

Hospice Overview

Vision, Purpose and Values

- ▶ Our Vision: The needs of people living with a terminal illness and those close to them are met with care, compassion and skill
- ▶ Our Purpose: St Gemma's acknowledges the value of life and the importance of dignity in death. We provide and promote the highest quality palliative and end of life care, education and research
- ▶ Our Values: Caring, Aspiring and Professional



Highlights of St Gemma's

- ▶ A Hospice / charity with a great reputation
- ▶ Outstanding (CQC) services
- ▶ Large, complex hospice commercial)
- ▶ 260 staff and 940 volunteers
- ▶ £10.8m Income Generation
- ▶ 25 Retail Shops and Warehouse
- ▶ AUPC (University Teaching Hospice)
- ▶ 67th in the top 100 not for profit places to work (2019)

St Gemma's Care



Hospice Medical Team – provision of consultant led medical services across in patient & community services

Community Specialist Nursing Services - which provide specialist support and advice in a patient's home or a care home.

In-Patient Unit - which provides 24-hour care and support by a team of specialist palliative care staff.

Nurse Consultant Led Beds in the In-Patient Unit - supporting patients who have end of life care needs but do not require medical intervention.

Day Services - which give patients extra support to manage symptoms, gain confidence at home and maximise quality of life.

Out-Patient Services - at the main Hospice site and community clinics. These provide a consultation with a Doctor, Clinical Nurse Specialist or Therapist.

St Gemma's Care



Family Support Services – supporting patients and families by provision of Social Work services, bereavement services, Spiritual support and Young Person Services

Therapy Services – provision of 7 days therapy service from Specialist physiotherapists and Occupational therapists, including therapy support roles.

Pharmacy Service – Specialist pharmacy provision

University Teaching Hospice - St Gemma's University Teaching Hospice improves care for patients and families through research, education / training and translating evidence into practice

Strategic Highlights 2018/19

942
Volunteers contributed



123,344
Hours

160,000
Website Visits

7,500
Twitter Followers



24
Retail Outlets

255
Staff Members



5,005
Community Nursing
and Medical
Face to Face
Consultations

610,000
Retail Customers

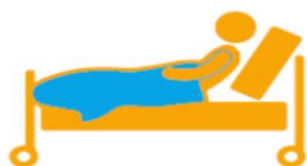


26%
CCG
Main Grant

1,228
New Patient
Referrals



15,500
Facebook
Followers



517
Admissions
to In-Patient Unit



Retail
Items
Sold
1,140,000



118
Student Placements

£10,848,502
Annual Income



Cancer : Non Cancer Split
(New Referrals)



640
External Healthcare
Professionals Trained



List
ranking
67th

13 days
Average In-Patient
Length of Stay



Our 10 Year Strategy 2018-2028

We have a clear plan for our future...

Our Strategy 2018 - 2028:



Impact

St Gemma's University Teaching Hospice will improve care for patients and families through research, education and translating evidence into practice



Connect

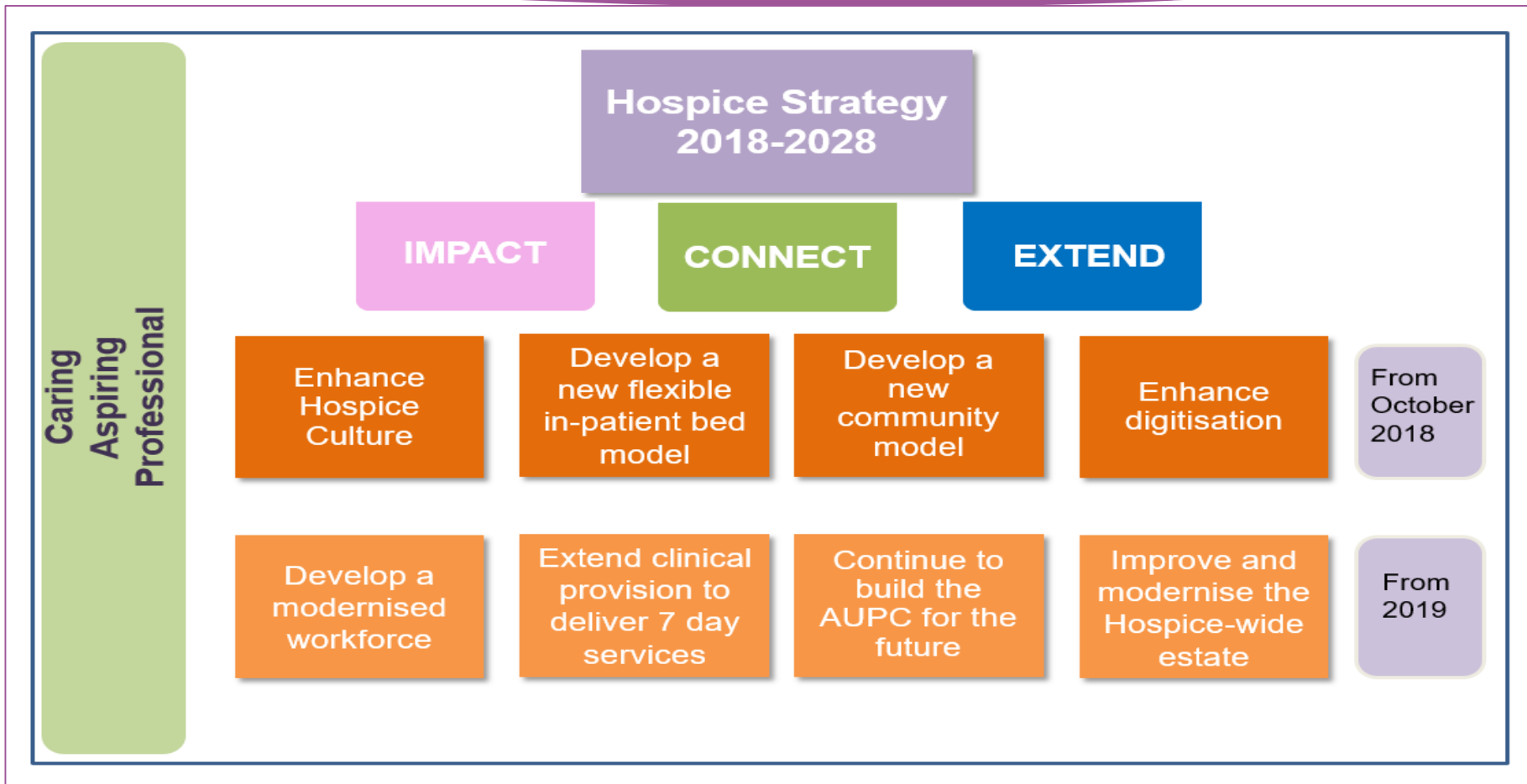
St Gemma's Hospice will work in partnership with others to provide the standard of care we would want for our own families



Extend

St Gemma's Hospice will develop palliative and end of life care services in Leeds to meet the needs of more people in the future

Our Transformation Plan



Our Feedback

everyone has been very caring and positive (DH)

The calm and peaceful atmosphere and the friendly and calm staff (IPU)

A mention for the catering team. Very good food (DH)

got me doing physio (DH)

I'd particularly like to thank the nurse who located the laptop computer for me to play music on for my husband and showed me how to use it. He died while the music was playing and I think it helped him to relax and let go. So very grateful for that.

Beautiful surroundings treated with dignity and respect, more like home than a noisy busy hospital and all staff are so dedicated to make end of life that bit easier ,after death family services. (IPU)

Drugs needed sorting after a painful time in hospital and once settled in St Gemma's all quickly sorted. (IPU)

Everybody is just brilliant from the cleaners/household staff ,nurses, Drs. support workers to name a few the list is endless.

Love and above! When asked for compost to plant some flowers - it was done for me straight away without asking the gardeners did it for me (IPU)

It has given me a purpose and some of my life back (DH)

I like the exercise class and also the relaxation half hour (DH)

The whole place is filled with such marvellous and giving people. The ward staff, the chaplain and then the counsellor for me (IPU/Bereavement)

A perfect environment for end of life. (IPU)

Any Questions ?