the next 30 years!

We see that the way people experience illness and clinical care is changing, and we will change the way we deliver our care to maximise the services we provide.

People deserve to make their own choices and be supported by modern, effective services and processes. We will see care delivery move more into our communities and we will be designed to meet that growing need; strengthening the reliance of our community is at the heart of what we do.

In spite of the vital role that UK hospices play, we have to find more than three-quarters of our funding from voluntary contributions. The services that we provide are free to all of our patients, families and carers, but are not cost free to run.

Our annual costs now stand at £1,312,000 and are partially supported by the Government (currently 21 per cent), but the outstanding amount must be raised from fundraising and retail operations.

We need to raise over £3,600 a day, if we are to continue to meet the needs of our local population and the ever-expanding requirements for our services, and we are determined to do so. There really is no better time to support your local hospice:

[www.blythehousehospice.org.uk/events](http://www.blythehousehospice.org.uk/events)

**Thank you for reading and please get in touch if you have any questions or comments!**







**Blythe House Hospicecare**

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Chapel-en-le-Frith

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Derbyshire

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**Blythe House**  
Hospicecare