

Your Hospice, the difference we are making in your community



A message from Sarah Pugh, our Chief Executive

In 2019-2020 Heart of Kent Hospice supported more people than ever and responded swiftly to the challenges of the pandemic which forced us to be even more agile and responsive to the needs of our local community – for the first time in our history, the number of patients under our care at any one time exceeded 800. The whole Hospice team worked hard to ensure that people in our local community know that we are their local Hospice and that we are here for them.

We continue to be committed to our vision that **everyone living with a terminal illness in our community will achieve the best quality of life**

and our core values underpin all our activity; ensuring that our patients and their loved ones receive the very best compassionate and expert care every day, whether in the Hospice, in their own homes or in other care settings such as nursing homes.



Sarah Pugh, Chief Executive
November 2020

Compassion

Integrity

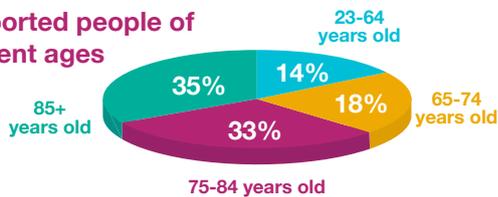
Respect

Teamwork

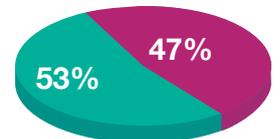


Between 1 April 2019 – 31 March 2020:

we supported people of all different ages



we cared for
1,703
patients and their families



47% of our patients were living with non-cancer related illnesses
53% were living with cancer

Here are just some of our achievements across the year:



We were named **'Kent Care Charity of the Year'** at the Kent Charity Awards

A rare **Agatha Christie** book sold for **£1,000** in our Hospice eBay shop



Support from **35 local businesses** and **31 local schools** and **community groups** was secured for **Elmer's Big Heart of Kent Parade** which will take place in 2021. Elmer delivered **25 school assemblies**



Supervet **Noel Fitzpatrick** visited the Hospice and spent time with patients and learning about our services

We helped **31%** of patients who received care on our **Inpatient Unit** to return home



We launched our **Compassionate Neighbours** project to tackle isolation and loneliness among people living with a terminal illness

We helped **70 patients** and **their families** and **carers** to access welfare benefits totalling an amazing **£206,407.20**

A record **508 walkers** took part in our **Moonlit Walk** in October 2019. They braved the rain and wind to raise a phenomenal **£21,109**



We supported individuals in our community to either **run, swim, cycle or skydive**, collectively covering a distance of **4,072.36 miles** whilst raising money for the Hospice

We provided **500 sessions of first-class training** to other health and social care professionals, to improve the quality of end-of-life care for all. We even shared our expertise with healthcare professionals in **Lahore, Pakistan**



610 volunteers supported our work and gave the **gift of time** across every department in the Hospice



850 hours of counselling

were provided to patients and local families through our **Family Support Team**

The Hospice Community and Dementia Teams visited patients in their own homes
2,487 times

Our finances in 2019-2020:

Our income and where it came from

0.1%

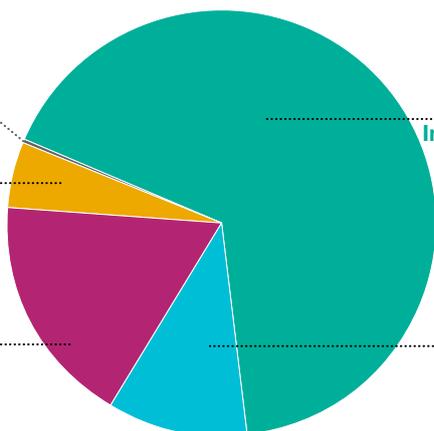
Investments
£3,824
2018-2019: £2,140*

5.0%

Charitable activities
£273,951
2018-2019: £321,871*

17.8%

Government funding
£963,615
2018-2019: £937,059*



66.5%

Income from our community
£3,613,520
2018-2019: £3,881,258*

10.6%

One-off income
£576,240

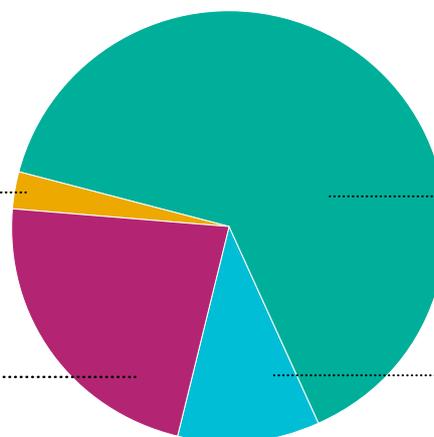
How we spent our money

2.7%

Cost of operating our lottery
£134,138
2018-2019: £145,485*

22.9%

Cost of running our shops
£1,138,581
2018-2019: £1,198,745*



63.9%

Providing support to our patients and their families
£3,178,490
2018-2019: £3,033,204*

10.5%

Raising funds
£524,430
2018-2019: £570,658*

*As restated

One-off income accounted for in 2019-2020 includes an additional government grant received following an announcement in August 2019, proceeds from the sale of property and local government grants to recover some of the income lost when we had to close our shops due to Covid-19. This income represents a temporary boost to the Hospice's income for this year only and distorts the proportion of fundraised and government income received in comparison to the previous year.

Heart of Kent Hospice plays such an important and significant role in the lives of terminally ill people and their families; ensuring that anyone in the local community receives their expert services and support at such a difficult and sensitive time.

This compassionate care is only possible by the overwhelming kindness, generosity

and ongoing support of our donors and volunteers. As Patron of this remarkable charity I send my profound gratitude to each and every one of you.



Marianna Monckton of Brenchley

Marianna, Viscountess Monckton of Brenchley, Patron

And then:

At the end of March 2020 we needed to react swiftly and resolutely to the threat of the coronavirus. The Hospice is at the front line of the pandemic and this has meant adapting all of our services.

When the national lockdown was announced in March we suddenly had to cancel all of our fundraising events and close our 14 charity shops. We launched an urgent fundraising appeal and quickly adapted our fundraising plans for the next financial year.



We are incredibly grateful for the generous response from our local community, businesses and charitable trusts and foundations who quickly donated, and helped to ease our immediate financial strain, enabling us to respond with agility to the needs of our patients and their families.