



ANNUAL REPORT 2016



Respite | Rehabilitation | Resassurance



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CHAIRPERSON'S REPORT

Sean Benton

Chair of the Board of Directors

All of our Staff and Volunteers are extremely committed to providing patient centred loving care and to consistently do their utmost to deliver the best possible service. Their efforts are evidenced in the care that is delivered to all who need it.

The spirit of volunteerism greatly enhances the quality of care provided at Our Lady's Hospice & Care Services. Volunteers make a huge contribution in the areas of patient care and fundraising. There are currently over 300 volunteers. This is an invaluable resource and I am proud to say that they play a major part in underpinning our Mission Statement - "...to provide with loving care, high quality, person-centered health and social care services." "Investing in Volunteers" is a Quality Standard for volunteer management, administered by Volunteer Ireland, working in partnership with Volunteer Now. Our Lady's Hospice & Care Services has initiated the process for this Quality Standard and I am delighted that the recognition of the calibre of our volunteer service will officially be recognised with this award.

A huge debt of gratitude is also owed to our generous donors, who continue to be at the heart of all that we do at Our Lady's Hospice & Care Services. Thanks to their compassion and commitment we continue to provide excellent specialist care to all our patients, residents and their families and 2016 was no different.

Despite the challenging external environment 2016 was a year of growth for the Fundraising and Communications team. We built many new relationships with individuals, trusts and businesses, increased our awareness both nationally and internationally and rolled

out a number of core activities. On behalf of all our patients and their families, I would like to extend our most grateful thanks and appreciation to all our supporters.

As reported last year, 2015 saw the commencement of the new Specialist Palliative Care Unit capital development on-site in Harold's Cross. Phase 1, comprising 24 new state-of-the-art single rooms has been completed and is fully functional. Phase 2, comprising an additional twelve single rooms, and ancillary accommodation for patients and visitors is currently under construction and is due for completion in 2017. To date all of the money invested in the development of this much needed accommodation has come from public fundraising. With the continued support of the public and, hopefully, the financial support of the HSE we will be in a position to press ahead with the remaining plans to upgrade our Day Hospice and specialist palliative home care facilities.

The Board sub-committees – Audit, Governance, Mission, Fundraising, Nominations, Education & Research have all been very active during the year, and I thank them for their unstinting commitment. Where appropriate, inclusion of service users and/or family members is being progressed and this should further sharpen our focus on providing appropriate and quality services when and where needed.

Over the course of 2016, there have been some great initiatives coming through the 'Mission Matters' brand including the development of the Staff Priority Pledge and a staff council, improved internal communications and many wonderful initiatives geared towards supporting and improving the health and wellbeing of all staff.

The Hospice was founded in 1879 by the Sisters of Charity. The founding principles were Justice, Equality and Fairness in the provision of patient-centered care to all in need, regardless of wealth, status, religion or creed. These are the principles that continue to underpin the provision of care at Our Lady's Hospice & Care services.

On behalf of the Board of Directors I want to thank all of the staff and volunteers for their dedication and hard work in making the hospice what it is today. ■

Board of Directors

Mr. Sean Benton – Chair

Mr. Michael Lyons

Dr. Brendan Clune

Mr. David Strahan

Mr. Stephen Walsh

Ms. Teresa Harrington

Dr. Joan Cunningham

Sr. Angela Kelly

Mr. Brian Murray

Ms. Mary Rose Gearty

Ms. Geraldine McSweeney



CEO'S REPORT

Audrey Houlihan

Chief Executive Officer

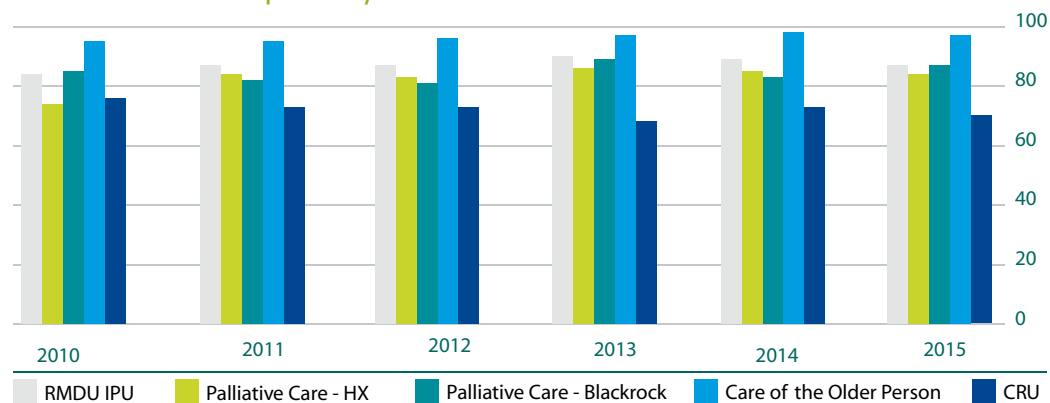
As Chief Executive Officer, I am extremely proud of all the staff and volunteers in Our Lady's Hospice & Care Services and I would like to personally thank everyone for their exceptional commitment and dedication that enables us to deliver an excellent service for our patients, residents and their families.

2016 was another incredibly busy year for Our Lady's Hospice & Care Services and resulted in increased activity levels across our services, which is a true reflection on the hard work and dedication of all involved. Despite these increased activity levels, our team of staff and volunteers continued to deliver a high quality service, and provide excellent and person centred loving care to all our patients and residents, as evidenced by the positive feedback and excellent reputation of our service. On behalf of all those who use Our Lady's Hospice & Care Services I would like to extend my most grateful thanks to all staff and volunteers.

Fundraising

Our generous donors continue to be at the heart of all that we do at Our Lady's Hospice & Care Services. Thanks to their compassion and commitment we can continue to provide the highest quality care to all our patients, residents and their families and 2016 was no different. 2016 was also a year of many achievements for the Fundraising and Communications team and we raised €4,233,404 to support our vital work. On behalf of all those who use Our Lady's Hospice & Care Services, their families and friends I would like to extend our most grateful thanks to all our supporters.

Annual Occupancy



Note: CRU is mainly a five-day unit with occupancy of 90% & over



9%

During 2016, over 3,940 people benefited from the care provided at Our Lady's Hospice & Care Services. This represents an over 9% increase in patients from 2015.

Palliative Care redevelopment in Harold's Cross

As the number of people over 65 in Ireland is set to almost triple in the next 30 years, we know that we will need to provide even more specialist facilities and services for another generation of our patients and their families.

At the end of 2015, we therefore initiated the most ambitious capital project in our history: to construct 36 new state of the art single palliative care rooms in Harold's Cross to ensure privacy, dignity and professional excellence at end of life. The first of our patients moved into the new Unit in November, initially occupying 12 rooms. There was great excitement for all involved and very positive feedback was received from patients and their families regarding the standard of the new accommodation. November 16th, 2016 will forever be marked as a significant date in the history

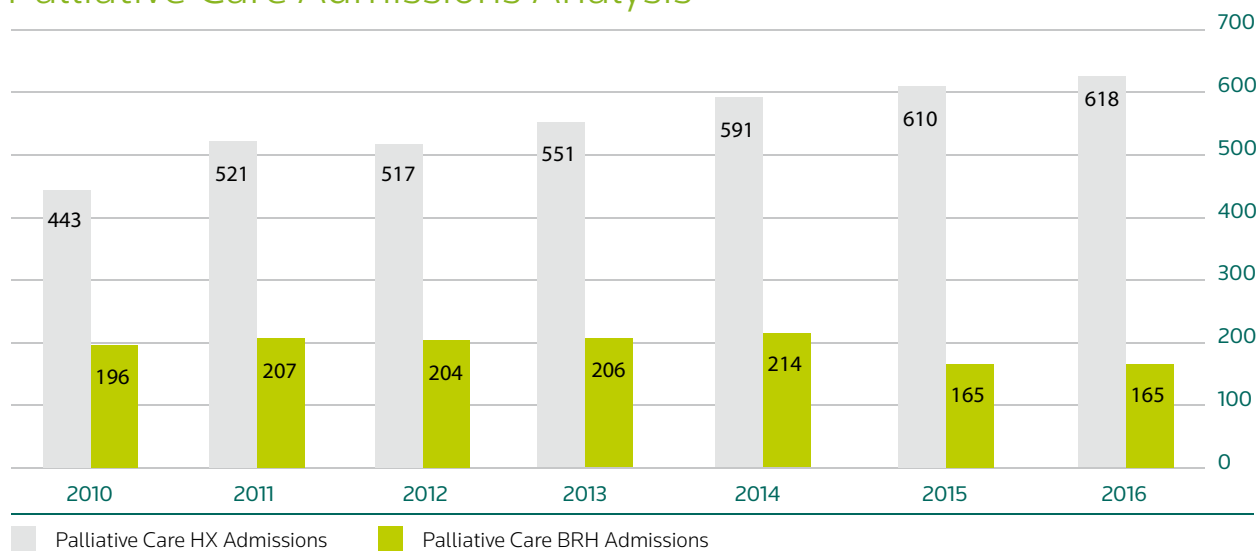
of the Hospice. The balance of our rooms will open in 2017 with the redevelopment due for final completion in early 2018.

This is an area of major focus for our Fundraising Department in endeavouring to obtain the remaining funds to complete the new build and we now look forward with ambition and confidence to our critical fundraising efforts in 2017. I am also delighted to announce that in 2016 two Founding Partnerships, and a first for Our Lady's Hospice & Care Services, were formed with Massey Bros. Funeral Directors and Kilternan Cemetery Park, both of whom have committed to a six figure relationship with the Hospice over the next five years to support the new build. Every step in the journey to progress our urgent goals is only made possible with the great generosity of our founding partners, donors and supporters and I would like to thank them all most sincerely.



Patients move into the new unit, November 2016

Palliative Care Admissions Analysis

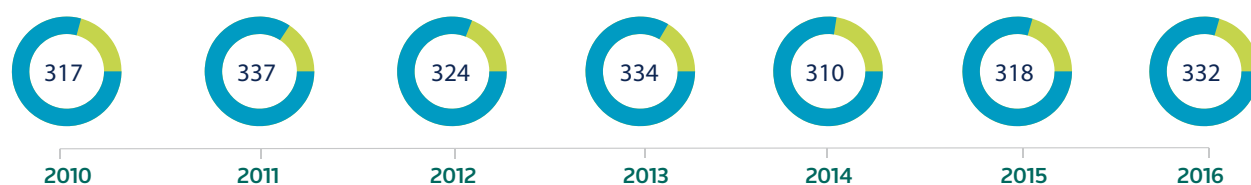


Community Specialist Palliative Home Care

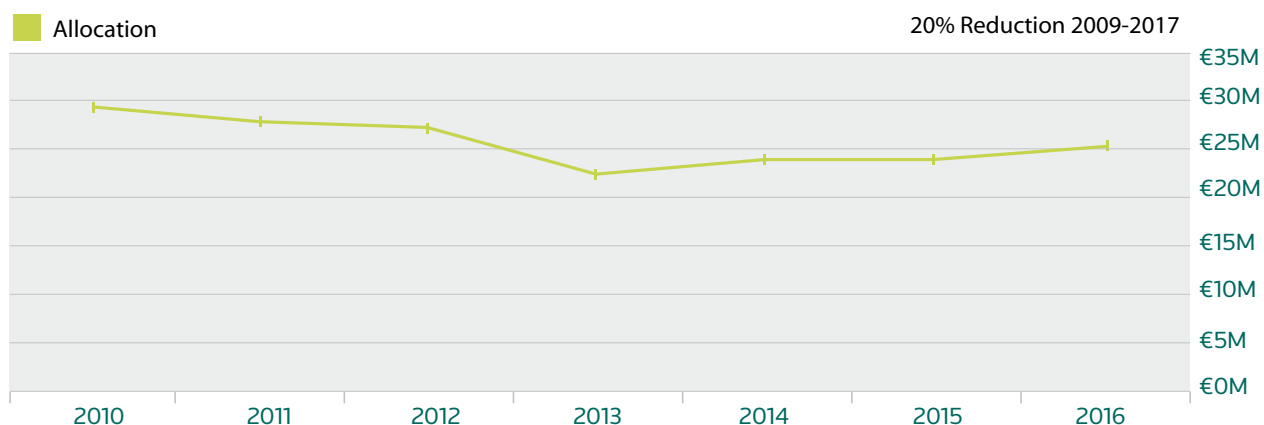
	2010	2011	2012	2013	2014	2015	2016
Total Patients Seen	973	1060	1047	1151	1219	1361	1449
Number of Referrals	965	1074	1050	1149	1192	1292	1311
Number of First Visits	741	825	850	962	1032	1141	1193
% of Non-Malignant	16%	21%	21%	26%	28%	32%	30%
Total Number of Visits	9954	10843	10435	11147	11536	11204	12374

CRU Admissions

Community Reablement Unit (CRU) Admissions from 2008 - 2015



Funding Allocation



Strategic Plan

2016 saw the completion of Our Lady's Hospice & Care Services Strategic Plan (2013 – 2016). Though covering an era of funding cuts and staffing embargos, the organisation committed throughout to maintaining service levels and quality. Over the life span of the strategic plan €25 million of publicly fundraised income was invested in our services, ranging from maintaining staffing levels through funding posts, to ICT projects and minor capital works. On behalf of all those who use Our Lady's Hospice & Care Services we would like to extend our most grateful thanks to everyone who supported us throughout this period. It made an incredible difference to so many and for that we are truly grateful.

Consultation and planning for a new Strategic Plan will commence in 2017, which will be influenced by the outcomes of the various Clinical Care Programmes. We

look forward to working with the HSE on developing our services with an innovative and forward thinking approach.

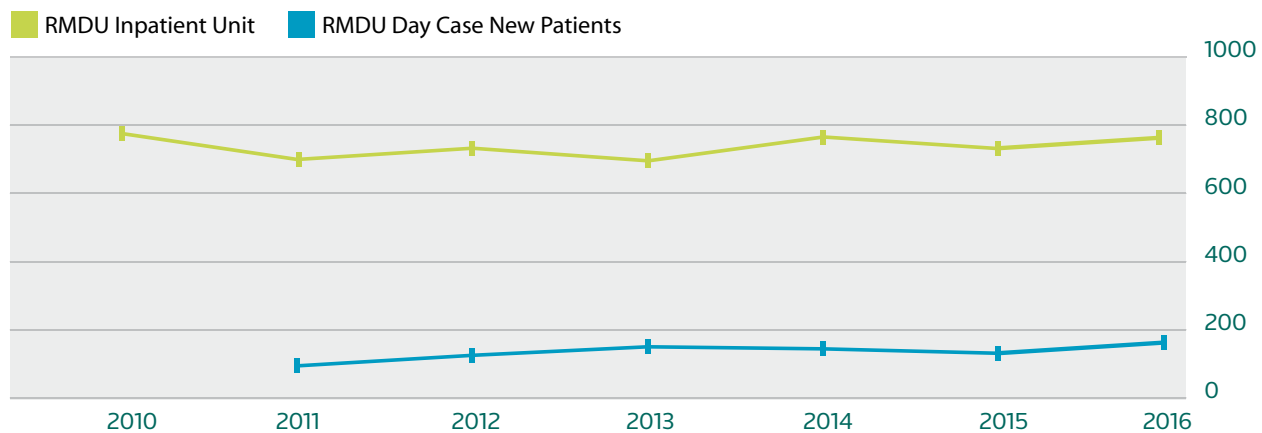
Volunteers

Without our army of volunteers we simply would not be able to provide such a high standard and level of service to our residents, patients and their families. Their on-going commitment and dedication adds to the wonderful openness and caring friendly atmosphere of the Hospice and they represent one of the elements that makes this organisation special. I am truly grateful for all their support.

Management Team

From a management perspective, there were a number of changes in 2016 – a new HR Manager, Director of Nursing, Clinical Services and Quality, Interim Head of Finance and Interim Head of Non Clinical Services

RMDU Admission Analysis



In-Patient Statistics

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
Palliative Care HX Admissions	466	421	423	443	521	517	551	591	610	618
Palliative Care BRH Admissions	173	189	199	196	207	204	206	214	165	165
RMDU IPU	762	744	806	774	698	731	694	764	730	772
RMDU Day Case New Patients					92	123	148	142	129	155
CRU Admissions	300	274	302	317	337	324	334	310	318	332
Care of the older Person	45	50	34	23	46	41	50	78	49	59

were all recruited to the Management Team. Mary Kirwan was appointed Head of Human Resources, Simon Costello was appointed Interim Head of Finance and, after many years outside the organisation, Mary Flanagan returned to Our Lady's Hospice & Care Services, taking on the role of Director of Nursing, Clinical Services & Quality. Barbara Conalty also departed in December 2017 to take on a new role and was replaced by Tommy Beatty as Interim Head of Non Clinical Services.

Governance and compliance

A significant amount of work during the year was related to governance and compliance. Compliance with the Code of Governance for State Bodies is required under the HSE's Service Level Agreement, the Companies Act / Directors' Compliance Statement and the Charities Regulatory Authority. A number of compliance requirements are common to the three bodies and significant progress was made to ensure compliance with all our corporate governance commitments.

To start off, a review of the Board and Board sub-committees was carried out by Prospectus and this resulted in review and recommendations around Committees' terms of reference, membership, roles and responsibilities and documentation. Under the Companies Act Our Lady's Hospice & Care Services converted from a Limited Company to a Designated Activities Company. This required change to Memorandum & Articles of Association and re-registration with the Companies Registration Office and the Charities Regulatory Authority, and also requires annual sign-off of the Directors' Compliance Statement. The transfer was successfully completed with the assistance of Arthur Cox Solicitors. A HSE and HIQA Audit was conducted, along with a review of Financial Controls by D'Arcy Lynch and a Data Security Audit by Information Security Assurance Services Ltd. (ISAS) in preparation for General Data Protection Regulations (GDPR). Tendering process took place for Internal Audit, which will commence in 2017 and PWC were successful in this regard. A vast amount of work has been carried out to implement the

recommendations from the many audits and reviews to achieve compliance. We are fully committed to implementing all the recommendations and are aiming for full compliance by 2017. We are also moving to producing SORP Accounts which is considered best practice by the Charities Regulatory Authority.

An unannounced HIQA inspection took place in November. With one exception, the report was extremely positive and all standards are being met. However, the existence of multi-occupancy rooms in our Anna Gaynor House has been deemed non-compliant. This will require a further capital project to remediate and the organisation will work towards this with the assistance of HSE capital funding of €5 million and has until 2021 to meet compliance.

Human Resources

Overall in the organisation the staffing turnover was 11.6%. Recruitment significantly increased in the first half of 2016, however this stabilised for the latter half of the year. A proactive approach has been adopted to recruitment practices for high turnover positions (i.e. Staff Nurses, Occupational Therapists etc.). As vacancies are pre-empted, recruitment panels are prepared and this has reduced delays in the commencement of new recruits.

The use of social media was introduced as a new advertising strategy, and this has seen an increase in the number of applications received, particularly in the nursing department, and is more cost effective. We received 180 applications for Healthcare Assistant vacancies and 40 Staff Nurse applications as a result of widening our target audience through the use of Facebook.

A Communication component of the Workforce Strategy was completed in the first half of the year, and this included further use of social media for the promotion of employer brand as information pertaining to 'Mission Matters.' This is now available online. New recruits have confirmed that the initiatives available through the Employee Wellbeing Group encouraged them to apply to OHL&CS. An On-Boarding

Questionnaire was introduced, and this is sent to new employees on successful completion of the probation period. This seeks feedback from new employees regarding their experiences of the application process through to finalisation of probation. The Exit Questionnaire was also updated, and this is now an electronic form providing past employees an opportunity to provide feedback in a quick and easy way so that we can utilise feedback to improve the service we provide to staff.

The Competency Based Framework was finalised late 2016 and will be officially launched in 2017. This will be incorporated into recruitment practices and the probation review process, and HR implemented the Garda Vetting Policy in line with the launch of the National Vetting Bureau legislation on April 2016.

Minister for Health

We were delighted to welcome the Minister for Health Simon Harris for a visit in July to view our services, meet our front line staff and to tour the site of the palliative care redevelopment. Minister Harris was very positive about the services provided and our vision for the future of hospice palliative care. This has been substantiated by the many national and international visitors to the organisation each year. In 2016 we were visited by a group from a Hospice in Malta who are seeking EU sponsorship for clinical placements at Our Lady's Hospice & Care Services, and this will be progressed.

National Hospice Movement

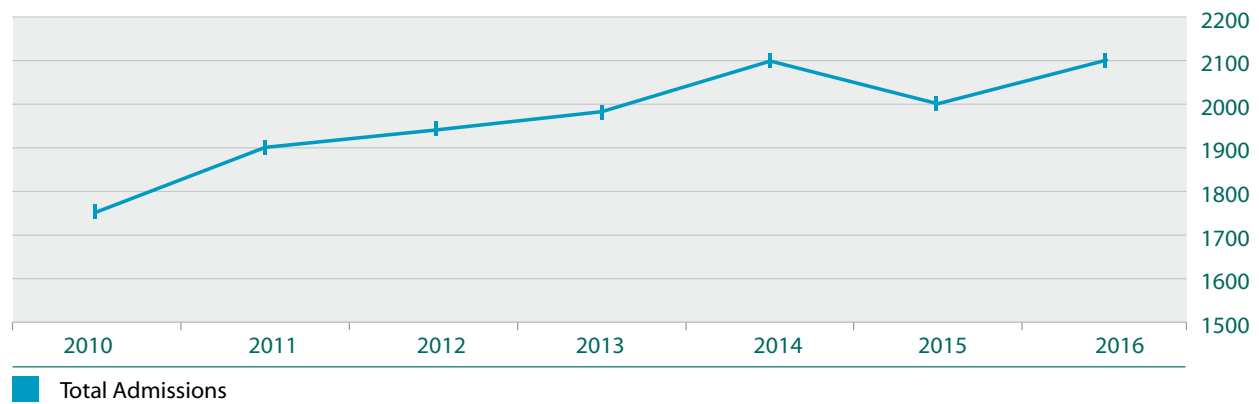
Our Lady's Hospice & Care Services continued to work closely with the other Hospice groups across Ireland, established as the Voluntary Hospice Group. There are so many synergies within the Hospice group that it is worthwhile and beneficial to support each other and share learnings as we strive to provide the best care at end of life for everyone across Ireland. A review of national fundraising events took place and the group are positive that working together can benefit all.

Schwartz Rounds

In 2016 Blackrock Hospice was one of two sites chosen by the Quality Improvement Division of the HSE to Pilot Schwartz Rounds for the first time in Ireland. We were delighted to be selected, as we felt Schwartz Rounds would complement the organisation's existing employee wellbeing programme.

The rounds are named after Kenneth Schwartz who was only 40 years old when he was diagnosed with incurable lung cancer. Ken subsequently wrote about his experience of living with advanced cancer in his local paper, the Boston Globe. He spoke about how it had been a harrowing experience for himself and his family, but it had also been punctuated by moments of exquisite compassion from his caregivers and of how they had made the unbearable, bearable. Ken simultaneously recognised that for carers to care for patients, they had to be supported, so in the days before he died he created the Kenneth B Schwartz Centre for Compassionate Care.

Total Admissions



(Patients with a longer length of stay during 2015 contributed to lower admission rates across the year)

Schwartz Rounds are the flagship programme for the Schwartz Centre for Compassionate Care and have been running for over 20 years in the United States of America. They are held in a variety of healthcare settings from large acute hospitals to community healthcare settings and hospices and run in over 455 centres in the USA, Canada, Australia, New Zealand and the UK.

The rounds are an inter-disciplinary forum for all staff (clinical and non-clinical) working in a healthcare environment to come together on a regular basis for one hour to reflect on the emotional and social impact of the work we do. The focus is on the human dimension of caring. Each round has a theme and a panel of 3-5 people who have each prepared their story in relation to the theme. The stories act as catalysts for the audience to share their thoughts, feelings and experiences.

Research has shown that people who attend rounds on a regular basis feel more energised in their work, more compassionate in the care they deliver and better equipped to deal with challenging non clinical situations. Staff also reported decreased feelings of stress and isolation and more openness to giving

and receiving support. They reported improved communication within and between teams, as well as a better appreciation for the work colleagues from different disciplines do.

In 2016, ten Schwartz Rounds were held in Blackrock Hospice and independent analysis is under way to determine the suitability of rounds in the Irish setting. That said, the feedback received in the evaluation forms after each round has been very positive and encouraging. 79% of attendees rated the rounds as either excellent or exceptional. Staff welcomed the opportunity to come together as equals, to listen and share with one another.

We are delighted with the success of Schwartz Rounds thus far in Blackrock Hospice and are really excited by the prospect of rounds starting on the Harold's Cross site in 2017. ■





NURSING , QUALITY AND CLINICAL SERVICES REPORT

Mary Flanagan

Director of Nursing, Quality and Clinical Services

It is with great pleasure that I present to you my first annual report from Nursing, Quality and Clinical Services, having returned to Our Lady's Hospice & Care services in 2016. It is clear to me that the ethos of the organisation is as strong as ever and that delivering a high quality service is central to all that we do. It is true to say that when I took up post the Nursing Department was going through a time of transition, however, I am happy to report that this has now stabilised and I am truly fortunate to have such a strong leadership team to support me in my role and also to support the staff at the frontline.

The Nursing team were involved in and led on various projects and policy developments throughout the year including nurse prescribing and initiatives such as Schwartz rounds in Blackrock, the introduction of Test Your Care metrics across the services and the development of a falls programme. Practice initiatives such as the Pressure Ulcer to Zero collaborative were presented at the Nursing and Midwifery Planning and Development Conference in May. A number of Nursing staff undertook research projects and were successful in publishing and presenting at conferences either through poster or oral presentations.

The Nursing team is committed to supporting undergraduate and post graduate nurses and we are fortunate that, during the year, Philip J. Larkin, Professor of Clinical Nursing Palliative Care, took the opportunity to review his role in the organisation. This will enhance our ability to facilitate the growth, development and educational needs of staff to enhance

the quality of patient/client care, which is evidence-based and in line with best practice.

Quality and Safety

The Quality and Safety Committee continued its work in 2016. This Committee, with an active membership, not only has an oversight of our risks and how we are managing them, but also wants to ensure that quality improvements at Our Lady's Hospice & Care Services are supported. It is kept apprised of these issues through briefing reports from key committees such as health and safety, drugs and therapeutics etc.

Anna Gaynor House had an unannounced compliance monitoring inspection by HIQA in November. The report was very positive and we were compliant in all areas. However, the report highlighted environmental issues which need to be addressed, in particular the multi –occupancy rooms. In 2014, the National Clinical Programme for Palliative

Care began working on the standards for palliative care services "Towards Excellence in Palliative Care". We have embraced this and, in partnership with our other palliative care colleagues, commenced our own assessment of measuring the quality of our services against the National Standards for Safer, Better Healthcare.

Staff during the year had the opportunity to attend risk assessment refresher training and tool box talks and staff and management had the opportunity to take part in a live emergency evacuation drill in Blackrock in June.

As a commitment to quality improvement for our patients and their families, we require feedback on an on-going basis. These patient experience survey results can be used to identify strengths and opportunities for quality improvement initiatives. In the summer we carried out our annual patient satisfaction survey and overall the results were very positive.

Clinical Services

The Clinical Services division is made up of 14 professional disciplines including: Dietetics, Occupational Therapy, Pharmacy, Physiotherapy, Psychology, Speech & Language Therapy, Social Work, Chaplaincy, Complementary Therapy, Music Therapy, Art Therapy, Podiatry, Radiography and Phlebotomy. These disciplines actively contribute to the quality and safety agenda across the organisation.

Chaplaincy

During 2016, Sr Helen Spragg, a member of the Chaplaincy team, left to pursue a new role. In September, we welcomed Alison Mannion to the chaplaincy team in Harold's Cross. The Annual Remembrance Mass, organised by the Chaplaincy team in collaboration with the Bereavement Support Service, took place in May 2016 in St Bernadette's Church, Clougher Road. It was attended by over 600 families, whose loved ones had passed away in the Harold's Cross service within the last twelve month period. This is a very meaningful annual event that is deeply appreciated by the family members who come

from all over the country to attend. In Blackrock these are held quarterly. The Chaplaincy team continues to review their service delivery in response to changing spiritual trends and patient needs.

Complementary and Creative Arts Therapy (CCAT)

2016 was a year of consolidation for the Complementary & Creative Art Therapy Department. Three new Complementary Therapists joined the department and have contributed significantly to service delivery improvements. The establishment of a staff position in Blackrock, with the rotation of a senior staff member to the site, has enabled greater integration and standardisation of practice across both sites as well as the development of aromatherapy practice in Blackrock. The Creative Arts Therapy service continues to collaborate with the World Academy of Music and Dance, University of Limerick and the Cork Institute of Technology, Crawford College of Art and Design by providing teaching seminars and placement opportunities for students on MA programmes in Art and Music Therapy.

Dietetics

The Dietetic service provides expert and advanced knowledge in the management of symptoms and interventions. Service audit ensures quality of care and best practice. With the appointment of Yvonne Sayles in December 2016, we moved from a part-time service in Anna Gaynor House to a full-time service which will be developed incrementally across OLH&CS in line with patient need and service capacity. A referral pathway between Community Reablement Unit (CRU) and Community Dietitian partners was established during the year and a Senior Dietitian from the LHO provided MUST Training for CRU staff in July 2016. The Dietitian was also actively involved in quality improvement initiatives with the Food Services Group throughout the year.

Occupational Therapy (OT)

During 2016, the Occupational Therapy team in Anna Gaynor House completed an audit to establish the

reported prevalence of cognitive impairment and dementia among residents of Anna Gaynor House. Based on the audit findings and current research, the department are now facilitating maintenance Cognitive Stimulation Therapy (CST) programmes for residents with mild-moderate cognitive impairment. The department also introduced Life Story Work to promote opportunities for meaningful engagement and interaction between residents, staff, families and volunteers. In support of Positive Ageing Week, the team hosted a Life Story Poster Exhibition entitled "Getting to Know Me". The outcome of a previous exploratory wellness study, demonstrating the tangible benefits that older people living in residential care can obtain from a health-promoting, occupation-based intervention programme, was showcased in 2016 in a poster at the HSE Ageing Summit -Leadership and Innovation in Older People's Services and in an oral presentation at the COTEC-ENOTHE European Occupational Therapy Conference.

In Palliative Care, the Occupational Therapy (OT) team were represented on the steering committee of the new unit and provided advice on the selection of assistive technology to ensure principles of universal design were met. This included adapted access to call bell systems, TV, blinds, lights to promote the safety and well-being of service users who may be at risk of falls or wandering. In line with international best practice, the OT service in PC continues to integrate a rehabilitative palliative care approach into their work. At national level, Deirdre Rowe, Occupational Therapist Manager/ Deputy Head of Clinical Services is a joint therapy lead on the HSE National Clinical Programme for Palliative Care.

Following research carried out by Jane Brownlee on the Lifestyle Management for Arthritis Programme, the OT Rheumatic and Musculoskeletal Disease Unit (RMDU) team have reviewed the education group for people with inflammatory arthritis and commenced

an educational behavioural group for inpatients and day cases in RMDU. Outcome measurement and data collection is in progress to evaluate the effectiveness of the group.

The OT team in CRU reconfigured their memory health group and developed a supporting booklet for patients and their families. The OT department have linked CRU with the Dublin Bus Travel Assistance Scheme. As a result we now facilitate fortnightly community mobility sessions for patients under the guidance of a Dublin Bus Travel Assistant. These sessions facilitate patients to practice outdoor mobility and bus use, thus increasing their confidence and engagement for community living.

And last but not least, the OT team along with physio colleagues were part of the successful 'Macarena Flash Mob' in celebration of Positive Ageing Week 2016. This received both national and international media coverage which was very positive and showed the side of the hospice which celebrates life.

Pharmacy

In May 2016, Our Lady's Hospice & Care Services (OLH&CS) and Trinity College Dublin signed a Memorandum of Understanding formalising an academic link between OLH&CS and the School of Pharmacy and Pharmaceutical Sciences. This collaboration includes undertaking and disseminating of research and clinical audit and the provision of clinical teaching, including clinical placements and visits.

With help from IT, the on-line ordering system already in use between Blackrock Hospice and the Pharmacy department was rolled out in the new St Gabriel's Ward and has enhanced the efficiency of the medicines supply process.

"Having the Hospice is like being wrapped in a duvet. Pure comfort" - a patient

The team have collaborated with Nursing staff in the Community Reablement Unit to successfully implement a system to support the use of patients own drugs (PODs).

The Palliative Medicines Information Service developed and delivered a Medicines Management in Palliative Care course in conjunction with the Education & Research Centre. The course consisted of 8 hours of online learning and an interactive multidisciplinary education day. The course was completed by over 60 Pharmacists and other healthcare professionals with very positive feedback.

The Pharmacy team continued to engage in research and were involved in a number of audits across both sites, including a smoking cessation audit in CRU and RMDU. The team presented posters at a number of conferences including The European Association of Palliative Care Annual Conference and The Irish Gerontology Society Annual Conference. Additionally, the team collaborated on other formal and informal educational activities provided to both internal and external audiences.

Physiotherapy Department

The department continues to use classes such as Tai Chi, dance, game and hydrotherapy to improve the experience for patients and optimise resources. Physiotherapy department clinical staff provide an annual education session on rheumatology to UCD undergraduate physiotherapy students and sessions on hydrotherapy to all three Dublin Schools of Physiotherapy (UCD, TCD + RCSI).

Staff have delivered presentations to a number of external audiences including The Irish Society of Chartered Physiotherapists annual conference, the Schwartz Round Conference (for which they were awarded a prize), the Irish Osteoporosis Society annual conference, the Annual Primary, Community and Continuing Care (PCCC)/Tallaght Hospital/St James's Hospital/OLH&CS Physiotherapy seminar and the Teach the Teacher rheumatology workshop in Athlone.

The department has facilitated placements for 25 undergraduate physiotherapy students, two Singapore Physiotherapists upgrading their qualifications via TCD and a number of observational students. Collaboration

continues with RCSI on a study entitled "How common are features of Central Sensitisation and Neuropathic Pain in Osteoarthritis?"

Staff are involved in a number of organisational groups including the Staff Council, Health and Well-Being Group and the Falls Prevention Working Group.

The videoconference facility established in 2016 has allowed for improved communication between both sites with resultant time and travel savings. Both hydrotherapy pools continue to be rented after hours to groups such as Arthritis Ireland and Water Babies, generating income for the organisation.

Psychology

In 2016, the Psychology Service delivered the Mindfulness Based Stress Reduction program to forty three staff and Emma Duff from Nursing has now progressed to teacher training with the University of Bangor.

Facilitator training for Schwartz Rounds was successfully completed and the service contributed to the Rounds, steering groups and evaluation of the intervention in Blackrock Hospice. Team members presented at Grand Rounds and at a number of conferences including the Irish Psychological Society, the IAPC Education and Research Conference and Mindfulness-Based Pain and Illness Management Conference Chester UK.

Social Work

During 2016, the Social Work department set an objective to promote and raise awareness of the social work services provided in OLH&CS. The profile was raised externally through social work presentations at national and international conferences while internal events displayed the breadth of social work in OLH&CS.

World Social Work Day, with its theme of promoting the dignity and worth of peoples, was celebrated in March. The event highlighted the contribution of Social Work in working towards an undivided humanity and how the Patient Priority Pledge and the core values support staff in upholding the dignity of all who use our services. The new OLH&CS Bereavement Pack, which provides supportive information and advice for bereaved people, was launched at this event.

Children's Grief Awareness Day in November provided an opportunity to raise awareness of the needs of

grieving children and the benefits they get from the support of others. The theme for the day was #MakeTime2Listen and the event organised by the Social Work department showed how everyone can make a difference in the life of a grieving child.

A new cohort of Bereavement Support Service volunteers were recruited in 2016 and commenced their 80 hour training programme which is delivered by the Social Work department. On successful completion of this in 2017, the volunteers will join the committed group of Bereavement Support Service volunteers who provide an invaluable, high quality service to bereaved people.

In April 2016, the Bereavement Support Service Volunteers enjoyed an evening of celebration hosted by the Lord Mayor of Dublin, Councillor Críona Ní Dhálaigh, in honour of their contribution to OLH&CS and to society.

Tusla continued to support our bereavement work this year though their annual grant.

Speech & Language Therapy

In September 2016, we were delighted to welcome Claire Collins as the first permanent full-time Speech & Language Therapist (SLT) in OLH&CS. Claire is developing the SLT service across the organisation in incremental phases. Her primary focus has been assessment and dysphagia management for residents and patients. During 2016 she was also actively engaged in quality improvement projects with the Food Services Group. Residents and patients with multidimensional communication impairments requiring adaptive or compensatory communication strategies, secretion management and other SLT therapeutic communication intervention are also benefitting from access to the expertise of the Speech and Language Therapist, to support communication, promote safety, optimal independence and quality of life in these areas. ■



PALLIATIVE CARE REPORT

Dr Joan Cunningham

Medical Director

There is something special about working in palliative care in OLH&CS and our priority is always to provide the highest quality specialist and person centred care to each and every patient.

The highlight of 2016 for the palliative care department in OLH&CS was undoubtedly the opening of the new palliative care unit in Harold's Cross on Wednesday the 16th November. It marked completion of the 1st phase of the new build and involved the transfer of 16 patients from St Gabriel's ward. The new unit has 36 single rooms and is purpose built to meet the complex needs of our patients and their families. The single rooms ensure that each patient and their family and friends have space and privacy as well as access to beautifully landscaped garden and patio areas. The single rooms also allow much more flexibility than the old four bedded units which on occasion restricted who we could admit solely based on whether they were male or female bays.

A total of 618 patients were admitted to the palliative care unit in Harold's Cross in 2016. This figure broke all records of the number of patients admitted in a 12 month period and it

is anticipated that this number will increase again in 2017 with the opening of the new unit. The number of patients admitted to the inpatient unit in Blackrock Hospice remained static in 2016 with 165 admissions.

Between the two sites 86% of patients admitted had a diagnosis of cancer whilst 14% had non-cancer diagnoses, which were most commonly end stage neurological, cardiac or respiratory conditions. Apart from the new build, demand for our specialist community palliative home care services on both sites continued to rise. We are extremely proud



10%

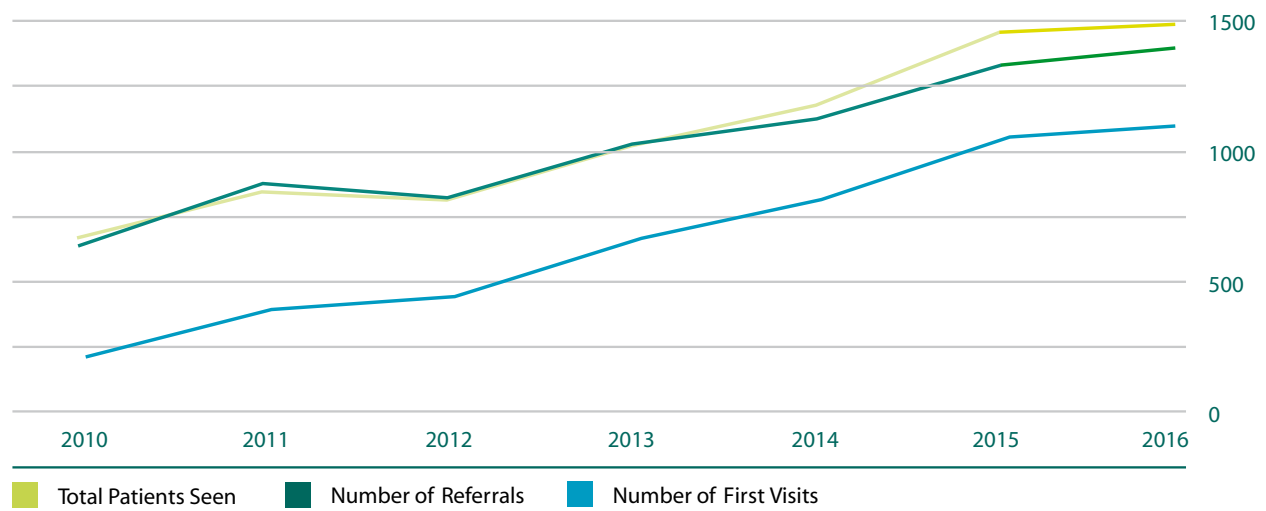
Increase in the number of visits in 2016 compared to 2015

of our track record in providing specialist palliative care to people in the community based on their need and not their diagnosis. This has resulted not only in a continued increase in the number of referrals we receive to our community service but also the number of patients with non-cancer diagnoses being referred. The additional funding of 3.5 whole time equivalent clinical nurse specialists from the HSE to the community teams early in 2016 made an immediate impact on the number of patients we were able to see

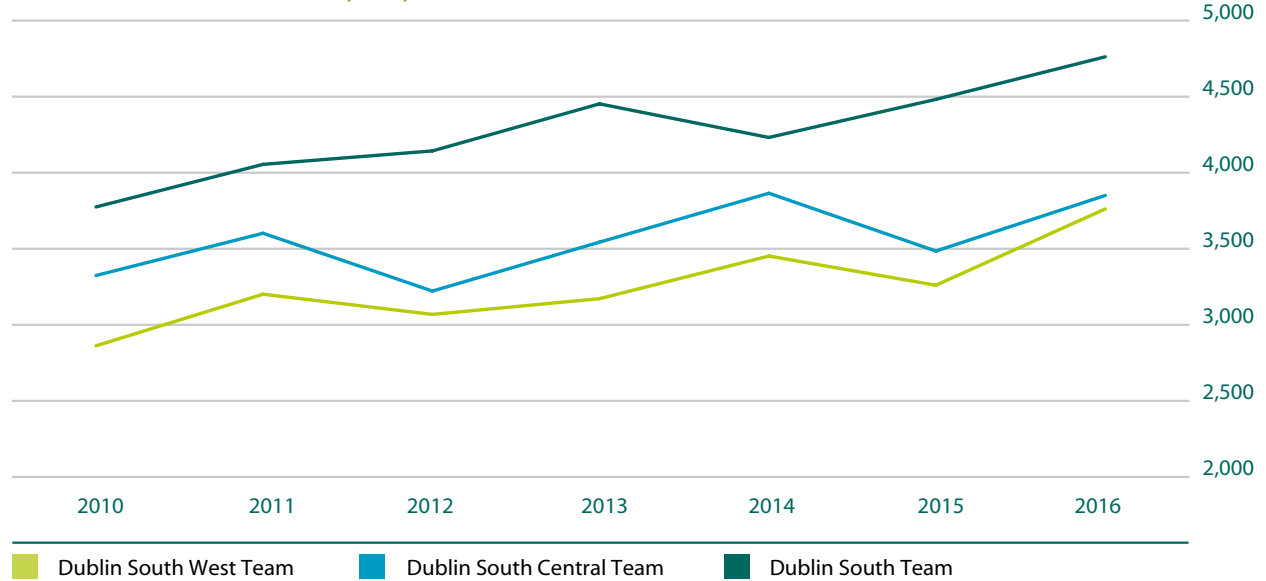
within one week of referral. In 2015 we managed to see 72% of referrals within one week whereas this increased dramatically to 85% in 2016.

The challenge we face is the same for all community palliative care teams throughout the country; identifying those patients who need to be seen urgently within one week of referral and those who can wait a little longer. The receipt of accurate, timely and up to date information from the referrers is crucial in

Referrals and New Patients Seen



CPCT Visit Activity by Team

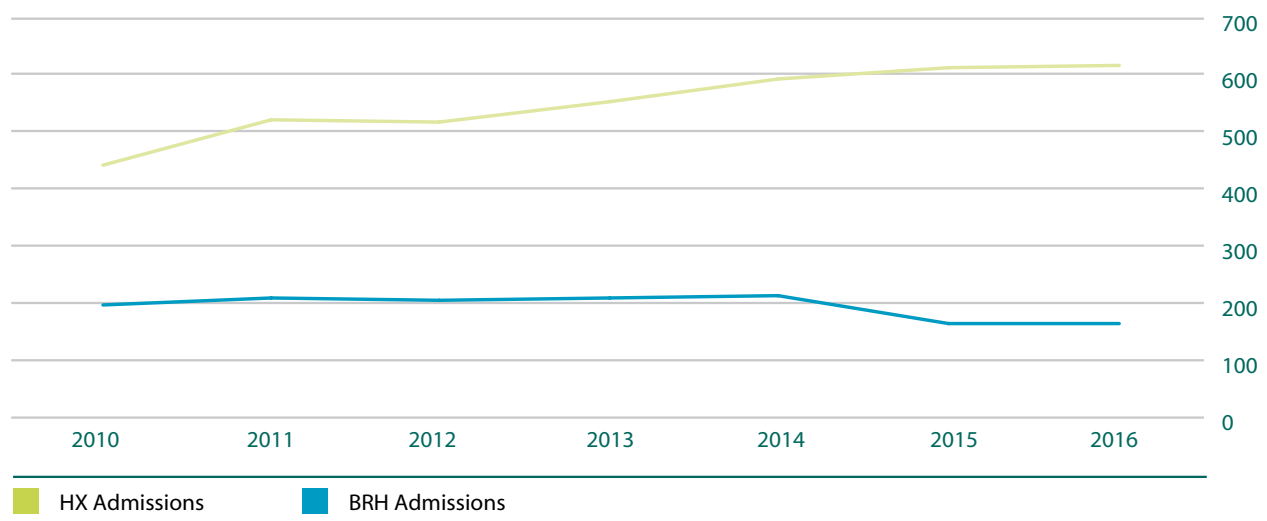


ensuring those most in urgent need are prioritised. Between the two sites we have three community teams, two based in Harold's Cross and one in Blackrock Hospice. The three teams cover a diverse area which cover South Dublin and North Wicklow.

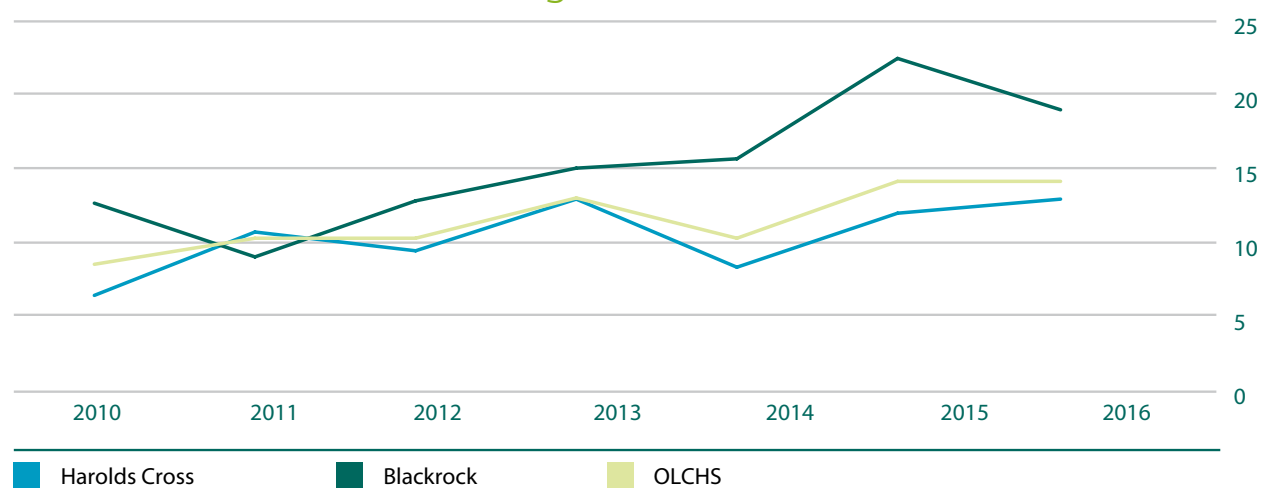
A total of 1,193 patients in the community were seen for the first time in 2016 of which 30% had non cancer diagnoses. Over the 12 months, including existing patients from 2015 and patients new to the service

1,449 patients were seen overall. This cumulated in a total of 12,374 visits to patients in their own homes. The challenge for all of us working in healthcare but especially palliative care is to remember to look after ourselves whilst we care for patients and their families. One such mechanism of supporting staff to continue to provide compassionate care is Schwartz rounds, which runs in over 320 centres in the USA and 125 in the UK. In short Schwartz Rounds are a forum where all staff, clinical and non-clinical can come together on a

Palliative Care Admissions 2010 - 2016



Palliative IPU - % Non-Malignant on first admission



regular basis as equals to reflect on the emotional and social impact of the work we do. Research has shown staff who attend Schwartz Rounds on a regular basis feel more energised in their work, more compassionate in the care they give and better equipped to manage challenging non-clinical situations. In 2016, Blackrock Hospice, along with University Hospital Galway, were the sole two sites chosen by the HSE to pilot Schwartz Rounds. It has been an incredible journey with 10

rounds held and a diverse range of themes discussed. The feedback from staff has been very positive and we look forward to expanding rounds to Harold's Cross. ■



Complementary therapy team in Blackrock Hospice

RHEUMATIC AND MUSCULOSKELETAL DISEASE UNIT REPORT

Professor Oliver FitzGerald

Medical Director RMDU

Delivering patient-centered, evidence-based quality care continues to be the main driver within the Rheumatic and Musculoskeletal Disease Unit (RMDU). During 2016, 1,149 individual patients were seen within the RMDU Service, accessing inpatient, day case or outpatient services. This is the highest number of admissions per year with numbers steadily increasing over the past ten years.

With little or no change in the numbers of staff treating these patients, it becomes difficult to sustain these increases without additional support. There has also been an increase in out-patient attendances (total 882) of more complex patients, reviewed both by our Advanced Nurse Practitioner and our two Clinical Nurse Specialists. Despite this increase in activity, numbers of referrals and waiting lists for admission have grown with patients on our routine waiting list now waiting upwards of six months before admission. This lengthy waiting list reflects both the continued demand for admission but also the increasing complexity of patients resulting in the need to extend a patients' admission beyond a two week period.

Other challenges within the RMDU relate to the fact that along with other organisations we are experiencing national challenges to claiming private income. The advancing rheumatology care (ARC) committee, as directed by a strategic group consisting of CEO, consultant staff and senior members of the management team, continues to be the main

driver of change and improvement in service within the RMDU.

Service Improvements

The decision by senior management in 2016 to approve one year's funding (to be reviewed) for an increase in rheumatology registrar input into the RMDU has been particularly welcomed. The registrar helps to ensure the efficiency and quality of our medical assessments and assists in senior decision making in the event of a patient becoming unwell. The registrar also improves the overall education of medical and other staff relating to the rheumatic diseases. Following a detailed audit of the registrars' activity, it is good news that the registrar post funding has been approved for a second year.

Achievements

After more than five years, Professor FitzGerald stepped down as National Lead with the HSE Clinical Care Programme in Rheumatology, in February 2016. Our Lady's Hospice & Care Services continues to be represented

on the Clinical Programme with Aoife Synnott being appointed as AOTI Occupational Therapy professional lead. Jane Brownlee took over the role in December 2016 in an interim capacity for the duration of Aoife's maternity leave.

Within the physiotherapy department, 2016 was marked with some resource challenges during the year. The resulting workload deficiency was partially managed by the appointment for 12 months of an externally funded supernumerary physiotherapy assistant which allowed for the re-grading of the assistant post into a 0.5WTE physiotherapy position. Physiotherapy members gave presentations at the Irish Osteoporosis Society annual conference and the UCD undergraduate physiotherapy student presentations meeting.

"Teach the Teachers" – an educational event held on 20th April 2016 in Athlone with a focus on "Managing Osteoarthritis and Rheumatoid Arthritis: European Recommendations". Jane Brownlee, Senior Occupational Therapist, co-facilitated this event with Eileen Shinnors (Rheumatology Nurse Tutor) and Mary Grant (Senior Physiotherapist), in partnership with the OLH&CS Education and Research Team. It was attended by community AHP & Nursing colleagues. Jane Brownlee is currently chairperson and Emer Sheridan is secretary of the Association of Occupational Therapists of Ireland (AOTI) Advisory group for MSK & Chronic Pain. The group organises regular education events, providing opportunities for benchmarking and networking, and they are also active in resource development e.g. splinting handbook.

Nursing continues to strive to deliver efficient and safe patient care and 2016 saw Dorcas Mafuva CNM 2 and Kay Hamilton SN obtain a Graduate Diploma in Rheumatology Level 9. Anne Ryan was appointed to CNM 1 on St Teresa's Ward. Madeline O'Neill CNS successfully completed an Intra Articular Joint Injection course, while Louise Moore CNS completed Nurse Prescribing which now brings the number of nurse prescribers in RMDU to three. Ann Fahey SN completed two courses as offered by the NMBI, Wound Care as well as Tools for Safe Practice.

Nursing continues to support and mentor our undergraduate nursing colleagues from both UCD and TCD in order to broaden their experience of rheumatology nursing which in the past has been very limited. Students had either one or two week placements and evaluation of experience was very positive.

ANP Patricia Minnock PhD published further work on fatigue in Rheumatoid Arthritis in 2016 and Louise Moore CNS presented an oral presentation on "Pregnancy and Rheumatic Disease" at the Nursing and Midwifery Planning and Development Units Annual Conference as well as at a joint Dermatology/ Rheumatology Meeting, both meetings held in September.

There continues to be a high demand on the Social Work Service in 2016. This has been increasing due to the complexity of patients' needs who are accessing our services. A significant proportion of referrals relate to the emotional impact of living with a chronic illness.

1,149

In 2016 we treated 1,149 patients in our Rheumatic and musculoskeletal disease unit - the highest number of patients in our history.

The Senior Medical Social Worker in the RMDU attended “Making the Most of Supervision: Training for Managers” with a view to facilitating professional placements for Social Work Students. Such placements will expand the knowledge and understanding of working with clients living with chronic illness, particularly Rheumatic and Musculoskeletal conditions.

A new RMDU pharmacist, Sharon Byrne, was appointed in February 2016 and has spent time integrating with the team. The pharmacy service to RMDU consists of two main streams - medicines supply and clinical review. The clinical service continues to focus on medicines reconciliation at admission for inpatients, and pharmaceutical care advice and recommendations as needed. Streamlining the infusion ordering process has also been an on-going project in 2016. ■



Sam Maguire cup visiting Anna Gaynor house, April 2016

6%↑

In 2016 our referrals to our Community Reablement Unit were up 6%



CARE OF OLDER PEOPLE REPORT

Dr Denis Donohoe

Medical Director, Care of Older People

The care of older vulnerable people in the community and those with life limiting illnesses has been the cornerstone of Our Lady's Hospice & Care Services for generations.

Anna Gaynor House is a purpose built building containing 100 beds. This unit is staffed by a team of professionals, including domestic and catering staff, nurses, doctors, medical social workers, physiotherapists, occupational therapists, care assistants, chaplains, pharmacists and complementary therapists. Our ambition is to permit patients to have complete autonomy within the limits of their illness.

Patients in our care have a broad range of illnesses, including neurological diseases such as Parkinson's disease, Motor Neuron disease, and people who have suffered a dense stroke. We also care for 35 patients with neoplastic disease and other life limiting illnesses.

We are currently researching the incidence of aspiration pneumonia in our cohort of patients with Parkinson's disease and in this research we are guided by our colleague Dr. Morgan Crowe.

Multi-disciplinary rounds are held three days per week.

59 patients were admitted to Anna Gaynor in 2016, of whom 28 were patients with neoplastic disease. This unit is extremely successful in its mission and it is a great credit to all of those who work here.

Community Reablement Unit:

The Community Reablement Unit (CRU) is a dedicated facility for older community dwellers. This service is now in its thirteenth year. The Community Reablement Unit assists those vulnerable individuals to maintain an independent life in the home.

2016 saw an increase in the number of referrals to the unit-the total referrals amounted to 329 and this is a 10% increase on our levels in 2015. Of the 329 patients admitted to CRU, 200 patients were returning to us and 129 were new referrals. There were 234 female patients admitted and 95 male admissions. The average length of stay was three weeks and the average age of our patients was 82 years.

CRU is staffed by a dedicated multi-disciplinary team and research forms a core part of our work. The team meet twice weekly.

The model of our unit is now being adopted by other Departments within the HSE since the outcomes have been most favourable.

It has been my privilege to be associated with both of these units and their input into the community is, quite frankly, incalculable. ■



20%↑

In 2016 our referrals to our Care of the Older Person facility were up almost 20%

THE RESIDENTS' COMMITTEE REPORT

The Residents' Committee was established in August 2007. The committee comprises of residents from the four wards in our Anna Gaynor House facility representing all residents, a facilitator and a volunteer who takes minutes.

The committee meets on a monthly basis. The committee is concerned with addressing any queries which arise for residents in line with the following objectives:

1. To voice the views and wishes of the residents in Anna Gaynor House.
2. To bring residents' requests to the attention of staff and management.
3. To contribute to a close working partnership of residents, staff and management.
4. To work together to implement changes that have been identified by residents.

Membership

The committee welcomed new members Kathleen Kavanagh, Dermot Coghlan and Christina O'Callaghan. Sadly the committee lost Kathleen Owens, who passed away during the year, may she rest in peace. Sr. Mary Murphy and Paul Reid chose to retire from the committee.

The committee met and reviewed the notices and current notice boards in Anna Gaynor House and made recommendations for the creation of two new general notice boards to be placed at the entrance to the building. Their report entitled 'Review of the Notice Boards in Extended Care and recommendations for improvement', reflects their thinking that a residents notice board should be cheerful, uplifting in tone and display notices in a user friendly and accessible way, enhancing the positive living ethos of Anna Gaynor House.

The report was presented to Libby McGrane, Interim Assistant Director of Nursing. Libby and Gabrielle Corbett, facilitator, highlighted the work of 'Sage', a service which provides independent support and advocacy to older people and their families. It was proposed that staff from Sage would be invited to Anna Gaynor House (AGH) to allow for engagement and information sharing on their service. The committee agreed with this and an invitation was sent to Sage.

Kate McLoughlin, Quality and Practice Development Nurse, consulted the committee on the Patient Information Pack and asked for their assistance in making suggestions for improvement.

In July the committee welcomed Mary Flanagan, who returned to the hospice as the new Director of Quality, Nursing and Clinical Services. She gave them a summary of her nursing background and experience both in Ireland and the U.K. The committee highlighted their work and achievements in 2015-2016.

Mary encouraged the continued work of the committee, saying that residents are best placed to decide what will improve the quality of life of all those who live in Anna Gaynor House.

Liz Coyle, Chaplain, advised the committee that she would be providing a daily chaplaincy service to residents, from September 2016. She assisted the committee by initiating a weekly prayer group in the Prayer Room in AGH, which is open to all residents. ■

RESIDENTS' COMMITTEE IN EXTENDED CARE MEMBERSHIP 2016

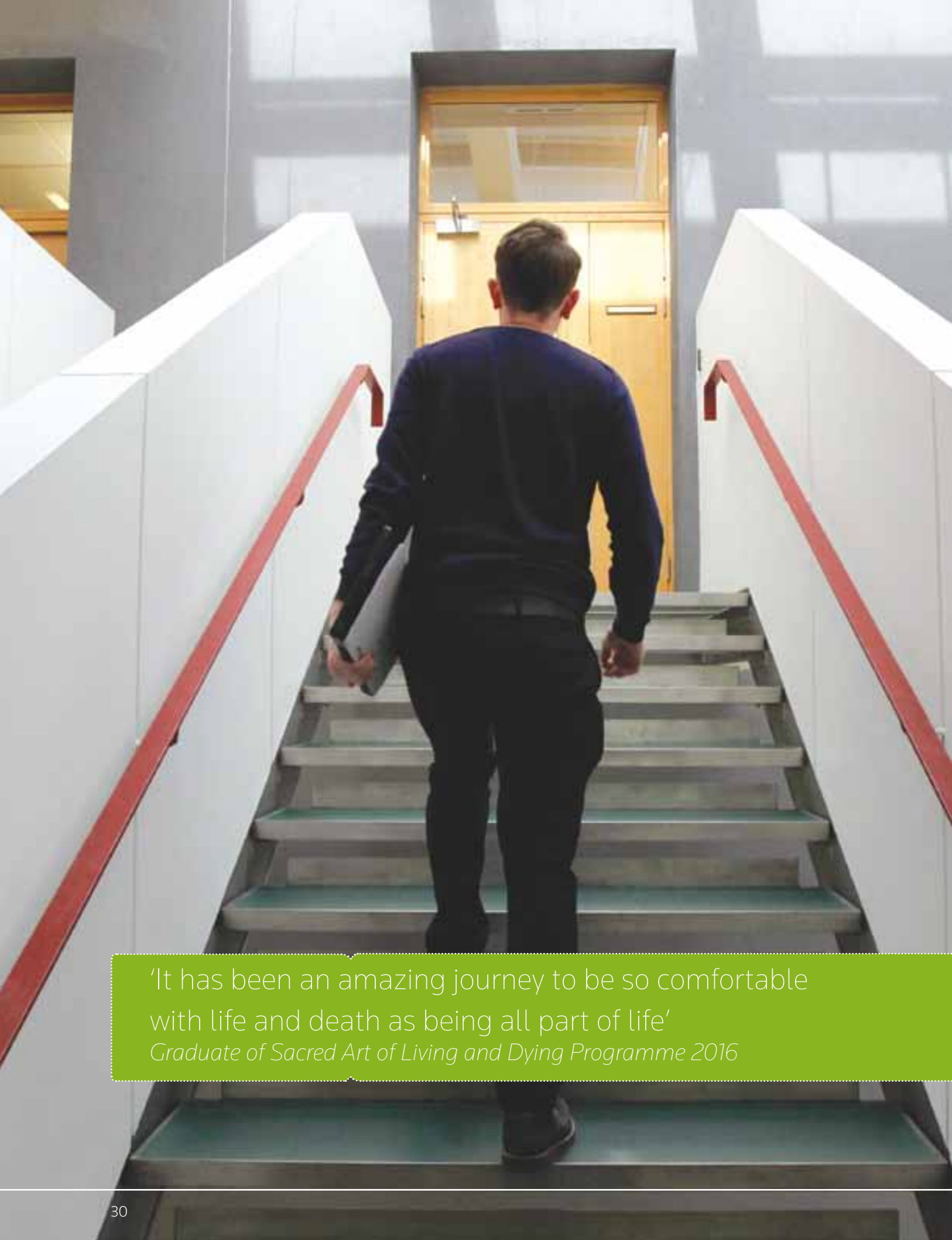
Name of resident	WARD
Sarah Doherty	St. Michael's Ward
Monica Gibson	
Dermot Coghlan	
Kathleen Owens (RIP)	St. Benedict's Ward
Vacant	
Anne Bambrick	Mary Aikenhead Ward
Sr. Mary Murphy	
Paul Reid	
Kathleen Kavanagh	Marymount Ward
Christina O'Callaghan	

Gabrielle Corbett (Facilitator-Senior Social Worker, ECU)

Carolyn Roe (Volunteer Co-Ordinator-Minutes)



Paul Reid, resident of Anna Gaynor, and family



'It has been an amazing journey to be so comfortable
with life and death as being all part of life'
Graduate of Sacred Art of Living and Dying Programme 2016

EDUCATION, RESEARCH AND TRAINING REPORT

Patricia Hallahan

Director, Education, Research and Training.

The Education and Research Centre aims to influence the attitudes, skills and knowledge of those working in gerontology, rheumatology, palliative and end-of-life care and those who affect policy in these areas. We do this through high quality research, education and training and by providing a collaborative learning environment which encourages reflection and innovation.

2016 was a year of change in the Education and Research Centre with an internal physical reconfiguration to accommodate the expansion of the Academic Department of Palliative and staff movements.

Achievements in 2016

- Undergraduate education and clinical placements provided in medicine, nursing, physiotherapy and occupational therapy.
- Postgraduate Palliative Medicine education provided to OLH&CS staff and others via Palliative Medicine Grand Rounds.
- Education programmes in Palliative Care, Rheumatology, Gerontology and Spirituality delivered to 923 participants via 35 education programmes.
- Education & Research staff published 31 papers and one book chapter and delivered 20 oral or poster presentations.
- OLIVE (OLH&CS Learning in a Virtual Environment), the new virtual learning environment for staff was launched and an Education Technologist was appointed.
- The Learning, Training and Development

strategy was rolled out in collaboration with the HR Department.

- A Memorandum of Understanding with TCD School of Pharmacy was signed.
- The annual graduation ceremony was attended by 44 students and their families and the Sr. Frances Rose O' Flynn Medal for Academic Achievement was awarded to Louise Rooney, Graduate Diploma in Palliative Care.
- New members were recruited for the Education and Research Committee under the guidance of Dr Joan Cunningham as chair.
- Our first Balanced Score Card to drive quality and accountability was launched.

Education

Undergraduate education programmes were delivered by our staff to medical, nursing, occupational therapy and physiotherapy students of Trinity College Dublin (TCD) and University College Dublin (UCD) both in the colleges and on site.

- 114 TCD undergraduate medical students were provided with tutorials and facilitated with placements in palliative care either on our own site or in our affiliated hospitals.
- 54 undergraduate nursing students from TCD and UCD undertook specialist Gerontology and Rheumatology placements.
- 25 UCD physiotherapy students completed clinical education modules with placements from one to six weeks.
- Nine undergraduate TCD occupational therapy students completed practice education placements ranging from two to 11 weeks.

Palliative Medicine Grand Rounds, a weekly postgraduate physician-oriented education meeting was held on 40 occasions this year with many national and international experts presenting. Attendees included consultants and non-consultant hospital doctors and others from OLH&CS and affiliated institutions.

We provided a range of education programmes in Palliative Care, Gerontology, Rheumatology and Spirituality to address the needs of staff and volunteers as well as staff of external organisations, partner institutions and other interested individuals.

The European Certificate in Essential Palliative Care, an eight-week distance learning programme for doctors, nurses and pharmacists, was delivered twice this year in collaboration with Milford Care Centre, Limerick. European Certificate in Holistic Dementia Care was delivered twice in conjunction with Northern Ireland Hospice.

114 students completed the UCD Graduate Diploma in Palliative Care for which OLH&CS contributed to the four specialist care modules.

Thirteen students completed the inaugural UCD Professional Certificate in Intra-Articular and Soft Tissue Injection Techniques in 2016 including physiotherapists

and nurses. A programme on Managing Osteoarthritis and Rheumatoid Arthritis was delivered to 31 nurses, physiotherapists and occupational therapists as part of the European League against Rheumatism initiative to promote the early recognition and optimal management of rheumatic and musculoskeletal disease.

Since 2009, OLH&CS has hosted the Sacred Art of Living and Dying programme. The final part of the most recent two year programme completed in October 2016 and the follow-on Anamcara Apprenticeship Programme started with 38 students the same month.

A series of short courses was held in the centre and at out-reach venues including other education centres and nursing homes. These included Dementia Care Training, Syringe Pump Workshops and Palliative Care for Health Care Assistants.

A Masterclass was delivered in June with keynote speaker Dr. Peter Lawlor, Associate Professor, Department of Medicine, University of Ottawa and Bruyère and Ottawa Hospital Research Institutes. The focus was on the multidisciplinary management of delirium and the event was well supported and very well evaluated.

In May, with the All Ireland Institute for Hospice and Palliative Care (AIHPC), we co-hosted the screening of the Cecily Saunders Annual lecture given by Baroness Illora Finlay.

Research

The Education and Research Committee approved 14 research proposals, representing a 27% increase on the previous year.

Otwey-Buabeng, Joseph Raymond	The experiences of coping in hospice patients
Walsh, Declan	Wireless Intra-Oral Measurement of Dynamic Tongue Pressures in Untreated Lung Cancer
Walsh, Declan	Objective and Subjective Chemo Sensory (Taste and Smell) Dysfunction in Treatment Naïve Cancer Patients
McCann, Ciara	Decreasing blood pressure and anti-hypertensive medications in very old patients with advanced frailty
McCormack, Eimear	A qualitative study of Community Palliative Care Clinical Nurse Specialist perception of their role in Advance Care Planning
McGann, Ciara	Returned Medication: An Opportunity for Enhanced Medicines Review in an Extended Care Setting
Barrett, Michelle	Orthostatic Hypotension and Heart Rate Variability in the Diagnosis of Autonomic Nervous System Dysfunction in Local and Metastatic Cancer
Ui Dhuibhir, Pauline	Type 2 Regulatory Acceptability Study of a High-Energy, Low Volume Oral Nutritional Supplement: Compliance, Palatability, Tolerance
Ui Dhuibhir, Pauline	Type 2 Regulatory Acceptability Study of Food and Fluid Thickener (Maltodextrin and Xanthan gum): Compliance, Palatability, Tolerance
Byrne, Amy	Cross Incidence of Smoking in Patients in RMDU & CRU
O'Brien, Claire	Staff, volunteer and family experience of using life story books with people who have moderate to severe cognitive impairment in a residential care setting
Joyce, David	Assessment of non-compliance with guidelines in measurement of bio impedance
O'Higgins, Ciara	Investigation of Cancer-Related Fatigue via Electrophysiology
Sui, Jessica	Cachexia identification on admission to a palliative care unit

The Academic Department of Palliative Medicine, under the direction of Professor Declan Walsh continued to build Ireland's leadership in clinical palliative care services and to develop academic infrastructure, drive research and inform policy and practice.

Two Research Workshops provided for advanced discussion and debate in key thematic areas including Cancer Cachexia Malnutrition and Cancer-related Fatigue.

Three 2nd year TCD medicine undergraduate students gained their first research experience here and their resultant poster 'A Retrospective Study of Blood Pressure, Orthostatic Hypotension and Falls in Advanced Cancer' was awarded the Association of Palliative Medicine Undergraduate Audit Prize in December. Thirty 3rd year TCD medicine undergraduate students completed five projects as part of their Evidence-Based Medicine module and one of these 'Nutritional evaluation tools for cancer patients' was

voted in the top three and selected to present at a TCD School of Medicine Evidence-based Medicine event. Three 2nd year UCD medicine students completed original research as part of the Summer Student Research Awards and their research was presented at Grand Rounds and at the UCD Summer Student Research Awards, where one of them (CS Leong) was a Gold Medal Finalist. CS Leong and N Mukerji had their research accepted for poster presentation at international conference.

In June Prof Walsh chaired a number of sessions at the 9th World Research Congress of the European Association of Palliative Care (EAPC) in Dublin. Twelve abstracts were accepted for poster presentation at this congress and one each at 2016 International MASCC/ISOO Symposium, Adelaide and at the Faculty of Health Sciences Research Day, TCD.

One abstract was accepted for poster presentation at the annual 2016 International MASCC/ISOO Symposium, held in Adelaide, Australia 23rd-25th June 2016:

Symptom Clusters and Pain in Advanced Lung Cancer, Mellar P. Davis, MD, FCCP, Declan Walsh, Lisa Rybicki.

Twelve abstracts were accepted for poster presentation / oral presentation at the 9th World Research Congress of the EAPC in Dublin, Ireland on 9th-11th June 2016.

Cancer-Related Fatigue: Evaluation by Mobile Electrophysiology (oral presentation)
Brenda O'Connor; Marija Markicevic; Ciara O'Higgins; Louise Newman; Radika Kallidir; Pauline Uí Dhuibhir; Sue Sukor; Emer Hanrahan; John Armstrong; Sinead Cuffe; Richard B Reilly; Declan Walsh.

A Survey of Attitudes towards Palliative Medicine amongst Nurses Working in the ED
Eoin Tiernan, John Ryan, Mary Casey, Aine Hale, Millie Devenish, Ian Callinan, Declan Walsh, Siobhan Hollingsworth, Barbara Whyte, Olga Price, Niamh Garry

Improving the Recognition of Palliative Care Needs of Patients Attending an Irish Emergency Department Eoin Tiernan, John Ryan, Mary Casey, Aine Hale, Millie Devenish, Ian Callinan, Declan Walsh, Val O'Reilly, Siobhan Hollingsworth, Barbara Whyte, Olga Price, Niamh Garry,

Cancer Cachexia Assessment in a Specialist Palliative Care Inpatient Unit Eimear Loftus; Shane Lyng; Louise O'Halloran; Cliona Lorton; Brenda O'Connor; Pauline Uí Dhuibhir; Lucy Balding; Stephen Higgins; Norma O'Leary and Declan Walsh.

Oral Nutritional Supplements: Dietitian Preferences, Acceptability and Prescribing Practices Pauline Uí Dhuibhir, Noelle Collura, Paul Gough, Declan Walsh,

Nutritional Status of Cancer Patients at Time of Dietitian Referral Cliona Lorton, Liz Barnes, Niamh Gough, Oonagh Griffin, Keira Higgins, Fiona Roulston, Gillian Stewart, Martina Coen, Catherine Corrigan, Sinéad Knox, Pauline Uí Dhuibhir, Lorraine Walsh, Declan Walsh

The Prognostic Role of C-reactive Protein and Albumin in Advanced Cancer Palliative Care Inpatients: A Retrospective Study Sarah Wrafter, Cliona Lorton, Bernadette Brady, Pauline Uí Dhuibhir, David Joyce, Norma O'Leary, Declan Walsh.

Assessment of Hydration in Cancer: Feasibility and Acceptability of Bioelectrical Impedance Vector Analysis Martin O'Donnell, Cliona Lorton, Brenda O'Connor, Bernadette Brady, Pauline Uí Dhuibhir, Sinéad Cuffe, Michael John Kennedy, Dearbhaile O'Donnell, Dearbhaile, Sumainizah Sukor, Lucy Balding, Arun Fenton, Norma O'Leary, Declan Walsh.

Cancer Malnutrition: Bioelectrical Impedance and Body Composition Aisling O'Meachair, Brenda O'Connor, Cliona Lorton, Bernadette Brady, Pauline Uí Dhuibhir, Declan Walsh, Higgins, Stephen, Balding, Lucy, O'Leary, Norma,

A Survey of Attitudes towards Palliative Medicine amongst Doctors Working in an Irish Emergency Department in 2015 Eoin Tiernan, John Ryan, Mary Casey, Aine Hale, Ian Callinan, Declan Walsh, Niamh Garry

Community Healthcare Involvement in Patients with Palliative Care Needs Prior to Emergency Department Presentation Eoin Tiernan, John Ryan, Mary Casey, Aine Hale, Millie Devenish, Ian Callinan, Declan Walsh, Aidan, McGrath

Opioid Conversion Ratios: An Audit of Practice B Brady, L Mulqueen, H Leahy, J McCarthy, A Carmichael, T O'Brien

Two abstracts were submitted to the European Society for Swallowing Disorders (ESSD) Milan, Italy, 14th – 15th October 2016:

Wireless Intra-Oral Measurement Of Dynamic Tongue Pressures: A Clinical Utility Pilot Study C. Kenny; P. Uí Dhuibhir; N. O'Donoghue; M. Barrett; C. Parkes; S. Daly; P. Thirion; D. Walsh;

Psychometric Properties Of Screening And Evaluation Tools For Oro-Pharyngeal Dysphagia In Adults With Cancer Outside Of The Upper Gi Tract: A Systematic Review C. Kenny; J. Regan; D. Walsh;

One abstract was accepted as a poster presentation at Faculty of Health Sciences Research Day, Trinity College Dublin on 15th September 2016 and was selected for display at St. James Hospital

Maximum Voluntary Contraction & Endurance Time as Objective Measures of Cancer Related Fatigue, C.O'Higgins, D. Joyce, B. O'Connor, M. Markicevic, R.Reilly, D. Walsh

Links were maintained or developed this year with St Vincent's Hospital Group, TCD, UCD, UCC, St James's Hospital, University of Limerick, Irish Cancer Society and DIT.

Learning, Training and Development

In February the new virtual learning environment (VLE) was launched following an organisation wide competition to name it. This was aimed at raising awareness and interest in the new VLE for all staff and volunteers. The name OLIVE (OLH&CS Learning In a Virtual Environment) was the winning entry. Thereafter many eLearning courses and programmes were developed and uploaded and links to other resources such as HSEland and the AIHPC Learning Hub were made available.

Facility and Library

This year 1,482 separate events were facilitated in the Centre. The Library and Information Service continued to develop its collection of materials and now holds over 3,458 items including books, journals, reports, booklets and audio visual materials.

Notification was received of 26 presentations and 71 publications completed by staff this year making a total of 97¹. See summary by specialism and type below. ■

Summary of OLH&CS staff publications & presentations 2016						
	Presented		Published			Total
	Oral	Poster	Journal ²	Thesis	Book chapter	
Palliative Care	6	19	31		1	57
Rheumatology		1	34			35
Gerontology / Mixed		5	0			5
Total	6	25	65		1	97
	31		66			

¹ Full list of OLH&CS staff publications and presentations on website.

² Including ePublished ahead of print and abstracts.



Bewley's
1840

IRELAND'S
BIGGEST
COFFEE
MORNING
FOR HOSPICE

3,940

Thanks to your support we provided care to over 3,940 patients and residents in 2016.

FUNDRAISING AND COMMUNICATIONS REPORT

Eleanor Flew

Director of Fundraising and Communications

Our Lady's Hospice & Care Services cannot provide the best in excellent care alone. Our achievements in specialist person centred care are built on the generous donations and fundraising of thousands of individuals, schools, groups and companies. Your support makes our work possible. Thanks to your compassion, commitment and generosity we cared for over 3,900 patients, residents and their families last year as well as providing over 12,300 specialist palliative home care visits. On behalf of all those who use Our Lady's Hospice & Care Services we would like to extend our most grateful thanks to everyone who supported us throughout 2016. It made an incredible difference to so many and for that we are truly grateful.

2016 was another incredibly busy year for the Fundraising and Communications Department within Our Lady's Hospice & Care Services.

Despite the challenging external environment whereby the wider fundraising sector once again found itself in the media spotlight under public scrutiny, 2016 was also a year of growth for the Fundraising and Communications team and a year of many achievements in recognition of the work we do in supporting our patients, residents and their families. We built many new relationships with individuals, trusts and businesses, increased our awareness both nationally and internationally and rolled out a number of core activities raising €4,233,404 to support our vital work. Please note that our financial statements state that we raised €5,222,095 in 2016 – this is due to a number of legacies accrued into 2016 as being due but not received by year-end.

We directly fundraised €3,056,859 while €1,176,545 was generated from those who kindly remembered us in their wills.

2016 was another successful year for our campaigns and events through which we raised €1,343,944 or 3% growth on 2015. The 'Hospice Spring Raffle' continued to perform well and raised €222,847. Mr. Eamonn Sexton won the Opel Corsa S, our top prize in the raffle. Our annual flag day, 'Hospice Sunflower Days,' raised €114,912 or growth of 13% on 2015. Over 460 women walked, ran or jogged in the 'Women's Mini Marathon' to support our work raising €88,521. We also launched our first bespoke trek for a number of years and ten adventurous trekkers hiked the Sierra Nevada in Spain raising almost €42,000 to support our work. Over €13,000 was raised through 'The Big Lie In' campaign.

Our second biggest campaign, 'Ireland's Biggest Coffee Morning for Hospice Together with Bewley's,' raised €387,814. We would like to especially thank our sponsor, Bewley's, whose dedication, generosity and commitment to hospice care has resulted in a 24 year partnership that has raised over €32 million for hospice care nationally since the beginning of the partnership. Our flagship event 'Light up a Life' raised over €454,000 and we witnessed the largest number of guests in attendance to date with over 10,000 people on site. We were delighted to welcome Christy Moore as our special guest of honour who sang a number of his best known and loved songs as well as delivering an incredible performance of The Pogues' 'Fairytale of New York.' Thanks to all who attended this very special event.

Our Blackrock Hospice specific events also achieved great success in 2016. Our 'Open Gardens' trail, whereby members of the public open their beautiful gardens in aid of Our Lady's Hospice & Care Services, raised over €24,000, an 18% increase on the previous year. Our 'Little Flower of Life' in memory event raised over €45,000.

2016 was also a busy year for community fundraising generating over €276,000. Our supporters in the local community organised 125 individual activities in aid of Our Lady's Hospice & Care Services and we are truly grateful for their passion, ideas and energies. We would like to especially thank Ruth Devoy who raised over €16,000 through a triathlon sponsorship, John Ryan Photography who raised over €27,000 through a number of 'Happy Face' events, the Flanagan Family who raised over €8,000 during their 'Remembering Flexy' event and the Transition Year students at Gonzaga College who raised over €5,700 in memory of their teacher Daniel McNeilis.

Special mention must also be made to some annual activities lovingly organised by long standing supporters without whom we would not be able to provide the levels of excellent care that we do. These include:

- 'Speaking for Hospice' which celebrated its 22nd year in 2016 and raised over €8,000 to support our work. Special thanks to Paul Ellis and his tireless team for always putting on such an excellent, entertaining and much anticipated event every summer. In the 22 years that the event has been running over €80,000 has been raised.
- Special thanks also to John Kelly, Gerry McDonagh and their energetic fundraising committee who ran the 16th annual 'Wine and Cheese' party in the Garda Boat Club, which raised over €19,000. Since the event began in 1999 it has raised an incredible €446,000 to support our work.
- William Tilly's spectacular Christmas lights display on Bath Avenue in Sandymount raised over €15,000 in 2016. Mr. Tilly's lights have delighted passers-by every Christmas since 2005 and raised over €91,000 to support our work since that time.
- Special thanks to Alma McArdle and her fundraising committee who have been hosting a coffee morning in Elm Park Golf Club for sixteen years during which time almost €70,000 has been raised to support our work. In 2016 Alma raised over €5,000.
- Finally, special thanks to Breda O'Sullivan who raised over €5,500 from her weekly book sales. Breda has raised an incredible €36,000 since she began selling books in aid of Our Lady's Hospice & Care Services in 2006.

€4,233,404

Thanks to the support of our generous donors we raised €4,233,404 in 2016 to support our vital work.



Mr Tilly's Christmas Fundraiser.
Courtesy of Brenda Fitzsimons, Irish Times

Our regular giving programme of direct debits raised over €167,000 and we are extremely grateful to those who support us on a regular basis. Our individual donations and 'In Memory' donations raised almost €700,000. A heartfelt thanks to all our donors who honoured a loved one by supporting our work. Our 2016 direct mail campaign was also a great success and raised over €57,000. We are extremely grateful to Gillian Markey and her family for telling their personal story.

We would also like to thank all our Corporate supporters for their generosity throughout 2016. This support was provided in a number of ways such as volunteering, fundraising and sponsorship. Thanks to Intel, Zurich, Propylon, SuperValu, Marks and Spencer, Wyse Property Management, Vodafone, Northern Trust, Dublin City Council, BWG Food Service, Aryzta Foods, Artisan Gourmet Food Company, Norspace, LW Flowers, Swizzles Matlow, Smith Williamson, Ulster Bank Walkinstown, Warren Development Group, Park Developments Group and IPUT.

Launch of the most ambitious fundraising project in our history:

As the number of people over 65 in Ireland is set to almost triple in the next 30 years, we know that we will need to provide even more specialist facilities and services for another generation of our patients and their families.

In 2016, we therefore planned for and initiated the most ambitious fundraising project in our history: to bring our specialist palliative care services to even more people in their homes and to develop 36 new state of the art single palliative care rooms in Harold's Cross to ensure privacy, dignity and professional excellence at end of life. Our goal is to fundraise a

minimum of €8.5 million in gifts and multi-annual pledges from individuals, businesses and foundations over the next five to seven years. Once our plan was established, we rolled out a comprehensive process in 2017. This included the development of a strategic plan, a detailed and compelling case for support and the forging of new relationships – together with the establishment of the required systems and structures for this new major gift undertaking.

We are now delighted to announce that throughout 2016 we raised almost €900,000 in gifts and pledges. Two Founding Partnerships, and a first for Our Lady's Hospice & Care Services, were formed with Massey Bros. Funeral Directors and Kiltarnan Cemetery Park, both of whom have committed to a six figure relationship with the Hospice over the next five years. We are particularly pleased to have partnered with Massey Bros. Funeral Directors, not least because their ethos of 'Honouring Life' so closely complements that of Our Lady's Hospice & Care Services. We are deeply indebted to them and, in particular Robert Maguire, for their financial commitment and the considerable amount of time they have given to assisting us with the fundraising campaign. We would also like to especially thank Paul Cullen of Kiltarnan Cemetery Park for his passion, commitment and dedication to our campaign, it is truly appreciated. Clancy also joined us as our first ever Lead Sponsor of Light up a Life in 2016 which will continue in 2017.

We now look forward with ambition and confidence to our critical fundraising efforts in 2017. Every step in our important journey is only possible through the great generosity and leadership example of our Founding Partners – and we would like to thank them most sincerely.





Communications

Our Communications and media programme continued to raise our profile nationally and internationally, strategically supported our fundraising activities and celebrated the stories of the patients, residents and families with whom we work.

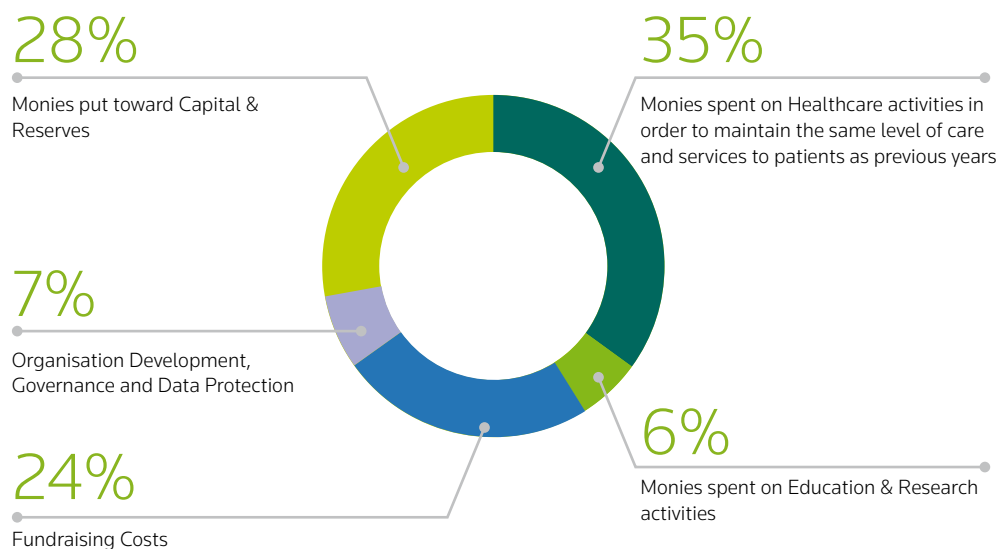
We significantly built our media profile during the year with a number of features and interviews on national media. From a print and broadcast perspective we achieved 26 different items of coverage including an RTE 6.1 and 9pm News feature on 'Light up a Life' as well as the front page of The Irish Times for the second year in a row. We featured as one of Newstalk's 'Biggest News Moments' of 2016 when our 'Flash Mob' went viral. We also featured on the Ray D'Arcy TV Show and had a number of editorials in key national print media.

Our social media profile continued to expand and we witnessed growth of 9% to almost 19,000 followers on Facebook. We also hosted the @Ireland account on Twitter for one week in December.

We were also delighted to welcome the Minister for Health Simon Harris to Harold's Cross to meet frontline staff, learn more about what we do and to tour the site of the new palliative care redevelopment.

Finally, we continued to work with a number of high profile supporters across various activities and in 2016 we worked with Christy Moore, Aine Lawlor, Ian Dempsey, Mary Kennedy, Mario Rosenstock, Derek Mooney, Bláthnaid Ní Chofaigh, Rory Cowan, Brendan Courtney, Jennifer Zamparelli, Brenda O'Donoghue, The Vard Sisters, Paul Byrom, The Fair City cast members, Ray D'Arcy, 98fm and Q102. We are extremely grateful for all their support.

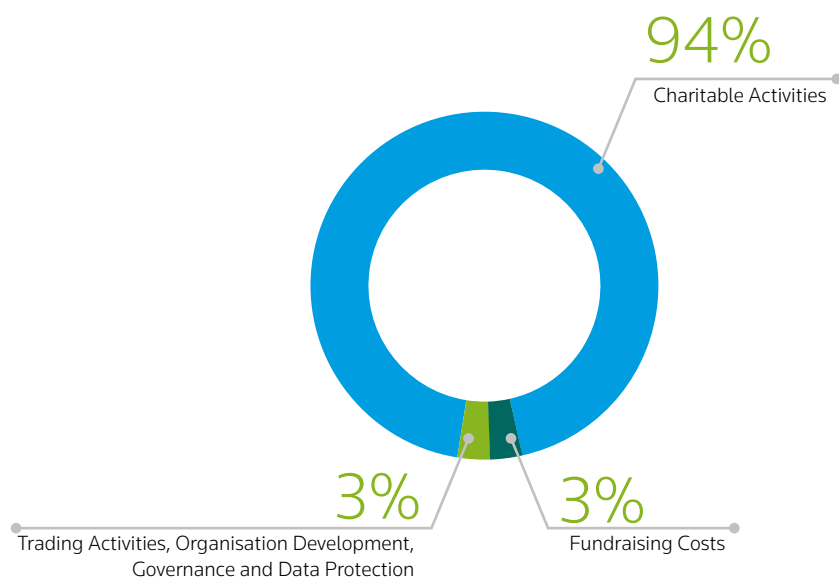
Where your money goes:



Key highlights 2016:

- Over 320 volunteers took to the streets of Dublin in their highly visible yellow 'Hospice Sunflower Days' t-shirts raising €114,912, up 13% on the previous year.
- Over 1,000 coffee mornings were hosted in homes, schools, companies, fire stations, garda stations, parishes and community centres as part of 'Ireland's Biggest Coffee Morning for Hospice Together with Bewley's' raising €387,814. Thanks to our celebrity supporters Mario Rosenstock, Aine Lawlor, Davy Fitzgerald, Derek Mooney, Brenda O'Donoghue and Bláthnaid Ní Chofaigh and our sponsors Bewley's.
- Ian Dempsey returned as MC for the 6th year in a row to the largest crowd in our history at the 24th annual 'Light up a Life' event with over 10,000 people on site raising over €454,000. We were delighted to welcome Christy Moore as our special guest of honour and would like to thank Clancy who became our first Lead Sponsor.
- We achieved 26 individual features in print and media. 'Light up a Life' featured on the RTE 6.1 and 9pm News as well as the front page of The Irish Times for the second year in a row.
- The Minister for Health Simon Harris visited Harold's Cross to meet frontline staff and tour the site of the new palliative care redevelopment.
- Two Founding Partnerships - a first for Our Lady's Hospice & Care Services - were formed with Massey Bros. Funeral Directors and Kiltarnan Cemetery Park, both of whom have committed to a six figure relationship with the Hospice over the next five years.
- The 2015 'Hugh's Hospice Appeal' won two awards in 2016 - The 'Best Direct Marketing Campaign' at the Fundraising Ireland Awards and a silver win at the An Post Smart Marketing Awards. We would like to express our gratitude to Hugh for his generosity and bravery in sharing his personal story. Hugh's video can be seen at olh.ie.
- The 2016 Fundraising Ireland Awards also celebrated the work of long standing volunteer Gerry McDonagh as 'Volunteer Fundraiser of the Year.'
- Finally, we would like to thank all our incredible fundraising volunteers who continue to play a vital role in the fundraising team and without whose tireless energy, dedication and commitment we could not raise the levels of funds that we do. ■

Total Organisational Income vs Expenditure in 2016







300

Thanks to our 300 incredible volunteers, without whom we would not be able to provide the levels of care that we do

VOLUNTEER REPORT

Carolyn Roe / Niamh Moore / Margot Kenny / Imelda Mooney
Volunteer Co-Ordinators

As an organisation, we are extremely privileged to have the commitment, dedication and support of so many incredible volunteers. It is thanks to their generosity of spirit that we can continue to provide the excellent levels of care that we do. One of the biggest changes in 2016 was the retirement in January of our long-term colleague Walter Walsh, who played a significant part in advancing the voluntary services in OLH&CS. The following month we were delighted to welcome Margot Kenny to the Volunteer Co-Ordinator team.

Across Our Lady's Hospice & Care Services we have over 300 wonderful volunteers. Our largest grouping of volunteers are our Patient Care Volunteers with over 270. They support across so many areas such as helping with meals and drinks on the wards; escorting patients/ residents to appointments and religious services; providing hand-care massages, driving patients to medical appointments, home visits, outings and collecting them from their homes to attend our day hospice service. Other volunteers assist at Occupational Therapy sessions with baking, gardening, art and doing crosswords. They also organise social events such as bingo, skittles and musical celebrations. Volunteers also work in our coffee shop, library, reception, as Ministers of the Eucharist and preparing the chapels for services. There are also 16 highly qualified bereavement counsellor volunteers and psychology research volunteers. SONAS is a therapeutic

programme for those suffering from dementia. It uses sensory stimulation to improve cognitive function in participants. Volunteers also provide a wide range of support services for the Fundraising Department, from administration activities and tele-marketing to supporting across our campaigns and events. During the academic year we also welcomed 140 students to Harold's Cross for Community Care/Work Experience and/or Social Outreach.

2016 was an extremely busy year in the Volunteer Department and in January we said good bye to our long-term colleague Walter Walsh. Walter played a significant role in advancing volunteer services in Our Lady's Hospice & Care Services and we wish him well in retirement. The following month we were delighted to welcome Margot Kenny to the Volunteer Co-Ordinator team. Whilst sharing our general volunteer management, these



Volunteer drivers, March 2016

changes in the team also presented a good opportunity to review the Department and individual areas of responsibility such as:

- Driving, finance & coffee shop (Carolyn)
- Students, Investing in Volunteers (IiV) (Niamh)
- Blackrock & all volunteer Garda Vetting (Margot)

2016 was also an incredibly exciting year as we progressed our application to be awarded the “Investing in Volunteers Standard” which is a best practice benchmark intended to improve volunteering practices across Ireland. Volunteer Ireland are the agents for the standard and by the end of 2016 we were at the final stages in the application process. This is part of our continued drive to ensure an excellent standard of volunteer management and to assure volunteers of our best practice. As part of the application process, the “Investing in Volunteers Standard” assessor will visit both Harold’s Cross and

Blackrock Hospice to meet with our CEO, a Board Member, staff, Volunteer Coordinators and volunteers. Up to 40 volunteers, across Patient Care, Fundraising, Bereavement, Complementary and Creative Art Therapies (CCAT) and Psychology will be interviewed to assess if we are providing a quality service to every volunteer. Following this assessment a report will be compiled and forwarded to Lead Assessor/country coordinator in Northern Ireland. We hope to hear if we have been successful in 2017.

The Volunteer Department would like to thank Management and staff, but in particular, our new line Manager Mary Flanagan, for their constant support for the Volunteers. Finally, we would like to express our sincere thanks and gratitude to all our wonderful Volunteers for their support, good humour, willingness and dedication to the patients and staff in OLH&CS.

If you would like to join this team of fantastic volunteers please contact one of our volunteer co-ordinators as below:

For more information on volunteering in patient care or bereavement services please contact Margot on Tel: 01 406 8822 / 406 8898 or by email at volunteers@olh.ie
For more information on volunteering in Fundraising please contact Imelda on Tel: 01 4911072 or imooney@olh.ie ■

VOLUNTEER STATISTICS



5 volunteers are here 20 years and 15 volunteers over 10 years



Approximately 90,000 cups of tea/coffee offered to patients per year



135 Irish & International students volunteered throughout the year



19 dedicated Coffee Shop volunteers support the service 7 days per week



Drivers from both Hospices carried out 2800+ drives for patient medical & social appointments



Volunteers provide more than 630 hours covering reception in Blackrock Hospice

VOLUNTEER STORY

Eileen Goodwin

For over 24 years Volunteers have played an integral role in the care provided in Harold's Cross and Blackrock. We are extremely lucky to have a team of 300 volunteers who bring with them a vast range of experience. Without this support we would not be able to provide the range of services that we offer to patients, residents and their families. Our dedicated and caring volunteers assist staff in patient care, fundraising, bereavement and specialist care services.

Eileen Goodwin is one such volunteer and has been involved since 2005. She describes her regular commitment and time here as 'no terrible strain'.

Dignity is something which Eileen refers to regularly when she speaks about the hospice and the people who work and live here.

'Death is a part of the hospice but it is dealt with in a very dignified way.

"When a person is close to death they move into the 'quiet room' – there is one on each ward. It's nice that their relatives can sit there with them without all the hustle and bustle."

As well as her regular Thursday daytime stint at the hospice - starting at 9.30am and finishing at 4pm - Eileen also comes in on a Tuesday to help with skittles. Activities are an important part of hospice life and, as well as physiotherapy and other therapeutic treatments, these help contribute to overall patient wellbeing.

Eileen talks of the music sessions which take place every four-six weeks: "We have the most beautiful musicians and singers who come in. Because of the types of illnesses which people here have, we don't always

know if someone is enjoying the music, but you have to take that chance; that it is reaching them and it is connecting with them."

She says that it is hard to see people passing away. She recalls one lady who she worked with over many years and with whom she struck up a real connection: "She loved dogs and so do I. I remember one day showing her a picture of my grandchildren and then a picture of my dog. She had no interest in the children, just the dog!

"She passed away recently and it was sad. But it was nice too, to have had those conversations with her."

As well as taking patients to and from Mass in the chapel, Eileen and her team of 19 other Thursday daytime volunteers help with 'elevenses' – taking tea around to the patients and, if necessary, helping them to eat and drink.

She also takes patients to their physiotherapy appointments and, where possible, she takes time to visit and sit with patients - the human connection of a simple chat ever important.

Eileen began volunteering after she retired from her job as a speech and drama teacher. Her children reared, she had both the time and the desire to give. She chose hospice because of a personal experience she had in her own family.

"26 years ago, my sister-in-law, who I was very fond of, died here in Our Lady's Hospice." Eileen came to visit often and recalls a very happy memory from 1990. "It was the World Cup, Italia '90, and Ireland were playing. I told her husband to stay home and watch the match and that I would come and visit that evening."

Eileen remembers the deserted streets of Dublin as she drove and also remembers her sister-in-law that day, despite her weakness. They had the match on TV in the ward. "She was a great football fan and I remember the excitement when Ireland got that goal ... a great cheer went up throughout the ward. It was marvellous."

She says that the patients in the hospice show 'great courage' in all situations including the social activities.

"You have to concentrate at games such as skittles. Some of the patients might not be feeling well at all but you see them making a great effort."

She has a special word too for the relatives of people who are in hospice care. Eileen thinks they deserve credit. "They are fantastic. I remember a while back hearing a man singing gently, in the most beautiful voice. When I walked into the ward, I saw he was singing to his mother who had Alzheimer's Disease. She was so happy sitting there, listening to his beautiful voice and the beautiful words."

"It's not a cold, clinical place at all," says Eileen, "it is a place of great peace, gentleness and quietness."

People who have never set foot in a hospice often say to Eileen, 'Aren't you great giving up your time.' She is emphatic when she says that her volunteering is 'not a holy thing or a sacrifice'. She describes it, very simply, as 'taking part in my life'. ■



FINANCE REPORT

Simon Costello

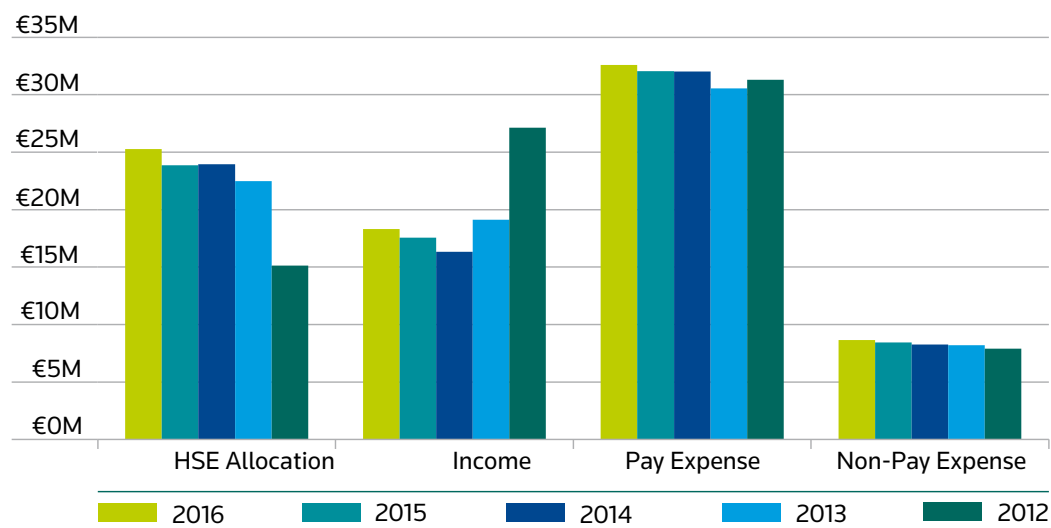
Interim Head of Finance

Our Lady's Hospice & Care Services recorded an overall deficit of €455,801 in the year to 31st December 2016, compared to a deficit of €822,609 in the previous year. This is made up of a restricted deficit of €349,321 (2015: deficit of €733,330) and an unrestricted deficit of €106,480 (2015: deficit of €89,279). Restricted activities relate to all HSE funded healthcare activities along with restricted donations from the public and expenditure relating to same.

Fundraising activities generated income of €5.7m of which €1.8m was paid in respect of pay and non-pay expenditure for healthcare activities in order to maintain the same level of care and services to patients as previous years. The remainder of monies raised are being used to fund the New Palliative Care Unit. During the year €7.7m was paid in relation to the construction of the New Palliative Care Unit.

- Overall, the total operating expenditure in 2016 for all activities amounted to €41,226,228, an increase of €729,514 or 1.8% on the 2015 figure.
- Payroll expenditure accounted for €32,588,686 (79% of total), being an increase of €538,501 or 1.7% on the 2015 figure. A significant amount of healthcare salaries (€1.7m in 2016 down from almost €1.9m in 2015) are still paid from

Five Year Financial History

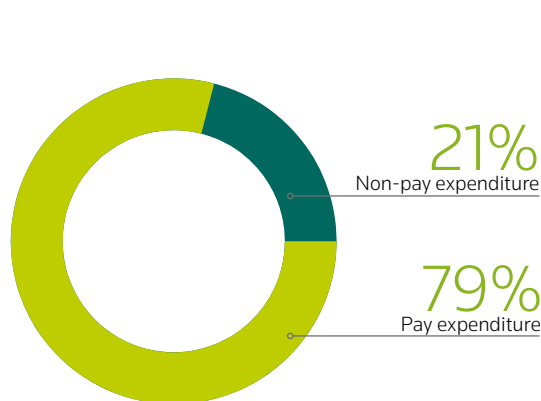


fundraising activities in order to maintain the same level of care as previous years. High Superannuation costs of €2.1m (an increase of €0.2m or 11% from 2015) continued in 2016 due to an increase in the number of retirements in recent years.

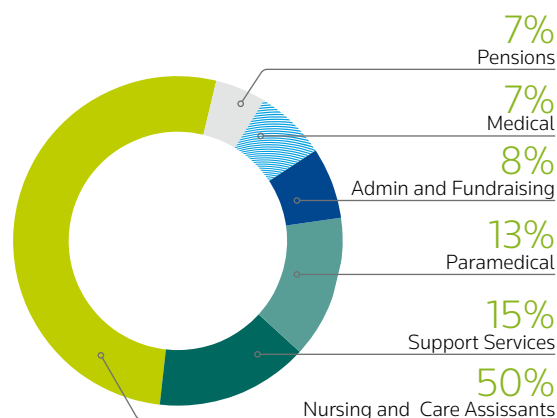
- Non-Pay expenditure was €8,637,542 (21% of total), being an increase of €191,013 or 2.3% on the 2015 figure.
- By way of note to the above graph, the HSE transferred €12.1m out of its Allocation in 2012 in

relation to the Nursing Home Support Scheme (Fair Deal Income) resulting in the large decrease in Allocation and increase in Income in 2012 as captured by the shift in the graph. In 2013 the HSE re-aligned its Allocation by transferring back in €8.9m in relation the NHSS due to an over estimation made in the previous year concerning potential income. This resulted in an increased allocation for 2013 and decreased income. NHSS is a government scheme of financial support for people who need long term nursing care.

Analysis of Expenditure

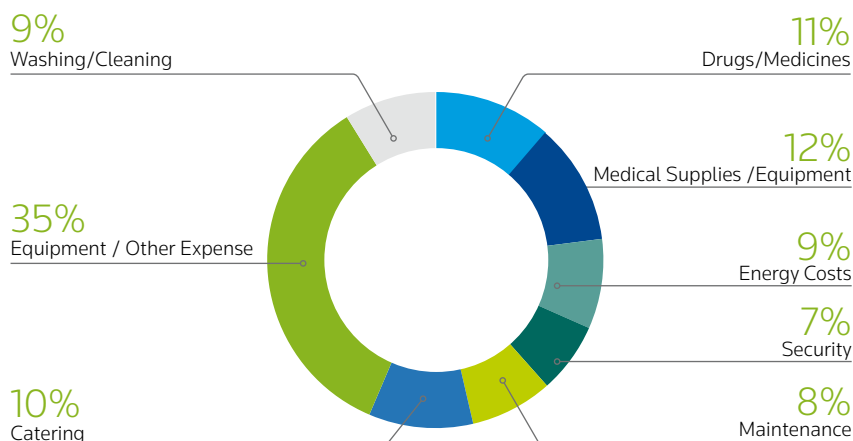


Analysis of Payroll Expenditure



The Payroll cost by department remained largely unchanged between 2016 and 2015

Analysis of Non-Pay Expenditure

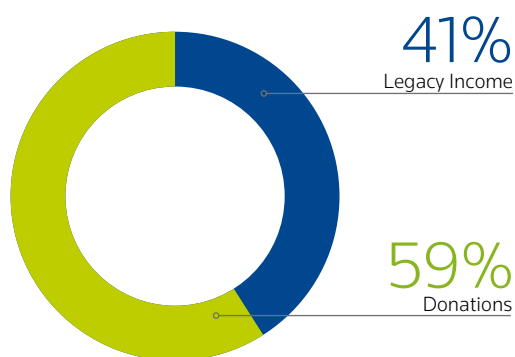


The relative spend within the Non-Pay category remained largely unchanged, while the year showed an increase in the overall Non-Pay costs of €191,013 which equates to just over 2% for the year.

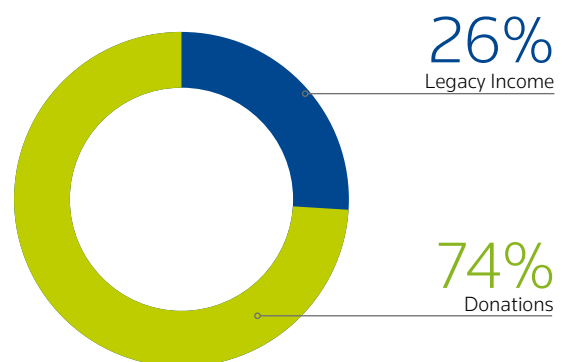
Fundraising Activities

The Fundraising Receipts in 2016 show a 4% decrease in Donations which has been more than offset by a 93% increase in Legacy Bequests. The net effect being that overall Income from Fundraising increased by €913,008 or 21% to €5.2m in the year to December 2016.

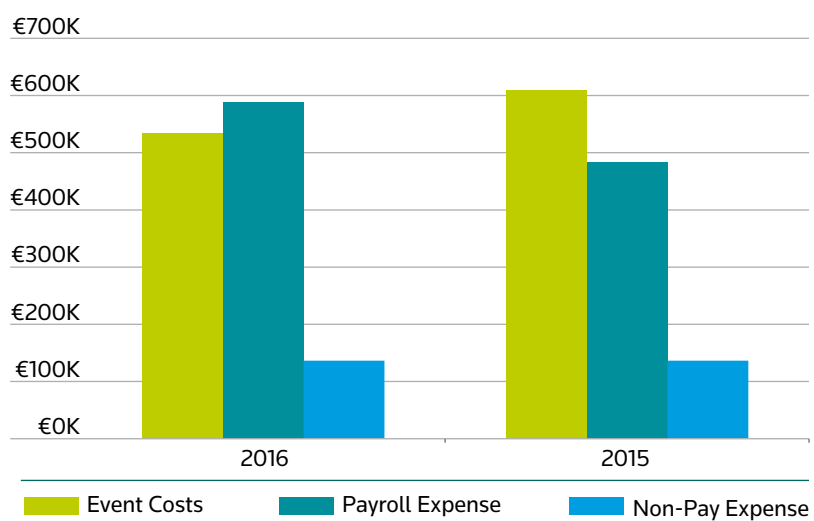
2016 Fundraising Income



2015 Fundraising Income



Analysis of Fundraising Costs



There was a 3% increase in total Fundraising costs in 2016.

Statement of Financial Activities

	Notes	Unrestricted € 2016	Restricted € 2016	Total € 2016	Unrestricted € 2015	Restricted € 2015	Total € 2015
Income From							
Donations & Legacies	3	4,886,621	335,474	5,222,095	4,108,022	201,064	4,309,086
Charitable Activities	4	433,456	36,780,827	37,214,283	428,798	36,087,359	36,516,157
Investment Income	5	531,920	-	531,920	150,902	-	150,902
Other Trading Activities	6	603,841	-	603,841	585,380	-	585,380
Total Income		6,455,838	37,116,301	43,572,139	5,273,102	36,288,423	41,561,525
Expenditure on							
Raising funds	7	1,909,469	538,795	2,448,264	1,549,242	433,296	1,982,538
Charitable Activities	8	4,264,103	36,926,827	41,190,930	4,101,446	36,588,457	40,689,903
Total Expenditure		6,173,572	37,465,622	43,639,194	5,650,688	37,021,753	42,672,441
Net income/(expenditure) before other recognised (loss)/gain		282,266	(349,321)	(67,055)	(377,586)	(733,330)	(1,110,916)
(Loss)/gain on financial assets at fair value	15	(388,746)	-	(388,746)	288,307	-	288,307
Net Expenditure before taxation	10	(106,480)	(349,321)	(455,801)	(89,279)	(733,330)	(822,609)
Taxation	12	-	-	-	-	-	-
Net Expenditure		(106,480)	(349,321)	(455,801)	(89,279)	(733,330)	(822,609)
Total funds at beginning of financial year		29,984,356	17,863,335	47,847,691	30,073,635	18,596,665	48,670,300
Total funds at end of financial year		29,877,876	17,514,014	47,391,890	29,984,356	17,863,335	47,847,691

Balance Sheet 2016

	Notes	2016 €	2015 €
Fixed Assets			
Tangible Assets	14	81,629,543	75,931,668
Financial Assets	15	729,479	4,230,188
		82,359,022	80,161,856
Current Assets			
Stocks	16	346,822	276,452
Debtors: Amounts falling due within one year	17	6,027,671	4,325,366
Investment	18	1,113,356	4,397,648
Cash at bank and on hand		3,804,041	4,207,079
		11,291,890	13,206,545
Creditors: (Amounts falling due within one year)	19	(7,620,234)	(6,881,922)
Net Current Assets		3,671,656	6,324,623
Net Assets		86,030,678	86,486,479
Capital and Charity Funds			
Called up share capital	20	2	2
Share premium	20	38,638,786	38,638,786
Restricted capital funds	28	19,175,817	19,709,821
Restricted funds	28	(1,661,803)	(1,846,486)
Unrestricted funds	28	29,877,876	29,984,356
Charity funds		86,030,678	86,486,479



PATIENT STORY

Tony Cooke

Tony Cooke has many roles in life: dad; stepdad; husband; brother, and former Managing Director of a large services company. He is a true blue Dub who won't miss a match, having grown up on the north-side of the city and moved to Blackrock on the south-side.

He is one of a small number of people in Ireland who live with Multiple System Atrophy (MSA), a rare progressive neurological disorder. He describes the condition as *'like Parkinson's on steroids'*.

Diagnosed in November 2015 after extensive tests, MSA impacts his balance and co-ordination. Tony can no longer stand upright unaided. He has had to abandon his much loved round of golf, no longer drives and requires an aid to walk.

"I was with the consultant in the hospital at one stage and he said he thought I might need some extra help; he thought I was depressed."

After an initial visit at his home by a doctor and nurse, Tony now attends Blackrock Hospice, once a week, for a twelve week programme as part of their Day Hospice services.

He describes the hospice and the support he gets as *'the best thing that ever happened to me'*.

"It's very difficult for me [physically] to get ready to come here but it is very enjoyable ... Outside, people don't know what to say to you. In here, everyone is on the same bus trip - they are just going to get off at different bus stops."

Attending Day Hospice has given Tony a sense of structure and focus in his life again.

Because of the effects of his illness, he doesn't leave his home much anymore, so coming here gives him something to look forward to each week.

"When I started here I tried mindfulness and realised that there's more to it than I thought. It teaches you to live in the present - I was living everywhere but the present; I would be in the past and the future."

Tony also appreciates the emotional and physical benefits that he gets from physiotherapy and aromatherapy massage.

"I suffer from something that is known as 'coat hanger pain', which affects the muscles across the shoulders." The pain is continuous and worsens as the illness progresses; it is severe pain and painkillers do not help as much as they used to. "It's a bit like the muscles are locking and then somebody decides to pull them. The massage frees up the muscle." He says the pain is gone completely for some time after the treatment.

Tony describes his energy levels as *'diabolical'* as a result of the MSA. As part of his programme at Day Hospice he participated in training to help him manage symptoms like fatigue *"they got us to write a list of what we were doing each day and all of the steps involved."*

Activities like going up stairs meant it would take 25 minutes to get his breathing and blood pressure back to normal. *"Now, I get up in the morning and once I come down the stairs, I don't go back up until I'm going to bed that night."* He also now shops online and his recent purchase, a motorised scooter, has helped hugely, particularly giving him independence to get around on his own at his son's recent wedding.

Tony says there's a stigma about hospice and that you just come here to die. *"People think that coming here means 'throwing in the towel'. I think the opposite. It has given me a new lease of life ... To be honest I didn't expect to like it so much."*

He is hugely complimentary of the staff and volunteers. *"Without a doubt, it brings purpose back to life ... when your thrill for the day might be getting your socks on, it's a change to have somewhere to look forward to and to be 'normal' ... The companionship is really important."*

"People associate the word 'death' with hospice. I would be more inclined to use the word ... 'dignity'!" ■





DONOR CHARTER

Our Lady's Hospice & Care Services was established in 1879. Today, as Ireland's largest hospice, we are a 218 bed facility and pride ourselves on providing specialist and loving care for those with a wide range of needs from rehabilitation to end of life care. There are no charges for the services provided by Our Lady's Hospice & Care Services and our core values of Human Dignity, Compassion, Justice, Quality and Advocacy, both for our patients and their families, are at the heart of everything we do.

As such, our promise is to treat all our donors and supporters with respect, honesty and openness and we are truly grateful for the generous support we receive from both the local and business community. We will ensure that we are accountable and transparent in our fundraising activities so that donors have confidence in the way in which we run our fundraising practices.

To ensure that we meet our commitment to our donors and prospective donors we will:

- Treat all donors with respect and confidentiality
- Respect your right to privacy and will comply with the laws relating to the use of personal data and fundraising best practice
- Ensure that our communication with you is honest and transparent
- Handle your donation responsibly, wisely and for the purpose it was intended
- Remove your contact details from our database upon your request

All donations will be:

- Handled responsibly and to the greatest benefit of the beneficiary
- Handled with the highest level of accuracy and transparency and financial records will be kept to ensure accountability and tracking
- Acknowledged promptly (please note that this is not possible if we do not have sufficient or correct contact details)
- Applied to the purpose for which they were donated. If that area has since been fully funded or the funds are not required in that area, the donor will be contacted and an alternative funding need will be suggested.
- Subjected to an annual audit by a firm of independent Auditors and our audited annual financial statements and annual reports are available from our head office in Harold's Cross and on our website, www.olh.ie

Our Lady's Hospice & Care Services staff will:

- Be transparent, accurate and honest
- Achieve the highest standards of professionalism at all times
- Seek to minimise costs relating to fundraising activities
- Inform our donors about our services and developments and the impact that their donations achieve.
- Where applicable claim tax relief on donations
- Provide donors with access to the procedures for making and responding to complaints ■

YOUR SERVICE, YOUR SAY.....

COMPLAINTS AND FEEDBACK PROCESS AT OUR LADY'S HOSPICE & CARE SERVICES.

Patricia Pierce
Complaints Officer

During 2016 over 3,940 people and their families benefitted from the care provided in Our Lady's Hospice & Care Services. At every contact point and aspect of care delivered, each member of staff tries to live by our core values and mission statement, in providing high-quality, loving, person-centred care.

It is inevitable that complaints are received, but these are looked at positively, as a way to address any of our short-fallings and an opportunity to improve. As with every line of work, routine can lull us into a false sense of security, but every patient and resident has different requirements and we need to be alert to this.

Our Lady's Hospice continues to involve our residents in their care. The Residents Committee provides feedback which helps address any issues at an early stage.

Suggestion boxes are located on each ward and, again, these can direct us towards patient satisfaction initiatives.

In November 2016 a HIQA inspection noted:

"The inspector saw that there was evidence of consultation with residents and their representatives in a range of areas, for example, the assessed needs of residents, the care planning and review process, involvement in social and recreational activities and changes and improvements to the environment." ■

Complaints Statistics 2016:

Category / Definition	No's 2015	No's 2016	Outcome
Access Accessibility /delays / facilities / parking / transfer issues /transport/ visiting times/other access issues	1	1	Resolved at local level – volunteer to transfer patient if wheelchair taxi unavailable.
Dignity & Respect Alleged inappropriate behaviour / care delivery / discrimination / ethnicity / end-of-life care / other dignity and respect	3	2	One resolved locally to satisfaction of complainant. One referred to HIQA (NF06).
Safe & Effective Care Adequate human resources / diagnosis/ continuity of care (internal/ external) / discharge / H&S issues / healthcare records / hygiene / infection prevention & control / patient property / medication / treatment and care / other safe and effective care.	2	1	Theft of property but patient declined to involve Gardai.
Communication & Information Communication skills / delay and failure to communicate / diverse needs / information / telephone calls / other communication and information.	1	3	All issues resolved locally to complainants satisfaction.
Participation Consent / parental access and consent / patients/family/relatives/other participation	0	0	
Privacy Confidentiality / hospital facilities (privacy) / other privacy	1	6	The same complaint made by six patients on one ward related to curtain alignment with beds. Resolved locally.
Improving Health Empowerment / holistic care / catering /smoking policy / other improving health	0	1	Resolved locally to complainants satisfaction.
Accountability Patient feedback / finance / other accountability	0	0	
Other	0	1	Anonymous complaint re favouring one undertaker over others. Unsubstantiated based on statistics.
Clinical Judgement	0	0	
Complaints Withdrawn	0	0	



light up a life



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