



Respite Harold's Cross
Rehabilitation Blackrock
Reassurance Wicklow

2025

ANNUAL REPORT AND ACCOUNTS



Delivering compassionate
care through integration,
collaboration, and innovation



“The hospice became our safe haven in my dad’s final days and really, that time is what I now describe as a gift. The staff on duty that week will always hold a place in my heart.”

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SECTION 1:

An introduction to Our Lady's Hospice & Care Services

A message from our Chair and Chief Executive Officer

Hilary Coates, Chair of the Board of Directors

Mary Flanagan, Chief Executive Officer

Every day across Our Lady's Hospice & Care Services, our teams provide compassionate, specialist care to patients, residents and families at some of life's most challenging moments. This Annual Report reflects the dedication, expertise of our staff, volunteers and supporters, while highlighting the progress we have made together throughout 2025.

This year marked an important milestone for our organisation with the launch of our new 2025–2030 Strategic Plan. Built around the principles of integration, collaboration and innovation, the Strategy sets a clear direction for the years ahead, ensuring we continue to deliver high-quality, person-centred care while responding to the evolving needs of our communities. It also reflects our commitment to supporting and developing our people, whose expertise and compassion are at the heart of everything we do.

Throughout the year, we continued to invest in our services, our facilities and our future. We completed the refurbishment of the hydrotherapy pool at our Harold's Cross campus, restoring an important therapeutic resource for patients. We also progressed plans for a state-of-the-art High-Fidelity Simulation Suite, which will strengthen multidisciplinary clinical education and help ensure our teams continue to deliver the highest standards of specialist care.

Alongside these developments, we continued to advance digital innovation through our work on the national Community Care Record for Specialist Palliative Care, in partnership with Milford Care Centre and the HSE's Technology and Transformation team. This significant project will continue into 2026 and will support more integrated and data-informed care for patients across Ireland.

We were also proud to celebrate five years since the opening of Wicklow Hospice. Over that time, the Hospice has become an integral part of the local community, providing compassionate specialist palliative care and support to patients and families when it is needed most.

None of these achievements would have been possible without the support of the HSE, which provided funding for staffing and service delivery. The commitment of our people cannot be emphasised enough and we extend our sincere thanks to our colleagues across our three sites and community services, whose professionalism, compassion and dedication make an extraordinary difference every day. We also thank the Executive Management Team for their leadership throughout the year and our Board of Directors for their continued guidance, expertise and stewardship.

We would like to take this opportunity to recognise the significant contribution of Mr Lorcan Birthistle, who stepped down as Chair of the Board after completing his term of office. We are grateful for his leadership and commitment to the organisation. We also warmly welcome our new Board Directors, Siobhán O'Sullivan and Olan Cremin, whose knowledge and experience will further strengthen our governance in the years ahead.

Our work is strengthened by the invaluable contribution of more than 400 volunteers, whose generosity of time and compassion enrich the lives of our patients, residents and families. We are equally grateful to our donors and supporters, whose ongoing generosity enables us to continue investing in specialist care, education, research and innovation.

As we look to the future, we do so with confidence. Guided by our new Strategy and inspired by the dedication of our staff, volunteers, partners and supporters, we remain committed to delivering compassionate specialist care through integration, collaboration and innovation, ensuring more people can access the care they need, when and where they need it most.

Thank you for your continued support of Our Lady's Hospice & Care Services.



A handwritten signature in black ink that reads "Hilary Coates".

Hilary Coates
Chair



A handwritten signature in black ink that reads "Mary Flanagan".

Mary Flanagan
CEO

About us and our work

WHO WE ARE

Established by the Religious Sisters of Charity in 1879, Our Lady's Hospice & Care Services (OLH&CS) provides specialist care for a catchment of over one million people with a wide range of needs from residential and rehabilitation to end-of-life care. We have over 700 staff and 400 volunteers across our three bases in Harold's Cross (est. 1879), Blackrock (est. 2003), and Wicklow (est. 2020). Our three core services, along with our bereavement and volunteer services, are supported by education and research, which form the foundation of quality healthcare.

WHAT WE DO

We provide the following three core services:

1. Specialist Palliative Care Service

Specialist Palliative Care is provided in each of our locations, making OLH&CS the largest provider in Ireland. Our focus is to improve the quality of life for those with a life-limiting illness. We help patients to live with comfort, dignity and peace of mind, taking a holistic approach to meet their needs while also supporting their loved ones. The service consists of an inpatient unit on each site, with 36 inpatient beds in Harold's Cross, 12 in Blackrock Hospice and 15 in Wicklow Hospice. We also operate outpatient services, as well as supporting thousands of patients in the community through our Specialist Community Palliative Care teams across South Dublin and Wicklow.

2. Rheumatic & Musculoskeletal Disease Service (RMDU)

Our Rheumatic & Musculoskeletal Disease Unit (RMDU) enables patients with chronic conditions to maintain or improve their quality of living. Our RMDU is unique within the Irish system, with inpatient and outpatient services to assess, treat, support and educate patients with rheumatic and musculoskeletal diseases. Our expert team works closely with patients to manage pain and other symptoms and help them to achieve their best quality of life.

3. Older Person Service

Our Older Person Service is delivered through two main units:

Extended Care Unit

A purpose-built HIQA-registered residential centre, called Anna Gaynor House. The centre provides a safe and comfortable home for residents with high dependency care needs who require 24-hour nursing care.

Community Rehabilitation Unit

Our Community Rehabilitation Unit (CRU) provides inpatient care for people aged 65 and older who can benefit from a personalised rehabilitation programme. CRU works with patients to optimise function, supporting them to continue living independently in their own home. CRU also supports advance care planning, with the aim of avoiding hospital admissions. Our Older Person Service also provides a Dementia Support Service.

Our core services are complemented by a number of additional services:

Bereavement Service

Our Bereavement Service is an integral component of our comprehensive specialist care services. Provided by social workers and highly trained bereavement volunteers, it supports families and carers when their loved one is in our care. Additionally, we offer bereavement counselling for children, young people, and adults.

Volunteer Service

We are very privileged to have the fantastic support of over 400 volunteers across our three sites. Our team of volunteers is engaged in all areas of the organisation and without this support we would not be able to provide the wide range of enhanced services that we offer to our patients and their families.

Education and Research

Our education, research and training programmes form the bedrock of quality services for patients and their families. Courses, seminars and workshops are provided in our dedicated Education and Research Centre in Harold's Cross, as well as online. Research is carried out across the organisation and is essential to ensure we provide the best care possible.

Fundraising and Communications

OLH&CS needs to raise a minimum of €5.6 million every year to support our enhanced patient service offering and fund our ongoing capital requirements. Our donors are at the heart of all that we do, and we are hugely grateful for their ongoing support. We leverage strategic communications to not only acknowledge our donors regularly but also to effectively convey our mission, drive awareness of our activities through storytelling and highlight our impact to various stakeholders.

Our mission and values

OUR MISSION

Our Lady's Hospice & Care Services, founded by the Sisters of Charity in 1879, continues its mission by providing high quality, person-centred health and social care services in the Hospice and community.

OUR VALUES

Every day, our work is inspired, motivated and guided by the following core values:



HUMAN DIGNITY

We will respect the unique worth of every individual.



COMPASSION

We will empathise with those who are in discomfort or suffering and strive to understand their experience.



JUSTICE

We will consistently act with integrity, honesty, commitment and accountability.



QUALITY

We will strive for excellence in all aspects of our work.



ADVOCACY

We will represent the needs of those who are unable to speak for themselves.

2025 year in review

The team at OLH&CS works alongside our supporters, partners and local communities to ensure patients and their families receive compassionate, specialist care and support when they need it most. Our three sites are:

BLACKROCK
(established 2003)



HAROLD'S CROSS
(established 1879)

WICKLOW
(established 2020)

As Ireland's largest provider of specialist palliative care, Our Lady's Hospice & Care Services supports a catchment population of more than one million people across South Dublin and Wicklow.

In 2025, we provided:



Care and support to **5,331 patients and their families** across our services



16,271 specialist palliative community visits, enabling patients to receive care in their own place of home



569 life-enhancing infusions through our **Rheumatic and Musculoskeletal Disease Unit**



Dementia respite care and support to **139 patients**

In 2025, we also:



Raised **€6.7 million** through the generosity of our supporters.



Appointed our first ever **Patient & Service User Engagement Officer.**



Achieved **Gold certification** in the National Standards Authority of Ireland's *Excellence Through People* Award Scheme, recognising our commitment to staff engagement, wellbeing and organisational culture.



Employed **726 clinical, medical and support staff** representing **29 nationalities**, reflecting the diversity and dedication of our workforce.



Invested €210,000 in upgrading the **Hydrotherapy Pool** at our Harold's Cross campus, enhancing an important therapeutic resource for patients.



Delivered **849 bereavement counselling sessions**, providing specialist support to adults, children and families following the death of a loved one.



Benefited from the invaluable contribution of more than **400 volunteers**, whose generosity of time and compassion enriched the experience of patients, families and staff across our services.



Celebrated Blackrock Hospice winning a **Dún Laoghaire-Rathdown County Chamber Business Award** in the 'Best Professional Services (greater than 10 employees)' category.

The awards celebrate innovation, growth, leadership and community spirit across the business community.



Introduced the organisation's **first fully electric vehicle** for our Community Palliative Care Team, supporting more sustainable care while helping staff reach patients in their place of home across South Dublin.



Opened a **new dedicated space for children** and families at our Harold's Cross campus, creating a welcoming environment to support children and young people during some of life's most difficult moments.



Hosted our **first ever Culture Night** event – a performance by Rathfarnham Theatre Group featuring poetry, music, song and drama inspired by our capital city, called A Dublin Saunter.



2025-2030 Strategic Plan

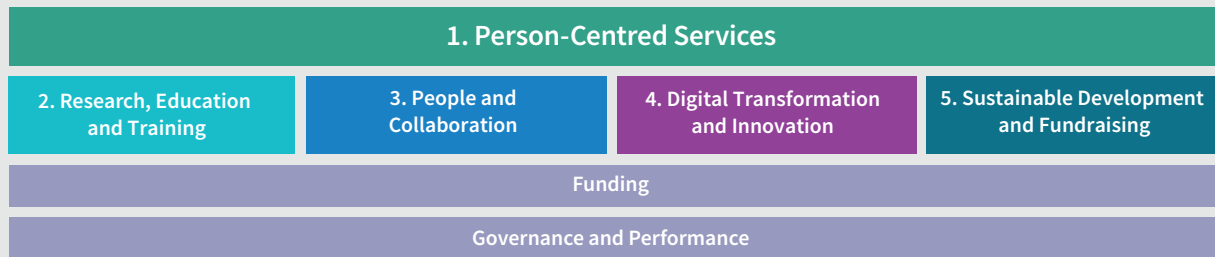
Delivering compassionate care through integration, collaboration, and innovation



In 2025, we launched our new 5-year Strategic Plan at an event which was attended by the Minister for Health, Jennifer Carroll MacNeill TD. In developing this strategy, we set out five themes with Person-Centred Services as the cornerstone. These themes are supported by two enablers, Funding and Governance and Performance.

Each of the five themes has two key objectives associated with it, which will guide our efforts over the years ahead.

OUR STRATEGIC FRAMEWORK



OUR OBJECTIVES

1 PERSON-CENTRED SERVICES

Strengthen integrated and community-driven service delivery models in collaboration with our acute and community partners across our three specialities.

Maintain excellence in the provision of specialist care services through enhanced team-based care delivery, improved coordination, and ensuring equitable access for all.

2 RESEARCH, EDUCATION AND TRAINING

Establish a leading and integrated research and education approach.

Foster a culture of continuous professional development and empower all staff to engage on a journey of lifelong learning.

3 PEOPLE AND COLLABORATION

Establish an organisational structure and workforce that aligns with the future needs of our evolving services and specialities.

Enhance our communications and engagement with a refreshed, person-centred approach.

4 DIGITAL TRANSFORMATION AND INNOVATION

Drive digital transformation to enhance operational efficiency, optimise processes, and improve service delivery.

Embed a culture of innovation and harness data-driven insights for improved decision-making.

5 SUSTAINABLE DEVELOPMENT AND FUNDRAISING

Ensure the effective and strategic development of our infrastructure through comprehensive planning and optimal utilisation of resources.

Embed sustainability practices into every aspect of our operations, alongside securing sustainable fundraising mechanisms.



SECTION 2:

Person-Centred Services



Enhancing care services across our three specialities

Throughout 2025 we continued to strengthen our integrated, person-centred model of care across our three specialist areas. We worked in close partnership with colleagues across acute hospitals, primary care and community services to ensure patients and families received the right care, in the right place and at the right time.

Thanks to the dedication of our staff, volunteers and partners, we provided compassionate, specialist support to 5,331 patients and their families across our inpatient, community and specialist services during the year.

Guided by our Strategic Plan, we remained focused on delivering excellent care through multi-disciplinary teamwork and innovation. We also continued to improve coordination across our services, helping to ensure that everyone who needed it could access high-quality, compassionate care.

We are proud to share below some of our 2025 achievements from across our three specialist areas.

Palliative Care: Helping People Live Well

We continued to provide high quality, person-centered care across our three sites from our inpatient units, and through our community services. Collectively we focused on helping people live as well as possible, with comfort and dignity.

Key achievements:

- Provided 16,271 specialist palliative homecare visits to patients' place of home.
- Officially opened a dedicated space for children and young people accessing Palliative Care at our Harold's Cross campus. Funded through a grant from the RTÉ Late Late Toy Show Appeal, secured in 2024 through Community Foundation Ireland, the space provides a welcoming and age-appropriate resource to support families.





When asked how he would rate the new dedicated space for children and young people accessing Palliative Care at our Harold's Cross campus, a four-year-old boy gave it
10 out of 10!

- Our Community Palliative Care Teams (CPCT) continued to develop integrated care pathways, working in collaboration with GPs and community services, to improve accessibility and continuity of care.
- Expanded collaboration between our Blackrock Hospice Community Palliative Care Team and the Emergency Department in the Home (EDITH 2) service at St Vincent's University Hospital. Together, the teams progressed joint education initiatives and integrated working to enhance care for nursing home residents requiring urgent assessment and support.
- Our Palliative Care team worked closely with the Integrated Care Programme for Older Persons (ICPOP), providing shared care for patients with Dementia and Frailty. We presented orally on this work at the Irish Association of Palliative Care (IAPC) Conference and a poster has been submitted to the European Association for Palliative Care for 2026.
- Continued development of our Community Advanced Nurse Practitioner (ANP) roles, expanding our outpatient services and working in collaboration with external stakeholders such as inclusion health services.
- Conducted a review of our Multidisciplinary Breathlessness Support Service, which demonstrated clinical effectiveness. This was attended by 79 patients.

- Hosted our first ever 'Talk & Tour' open evening, as part of Palliative Care Week in September. We welcomed a group of visitors from the locality into our Harold's Cross site, where they learned more about our multi-disciplinary team and the wide range of services we provide in their locality, before taking a tour of our facilities. We plan to extend the event to Blackrock and Wicklow hospices in 2026.



- Hosted our third annual Margaret Chamberlain lecture in November, reaffirming our focus on the importance of strong communication in our work. We were honoured to welcome members of the Chamberlain family to the event, and attendees were moved by a piece of original prose shared by Dr Paul Gregan, Consultant in Palliative Medicine.
- In December we celebrated the 5th anniversary of Wicklow Hospice, marking an important milestone alongside many of the supporters, partners and community members who helped make the hospice a reality.



Departed this world

By Dr Paul Gregan, Consultant in Palliative Medicine

The morning handover pauses for two whispered words, rippling through the ward. "He's gone." We'd been waiting and they'd been waiting.... five long nights and days, as he ebbed on the tidal turn of life. It is the end of this family's doldrum, a horrendous waiting game, the end of 'how long has he got' questions, of 'can he hear us', 'how do you know?', 'how do you know?' 'How do you know?'...

I'll certify but wait a while.

I'm conscious of how I walk on the polished floor, not too quickly, not too slowly, in a kind of 'goldilocks zone' of palliative pace. I remind myself that for them it is not routine, not the everyday. In the surreal, they'll need me human. I slow to make it feel to me the formal process it should, a medical rite that I know I have done a thousand times for a thousand people.

Outside the room I weave my way through a forest of hunched relatives, stunned in the aftermath, eyes bloodshot in a monsoon of cried grief. They are in-between the before and the after, in a foggy no-man's land of shambolic distress, unified sadness, spreading the news through phones to the four corners of life. Their great man has died, uprooted from their deepest ground, departed this world, laboured out as he was laboured in.

On the glass windowpane of his half open door, a green- coloured felt butterfly bobs on a ribbon. It served as an in-house reminder that the incumbent was not long for this world and now feels at once redundant yet alive in a room of dying. It's a coloured elusive insect like those he might as a child have chased with a net, a féileacán.

I knock and enter, carefully moving in awkward shoes. The room is murky and heavy-aired from the overnight vigil, darkened by closed blinds, his deathbed a crucible of dismay. Puffed faces look up from his grasped hands. Some don't. I'm suddenly struck by the centrality of this man to his family as they surround him like crew on a boat adrift on the uncertain seas of human end. They have sailed with him as far as they could, but he has gone, flown like that butterfly, freed from the chrysalis of earthly life. And they are done, they are so done, hanging on tired bones, exhausted as they sit scattered across the room on camp beds like tornado-strewn windthrow.

I'm noticed, and their angled glances flick to me. For a moment I feel like a bee in the wrong hive, but I'm no threat, no intruder. Yet I don't dally, for I know that this time, with him now, is a sacred time. They see me seeing them raw in the moment. I know that in here, how I say what I say, how I do what I do matters greatly to them, and to me. I'm careful not to tread on landmines with clumsy words.

I back to the solid wall, open stance, hands behind, lowered gaze. I try to fall into their rhythm.

Words are hard, differing for each dying as they should. There is no script, just instinct, so I feel the room, fathom their pain, un-doctor my mind and look to their torn faces. We talk in tough words and gentle cadence and connect between the lines....how peaceful he now looks, the end of his long road, the end of pain. Some words collapse them, making reality real...their silence saying more than I can. My senses feel wide open now, listening, trying to feel for what they are feeling, any countertransference to guide me...sadness, anger, surprise, numb.

Words run dry

I excuse myself as I must certify his evident death, a perfunctory duty I've done for decades. They excuse themselves, choose to leave. In the silence I clutch my burgundy-coloured stethoscope through which I had yesterday checked for signs of his wheezing life, now used to confirm its absence. Absent breath sounds, absent heart sounds, pupils fixed, dilated, absent life. Cold hands.

For a moment I look about at the empty derelict room, his best life cornered in photos from home. Vague smells of eucalyptus, camomile and lavender oils perfume the air, and the morning light dapples his remains through the blinds. Soon my nursing colleagues will lay him out in clean white sheets.

When I emerge from the room, they are waiting, but the moment has changed. They seem to be released, almost liberated, perhaps a cathartic stepping out into their blinking light of dawn. They thank us all profusely, genuinely, humanly. I shake each proffered hand and nod at those who don't.

The family slowly distance to coffee groups and practicality.

Older Person Service: Living well through care, compassion and connection

Throughout 2025, Anna Gaynor House continued to provide a warm, welcoming and person-centred environment where residents are supported to live with dignity and a strong sense of community. As a registered residential centre, the facility is subject to regular HIQA inspections and the service is operated in accordance with HIQA's Statement of Purpose.



Key achievements:

- In response to feedback from residents, we developed a virtual tour of Anna Gaynor House which is now available on the OLH&CS website. The video offers prospective residents an insight into daily life and the lived experience within the unit.
- In January, we welcomed the Lord Mayor of Dublin, Emma Blain, to our Harold's Cross site where she was particularly interested to hear more about our Dementia Cafés.





- Members of our resident choir The Chancers were invited to perform at the Mansion House in April, where they also enjoyed afternoon tea with the Lord Mayor of Dublin. The occasion was a wonderful celebration of creativity and community, highlighting the important role that music plays in enriching residents' lives.
- At the 2025 Irish Healthcare Centre Awards, The Chancers choir was named as a Finalist in the 'Older Persons Care Services (Public)' category, while our Community Rehabilitation Unit (CRU) was a Finalist in the 'Rehabilitation Clinic of the Year' category.
- In line with national guidelines, we rolled out an intensive training programme on appropriate prescribing of psychotropic medication for non-cognitive symptoms in people with dementia. This is based on international evidence of the risk of such drugs for people with dementia, which indicated a need for careful and considered use, for a correct indication, and on a trial basis with careful review for efficacy and side-effects.
- Introduced comprehensive Geriatric Assessment to the Community Rehabilitation Unit (CRU), aligned with HSE guidance, to provide a holistic assessment of needs and tailored care plans.
- Supported people with dementia who are living alone, by developing an initiative called Home Alone. The programme offers respite to these patients over Christmas and ensures they are included in a gift giving initiative held on the relevant wards.
- Provided dementia respite care to 139 people throughout the year, giving families and carers valuable opportunities to rest and recharge while ensuring their loved ones received expert, compassionate care.
- Partnered with The Alzheimer Society of Ireland and Bluebird Care to offer visitors to our monthly Dementia Café and some of our staff an opportunity to explore the Dementia 'Immersive Experience' bus. This adapted vehicle features a powerful

simulation of the sensory and cognitive challenges faced by people living with Dementia, helping participants understand what it can feel like to live with Dementia and encouraging simple, practical changes that can improve the quality of life for those affected.

- OLH&CS was very well represented at the Irish Gerontological Society Annual and Scientific Meeting in Killarney in October. There were 3 oral presentations and 3 poster presentations by colleagues in our Older Person Service, showcasing some of the great work and research carried out.



Rheumatic and Musculoskeletal Services

Throughout 2025, our Rheumatic and Musculoskeletal Disease Unit (RMDU) continued to provide expert, multidisciplinary care for people living with complex rheumatic and musculoskeletal conditions. By combining specialist clinical expertise with a person-centred approach, we supported patients to manage their symptoms, maintain independence and improve their quality of life. We are delivering specialist treatment, improving experiences for patients and building for the future.

Key achievements:

- Work commenced on a project to centralise blood transfusion services within the Infusion Suite. Bringing transfusions together in a single space will improve access for residents and patients receiving specialist palliative care, while enhancing patient safety through the concentration of clinical expertise. The new model will also reduce the training burden across multiple clinical areas. By year end, all staff had completed the required training, supporting policies and documentation had been finalised, and the new processes had been communicated across relevant teams.
- Our Rheumatic and Musculoskeletal Disease Infusion Unit delivered 569 life-enhancing infusions, enabling patients to access specialist treatments that help manage symptoms, improve mobility and enhance quality of life.

- We continued to demonstrate clinical leadership in maternal reproductive health through the contribution of one of our Rheumatology Advanced Nurse Practitioners (ANPs) at leading scientific conferences in Denmark, Austria and Spain. These events brought together international experts to advance the management of autoimmune and rheumatic diseases in women of childbearing age, supporting improved clinical practice and patient outcomes. Our expertise also supported national education and service development through collaboration with Arthritis Ireland, knowledge sharing with healthcare professionals across Ireland, and contributions to the development of future nursing practice models.
- Developed a Patient Initiated Review programme for adults living with Juvenile Idiopathic Arthritis (JIA), creating a standardised and safe person-centred approach. Launching in 2026, patients will have clear guidance on when and how to initiate a follow-up appointment, with seamless access to appointments within agreed timelines.
- Developed a digital tool to assess the impact of our Fibromyalgia programme on patients' pain levels, ability to manage chronic disease and hospital anxiety/depression levels. Patients with Fibromyalgia will use the Self-Reported Outcome tool before and after undergoing the programme to enhance clinical decision-making and measure the overall effectiveness of treatment. These forms, which will integrate patient-centred data into routine practice, are scheduled for pilot implementation in early 2026 and represent a significant step toward advancing digital health solutions in rheumatology.
- Working collaboratively with colleagues in our Education & Research Centre and University College Dublin, we helped establish a Making Every Contact Count (MECC) programme on the Care of the Person with Rheumatic Musculoskeletal Disease CPD Module (NMHS33220).

Bereavement Support: Caring Beyond the End of Life

At Our Lady's Hospice & Care Services, our care extends beyond the end of life. Supporting families through bereavement is an integral part of our mission, recognising that grief is a personal journey and that compassionate support can make a lasting difference during one of life's most difficult experiences.



"It's a great service – very helpful and therapeutic. It's nice to connect with people in similar situations and get different perspectives."

Grief Café



“Thank you for the support and helping me through a tough time in life and helping me understand my grief. Yes, I am still grieving but I feel I have more control.”

Evening of Remembrance

Throughout 2025, our social work team provided a wide range of specialist bereavement services for adults, children and young people, offering counselling, peer support, remembrance events and community-based programmes that helped individuals and families navigate loss with compassion, understanding and hope.

In 2025, we:

- Continued to host monthly Grief Cafés at our Harold’s Cross, Blackrock and Wicklow sites. These are welcoming environments, where bereaved people can reflect on their shared experiences in a safe space.
- Hosted a series of Evenings of Remembrance bringing families together to honour and remember their loved ones. These gatherings returned to Blackrock Hospice for the first time since the Covid-19 pandemic, while Wicklow Hospice hosted its inaugural remembrance event in October, extending this important opportunity to families across all three sites.
- Expanded our Bereavement in Schools programme to include schools in the Blackrock catchment, enabling more children and young people to access specialist support following the death of someone close to them.
- Continued our annual Blue Christmas service and Children’s Bereavement weekend, providing dedicated opportunities for children, young people and families to remember loved ones, connect with others who have experienced loss and receive specialist support during what can be an especially difficult time.



Our Focus on Quality Improvement

In line with our core values, we are committed to providing high quality services and strive for excellence in all aspects of our work. Our Quality and Patient Safety (QPS) team is guided by our Commitment to Excellence Quality Framework, which is aligned to the HSE's Framework for Improving Quality.

Our Commitment to Excellence Quality Framework



Key developments in QPS across 2025 include:

- Serious Incident Management and Open Disclosure: We introduced a number of developments to better integrate the work of the Serious Incident Management Team (SMT) into everyday Hospice life, to ensure oversight and management of safety incidents.
- EY Data Project: The QPS team is working with global professional services firm EY to develop a corporate digital dashboard that looks at safety and quality of care in relation to serious incidents and experiences of care. By using data, we gain greater insight and understanding of those using our services and of staff working across services.

Our Culture of Continuous Improvement

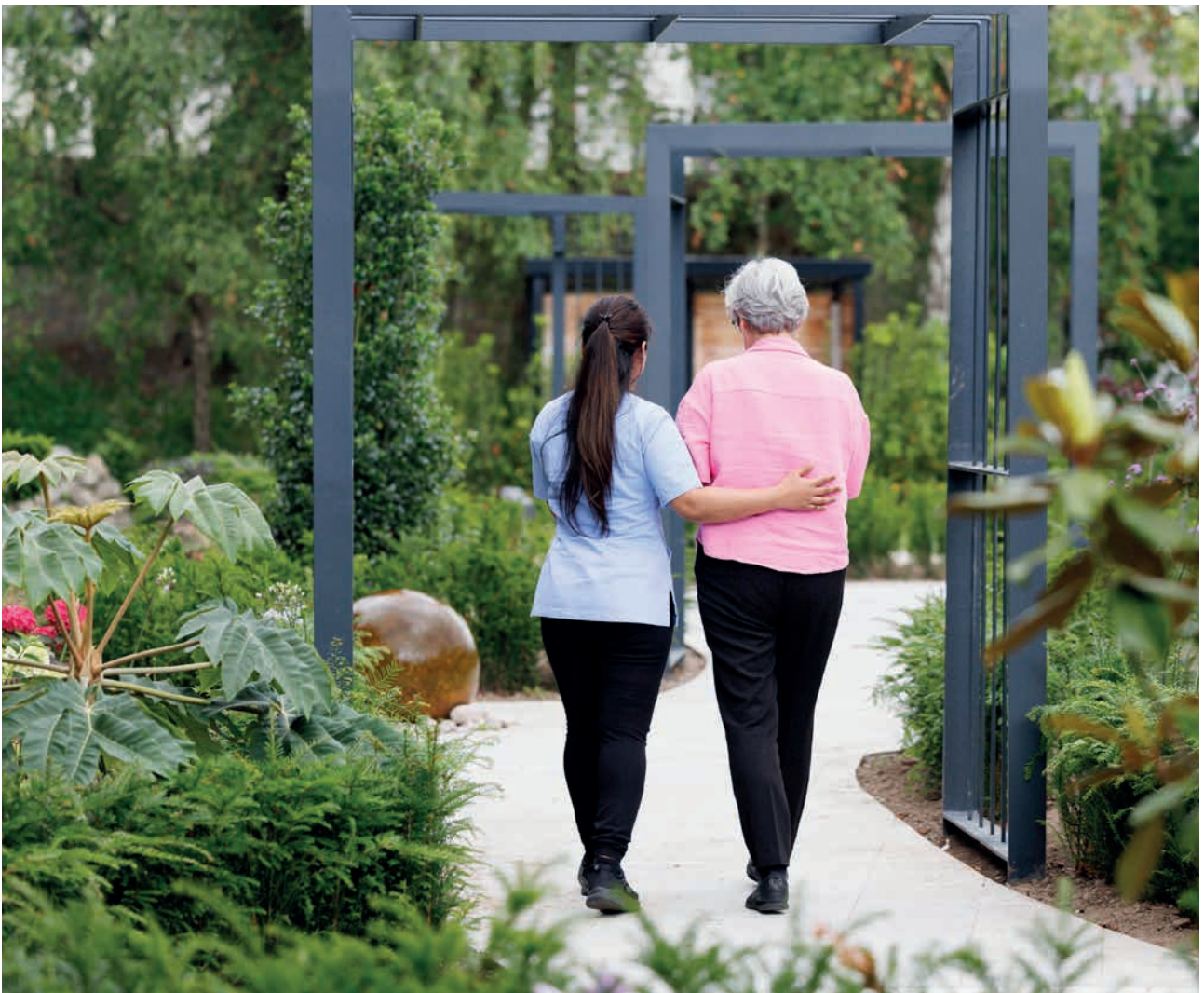
At Our Lady's Hospice & Care Services, we are committed to listening, learning and continually improving the care and support we provide. Feedback from patients, residents, families, volunteers and our wider community plays a vital role in helping us understand what we are doing well and where we can do even better.

We welcome compliments, suggestions and concerns as opportunities to strengthen our services, improve the experience of those in our care and ensure that every voice is heard. We are committed to responding to all feedback in a timely, fair and transparent manner, using it to inform service improvements and reinforce the high standards of compassionate care that define our organisation.

In 2025, we were proud to receive 79 compliments across our three sites, recognising the compassion, professionalism and dedication of our staff and volunteers. We are deeply grateful to everyone who took the time to acknowledge the care and support they or their loved ones received.

We also received 12 formal complaints during the year. Each was managed promptly, fairly and in line with our complaints process. We view complaints as important opportunities to listen, learn and strengthen our services, ensuring that concerns are addressed and that improvements are made where needed.

We greatly appreciate all feedback received, and the opportunity to continue to improve our services.



Research, Education and Training

Research, education and training are central to our Strategic Plan and our ambition to deliver safe, compassionate, evidence-based care. By investing in the development of our people, strengthening our academic partnerships and sharing our expertise we help to ensure the highest standards of clinical practice are being delivered – both today and into the future.

We provide education, training and research opportunities to our staff, volunteers and partners across the HSE, healthcare agencies and academic institutions. Through accredited academic programs, continual professional development and innovative teaching methods, we support a culture of lifelong learning and best practice both for our own staff and the wider healthcare community.

Some key areas of focus for 2025 were:

- **Strengthening our academic partnerships** - We continued to enhance our existing university partnerships while establishing new academic collaborations. For example, a Memorandum of Understanding was signed with Maynooth University with OLH&CS supporting clinical placements for undergraduate nursing students in the second semester of a new nursing degree programme.
- **Growing our research activity** - We continued to grow our research capacity, increasing postgraduate research student numbers, driving a higher volume of peer-reviewed journal publications, and cultivating strategic research partnerships. The number of postgraduate research students rose by 33% in 2025, compared to figures from the previous year.
- **Understanding and responding to development needs** - We worked to gain a deeper understanding of the education and training needs of our multidisciplinary teams. Engagement with nurse managers highlighted key areas where additional education and development could support them in their roles. Improvements to practice have also been identified through clinical audit such as the oral care audit, which influenced updates to our policy on oral care.

2025 saw a 16% increase in the number of OLH&CS staff contributing to knowledge development and translation across each of our specialities, through presentations at various conferences and publishing in peer reviewed journals.

	Presented		Published		Total
	Oral	Poster	Journal & Abstracts	Book Chapter	
Palliative Care	19	19	30	-	68
Care of the Older Person	2	4	9		15
RMDU	-	1	1		2
Other	-	-	2	-	2
TOTAL 2025	45		42		87
TOTAL 2024	42		33		75

Research

Our Academic Department of Palliative Medicine (ADPM) continued to thrive in 2025 with 12 postgraduate research students undertaking studies in the department (9 PhD, 2 MD, 1 MSc). The ADPM is currently undertaking research with OLH&CS, St. James's Hospital, St. Vincent's University Hospital and other key partners across Ireland, Northern Ireland, the United Kingdom and internationally.

Key highlights in 2025 included the graduations of:

- Dr Craig Gouldthorpe (PhD, Trinity College Dublin)
- Ms Muireann McDonnell (MSc Research, University College Dublin)

Academic programmes and educational activities

A total of 231 people registered for courses delivered by our Education & Research Centre in 2025, reflecting the continued demand for education in our area of specialism. The Dublin Certificate in Evidence based Palliative Care course was run twice throughout the year and is one of our most popular CPD programmes. The Dublin Certificate in Evidence based Dementia Care ran once and the inaugural Dublin Certificate in Evidence-based Joint Injection was also delivered in 2025.

In December 2025, the 5th annual Dublin Advanced Pain & Symptom Management course was a sell-out event, bringing healthcare professionals together to develop their knowledge in this area of work.

Our academic team of Nursing, Physiotherapy and Occupational Therapy tutors supported the education and clinical placement for 125 undergraduate and 19 postgraduate students, providing a combined 191 weeks of clinical placement over the course of the year.

In partnership with UCD School of Nursing, Midwifery and Health Systems, our academic team facilitated lectures for the Graduate Diploma in Palliative Care and the Graduate Diploma in Gerontological Nursing and Care of the Person with Rheumatic Musculoskeletal Disease.

Our ADPM team also continued to play a vital role in a wide range of Undergraduate Medical Education activities for Trinity College Dublin (TCD) and University College Dublin (UCD) medical students. Activities included: lectures, clinical seminars, research projects; student electives and 3-week clinical attachments for 72 TCD students in OLH&CS.

Plans for the future

We have finalised plans for a state-of-the-art High-Fidelity Simulation suite, designed to advance multi-disciplinary clinical learning across our specialist areas. This investment, funded through public donations, will create opportunities for immersive, practical learning in a safe environment enabling healthcare professionals to further develop their clinical skills and confidence.

This initiative is an exciting development for the OLH&CS Education and Research Centre, strengthening our ability to share our expertise and provide high-quality simulated learning opportunities for the broader health and social care community.





SECTION 3:

People and Collaboration

Our Staff

In 2025 we are hugely proud to have achieved gold certification in the National Standards Authority of Ireland Excellence Through People Award Scheme for the first time. Excellence Through People is the only quality standard dedicated to the role of people in the workplace and their impact in providing a high-quality service.



The award recognises staff engagement and culture, and followed a robust auditing process, which included a review of documentation to ensure compliance with the scheme, plus individual meetings with a cross section of staff across all three sites to get their insight into the organisation. This recognition highlights our investment in our employees and our commitment to create an innovative culture, which fosters a truly engaged and motivated workforce.

We greatly appreciate the ongoing dedication and commitment shown by our diverse workforce. In 2025, the HR team was proud to:

- Support a workforce of 726 individuals from 29 countries.
- Manage 104 recruitment competitions and welcome 120 new staff.
- Publish our 4th Gender Pay Gap Report, in accordance with the Gender Pay Gap Information Act 2021.
- Complete a comprehensive review of our Learning Training & Development policy, strengthening the framework for supporting staff development and committing to the use of financial and other resources to align individuals' needs with the organisational objectives.
- Support 13 members of staff with a Bursary Award to pursue learning and development related to their current role or for future career progression within the organisation.
- Deliver People Management Level 1 training to 9 OLH&CS managers.
- Oversee the delivery of the Enhanced Induction for Managers programme to five newly-appointed managers. Designed by the HR department and delivered by senior leaders across the organisation, this course focuses on enhancing existing skills as both a leader and a manager with an emphasis on communication, leadership, problem solving and leading change.

Strengthening Our Teams

Delivering exceptional care starts with investing in our people. In 2025, as part of our commitment to delivering our 2025–2030 Strategy, we strengthened our workforce through several key appointments, including recruiting OLH&CS' first Patient and Service User Engagement (PSUE) Officer.

The role began by mapping and evaluating existing public, patient and service user engagement structures across the organisation. Working collaboratively with clinical and support teams, the PSUE Officer is embedding meaningful engagement across our services, ensuring that the voices, feedback and lived experiences of patients, residents and their families inform decision-making, policy development and service improvement.

We also secured ring-fenced funding for the ongoing provision of the Palliative Meds Info service, a national resource to provide information to healthcare professionals on all aspects of medicines used in palliative care. The service has been based at the pharmacy department of our Harold's Cross site since 2010, and our team responds to phone and email queries, prepares medicines information and publishes a newsletter to support healthcare professionals. As well as supporting the existing service, this funding will also be used to update online resources which will enable a wider group of healthcare professionals to access up-to-date information and guidance on palliative care provision. This is a significant development for the future, as the healthcare system adapts to changing demographics and patient need in the years ahead.

Employee Wellbeing

Supporting the wellbeing of our people is an important commitment within our Strategic Plan. The Employee Wellbeing Group led a number of impactful initiatives throughout the year, designed to continue support and engage our diverse workforce in a person-centred way.

In April, we marked National Workplace Wellbeing Day with a programme of activities and events organised by the Employee Wellbeing Group while our summer staff picnic provided another opportunity for fostering connection and engagement across teams.

A particular highlight came in October when the Employee Wellbeing Group won the Menopause Workplace Excellence Award in recognition of the OLH&CS Menopause Café initiative.

Members of our Psychology team also supported colleagues working in Palliative Care with self-care and wellbeing workshops, helping staff to look after their own wellbeing while carrying out their important work.



Diversity, Equity and Inclusion (DEI)

We are committed to creating an inclusive workplace where the diversity of our people is recognised, respected and celebrated. Throughout 2025, our DEI Group continued to embed this work. We launched a dedicated DEI page on the Staff Portal, where colleagues can find information on key cultural, religious and awareness days alongside opportunities for DEI training.

Across our three sites colleagues came together to mark several occasions. These included International Women's Day in March and Pride in June, with staff representing OLH&CS at the annual Dublin Pride March.



Mission Recognition Awards

We are guided every day by our organisational mission and values, and we strongly believe in the importance of celebrating those who go the extra mile to demonstrate these qualities in their work.



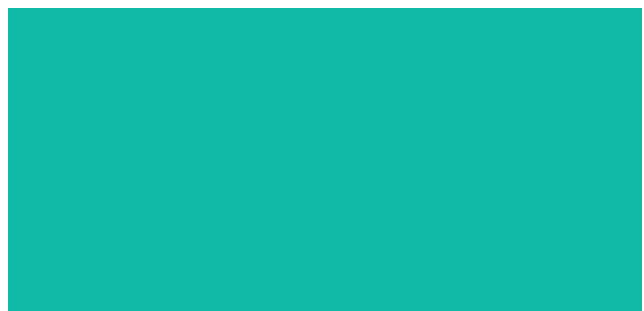
As part of our annual Mission Recognition Awards, we invite staff, patients, residents and their loved ones to nominate an individual or team who stands out. In 2025, we presented 4 awards to the following colleagues:

- Lisa Murphy, Assistant Director of Nursing, Harold's Cross and Steven McDermott, Head of Nursing Services, Palliative Care
- Colette Pelin, Catering Department, Harold's Cross
- Paula Byrne, Support Services Manager and Joe Linnane, Blackrock Hospice
- Jisha Vadakkumpadath, Wicklow IPU

Long Service Awards

In November, the OLH&CS Board of Directors and CEO recognised 40 members of staff who had reached career milestones by presenting them with Long Service Awards at a ceremony at our Harold's Cross site.

- 26 colleagues marked 10 years' service;
- 10 colleagues celebrated 20 years' service;
- 3 colleagues reached the 30 years' service and;
- 1 colleague was recognised for 40 years of service.



Our Volunteers

Volunteers remain at the heart of Our Lady's Hospice & Care Services. More than 400 volunteers generously supported our work throughout 2025, providing time, skills and compassion across our three sites and community services. Their commitment enhances the experience of patients, residents and families every day, while supporting our staff to deliver exceptional care. We are sincerely grateful for their dedication and the lasting impact they make across our organisation.



Our volunteers provide support across three key areas:

- Patient Services
- Fundraising
- Bereavement Support

In 2025, Patient Services was supported by over 170 volunteers who provided 19,000 hours of vital support to our patients and residents. This included providing transport, assisting at mealtimes, engaging with

social activities for patients and residents, helping at planned events, providing essential administrative support to staff and more.

Our Fundraising team was supported by more than 300 volunteers who provided 5,600 hours of support across day-to-day duties and essential fundraising campaigns. As always, their support was pivotal to the success of our busy calendar of campaigns and events across the year, which include our Hospice Sunflower Days in June, the VHI Women's Mini Marathon, Bewley's Big Coffee Morning for Hospice in September, our Christmas campaign, Light Up A Life, and more. Duties included packing and dispatching merchandise, stewarding at events, performing reception duties, data entry and more.

Our Bereavement Support volunteers are trained and supervised by our Bereavement Co-ordinator and members of the Social Work department. In 2025, there were 10 volunteers active in the service, who provided individual support to bereaved family members in Harold's Cross and Blackrock. They also co-facilitated our Evenings of Remembrance, our Blue Christmas event and a series of Grief Café events. In 2025, we began recruiting for the next group of trainees who will undergo 100 hours of training. This is the first time that we are recruiting for Bereavement Support volunteers to assist the social workers at Wicklow hospice with the provision of bereavement support.

We were proud to mark National Volunteering Week in May, by creating a recognition board on which everyone who wished to could write a physical note of gratitude to celebrate and thank our wonderful volunteers. This remained on display for the duration of the week, the theme of which was *'Building Community Together'*.

Our Partnerships

Together for Hospice

Together For Hospice, The National Hospice Movement, consists of 24 independent hospices and specialist palliative care services nationwide. Based at the OLH&CS Harold's Cross site, Together For Hospice co-ordinated three national fundraising campaigns in 2025:

- Your Finest Hour for Hospice
- Hospice Sunflower Days
- Bewley's Big Coffee Morning for Hospice

Together For Hospice's primary goal is to support and enable frontline services to fundraise collectively at a national level. These national campaigns support local specialist hospice services by raising vital funds, with every euro raised locally, staying locally.

In 2024, Together For Hospice developed a 3-year brand and social media strategy and began scoping plans to launch a third national campaign to target corporate organisations in 2025. In Q4 2024, hospices nationwide came together to develop the new concept, Your Finest Hour for Hospice, which was launched for the first time in April 2025.

In 2025, the Hospice Sunflower Days campaign raised a total of €885,538 - an increase of 6.5% on the previous year and the most successful year to date. We were delighted to launch the campaign with our ambassadors and supporters Miriam O'Callaghan and Jenny McCarthy, to whom we extend our sincere thanks for generously giving their time to support hospices nationwide. We also continued the Hospice Sunflower Fun Day initiative, which engages pre-schools and primary schools to take part in fundraising efforts across the country. We would like to warmly thank Fun Day ambassador Maia Dunphy, who very kindly supported in launching this initiative. In addition to this, we extend our gratitude to those who volunteer and support our on-street collections year after year to make the event such a success nationwide.





Bewley's Big Coffee Morning for Hospice celebrated its 34th year in 2025, raising €2,168,797 and bringing the total raised since the campaign's inception in 1992, to over €48.8 million. We again held our Transition Year competition, encouraging students across Ireland to take part in the campaign. This initiative was heavily supported by one of our wonderful ambassadors, Chef Catherine Fulvio.

We are especially grateful to our dedicated hosts who have supported their local hospice year in, year out. Special thanks to our 2025 Ambassador, Marty Morrissey, for launching the campaign and promoting the work of hospices nationwide.

On behalf of all specialist hospice and palliative homecare providers across Ireland, Together For Hospice sincerely thanks our sponsor Bewley's for its generosity and commitment to hospice care over 34 years of partnership. Their support helped local hospices to grow awareness of the event and crucially, to raise vital funds for local hospices. A heartfelt thank you to Paddy and Veronica Campbell for their support for local hospices.

In 2025, Together For Hospice fundraising campaigns raised €3,054,542 for hospices nationwide.

As our members vary in size and scale, from those with hospice facilities including an in-patient unit to Specialist Palliative Homecare services where nurses visit patients in their own homes, funds raised support various initiatives depending on the needs of each individual hospice.

The ethos at the heart of Together For Hospice is that we are a hospice movement, built by the community for the community and we are proud that every euro raised through national campaigns stays local.

Learn more about Together For Hospice at www.togetherforhospice.ie

Together for Hospice Profit & Loss Report for the period January to December 2025

Income	
Bewley's Sponsorship	€24,910.00
Donations Received	€21,645.68
Hospice Contributions	€280,456.35
Total Income	€327,012.03
Expenditure	
Bank fees/Credit Card	€291.35
Campaign Management	€94,191.83
Campaign Sundries (Including catering)	€1,341.95
Creative/Digital	€64,056.01
Funds Distributed Nationally	€5,830.03
Media and PR	€38,675.13
Printing and Fulfilment	€81,736.98
Training	€322.90
Total Expenditure	€286,446.18
Net Profit/(Loss)	€40,565.85



SECTION 4:

Digital Transformation and Innovation

Digital Transformation

Digital transformation continues to play a key role in delivering our 2025–2030 Strategy. Throughout 2025, we invested in technologies and systems that strengthen patient care, improve operational efficiency and ensure OLH&CS is well positioned to meet the evolving needs of our services.

Community Care Record (CCR)

OLH&CS continued to play a leading role in the development of the national Community Care Record (CCR) for Specialist Palliative Care, working in partnership with Milford Care Centre and the HSE's Technology and Transformation team.

This significant national programme will deliver an integrated Electronic Patient Record and Patient Administration System, supporting more connected, data-informed and safer care for patients while improving communication and coordination across services.

During 2025, work focused on progressing system development ahead of implementation in 2026, including preparations to ensure organisational readiness for deployment.

Digital Skills Training

79 members of staff across all three sites completed a Digital Skills training programme, covering broad topics such as Computer Basics, Windows, Desktop and Document creation, Online services and Email. The group included Nursing, Health Care Assistant and Support Services staff, who each dedicated 12 hours to complete the course.

A survey among participants highlighted positive feedback on both the content and the training methods used. The data gathered will also inform our next steps in planning more advanced Digital Skills programmes. This type of training is vitally important in ensuring staff are supported with adapting to the digital advancements in healthcare, such as the adoption of the Community Care Record in 2026.

Strengthening our digital infrastructure

Alongside national digital developments, OLH&CS continued to invest in its internal technology infrastructure to improve resilience, strengthen cyber security and prepare the digital environment for future clinical and operational demands.

In 2025, we:

- Enhanced cybersecurity to better protect our systems, data and services, and to better prevent, detect and respond to potential cyber threats.
- Implemented key technical and governance requirements to support compliance with the NIS2 directive.
- Modernised our infrastructure to improve systems performance, reliability and security.
- Delivered major upgrades to our Wi-Fi services, improving the performance of our public Wi-Fi system by 400%.
- Continued to strengthen system resilience through proactive monitoring, threat detection and business continuity planning.

Together these investments have strengthened our digital foundations, ensuring we are well placed to deliver future digital initiatives, focused on supporting our workforce, improving efficiency and ultimately enhancing patient care.



SECTION 5:

Sustainable Development and Fundraising

Our Non-Clinical Services

Our Non-Clinical Services (NCS) team plays a vital role in delivering the high-quality care that patients, residents, families, staff and volunteers expect across our sites.

Representing Building Services, Gardens and Grounds, Support Services, Materials Management and Reception, the NCS team provides a broad range of essential services which underpin the day-to-day operation of the organisation.

Across our three sites the NCS teams are responsible for maintaining approximately 30 acres of gardens and grounds, alongside extensive infrastructure that supports our service delivery.

Their ongoing commitment to maintaining safe, functional and state-of-the-art environments significantly contributes to the experience of everyone who visits, works or receives care at OLH&CS.

In 2025:

- A new digital meal ordering system, Nutritics Quickdish, was introduced in Anna Gaynor House to modernise meal selection and better support residents' nutritional needs. The system increases resident choice, improves catering efficiency, reduces food waste and provides valuable nutritional information to support clinical decision-making. This will be rolled out further in 2026.
- The quality of our catering services was recognised nationally when the catering team at Harold's Cross received a Silver Happy Heart Healthy Eating Award for meeting the HSE Nutrition Standards for food and beverage provision for staff and visitors.
- During 2025 we identified, scoped and tendered for a new electronic stock management system. Working in collaboration with Genesis we have built programmes and reports which will improve stock visibility, strengthen budget management and provide valuable data to support the needs of various departments.



Environmental sustainability remained a key focus throughout 2025, with our Green/Energy Committee leading a range of initiatives to identify and embed sustainable practices across all our teams and support the organisation's wider sustainability ambitions. We focused on energy and water management in 2025 with key developments below:

- We signed up as a Transport for Ireland Smarter Travel Partner, conducting an in-house survey across all three sites to assess the travelling habits of staff and encouraging employees to participate in events such as 'Walktober 2025' which promotes the use of more sustainable and active transport.
- We installed 6 electric car charging points at our Harold's Cross site and plan to install additional charging points at both Blackrock and Wicklow hospices in the future. We also purchased our first electric car for our Community Palliative Care Team to trial, supporting patients in their own homes across the south Dublin region. The vehicle was purchased at EP Mooney Hyundai, which kindly provided us with a charity discount on the sale price, using funds raised through the generosity of OLH&CS donors.
- With funding assistance from the HSE Energy Bureau and Sustainable Energy Authority of Ireland (SEAI), we replaced six gas-fired hot water boilers with electric cylinder alternatives, generating annual energy savings of approximately €3,500.
- With funding from the HSE Sustainable Infrastructure Office, we undertook a leak detection exercise with estimated saving of 70m³ water per day.
- The majority of old underground water pipes were re-piped overhead, saving 90-100m³ of water per day.



Our Garden and Grounds team focused on biodiversity and therapeutic outdoor spaces over the course of 2025, including:

- Moving to an electric boiler in the greenhouses.
- Reducing our use of pesticides.
- Creating an installation garden in the children's bereavement area with interchangeable elements.
- Reducing the frequency of grass cutting and creating pathways through the long grass.
- Continuing to foster a variety of links in the local community and with the Kingfisher Project.

Our Support Services teams continued to embed more sustainable practices across the organisation. During 2025, single use plastic water cups were removed from staff rooms and meeting rooms, which reduced our plastic waste across our three sites.

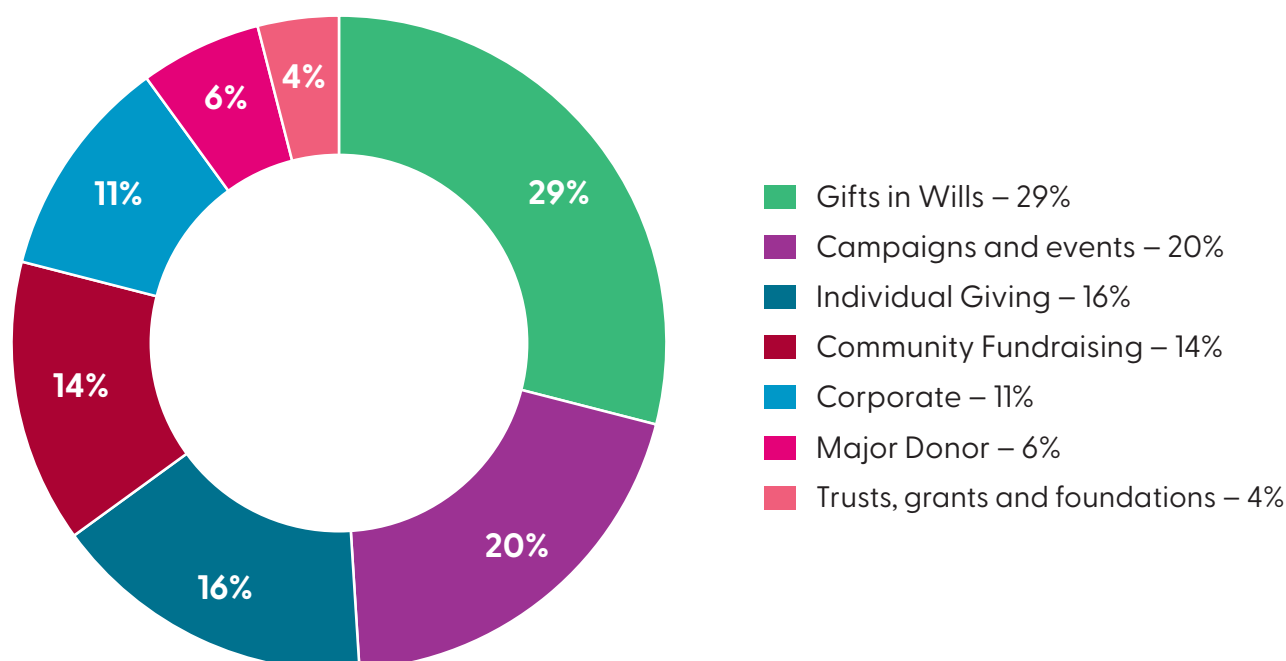
Used cooking oil from our OLH&CS kitchen in Harold's Cross was collected and converted into Hydrotreated Vegetable Oil (HVO), a renewable biofuel. This helps us align with global climate initiatives and reduce our overall carbon footprint.

Fundraising

Fundraising is one of the two enablers underpinning the OLH&CS 2025-2030 Strategic Framework, helping us to invest in exceptional specialist care and enhance the experience for patients, residents and their families. We were proud to have our team's efforts recognised by being shortlisted in the 'Fundraising Team of the Year' category at the Charity Excellence Awards 2025.

Thanks to the extraordinary generosity of our donors and supporters we raised over €6.7 million – an increase of 6% on the previous year and exceeding our annual target of €5.6 million. For the second-year running Bewley's Big Coffee Morning for Hospice achieved its highest ever fundraising total, raising more than €509,000. This achievement reflects the incredible commitment from communities, businesses and volunteers across Ireland.

How we raised funds in 2025



Every donation helps make Our Lady's Hospice & Care Services the special place it is today. The generosity of our supporters enables us to enhance the care, comfort and environment we provide for patients, residents and their families – creating experiences that go beyond what would otherwise be possible.

The following pages are just a snapshot of the many people and organisations whose generosity helped us deliver exceptional care in 2025.

Community Fundraising

Our wonderful community fundraisers raised over €918,000 in 2025 – an increase of 22% on the previous year. This incredible result was made possible by communities coming together to fundraise in support of their loved ones, our patients and their families. Our sincere thanks to everyone who took part, organised an event or supported one.

Community Fundraising Hospice Hero Awards 2025

We were delighted to present Community Fundraising Hospice Hero Awards to several deserving fundraisers in 2025. These awards recognise some truly amazing people whose fundraising efforts make a huge contribution to supporting OLH&CS' delivery of vital care across the communities we serve.

William Tilly celebrated 30 years of festive fundraising in aid of OLH&CS! His Christmas lights display, which takes three weeks to prepare, raised €19,101 in 2025. Over the past three decades, the total raised from the event has topped €252,000.



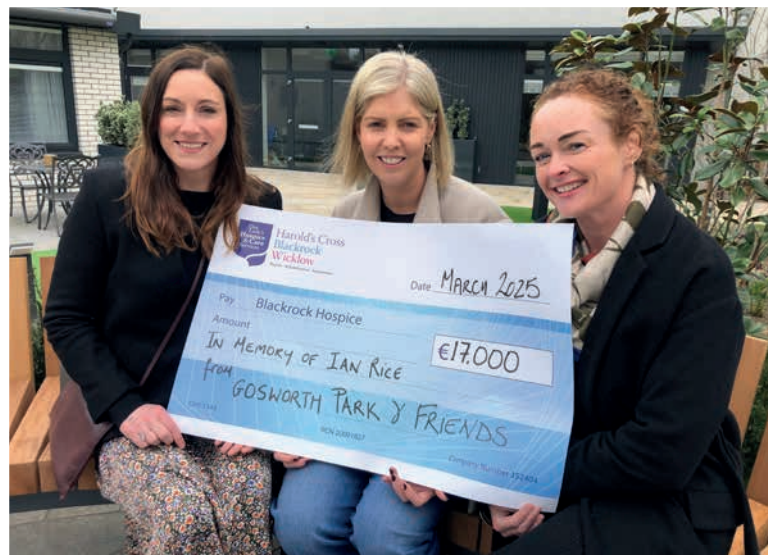
Darragh and Danny Horkan held a fundraising concert at St. Jude's GAA Club and with the support of staff and patrons of Horkan's SuperValu, they raised €27,261.

Dean Redmond from Kimmage-based Sorry Ma Tattoo studio raised €5,250 by organising a fundraiser in honour of his late nanny, Lily, RIP.



Alan and Charis Feighery from Kingswood raised €9,701 after spending the year hosting community events and taking part in the Dublin City Marathon in tribute to Robert O'Byrne, RIP.

Caroline Nyhan raised €17,000 by organising a 10K Run with friends from Dalkey, in memory of her husband Ian Rice, RIP.





John Byrne raised an 'oarsome' €7,500 by completing an amazing 100km kayak challenge from Lough Allen to Lough Rea in memory of his wife Pat, RIP.



Helen and Donal O'Shaughnessy raised a staggering €21,850 by completing the Paris 2 Nice cycle, which is a gruelling 750km challenge.



Antoinette Coakley raised €11,500 by organising a Community Day in memory of her husband, Damien, RIP.



Julie O'Mahony raised €13,850 through the Colin O'Mahony Memorial Golf Classic.



Rita Deignan's event called Stevie's Big Swim, raised €13,150, in memory of her son Stevie, RIP.

Campaigns and events

Our calendar of campaigns and events raised more than €1.3 million in 2025, thanks to the incredible support of the public throughout the year. From taking part in our events to supporting our campaigns, every donation helped make this result possible. Thank you to everyone who got involved and supported us.



The recipients of the 2025 Harold's Cross Hospice award were **Glenn Davis and the McGhee Family**, who established the Paul McGhee Memorial Shield Football Match in memory of their beloved friend and son. In recent years, this special event has brought friends, family, and the whole Firhouse community together to remember Paul and celebrate his love for football. The event has become much more than just a match; it's a heartfelt chance for everyone to come together, to keep Paul's spirit alive. Glenn and the McGhee Family have raised over €22,000 - these much-needed funds directly support the compassionate care provided by Our Lady's Hospice & Care Services.

The recipients of the 2025 Blackrock Hospice award were members of the **Baker family - David, Colin, Wesley and Davina** – who staged a wonderful concert at the National Concert Hall in memory of their much loved wife and mum, Monica Baker, RIP. The sold-out event brought together Monica's friends, family and the wider community to celebrate life through music and song. But their fundraising journey did not stop there as they held a separate fundraiser at the family's hardware shop Decwell's in the city centre and Monica's son Colin also embarked on the 'Wings Around Ireland' fundraiser - flying the entire coastline of Ireland in an Ikarus C42 plane and landing in almost every coastal county, to raise both awareness and funds of over €32,000 for Blackrock Hospice.



The recipient of the 2025 Wicklow Hospice award was **Rita O'Brien**, who created the Wicklow Hospice Cup, an annual golf tournament held in Delgany Golf Club each September. Since 2013, Rita and her husband Johnnie have been hosting the Wicklow Hospice Cup, which in that time has become much more than a golf tournament - it's now a much-loved fixture in the Wicklow Golf Calendar.



We kicked off in February with the Wicklow Hospice 10km and Half Marathon event, which raised €94,000.

In May, we held our annual Hospice Spring Raffle, which raised over €157,000. Special thanks to Kia Dundrum for supporting the event.



Thank you to all who participated on behalf of OLH&CS in the VHI Women's Mini Marathon in early June. The event raised over €92,000 for OLH&CS.

Also in June, over €157,000 was raised from our annual flag day, Hospice Sunflower Days. We were fortunate to be supported by 300 volunteers who sold sunflower merchandise at various locations across South Dublin and Wicklow.





In September, our Bewley's Big Coffee Morning for Hospice raised over €509,000. Thank you and well done to all who participated, making it the most successful year of the event ever. Cups were raised at over 600 special events hosted on behalf of OLH&CS!

In October, the Wicklow Hospice Glen to Glen walk raised more than €30,000. This event was sponsored by offshore renewable energy project, Codling Wind Park.



Also in October, those who braved the Dublin City Marathon on behalf of OLH&CS raised more than €138,000 to support our patients and their families.



Our annual Light Up A Life remembrance campaign and event took place in December, bringing people together to celebrate the lives of loved ones. We were delighted to welcome back Ian Dempsey as MC, alongside renowned singer songwriter Eleanor McEvoy. A much-loved tradition for many in our community, Light Up A Life raised more than €656,000 in 2025. We are incredibly grateful to everyone who took part, donated and remembered someone special.

Individual Giving

Our Individual donors contributed more than €1.1 million in 2025. A special thank you to over 2,200 people who support us with a regular monthly gift. This ongoing support provides a reliable source of funding, helping us to plan ahead and make long-term improvements for patients, residents and their families across our three hospices.

Partnerships and Philanthropy

More than €1.3 million was raised through corporate partnerships, major donors, trusts, grants and foundations in 2025. Our partners and philanthropic supporters contribute in many different ways: through generous donations and grants, sponsorship, employee fundraising, volunteering and participation in our campaigns. Their support, commitment and expertise help us to do even more for our patients, residents and their families, and we are enormously grateful to everyone who partnered with us throughout the year.

Special thanks to Permanent TSB Group, AerCap, Bewley's, AIB, AXA, Codling Wind Park, Partners at Law, Carroll & Kinsella, Northern Trust, Avery Dennison, Tech Tee Up for Charity, Community Foundation Ireland, Elite Gym & Academy, Workday, Trinity Med Day, ESB, EirGrid and ElectricAid, The Real Christmas Tree Company, Cawley's Furniture, The Stelios Philanthropic Foundation, Walsh O'Brien Harnett, Harris Group, Hunter's Hotel, Jacob's Bar, Maples Group, National Chemical Company, El Electronics, Clancourt, Melior Equity Partners and St Brigid's and All Saints parishes.

Thank you also to Massey Bros. Funeral Directors for their continued partnership throughout 2025.



Tech Tee Up for Good brought the technology, startup, and investment sector together for its inaugural Charity Sports Day, raising €75,000 in support of OLH&CS and 2 other charities.

Elite Gym and Academy, Blackrock, continued their partnership and, together with their members, raised an incredible €22,000 in 2025 – bringing their total raised over four years to €58,000!





Thanks to Northern Trust for supporting us again in 2025. Pictured here are two of their staff who volunteered along with a large team of colleagues to support our Light Up A Life campaign.



Sincere thanks to Rev Kevin Conroy and the parishioners of St Brigid's and All Saints' of Stillorgan and Blackrock for their ongoing support in 2025.

Gifts in Wills

We are deeply grateful to all those who remembered Our Lady's Hospice & Care Services in their Will. In 2025, gifts left to us amounted to more than €1.9 million and will make an extraordinary, tangible difference to the families, residents, and patients in our care, now and into the future.

Each gift is a lasting legacy of kindness and generosity that will continue to make a difference for years to come. We remember with gratitude all those whose gifts supported our work in 2025. May they rest in peace.

GIFTS IN WILLS TRANSFORMING HOSPICE LIFE

AN UNBROKEN CHAIN OF KINDNESS

As **Karen Healy** is describing her wonderful uncle, **John Crowley**, and the significant gift he left in his Will to our hospice, it's clear that she too possesses a precious part of his DNA – her heart also beats with empathy and kindness. You can sense how close they were, how deeply she misses him – and how proud the whole family is of John for making such a life-defining legacy gift.

John left a gift in his Will of €400,000 divided between eight charities. And certainly, his extraordinary legacy to Our Lady's Hospice & Care Services will have a massive, positive impact for our patients, residents and families. We are so grateful.

Although he loved his beloved homeplace of Gneevaguilla in Kerry – and always returned there – at just 17 years, he moved to Dublin to work with Eircom. Karen says he had a very strong faith and always cared deeply about injustice and for people in need. She continues:

"If I live my life anything like Uncle John, I'll be doing well. He cared so much about others. About his family and friends. But his sense of concern was so much wider. He always selflessly helped neighbours. He supported charities all his life."

She says John was a quiet, reserved, ordinary – but extraordinary – man. He loved his extended family and was a huge GAA fan. He also had a very cheeky sense of humour.

You get the feeling that John treated anyone in need as a

brother, a sister, or a neighbour too – whether it was a neighbour at home, a stranger in distress, or even a community thousands of miles away in the developing world.

"I walked in on him one day and he was on the phone paying for a goat to go to a family in an African country – and he was delighted to help. For him the cost wasn't important, it was all about the impact his generosity would make."

Karen, herself a carer, was John's carer for two and half years as his illnesses became worse – he was living bravely with MS and prostate cancer. Like him, she shies away from praise for herself but she was his minder, his nurse, his friend, his driver, his fellow-joker – but she loved just being his niece too. And he was mad about her.

John sadly passed away in Killarney Community Hospital with Karen and the wider family around him.

"The staff there were amazing. It was like hospice care because they were so good to him. And they allowed us to stay with him and just be his loving family – like at



Karen and Maureen Healy,
niece and sister of John Crowley

home. It was lovely to have those last few special weeks with him. And to see him go so peacefully."

Karen says that's exactly the kind of end-of-life experience he would want for anyone. So that's, most likely, why he was a regular monthly donor to the Harold's Cross Hospice.

"It's such a lovely thought for us that his legacy of empathy and generosity in life will now continue long after his death. It's like an unbroken chain of kindness."

Through his exemplary life, John had already built a beautiful legacy. A life that sparkled with empathy and doing anything he could to help others. And now in death, that legacy continues to transform lives and wellbeing here in the hospice.



Our commitment to accountability and transparency in Fundraising

Our donors and supporters are at the heart of everything we do. We are committed to treating everyone who supports OLH&CS with respect, honesty and openness. We ensure that we are accountable and transparent in all areas of our work, so that donors have complete confidence in the way we run our organisation, our fundraising practices and that we spend donors' funds wisely. We are committed to the highest standards of transparency, accountability and good governance. This includes compliance with the Charity Regulator's Governance Code and Guidelines for Charitable Organisations on Fundraising from the Public, as well as preparing our financial statements in line with Charities SORP (Statement of Recommended Practice). We are also very proud to have been awarded Triple Lock status again in 2025 by the Charities Institute Ireland, demonstrating our commitment to best practice in all aspects of transparent reporting, accountability, ethical fundraising and good governance.





SECTION 6:
**Structure, Governance
and Management**

Our structure, governance and management

Registration, Constitution and Structure

Our Lady's Hospice & Care Services (OLH&CS) is a registered Charity in Ireland (Registered Charity Number or RCN 20001827 / Charity Number or CHY 1144) and is constituted as a Designated Activity Company or DAC (Company Registration Number 352404).

Established by the Religious Sisters of Charity in 1879, OLH&CS provides specialist care for a catchment of over one million people with a wide range of needs from residential rehabilitation to end-of-life care, from our bases in Harold's Cross (est. 1879), Blackrock (est. 2003) and Wicklow (est.2020).

Specialist Palliative Care is delivered in each of our locations, making us the largest provider in Ireland. Our campus in Harold's Cross also houses our Rheumatic & Musculoskeletal Disease Unit (RMDU) and our Older Person service comprising our Community Rehabilitation Unit (CRU) and a residential unit.

Board of Directors

OLH&CS is governed by an independent Board of Directors who serve in a voluntary capacity and meet at least six times a year. In compliance with the Memorandum of Association, no salary, fees, or other remuneration is paid to Board Directors.

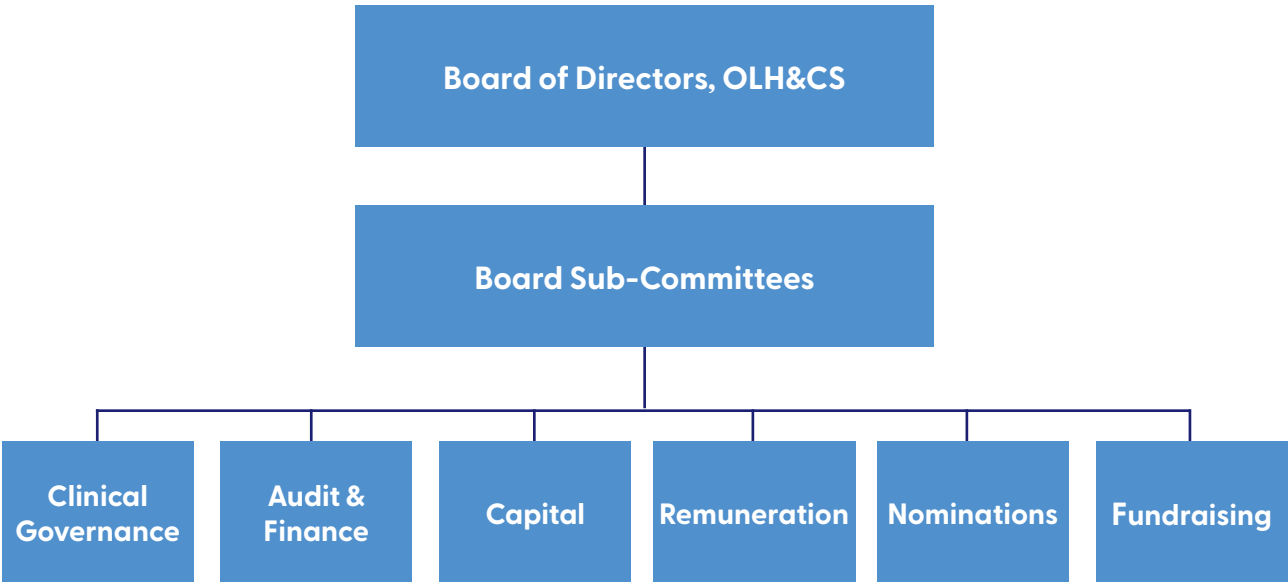
The Directors are responsible for the management of the business of the company and for exercising their powers in pursuit of the charitable objectives of the company. They are committed to maintaining the highest standard of corporate governance and this is reflected in the emphasis on transparency, accountability, and effectiveness in all aspects of services.

The Directors are responsible for:

- **Entrepreneurial Leadership** - Providing effective leadership of the Hospice within a framework of prudent and effective controls.
- **Strategic Direction** - Setting the strategic direction of the Hospice, considering the ethos and values that underpin the organisation, as established by the Religious Sisters of Charity.

- **Overseeing and Monitoring Performance** - Approving, monitoring, and reviewing organisational performance. The Directors delegate the day-to-day operations of the company to the Chief Executive Officer (CEO).

The CEO is not a member of the Board and there are no employee representatives on the Board.



Our Directors

Hilary Coates was appointed as Chair of the Board of Directors in 2025.

The Board comprises not less than 2 and no more than 13 Directors. Members of the Board are subject to retirement by rotation having held office for six years consecutively. To ensure continuity of organisational knowledge and specialist expertise, Board members can be reappointed for a further six years if required.

Mr Lorcan Birthistle, Chair of the Board (2021- September 2025)

Mr Birthistle is retired following 40 years’ service in the Irish public healthcare system, including 20 years as a hospital Chief Executive. Prior to his retirement, he served as Chief Executive of St. James’s Hospital, Ireland’s largest acute teaching hospital. He was previously Chief Executive of Our Lady’s Children’s Hospital Crumlin and St. Luke’s Hospital in Rathgar. He is a graduate of the National College of Industrial Relations and Trinity College Dublin.

Ms Hilary Coates, Chair of the Board (September 2025 - Present)

Hilary is retired with over 30 years' experience in the health service and health education and 10 years in the financial services sector. Her career started in Our Lady's Hospice in Harold's Cross where she worked as a Care Assistant before qualifying as a nurse from St Vincent's University Hospital and working in a variety of clinical roles including Director of Nursing. Former executive roles include Head of Health Sector at Bank of Ireland, Head of Healthcare Regulation in HIQA, Patient Safety Advisor to the World Health Organization and Academic Programme Director in the Royal College of Surgeons in Ireland. Hilary has an MBA from Smurfit Business School and post graduate qualifications in Healthcare Management, Corporate Governance, Risk Management and Executive Coaching. Currently a Board Member at St James's Hospital where she chairs the Board's Quality, Safety and Risk Committee, she was previously a Board Member of the State Boards Public Appointment Service, Chairperson and Board Member of the Irish Society for Quality and Safety in Healthcare and Board Member of the European Society for Quality in Healthcare.

Dr Philip Wiehe (Board member 2021 – September 2025)

Dr. Philip Wiehe, MB BCH R.S.C.I. Graduated from RCSI in 1980. Completed self-structured GP training in 1985. Was GP Training programme director (UCD – Mid Leinster) from 2003 to 2011 and GP Trainer from 2013. Retired from practice in 2022.

Mr Vincent Barton

Vincent Barton is a specialist advisor in Healthcare Strategy. He was previously Managing Director at Prospectus Consulting, who specialise in the Health and Life Sciences field. With Prospectus, Vincent worked on over 400 commissions for a wide range of clients, largely in the Health and Social Care sectors. Prior to his career in healthcare advisory, Vincent worked in the Department of Health and Children for two decades. In addition, he also served two terms with the Department of Foreign Affairs at Ireland's representation to the EU in Brussels, where he was Health Attaché during the Irish Presidency. He has lectured on Health Policy at Trinity College Dublin, the Royal College of Surgeons Ireland and the Smurfit School of Business, UCD. Formerly a Board member of St James' Hospital, the Coombe Women's and Children's Hospital and the Tallaght Hospital Development Board, Vincent is a graduate of Trinity College, Dublin and of the Ecole Nationale d'Administration, Paris.

Mr Olan Cremin

Olan is a finance and investment management professional having most recently served 20 years as CEO and co-founder of Avestus Capital Partners, a pan-European real estate investor, developer, and asset manager. Olan has also held senior positions in banking, finance, and investment management with KBC Bank and Hewlett Packard Capital in Ireland, in the UK and continental Europe. Olan trained with KPMG and is a fellow of the Chartered Association of Certified Accountants and a graduate of UCD.

Dr Brendan Cuddihy

Dr Cuddihy has 39 years of experience as a GP, having founded a practice in Greystones in 1987. Dr Cuddihy has a special interest in end of life care, sparked by a teaching session for trainee GPs which was addressed by Dr John McCarthy of Our Lady's Hospice in 1986. Since then, he has attempted to bring quality end of life care to his patients throughout his career. Early on in his career in Wicklow, through the auspices of the local Bray Clinical Society, Dr. Cuddihy advocated for the appointment of the first Palliative Care nurses in the county and subsequently brought together a number of people who were keen that Wicklow patients would experience the same quality of end of life care as patients across the county border in South Dublin. As such, the Wicklow Hospice Foundation emerged and a group of volunteers grew a large campaign which culminated in the opening of Wicklow Hospice in 2020. Dr Cuddihy was Chair of this group for the first nine years of the campaign. Aside from medical matters, he has been involved in sports medicine throughout his career and has served on numerous boards, at club and county level, of the GAA. For 20 years, Dr Cuddihy has been a voluntary medical officer with the Dublin Diocesan Pilgrimage to Lourdes.

Ms Catriona Maguire

Catriona Maguire is a Senior Counsel specialising in employment and trade union law. She is a member of the editorial board of the Employment Law Report and Irish Employment Law Journal and was Chair of the Employment Bar Association 2016 – 2018. She has published a number of textbooks on employment and trade union law and lectures in trade union law in the King's Inns and Law Society.

Ms Derbhile McDonagh

Derbhile McDonagh is a registered architect with the Royal Institute of Architects, where she was a member of the RIAI Urban Design Committee. She holds a Director position within O'Mahony Pike Architects Ltd, where her role includes strategic master planning, architecture, design and contract administration. Her practice is concerned with creating places of quality for living and working, which make a positive and enduring contribution to our communities and built environment.

Ms Aisling Meagher

Aisling has worked in PwC for over 28 years, and she leads the PwC Not-for-Profit assurance practice. Aisling spends approximately 80% of her time working with Not-for-Profit and public sector clients, covering a range of organisations including educational establishments, HSE and other publicly funded healthcare organisations and hospitals as well as various housing agencies, religious congregations including schools and various other charitable organisations which derive most of their income from a combination of public sector funding and fundraising. Aisling has considerable experience in the area of external audit, accounting for charities, as well as regulatory and governance and risk

matters relating to charities. Aisling has been involved in providing induction training to a number of not-for-profit boards, and she has also facilitated various governance and charity compliance update sessions for a number of her clients.

Dr Siobhán O'Sullivan

Dr Siobhán O'Sullivan is a senior policy analyst with the National Economic and Social Council. She is an Honorary Associate Professor in the Royal College of Surgeons Ireland, where she teaches Healthcare Ethics and Law. From 2011-2022, she was the Chief Bioethics Officer at the Department of Health in Ireland, where she provided advice on policy and legislative instruments on bioethics related issues. She was a member of the National Public Health Emergency Team for COVID and also served as a Member of the National Immunisation Advisory Group. Dr. O'Sullivan was the Director of the Irish Council for Bioethics from 2002-2010, which published a number of influential reports and recommendations for the healthcare and scientific sectors. She was Chair of the Steering Committee for Human Rights in the fields of Biomedicine and Health (CDBIO) at the Council of Europe from 2022-2024, and vice-chair of the European Group on Ethics in Science and New Technologies, an independent body advising the President of the European Commission in connection with Community legislation or policies until 2022. She received her Doctor of Medicine from Karolinska Institutet, Stockholm in 1998 and holds a Master in Healthcare Ethics and law and a Masters in Human Rights Law.

Ms Sheilagh Reaper Reynolds

Having worked for 35 years in healthcare, Sheilagh retired as the HSE National Lead for Palliative Care in 2022. Prior to that, she worked in Addiction/HIV services, Health Promotion and in regional and corporate management. Originally qualifying as a teacher, she has an MSc in Community Health and a PG Dip in Healthcare Management. Sheilagh has served on a variety of boards including Bloomfield Hospital, Christian Aid Ireland, the Joseph Rowntree Charitable Trust and The Cork Street Fund. As well as chairing a number of Quaker committees, she is currently the Child Safeguarding Liaison and Vetting Officer for the Religious Society of Friends in Ireland.

Mr Dermot Ryan

Dermot Ryan has significant experience as a senior civil and public servant in a diverse range of roles. His most recent role was as an Assistant Secretary General in the Department of Children, Equality, Disability, Integration and Youth (DCEDIY). This role included governance and performance, including of state agencies, corporate functions, encompassing budgetary negotiation and oversight of the Vote, internal and external HR, ICT and procurement. He has broad experience in:

- Financial control, budgetary reporting, corporate governance, audit and risk.
- Delivering on all aspects of strategy, policy and legislation through formulation, drafting and implementation/enactment.

- Design and implementation of change management systems and leading organisations through policy, strategic and regulatory change measures.
- Developing solution-focused approaches to dealing with the significant challenges involved in dealing with competing stakeholder interests, both within civil/public service and also semi-state and private sectors.
- The highest levels in negotiation and litigation at National and European levels and dealing with media and communication challenges.

He was the first CEO of the Health Insurance Authority, the regulator of private health insurance in Ireland. Mr Ryan has held Board membership on a number of statutory and non-statutory Boards, including audit, risk and finance board committees. Dermot is a graduate of UCD and Trinity College Dublin and has completed executive programmes at the JFK School of Government, Harvard; the Said Business School, Oxford University; Smurfit Business School UCD, Roffey Park Institute.

Mr Liam Woods

Liam is a recently retired Director of the HSE. He worked in the public health system from 1999 to 2024. Initially Liam worked as Finance Director of the Eastern Regional Health Authority and following the formation of the HSE undertook a number of roles as follows. Liam fulfilled roles as Director of Finance (2007 – 2012), Director of Shared Services (2012–2015) and Director of Acute Services including the National Ambulance Service and the National Transplant Programme (2015 to 2024). Liam undertook a lead role in the reorganisation of the HSE into 6 regions during 2022 to 2024, reporting to the CEO. Prior to his work in the public health system, Liam worked in the private sector as an accountant and is a Fellow of the Institute of Chartered Accountants and graduate of University College Dublin (BA in Economics).

Board Meetings in 2025

In addition to the Annual General Meeting on 25 September 2025, the Board scheduled six meetings throughout the year. The table below shows attendance at Board meetings in 2025.

Name	Appointed	Retiring	Eligible for appointment	Board Attendance 2025
Lorcan Birsthistle (Chair)	2019	2025	No	4/4
Philip Wiehe	2019	2025	No	2/4
Catriona Maguire	2020	2026	Yes	3/6
Hilary Coates	2021	2027	Yes	5/6 (1 as Chair)
Vincent Barton	2021	2027	Yes	3/6
Dermot Ryan	2021	2027	Yes	6/6
Aisling Meagher	2023	2029	Yes	5/6
Dr Brendan Cuddihy	2023	2029	Yes	5/6
Sheilagh Reaper Reynolds	2023	2029	Yes	5/6
Derbhile McDonagh	2024	2030	Yes	5/6
Siobhán O'Sullivan	2025	2031	Yes	3/5
Olan Cremin	2025	2031	Yes	3/3

Directors Recruitment and Training

Members of the Board of Directors are recruited for their skills and expertise aligning to the evolving needs of the organisation. A skills matrix is in place to assist the Nominations Committee and new members are reviewed by the Nominations Committee in terms of the skillsets required by the Board, as well as the need for diversity amongst Board members.

All new Directors are offered a comprehensive induction and orientation process with the Board Chair and the CEO to understand the breadth of OLH&CS' work, as well as local inductions with the Executive Management Team. This induction includes notification of their responsibilities as Company Directors. There is an annual Board strategy 'away day' and Directors regularly attend important public events on site at OLH&CS to demonstrate their support for the organisation and staff.

Board Sub-Committees

To support its governance activities, the Board has established several sub-committees, which provide specialist advice and report directly to the Board. Each of the six committees has its own terms of reference and its members serve in a voluntary capacity. Each committee is Chaired by a Board Director and includes external experts who offer their time and expertise in a voluntary capacity along with relevant staff members of OLH&CS.

New Sub-Committee members undergo a comprehensive induction process with the CEO and local inductions with the Senior Management Team as appropriate. All new members of Sub-Committees are recruited for their skills and expertise, aligning to the organisation's needs.

The sub-committees of the Board are as follows:

Committee	No. of meetings in 2025	Chaired by Board Director
Audit and Finance	6	Aisling Meagher, Chair (6/6) Simon Costello (6/6) Brian Vaughan (6/6) Ciara Lynch (5/6) Hilary Coates (5/5) Olan Cremin (0/1) Pamela Branagan (1/1) OLH&CS Staff
Clinical Governance	4	Dr Philip Wiehe, Chair (3/3) Vincent Barton (4/4) (1 as Chair) Anne-Marie Powell (4/4) Dr Brendan Cuddihy (4/4) OLH&CS Staff
Capital	4	Derbhile McDonagh, Chair (4/4) Sean Benton (2/4) Carole Pollard (1/3) Dermot Ryan (2/2) OLH&CS Staff
Nominations	5	Lorcan Birthistle, Chair (4 as chair) Hilary Coates, Chair (1 as chair) All Board of Directors are members
Remuneration	2	Catriona Maguire, Chair (2/2) Sheilagh Reaper Reynolds (2/2) Ian Maguire (1/2) OLH&CS Staff
Fundraising	6	Dermot Ryan, Chair (6/6) Olan Cremin (6/6) Jill Lush (5/5) Mark O'Donnell (4/5) OLH&CS Staff

Decision-making

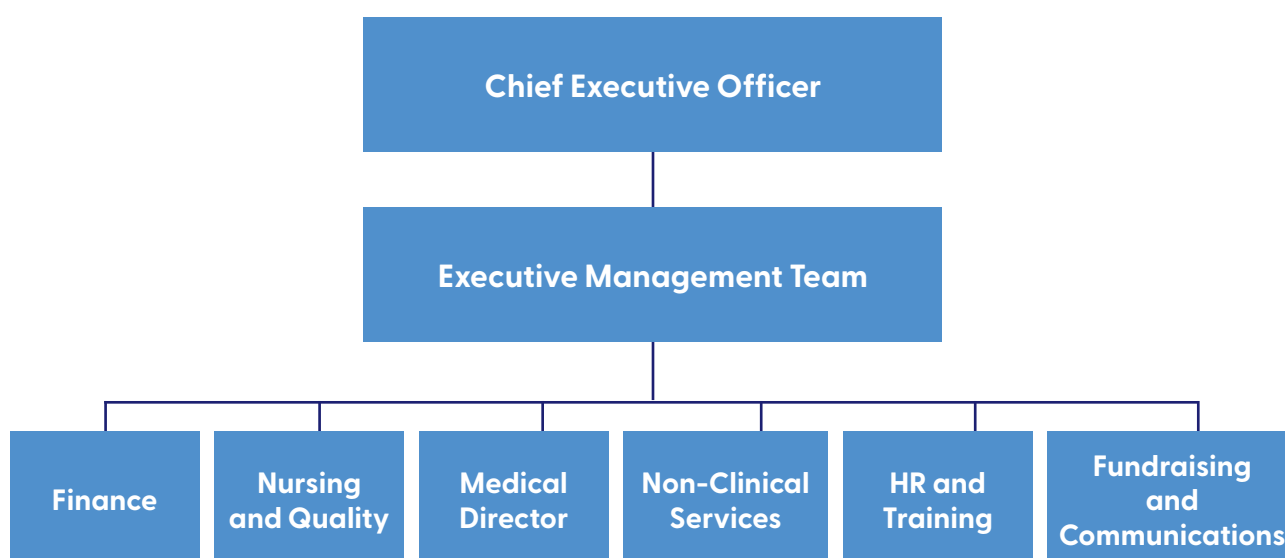
The Board of Directors approves strategy, structure, annual plans, and budgets to ensure the organisation is effective, transparent, accountable, and achieving its organisational goals. In addition, the Board of Directors appoints the CEO, who delegates responsibility to the Executive Management Team to develop operational policy.

OLH&CS has an overarching strategic plan as well as departmental implementation plans to ensure progress of corporate objectives. Regular progress reports are provided by the Executive Management Team to Board Sub-Committees and at Board meetings.

Executive Management Team as of 31st December 2025

- CEO – Mary Flanagan
- Director of Finance – Aidan Cullinan
- Director of Nursing and Quality – Geraldine Tracey
- Medical Director – Dr Lucy Balding
- Director of Non-Clinical Services – Tommy Beatty
- Director of HR – Carol Barr
- Interim Director of Fundraising & Communications – Karen Gallagher*

***Changes during 2025:** Eleanor Flew served as Director of Fundraising & Communications until July 2025, with Karen Gallagher appointed Interim Director from September to December 2025.



Governance and Compliance

OLH&CS is committed to working towards compliance with all relevant legislation, regulation and statutory obligations and will continue to develop to enable the achievement of full compliance. We subscribe to the following:

- Directors Compliance Statement (Companies Act)
- Code of Governance for State bodies
- The Health Service Executive Compliance Statement

An annual compliance statement is submitted to the service funder – the Health Service Executive (HSE) and the organisation is fully committed to addressing any compliance matters raised in the response.

The Board of Directors is committed to fulfilling good practice obligations including compliance with the Charity Regulator's "Governance Code" and "Guidelines for Charitable Organisations on Fundraising from the Public" as well as preparing our financial statements in line with Charities SORP (Statement of Recommended Practice). OLH&CS was awarded 'Triple Lock' status by the Charities Institute Ireland, demonstrating our commitment to best practice in all aspects of transparent reporting, ethical fundraising, and good governance.

Conflicts of Interest

OLH&CS has a Directors and Staff 'Code of Standards and Behaviours' policy that outlines how we manage conflicts of interest. We also maintain a Conflicts of Interest Register pertaining to both Directors and the Senior Management Team.

At OLH&CS Board meetings, conflicts of interest/loyalties are declared, if applicable, at the start of each meeting and a register is maintained. Should a matter relating to the interests of a director arise, they will absent themselves when the Board is deliberating or deciding on a matter in which the Director or a person or body connected with the Director has an interest. Board documents that relate to any dealings with the above interests are not made available to the Board member concerned prior to a decision being taken. Decisions once taken should be notified to the director.

Protected disclosure

There were no protected disclosures made to OLH&CS in 2025.

Risk management and internal control

Risk management is a collective responsibility for the whole organisation. Fundamental to successful risk management is the need to encourage collective responsibility across an organisation. As many risks are best managed and mitigated by the relevant individuals in all parts of the organisation, we provided Risk Register refresher training to all staff to ensure that they use best practice and maintain and update their local risk register.

This important activity informs the corporate risk register which is reviewed by the Board at every board meeting. The Board is responsible for setting and monitoring the risk appetite for OLH&CS and risk management is factored into our operational planning, performance management, audit, and monitoring.

The Board takes a three-line approach to internal control at OLH&CS. The first line is represented by the policies, processes, and procedures for the management of operations. The second line is the risk management process that seeks to identify gaps or potential areas of exposure. The third line is the internal audit function, which independently monitors these first two lines.

We established a comprehensive risk management process, which seeks to ensure responsible staff within the organisation identify, manage, and mitigate risks in line with the OLH&CS risk framework. This risk management process is an integral part of the OLH&CS governance and management system. Risks are regularly discussed and assessed at all levels in the organisation and are reported to the Board of Directors as appropriate.

Internal Audit

We have a dedicated Internal Audit Unit function that is outsourced independently. This function was launched in 2017 and an annual Audit Schedule is in place under the auspices of the Audit & Finance Committee. The Internal Auditors are charged with ensuring that corporate processes and associated controls are functioning as intended. They also determine if a process could be improved, provide value for money, or could become more efficient.

In 2025, OLH&CS underwent the following internal audits:

- Cyber Security
- Financial Controls
- Risk Management

Progress on completion of recommendations resulting from the Internal Audits are monitored and overseen by the Audit & Finance Committee.

Lobbying and Political Contributions

There were no political contributions in 2025, and as a result no disclosures are required under the Electoral Act, 1997. As required under the Regulation of Lobbying Act 2015, OLH&CS records all lobbying activity and communications engaged in with Designated Public Officials (DPOs). OLH&CS has made returns and submissions as required by the Act.

Data protection and Freedom of Information

Our Lady's Hospice and Care Services strives to continuously develop its data protection and Freedom of Information compliance in a steady and systematic way. We aim to ensure appropriate response times for issues as they arise, as well as implementing a structured work plan to improve compliance with statutory obligations.

OLH&CS participates in regular meetings of a Data Protection Leads Forum established by the Voluntary Hospice Group, of which it is a member. These meetings are facilitated by Ambit Compliance which acts as Data Protection Officer (DPO) to the group. This process of regular engagement allows hospice Data Protection Leads to discuss relevant data protection issues and share useful learning, experience and advice.

Two internal GDPR audits were conducted in 2025. We believe that audits play a key role in assisting our organisation in understanding and meeting our data protection obligations. Audits allow us to make improvements to our processes and avoid data breaches, they increase service user confidence in us as an organisation and they also provide valuable opportunities for learning, awareness and development of staff.

In 2025, OLH&CS responded to 5 Subject Access Requests under data protection legislation. In line with general trends, the number of Freedom of Information requests has continued to rise year on year, with OLH&CS receiving 30 predominantly personal FOI requests in 2025 compared to 26 in 2024, 15 in 2023 and 8 in 2022.

Regular training and awareness raising, together with bespoke advice and assistance and compliance audits are provided by Ambit Compliance to ensure good practice. Their expertise and prompt response times to queries provides reassurance, along with their regular reports to the CEO and Board of Directors. We are grateful to Ambit Compliance for its valued support throughout the year.

Directors and other information

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

Board of Directors

Lorcan Birthistle (Chairperson)	(Resigned 25/09/2025)
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Hilary Coates (Chairperson)	(Appointed September 2025)
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Vincent Barton	
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Olan Cremin	(Appointed 05/06/2025)
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Dr Brendan Cuddihy	
--------------------	--

Caitriona Maguire	
-------------------	--

Derbhile McDonagh	
-------------------	--

Aisling Meagher	
-----------------	--

Siobhán O'Sullivan	(Appointed 06/02/2025)
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Sheilagh Reaper Reynolds	
--------------------------	--

Dermot Ryan	
-------------	--

Philip Wiehe	(Resigned 25/09/2025)
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Liam Woods	(Appointed 27/01/2026)
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Chief Executive Officer

Ms Mary Flanagan	
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Registered Office

Our Lady's Hospice & Care Services,
Harold's Cross Road,
Harold's Cross,
Dublin
D6W RY72

Independent Auditors

Crowe Ireland,
40 Mespil Road,
Dublin 4
D04 C2N4

Principal Bankers

Bank of Ireland,
1 Rathfarnham Road,
Terenure,
Dublin 6W
D6W XY66

Solicitors

Woodcock Solicitors LLP,
Pembroke Hall,
38-39 Fitzwilliam Square,
Dublin 2
D02 NX53

Company Secretary

Crescent Trust Co. Unlimited Company,
One Spencer Dock,
North Wall Quay,
Dublin 1
D01 X9R7

Registration Numbers

Charity Tax Number: CHY 1144
Charity Registration Number: 20001827
Company Registration Number: 352404
Dublin 6



SECTION 7:

Our Financial Statements and Accounts

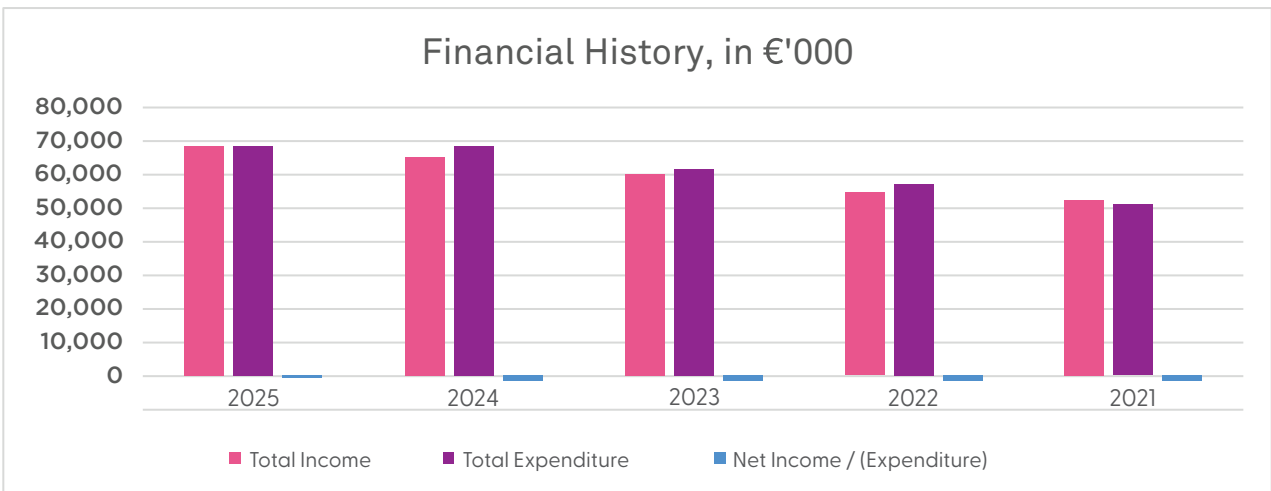
Financial report

Our Lady's Hospice & Care Services recorded an overall deficit of €86,432 in the year to 31st December 2025, compared to a deficit of €2,318,955 in the previous year. When depreciation of €3,040,601 (2025) and €3,186,043 (2024) is excluded then there is a surplus in 2025 of €2,954,169 and a surplus in 2024 of €867,088. The decreased deficit for the year to 31st December 2025 is largely due to the absence of the one-off cost of repairs to the Education building, €1.7m occurring in 2024, which was funded from fundraising income collected in previous years.

Total income for 2025 was €68.1m, an increase of €2.7m (4%) on 2024, with the HSE grant of €52.4m (an increase of €3.4m (7%) on 2024) and donations and legacies €6.7m (an increase of €0.3m (6%) on 2024).

Total expenses for 2025 were €68.2m, an increase of €2.2m (3.3%) on 2024 expenses when the 2024 spend on repairs to the Education Building is excluded, with payroll costs of €51.9m (an increase of €2.1m (4%) on 2024). Non-pay costs were €16.3m (an increase of €0.1m (1%) on 2024).

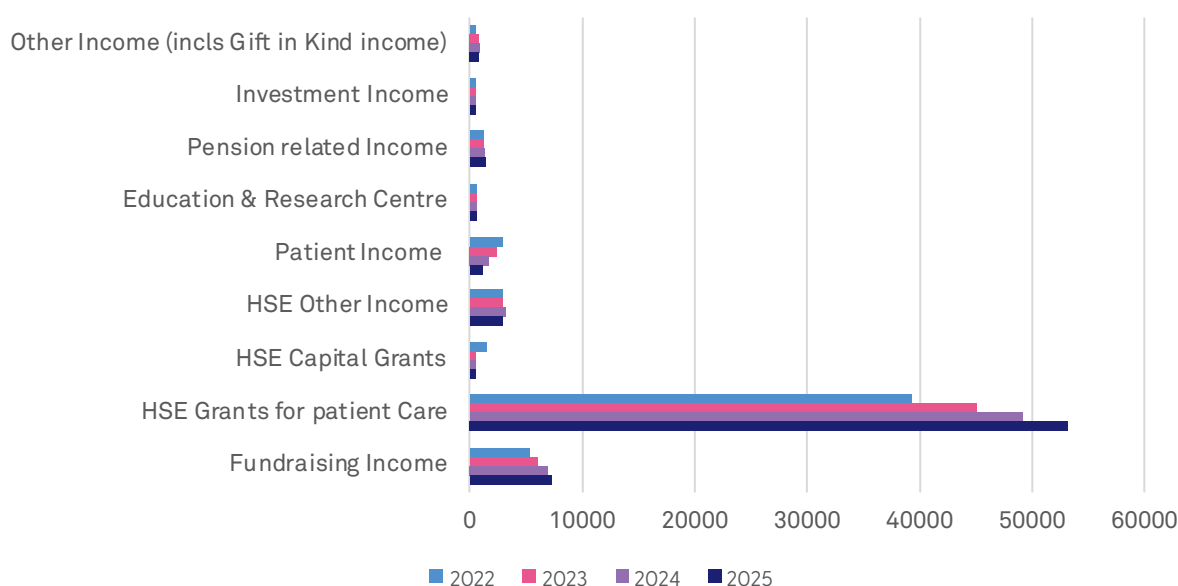
The Annual Report and Financial Statements highlight the results between restricted and unrestricted activities. Restricted activities relate to all HSE funded healthcare activities along with restricted income and expenditure arising from donated funds from the public which were donated for a specific activity or purpose.



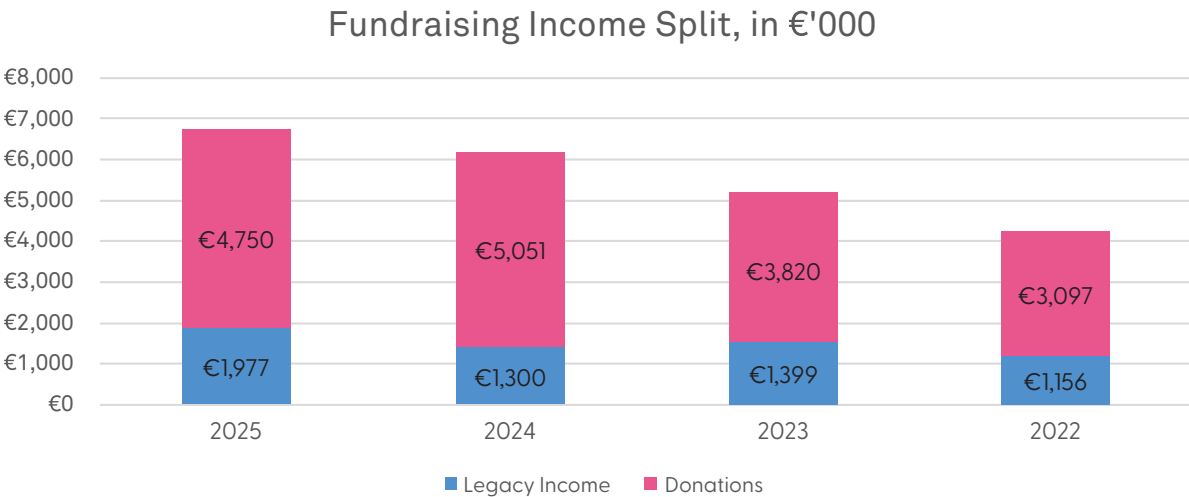
The company had €12.9m of cash at bank excluding €114,263 of 3rd party funds (see note 20 for breakdown) at the financial year end 2025 (2024: €10.2m). This cash is available for the future development of the healthcare facilities in line with our strategic development plan and also for maintaining the level of services at the current levels for the foreseeable future.

Income Analysis

Income split, in €'000



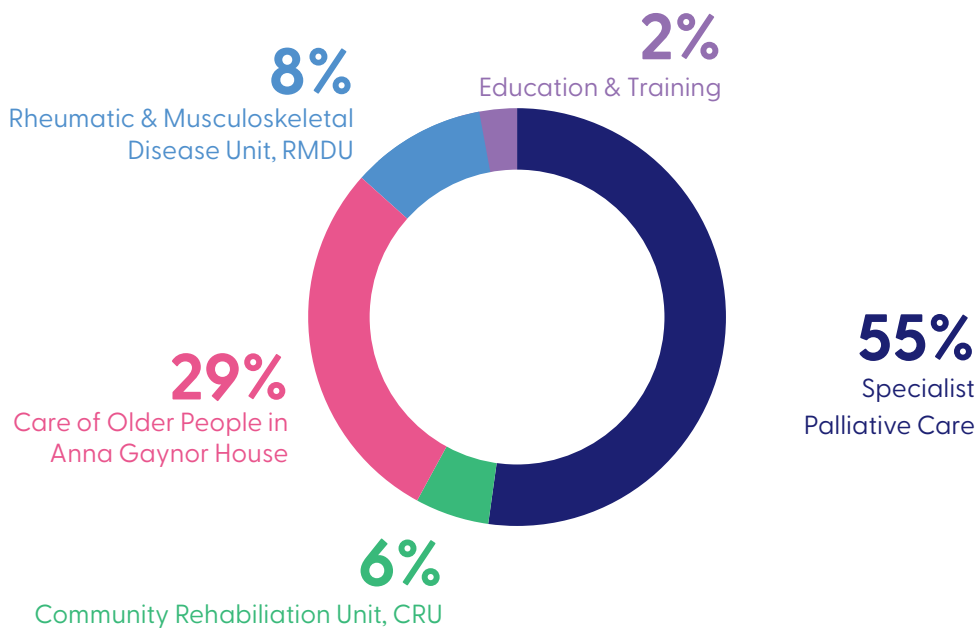
- HSE grants for patient care increased during the year with pay agreements for 2025 and some inflationary funding for non-pay costs (Harold's Cross, Blackrock and Wicklow).
- Funding pressures remain a challenge with HSE funded activities, especially in relation to replacing the diminishing private health insurance income. This has decreased significantly in 2025 from €3.2m in 2024 to €2.1m in 2025. This will decrease further in 2026 due to the new public only consultant contracts.
- Demand continues to grow for our high-quality services due to changing demographics and we are proud that so many do benefit from the services we provide.
- Fundraising income saw an increase in donations of 6% or €0.38m from the previous year.



Expenditure

- Fundraising costs for 2025 were €1.8m and decreased from 29% to 26% of the income raised from legacies and donations due to an increase in donations.
- Expenditure on Charitable Activities for the year was €65.5m, this was an increase from 2024 which was €65.0m (€63.3m when the 2024 spend on repairs to the Education Building is excluded). This was as a result of increased pay costs, inflationary pressures.
- Payroll costs accounted for 76% of total expenditure with non-pay expenditure at 24% in 2025. Payroll costs were 73.5% of total expenditure in 2024.

2025 Expenditure on Charitable Activities, in € '000



Our Lady's Hospice & Care Services

**REPORTS AND FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED
31 DECEMBER 2025**

OUR LADY'S HOSPICE & CARE SERVICES

**REPORTS AND FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**

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OUR LADY'S HOSPICE & CARE SERVICES**DIRECTORS AND OTHER INFORMATION**

DIRECTORS	Hilary Coates (Chairperson) Vincent Barton Olan Cremin (Appointed 05/06/2025) Dr Brendan Cuddihy Caitriona Maguire Derbhile McDonagh Aisling Meagher Siobhán O'Sullivan (Appointed 06/02/2025) Sheilagh Reaper Reynolds Dermot Ryan Liam Woods (Appointed 27/01/2026)
CHIEF EXECUTIVE OFFICER	Mary Flanagan
CHARITY REGISTRATION NUMBER	20001827
CHARITY TAX NUMBER	CHY1144
COMPANY REGISTRATION NUMBER	352404
COMPANY SECRETARY	Crescent Trust Co. Unlimited Company
REGISTERED OFFICE	Our Lady's Hospice Harold's Cross Dublin 6W
AUDITORS	Crowe Ireland 40 Mespil Road Dublin 4
BANKERS	Bank of Ireland 1 Rathfarnham Road Terenure Dublin 6
SOLICITORS	Woodcock Solicitors Pembroke Hall 38-39 Fitzwilliam Square Dublin 2

OUR LADY'S HOSPICE & CARE SERVICES

TRUSTEES' REPORT

The directors present their annual report and the audited financial statements for the financial year ended 31 December 2025.

Established by the Religious Sisters of Charity in 1879, Our Lady's Hospice & Care Services (OLH&CS) provides specialist care for a catchment of over a million people with a wide range of needs from residential, rehabilitation to end-of-life care, from our facilities in Harold's Cross, Blackrock and Wicklow.

Our three core principal activities are:

Specialist Palliative Care Service

Specialist Palliative care is provided in each of our locations, making us the largest provider in Ireland. Our focus is to improve the quality of life for those with a life-limiting illness. The service consists of an inpatient unit on each site, with 36 inpatient beds in Harold's Cross, 12 in Blackrock Hospice and 15 in Wicklow Hospice. We also operate outpatient services as well as supporting thousands of patients in the community through our community palliative care teams across South Dublin and Wicklow.

Rheumatic & Musculoskeletal Disease Service

Our Rheumatic & Musculoskeletal Disease (RMD) service enables those with a chronic condition to maintain or improve their quality of living. Our RMD unit is unique within the Irish system, with inpatient and outpatient services to assess, treat, support, and educate patients with rheumatic and musculoskeletal diseases. Our expert team works closely with patients to manage pain and symptoms and help them achieve their best quality of life.

Older Person Service

Our Older Person Service is delivered through two main units.

1. Extended Care Unit

A purpose-built 89 bed HIQA-registered residential centre. The centre provides a safe and comfortable home for older people with high dependencies that require 24-hour nursing care.

2. Community Rehabilitation Unit (CRU)

CRU provides inpatient care for frail people aged 65 years and older who can benefit from a personalised rehabilitation programme. CRU works with patients to get the most out of their physical abilities, help with advance care planning, with the aim to avoid hospital admissions.

Our core services are supported and enhanced by:

Bereavement Service

Our Bereavement Service is an integral component of our comprehensive specialist care services. Provided by social workers and highly trained bereavement volunteers, it supports families and carers when their loved one is in our care. Additionally, we offer bereavement counselling for children, young people and adults.

Volunteer Service

We are extremely privileged to have the wonderful support of 400 volunteers across our three sites. Our team of volunteers is engaged in all areas of the organisation and without this support we would not be able to provide the range of services that we offer to our patients and their families.

Education and Research

Our education, research, and training programmes form the bedrock of quality services for patients and their families. Courses, seminars, and workshops are provided in our dedicated education facility in Harold's Cross as well as online. Research is carried out across the organisation and is essential to ensure we provide the best care possible.

OUR LADY'S HOSPICE & CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

Fundraising

The goal of our Fundraising Department is to raise a minimum of €5.6m every year. These funds are vital for the hospice as donations act as a primary funding source in sustaining and enhancing both the quality of care and specialist services across our three hospice sites – Harold's Cross, Blackrock and Wicklow. Donations enable the hospice to maintain high-quality, person-centred, holistic care whilst improving and developing our physical environment to meet patient, residents and family needs. Our donors are at the heart of all that we do and we are truly grateful for their on-going support.

RESULTS FOR THE FINANCIAL YEAR

Our Lady's Hospice & Care Services recorded an overall deficit of €86,432 in the year to 31st December 2025, compared to a deficit of €2,318,955 in 2024. The deficit can be split between a deficit on HSE funded activities of €196,262 (2024 deficit €589,272) and a surplus on Fundraising resources of €109,840 (2024 – a deficit of €1,733,257). In 2024 there was a one-off cost of repairs to the Education building €1.7m which was funded from fundraising income collected in previous years.

Total income for 2025 was €68.1m, an increase of €2.7m (4%) on 2024, which included the HSE grant of €52.4m (an increase of €3.4m (7%) on 2024) and donations and legacies €6.7m (an increase of €0.4m (6%) on 2024)

Total expenses for 2025 was €68.2m (2024: €67.7) an increase of €0.5m on 2024, with payroll costs of €52.0m (an increase of €2.2m (5%) on 2024). There were major building repairs of €1.7m in 2024. Non-pay costs, excluding depreciation and 2024 building repairs, are €13.2m (an increase of €0.2m (1%) on 2024).

The Statement of Financial Activities highlights the results between restricted and unrestricted activities. Restricted activities relate to all HSE funded healthcare activities along with restricted income and expenditure arising from donated funds from the public which were donated for a specific activity or purpose.

The cash inflow from operating activities for the financial year was €2.9m.

The company had €12.9m of cash at bank excluding €114,263 of 3rd party funds (see note 19 for breakdown) at the financial year end 2025 (2024: €10.1m). This cash is available for the future development of the healthcare facilities in line with our strategic development plan and also for maintaining the level of services at the current levels for the foreseeable future. The remaining reserves are committed to future capital developments as well as ongoing working capital requirements associated with Healthcare/ Education and Research and Fundraising activities.

Funds held by the company at year-end are represented as follows:

	Total 2025	Total 2024
	€	€
Share capital and premium	38,638,788	38,638,788
Restricted capital funds – HSE related	16,866,615	17,566,596
Restricted capital funds - Donor related	7,079,880	7,252,986
Restricted funds – HSE related	1,441,047	923,026
Unrestricted funds – OLH&CS	28,115,690	27,887,055
Total funds at end of financial year	92,182,020	92,268,451

OUR LADY'S HOSPICE & CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

DIVIDENDS

The company is precluded by its Memorandum of Association from paying dividends either as part of normal operations or on a distribution of its assets in the event of a winding-up.

RESERVES

The Company had €92.2m (2024: €92.3m) of reserves at the balance sheet date, of which €80.1m (2024: €83m) are accounted for by the organisations Fixed Assets, including predominantly the land and buildings upon which the Hospice operates.

UNRESTRICTED RESERVES

Unrestricted funds generally arise as a result of fundraising activities conducted by the Hospice, the intention of which is to improve the overall facilities and experience of the patients who avail of our services. Such funds are used in accordance with the charitable objects at the discretion of the Directors. At the balance sheet date, the Company held €10.75m (2024: €8.56) in unrestricted cash which is held in various deposit accounts and short-term money market funds. Our Strategy 2025-3030 has identified a number of priorities for the Hospice. A number of these priorities will require cash investment and utilisation of our unrestricted reserves over the next 5 years. From time to time when the board makes a formal decision to allocate unrestricted reserves to a particular project, these funds are classified as unrestricted designated reserves. At the 31 December 2025 balance sheet date there had been no specific designations made pending further consideration by the board of our overall priorities in terms of the future development of our Campus.

RESTRICTED FUNDS

Restricted funds are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes. All our HSE funded income and capital investment is considered to be restricted funds. At the balance sheet date, we had net restricted funds in the Balance Sheet of €25.4m (2024: €27.5), which is comprised primarily of restricted fixed assets.

KEY ACHIEVEMENTS IN 2025

- In 2025 we launched our strategic plan 2025- 2030. This will enable us to continue to build on our ability to continue to meet the increasing demands on our services.
- In 2025 the community palliative care teams completed 16,271 face to face visits and our inpatient admissions across the services were 1,712.
- Completed the refurbishment of the hydrotherapy pool and progressed plans for the development of a Simulation Suite to support education, training, and research initiatives.
- Continued to progress digital initiatives and led the development of the National Community Care Record for Specialist Palliative Care, supporting enhanced integration and quality of care delivery.
- The Green/Energy Committee continued to identify and implement key sustainability initiatives across both clinical and corporate areas. This work was undertaken in partnership with the HSE Energy Bureau and the SEAI to review energy usage and explore grant funding opportunities. Initiatives in 2025 included the purchase of an all-electric car for members of the Community Palliative Care Team and the conversion of six gas boilers to electric boilers thus reducing carbon emissions. Also, HSE grants were secured to replace light bulbs with LED.
- The Academic Department of Palliative Medicine (ADPM) continued to flourish undertaking research involving sites in Ireland and the United Kingdom. The team are also involved in a number of other international studies.

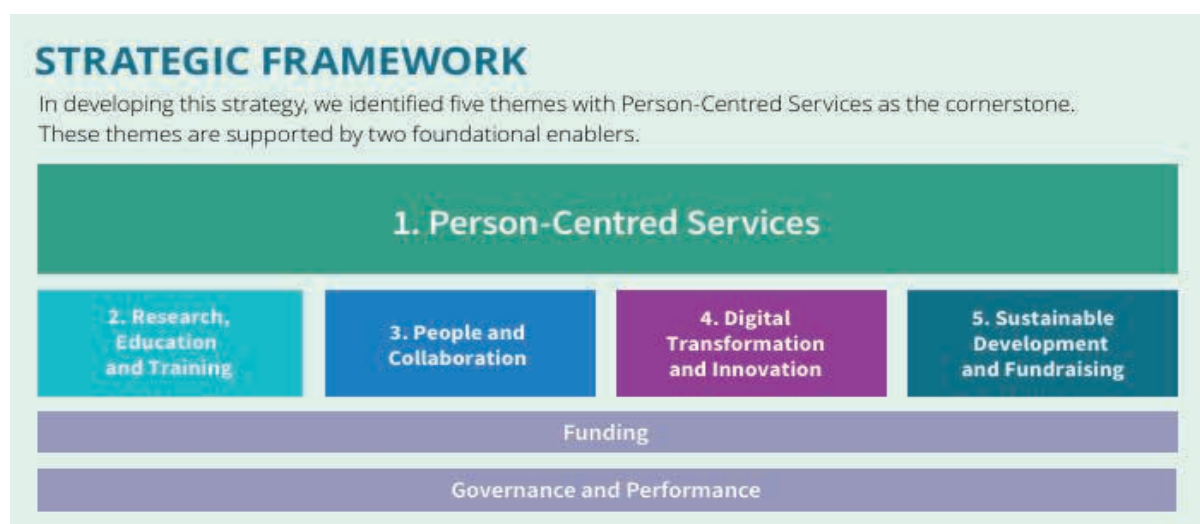
OUR LADY'S HOSPICE & CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

STRATEGIC PLAN

Our 2025-2030 strategic plan will build on the history and vision of Our Lady's Hospice & Care Services maintaining an unwavering focus on:

- Our Patients
- Our Partners
- Our People
- Our Donors



Our strategy seeks to reflect emerging trends together with the demographic changes within our communities. As a leader in specialist care we continue to contribute to national policy development and clinical care programmes, ensuring our expertise shapes the future of healthcare. Importantly, our focus is on the expansion of our services, enhancing the quality of care, while embracing innovative solutions to remain a leader in specialist care delivery.

We listen to the voice of patients as they seek new and alternative models of care. Our goal is to ensure that we reflect those needs, as we build on our core expertise to grow and evolve our service offering the specialist care and support that our patients and their families have come to expect from us.

We believe that strong partnerships create an opportunity for a more connected and effective healthcare system and at the heart of our approach is a commitment to working in collaboration with healthcare providers, policymakers, and our communities. Our expectation is that our partnerships with healthcare colleagues, both in the community and acute settings, as well as academic institutions, will continue to grow over the course of this strategy.

Our people are key to delivering for our patients and our communities. Our strategy recognises the importance of our people in providing “the right care, at the right time, in the right setting”. Our plans are predicated on our ability to recruit, develop, and retain highly skilled staff. We also acknowledge the dependency on the active engagement of our dedicated volunteers and wider community.

As a Section 38 organisation we rely on a range of funding streams to deliver our services, and this strategy is contingent on attracting sufficient income to cover our operational and capital activities. Our expectation is that sustainable funding for our services is secured through the Health Service Executive (HSE), supplemented by successful fundraising efforts and donor contributions.

OUR LADY'S HOSPICE & CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

STRUCTURE, GOVERNANCE AND MANAGEMENT (CONTINUED)

The directors are responsible for the management of the business of the company and for exercising their powers in pursuit of the charitable objects of the company. The directors are committed to maintaining a very high standard of Corporate Governance and they believe that this is a key element in ensuring the proper operation of the company's activities.

Our Lady's Hospice & Care Services must maintain various standards of compliance including with the HSE's Service Level Agreement, the Companies Acts, Director's Compliance Statement and the Charities Regulatory Authority Governance Code. Furthermore, there is a significant emphasis placed on robust healthcare, clinical, corporate and financial governance, compliance, legislation, regulation, inspection, and internal and external audit functions to ensure accountability and transparency.

The Board is responsible for providing leadership, setting strategy and ensuring control and overseeing performance management, talent management and succession planning strategies. There are currently 11 non-executive directors who are drawn from diverse backgrounds and bring their expertise and decision-making skills to the Board deliberations.

To support their governance activities the Board has established a number of Committees, who report directly to the Board. Each Committee has its own terms of reference. The Committees of the Board are the Education & Research Committee, the Audit & Finance Committee, the Clinical Governance Committee, the Fundraising Committee, the Capital Committee, the Nominations Committee and the Remuneration Committee. The primary purposes and functions of each Committee are set out below:

- **Audit & Finance Committee**
 - To provide independent, objective and timely advice to the Board on the financial reporting process and the judgements associated therewith to ensure the balance, transparency and integrity of the business
 - To oversee and advise on Corporate and financial Risks across the company
 - To review the scope and effectiveness of internal financial controls and risk management systems, and the internal and external audit functions
- **Clinical Governance Committee**
 - To ensure an effective system of integrated governance, high quality improvement initiatives, and clinical risk management across all the activities that support the company's objectives.
 - To ensure that appropriate clinical and non-clinical risk management arrangements are in place for the company.
 - To ensure compliance with laws and regulations and to ensure effective implementation of the hospital risk management policy
- **Fundraising Committee**
 - To provide strategic direction and lead on the implementation of the company's ambitious plans to transform specialist community-based services for another generation of patients and deliver upon our vision.
 - To drive OLH&CS's evolving vision for the future of service delivery
 - To raise awareness of OLH&CS's needs and goals, to develop relationships and opportunities and to establish capacity within OLH&CS for fulfilment of same

OUR LADY'S HOSPICE & CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

STRUCTURE, GOVERNANCE AND MANAGEMENT (CONTINUED)

- Nominations Committee
 - To give full consideration to succession planning for non-executive directors and in particular for the key role of chief executive
 - To identify and nominate suitable candidates for the role of Board Sub-Committee members
 - To re-appoint any non-executive director at the conclusion of their specified term of office having given due regard to their performance and ability to continue to contribute to the Board in the light of the knowledge, skills and experience required
- Capital Committee
 - To coordinate efforts to oversee the planning of capital developments and to assist the Board of Directors in prioritising and identifying resources for future capital development
 - To identify, discuss and act on emerging issues, initiatives, and projects related to capital
 - To develop and recommend a capital plan to support the successful delivery of healthcare in a high-quality environment
- Remuneration Committee
 - To review remuneration and benefits policy generally
 - To have oversight of any senior level salary above €65k and ensure compliance with Department of Health consolidated pay scales
 - To review annual expenses of the Senior Management Team

MANAGEMENT

The senior management team is made up of our CEO – Mary Flanagan; Director of Finance – Aidan Cullinan; Director of Nursing and Quality – Geraldine Tracey; Medical Director – Dr. Lucy Balding; Director of Non-Clinical Services – Tommy Beatty; Acting Director of HR – Claire Purcell and Director of Fundraising and Communications – Mairead McGinn.

STAFF AND VOLUNTEERS

Our Lady's Hospice and Care Services could not function and provide the level of care and support to patients and relatives without the commitment of the Staff and the Volunteers. Our volunteers generously give their time and skills to provide support, comfort and friendship to our patients, residents and staff across three key areas – Patient Services, Fundraising and Bereavement Support. The directors wish to express their huge gratitude to all Staff and Volunteers for the excellent care that they provide.

PRINCIPAL RISKS AND UNCERTAINTIES

The directors, in conjunction with the senior management team, follow a process to manage the risks to which the company is exposed. They particularly concern themselves with operational and financial risks. They are satisfied that appropriate systems are in place to mitigate these risks, and limit exposure. Risks are identified and ranked in terms of potential impact, as well as the company's risk control measures. Major risks are those which may have an impact on operational performance, financial sustainability, achievement of aims and objectives and meeting expectations of our patients, funders and supporters.

OUR LADY'S HOSPICE & CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

PRINCIPAL RISKS AND UNCERTAINTIES (CONTINUED)

The principal risks and uncertainties that the company faces are:

- **Clinical risks to patients under our care, either as inpatients or in their usual home environment:** These risks are mitigated by the use of appropriately qualified and trained clinical staff, working within safe systems of care, having appropriate equipment which reduces risk, such as automated equipment to prevent human error, having appropriate policies and procedures in place and our incident reporting system which includes reporting near misses so that future incidents can be prevented. We have adequate cover in place for public and clinician liability under State Claims Agency and Clinical Indemnity schemes.
- **Failure to comply with Statutory/ Regulatory Requirements:** The company is subject to stringent regulations in areas such as staff competency, staffing levels, health & safety matters as well as company law, taxation requirements, Prompt Payments Legislation and charity regulations and has appropriate processes in place to monitor adherence and compliance with legislation and regulations impacting on its operations.
- **Financial dependency on the HSE:** The company is dependent on the ongoing support of the HSE for funding to deliver care services. Ongoing funding at an appropriate level is fundamental to the company's ability to continue as a going concern. It is company policy to mitigate this risk by developing ongoing relationships with the HSE and agreeing annually our Service Level Arrangement.
- **Loss of income from Private Health Insurance:** Due to the introduction of Public Only Consultant Contracts by the Government income previously earned by the company has now disappeared. Discussions are ongoing with the HSE in relation to loss of income.
- **Fundraising Risk:** The above development funding risk is linked to a general fundraising risk of potential lower donations or bequests which would impact on our ability to both carry out these developments and also to maintain the same levels of quality and service. The general macroeconomic environment in Ireland which is impacted by world events such as the wars in Ukraine and the Middle East, as well as global economic pressures such as tariffs and pressure on energy costs contributes to the risk in relation to fundraising.
- **General Data Protection Regulation:** OLH&CS continues to implement GDPR regulations in an effort to achieve compliance. Risk assessments and risk minimisation actions are put in place to minimise areas of non-compliance and the Board is advised regularly on implementation progress and gap analysis. OLH&CS currently has a contract with a third party (Ambit Compliance) who review existing OLH&CS policies and reports quarterly to the Audit and Finance committee. Security and privacy policies and procedures are in place including ICT policies to mitigate any risks.
- **Insufficient funds to meet pension payments:** The company is dependent on the Department of Health to continue to provide the funds required to pay current pension liabilities, under the VHSS, as they arise in the future.
- **Inflationary pressures:** The company is aware of continued inflationary cost pressures within the company and as such are monitoring cash flow closely and in continued discussion with the HSE regarding same.
- **Recruitment:** OLH&CS strives to ensure that recruits have necessary qualifications, appropriate skills and experience. To overcome these difficulties the Human Resources department maintains a panel of potential recruits, advertise roles widely in the appropriate media and encourage succession planning for key roles. The HSE recruitment pause may increase the risk of our ability to maintain a quality workforce.

OUR LADY'S HOSPICE & CARE SERVICES**TRUSTEES' REPORT (CONTINUED)**

FINANCIAL RISK MANAGEMENT OBJECTIVES AND POLICIES

The company's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk. These are disclosed in Note 26 to the financial statements.

INVESTMENT POLICY AND OBJECTIVES

Investments are held in accordance with a low-risk approach, consistent with the charity's overall risk appetite and cash management policies. Investment performance is reviewed periodically by management and the Audit & Finance Committee.

RESEARCH AND DEVELOPMENT

The company carries out on-going research to support evidence-based practice and achieve optimum care for patients.

EUROPEAN COMMUNITIES (LATE PAYMENT IN COMMERCIAL TRANSACTIONS) REGULATIONS 2012

The directors have put procedures in place which provide reasonable assurance that the company is complying in all material respects with the Prompt Payments of Account Act, 1997 and European Communities (Late payment in Commercial Transactions) Regulations 2012, in so far as is permitted by cash flow constraints.

OUR LADY'S HOSPICE & CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

GOING CONCERN

The company's business activities, together with the factors likely to affect its future development, performance and position are set out in the directors' report.

The financial statements have been prepared on the going concern basis. The company receives an annual revenue grant from the HSE annually and in return an agreed level of service is provided. The company remains dependent on the ongoing support of the HSE to provide adequate funding to enable it to continue providing a service. For 2026 the annual revenue grant is currently €52.5m. This is an increase of €0.2m (0.3%) on the 2025 funding of €52.35m. The extra costs of the 2026 national pay agreements is approximately €1.3m. Non-pay inflation is expected to continue to impact the company in 2026 as in 2025. Another concern is the introduction of the public only consultants pay contracts and the elimination of private income. There are ongoing discussions on this topic with the HSE. Notwithstanding the various uncertainties in relation to HSE funding set out above, the Directors have considered the following factors in reaching their conclusions in relation to going concern:

- The HSE has historically provided the company with cash accelerations when required to meet obligations and they continued to do so at the 2025 financial year-end.
- The management team are actively managing the resources of the company to ensure we remain within budget as well as providing the level of service agreed with the HSE.
- The company has received sufficient cash to meet its obligations for the first quarter 2026.
- The HSE continues to provide separate funding for long term projects. In 2025 a further €68k has been provided for energy efficiency upgrades. €206k was provided by the HSE in 2024 for this project.
- The HSE arranges an overdraft facility with our bank each year from 1st July onwards to 31st December on our behalf.

The Directors are confident that the HSE will resolve the funding shortfalls outlined above which have arisen as a result of new pay agreements and loss in private income due to the Consultants Only Contract changes. They are also confident that with the ongoing support from the HSE by way of additional funding and/or cash advances as needed that the entity will be in a position to meet its obligations as they fall due for a period of at least 12 months from signing these financial statements.

Additional to HSE funding, the company received €6.7m in donations and legacies in 2025, an increase of €0.4m in 2024 and the expectation for 2026 is to raise approximately €6.0m. While the strong reserves position at year-end means that there is no immediate threat to the going concern status of OLH&CS, provision of services remains reliant on funding from the HSE continuing at an appropriate level in the future.

After making due enquiries, the directors have a reasonable expectation that the operating and capital budgets and plans will be achieved and that the company will have adequate resources and sufficient liquidity to continue to operate for the foreseeable future. On that basis, the directors have continued to adopt the going concern basis of accounting in preparing these financial statements.

The ongoing support of the HSE at an appropriate level and the generosity of the public are fundamental to the achievement of these plans.

POST BALANCE SHEET EVENTS

There are no post balance sheet events that we need to report in the financial statements.

OUR LADY'S HOSPICE & CARE SERVICES**TRUSTEES' REPORT (CONTINUED)****DIRECTORS AND SECRETARY**

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

Directors:

Hilary Coates (Chairperson)
 Vincent Barton
 Lorcan Birthistle (Resigned 25/09/2025)
 Olan Cremin (Appointed 05/06/2025)
 Dr Brendan Cuddihy
 Caitriona Maguire
 Derbhile McDonagh
 Aisling Meagher
 Siobhán O'Sullivan (Appointed 06/02/2025)
 Sheilagh Reaper Reynolds
 Dermot Ryan
 Philip Wiehe (Resigned 25/09/2025)
 Liam Woods (Appointed 27/01/2026)

Secretary:

Crescent Trust Co. Unlimited Company

In accordance with the Articles of Association, every year, one-third of the directors for the time being, or, if their number is not three or a multiple of three, then the number nearest one-third shall retire from office.

It has been agreed that on appointment, Directors will receive briefing and comprehensive documents designed to familiarise them with the company's operations, management and governance.

DIRECTORS' AND SECRETARY'S INTERESTS IN SHARES

The directors and secretary of the company who held office at 31 December 2025, had no interests in the shares of the company.

DIRECTORS' INTERESTS IN CONTRACTS

There were no contracts or arrangements in relation to the company's business in which the directors or Secretary of the company had any interest.

POLITICAL CONTRIBUTIONS

There were no political donations made during the financial year (2024 €Nil).

ACCOUNTING RECORDS

The measures that the directors have taken to secure compliance with the requirements of sections 281 to 285 of the Companies Act 2014 with regard to the keeping of adequate accounting records, are the employment of appropriately qualified accounting personnel and the maintenance of computerised accounting systems. The company's accounting records are maintained at the company's registered office at Harold's Cross, Dublin 6W.

OUR LADY'S HOSPICE & CARE SERVICES

TRUSTEES' REPORT (CONTINUED)

DISCLOSURE OF INFORMATION TO AUDITORS

In the case of each of the persons who are directors at the time the directors' report and financial statements are approved:

- a) So far as the director is aware, there is no relevant audit information of which the company's statutory auditors are unaware; and
- b) Each director has taken all steps that ought to have been taken by the director in order to make himself/herself aware of any relevant audit information and to establish that the company's auditors are aware of that information.

DIRECTORS' COMPLIANCE POLICY STATEMENT

The directors acknowledge that they are responsible for securing compliance by the company with its relevant obligations as outlined in the Companies Act 2014 (the 2014 Act).

The directors confirm:

- (a) that a compliance policy statement, setting out the company's policies that, in the directors' opinion, are appropriate to the company regarding compliance by the company with its relevant obligations (within the meaning of the 2014 Act) has been drawn up;
- (b) appropriate arrangements or structures that are, in the directors' opinion, designed to secure material compliance with the company's relevant obligations have been put in place; and
- (c) a review of those arrangements and structures has been conducted during the financial year.

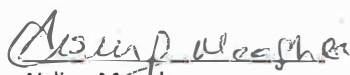
The arrangements and structures include reliance on the assistance and advice of persons employed by the company and by external legal, compliance and tax advisors that the directors consider to have the requisite knowledge and experience to advise on the company's compliance with its relevant obligations.

AUDITORS

The auditors, Crowe, Chartered Accountants, who were appointed in 2024 have expressed their willingness to continue in office in accordance with Section 383(2) of the Companies Act 2014.

Approved by the Board and signed on its behalf by:


Hilary Coates
Director


Aisling Meagher
Director

Date: 26 May 2026

26 MAY 2026

OUR LADY'S HOSPICE & CARE SERVICES

DIRECTORS' RESPONSIBILITIES STATEMENT

The directors are responsible for preparing the directors' report and the financial statements in accordance with the Companies Act 2014.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law, the directors have elected to prepare the financial statements in accordance with FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland issued by the Financial Reporting Council* ("relevant financial reporting framework"). Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end date and of the profit or loss of the company for the financial year and otherwise comply with the Companies Act 2014.

In preparing those financial statements, the directors are required to:

- select suitable accounting policies for the Company Financial Statements and then apply them consistently.
- make judgements and estimates that are reasonable and prudent.
- state whether the financial statements have been prepared in accordance with the applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for ensuring that the company keeps or causes to be kept adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and profit or loss of the company to be determined with reasonable accuracy, enable them to ensure that the financial statements and directors' report comply with the Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Legislation in Ireland governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions. The directors are responsible for the maintenance and integrity of the corporate and financial information included on the company's website.

OUR LADY'S HOSPICE & CARE SERVICES

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF OUR LADY'S HOSPICE & CARE SERVICES

Report on the audit of the financial statements

Opinion

We have audited the Financial Statements of Our Lady's Hospice & Care Services ('the Company'), for the year ended 31 December 2025, which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows, and notes to the financial statements, including the summary of significant accounting policies set out in note 1. The financial reporting framework that has been applied in their preparation is Irish law and Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' issued in the United Kingdom by the Financial Reporting Council.

In our opinion, the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31 December 2025 and of its net movement in funds for the year then ended;
- have been properly prepared in accordance with Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

OUR LADY'S HOSPICE & CARE SERVICES**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF OUR LADY'S HOSPICE & CARE SERVICES
(CONTINUED)****Other information**

The directors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Auditors' report thereon. Our opinion on the financial statements does not cover the information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2014

Based solely on the work undertaken in the course of the audit, we report that:

- in our opinion, the information given in the Directors' Report is consistent with the financial statements; and
- in our opinion, the Directors' Report has been prepared in accordance with applicable legal requirements.

We have obtained all the information and explanations which we consider necessary for the purposes of our audit.

In our opinion the accounting records of the company were sufficient to permit the financial statements to be readily and properly audited, and financial statements are in agreement with the accounting records.

Matters on which we are required to report by exception

Based on the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report.

The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of directors' remuneration and transactions required by sections 305 to 312 of the Act are not made. We have nothing to report in this regard.

Respective responsibilities**Responsibilities of directors for the financial statements**

As explained more fully in the Directors' responsibilities statement, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

OUR LADY'S HOSPICE & CARE SERVICES

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF OUR LADY'S HOSPICE & CARE SERVICES (CONTINUED)

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the management either intends to liquidate the company or to cease operations, or has no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Irish Auditing and Accounting Supervisory Authority's website at: http://www.iaasa.ie/getmedia/b23890131cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilities_for_audit.pdf. This description forms part of our auditor's report.

The purpose of our audit work and to whom we owe our responsibilities

This report is made solely to the Company's members, as a body, in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the Company's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Signed: _____

Aidan Ryan F.C.A.

For and on behalf of

Crowe Ireland
Chartered Accountants and Statutory Audit Firm
40 Mespil Road
Dublin 4
D04 C2N4

Date: June 5th 2026

OUR LADY'S HOSPICE & CARE SERVICES

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

	Notes	Unrestricted € 2025	Restricted € 2025	Total € 2025	Unrestricted € 2024	Restricted € 2024	Total € 2024
INCOME FROM							
Donations and legacies	4	5,660,468	1,066,663	6,727,131	4,243,783	2,106,873	6,350,656
Charitable activities	5	156,168	60,377,793	60,533,961	252,691	58,066,030	58,318,721
Investment Income	6	96,331	-	96,331	20,475	-	20,475
Other trading activities	7	734,074	-	734,074	671,216	-	671,216
TOTAL INCOME		6,647,041	61,444,456	68,091,497	5,188,165	60,172,903	65,361,068
EXPENDITURE ON							
Raising funds	8	2,566,667	56,975	2,623,642	2,580,021	94,430	2,674,452
Charitable activities	9	3,799,213	61,742,546	65,541,759	4,729,427	60,279,717	65,009,144
TOTAL EXPENDITURE		6,365,880	61,799,521	68,165,401	7,309,448	60,374,147	67,683,596
Net expenditure before other recognised gain/(loss)		281,161	(355,065)	(73,904)	(2,121,284)	(201,244)	(2,322,528)
(Loss)/Gain on financial assets at fair value	17	(12,528)	-	(12,528)	3,573	-	3,573
NET EXPENDITURE BEFORE TAXATION	11	268,633	(355,065)	(86,432)	(2,117,711)	(201,244)	(2,318,955)
Taxation	13	-	-	-	-	-	-
NET EXPENDITURE AFTER TAXATION		268,633	(355,065)	(86,432)	(2,117,711)	(201,244)	(2,318,955)
Transfer between funds	14	-	-	-	-	-	-
Total funds at beginning of financial year		27,887,055	25,742,609	53,629,664	30,004,766	25,943,853	55,948,619
Total funds at end of financial year		28,155,688	25,387,544	53,543,232	27,887,055	25,742,609	53,629,664

There were no recognised gains or losses other than those listed above and the net movement in funds for the financial year. All income and expenditure derive from continuing activities.

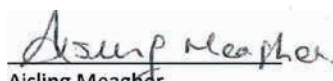
OUR LADY'S HOSPICE & CARE SERVICES

BALANCE SHEET
AS AT 31 DECEMBER 2025

	Notes	2025 €	2024 €
Fixed assets			
Tangible assets	16	80,090,823	83,013,494
Financial assets	17	85,151	152,079
		<u>80,175,974</u>	<u>83,165,573</u>
Current assets			
Stock	18	456,289	494,820
Debtors: amounts falling due within one year	19	5,984,798	8,345,259
Cash at bank and on hand	20	12,975,099	10,159,038
		<u>19,416,186</u>	<u>18,999,117</u>
Creditors: (amounts falling due within one year)	21	(7,401,163)	(9,864,256)
Net current assets		<u>12,015,023</u>	<u>9,134,861</u>
Total assets less current liabilities		<u>92,190,997</u>	<u>92,300,434</u>
Creditors: (amounts falling due after more than one year)	22	(8,977)	(31,983)
NET ASSETS		<u>92,182,020</u>	<u>92,268,451</u>
Capital and charity funds			
Called up share capital	29	2	2
Share premium	29	38,638,786	38,638,786
Restricted capital funds	29	23,946,495	24,819,582
Restricted funds	29	1,441,047	923,026
Unrestricted funds	29	28,155,690	27,887,055
CHARITY FUNDS		<u>92,182,020</u>	<u>92,268,451</u>

The financial statements were approved and authorised for issue by the Board of directors on
and signed on its behalf by:


Hilary Coates
Director


Aisling Meagher
Director

OUR LADY'S HOSPICE & CARE SERVICES
STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

	<i>Notes</i>	2025	2024
		€	€
Net cash inflow from operating activities	25	2,892,442	2,276,573
Cash flows from investing activities			
Interest and similar income received		96,331	20,476
Interest and similar charges paid		(86,176)	(81,703)
Payments to acquire tangible fixed assets		(117,931)	(133,146)
Proceeds from disposal of financial assets		54,401	-
Net cash flows from investing activities		(53,375)	(194,373)
Cash flows from financing activities			
Finance lease (repayments)/additions		(23,006)	57,513
Bank loan repaid		-	(87,078)
Net cash flows from financing activities		(23,006)	(29,565)
Net increase in cash and cash equivalents		2,816,061	2,052,635
Cash and cash equivalents at beginning of financial year		10,159,038	8,106,403
Cash and cash equivalents at end of financial year		12,975,099	10,159,038
Reconciliation to cash and cash equivalents			
Cash at bank and in hand		12,975,099	10,159,038
Analysis of changes in net debt			
	At 1/1/2025	Cashflows	At 31/12/2025
	€	€	€
Cash and Cash Equivalents			
Cash (company funds)	10,103,247	2,757,589	12,860,836
Funds held on behalf of 3rd party funds	55,791	58,472	114,263
	10,159,038	2,816,061	12,975,099
Borrowings			
Debt due within one year	(25,530)	-	(25,530)
Debt due after one year	(31,983)	23,006	(8,977)
	(57,513)	23,006	(34,508)
Total	10,101,525	2,839,067	12,940,592

OUR LADY'S HOSPICE & CARE SERVICES

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**

1. ACCOUNTING POLICIES

The significant accounting policies adopted by the company are set out below. These policies have been consistently applied to all financial years presented unless otherwise stated.

General Information and Basis of Financial Statements Presentation

Our Lady's Hospice & Care Services is a company incorporated in Ireland under the Companies Act 2014. The company number is 352404 and the address of the registered office is Harold's Cross, Dublin 6W.

The objectives of the company are charitable in nature and it has been granted charitable tax exemption by the Revenue Commissioners (Charity number CHY1144) and is registered with the Charities Regulatory Authority (CRA number 20001827). The company's operations and its principal activities are set out in the directors' report on pages 5 to 13.

In accordance with Section 1180(8) of the Companies Act, 2014, the company is exempt from including the word "Limited" in its name. The company is a designated activity company limited by shares (DAC) under Part 16 of the Companies Act 2014.

The company has adopted and reported its performance in accordance with the format provided for in the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" as published by the Charity Commission for England and Wales (2019 Version).

The Charity Commission for England and Wales is recognised by the UK Accounting Standards Board (ASB) as the appropriate body to issue SORP's for the charity sector in the UK, and the SORP has heretofore been recognised as best practice for financial reporting by Charities in Ireland.

The financial statements have been prepared in accordance with the Companies Act 2014 and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

Basis of Accounting

The financial statements have been prepared under the historical cost convention, modified to include certain items at fair value, and in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued by the Financial Reporting Council and the Companies Act 2014. The financial statements are presented in euro.

The financial statements are prepared on a going concern basis of accounting as detailed further in note 2.

Tangible Fixed Assets and Depreciation

Tangible fixed assets are carried at cost (or deemed cost) less accumulated depreciation and accumulated impairment losses. Cost includes the original purchase price, costs directly attributable to bringing the asset to the location and condition necessary for its intended use, applicable dismantling, removal and restoration costs. Tangible fixed assets, including computer equipment where the cost is less than €10,000 are expensed.

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

1. ACCOUNTING POLICIES (CONTINUED)

Tangible Fixed Assets and Depreciation (Continued)

Land and buildings include freehold properties. Land and buildings are carried at cost. Fixtures and fittings and motor vehicles are carried at cost less accumulated depreciation and accumulated impairment losses.

Subsequent additions are included in the assets carrying amount or recognised as a separate asset, as appropriate, only when it is probable that the economic benefits associated with the asset will flow to the company and the cost can be reliably measured. Assets in the course of construction are carried at cost. Major components are treated as separate assets where they have significantly different patterns of consumption of economic benefits and are depreciated separately over their useful lives.

Donated assets are recognised as tangible fixed assets when their fair value exceeds the above-mentioned thresholds. Donated assets held as tangible fixed assets are subject to depreciation except in cases where they are held for resale and not used in the period in which case they are not depreciated.

Land is not depreciated. Assets under construction are not depreciated until they are available for use. Depreciation on other tangible assets is provided at rates calculated to write off the cost of the assets over their estimated useful lives. The rates and methods of depreciation are as follows:

Building	2.5%	straight line
Fixtures and equipment	15%	straight line
Motor Vehicles	20%	straight line
Computer equipment	15%	straight line

Residual value represents the estimated amount which would currently be obtained from disposal of an asset, after deducting estimated costs of disposal, if the asset were already of the age and in the condition expected at the end of its useful life.

Repairs and maintenance costs are expensed as incurred.

Impairment of Assets

Assets, other than those measured at fair value, are assessed for indicators of impairment at each balance sheet date. If there is objective evidence of impairment, an impairment loss is recognised in the Statement of Financial Activities as described below.

Non-financial assets

An asset is impaired where there is objective evidence that, as a result of one or more events that occurred after initial recognition, the estimated recoverable value of the asset has been reduced to below its carrying amount. The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use.

Where indicators exist for a decrease in impairment loss, the prior impairment loss is tested to determine reversal. An impairment loss is reversed on an individual impaired asset to the extent that the revised recoverable value does not lead to a revised carrying amount higher than the carrying value had no impairment been recognised.

OUR LADY'S HOSPICE & CARE SERVICES

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**

1. ACCOUNTING POLICIES (CONTINUED)

Pensions

The company operates a defined benefits pension scheme in respect of employees eligible for inclusion under the Voluntary Hospitals Superannuation Scheme. The scheme is administered, funded and underwritten by the Department of Health. The company acts as agents in the operation of the scheme and does not make any contributions to the scheme.

Contributions are received from eligible employees only. In accordance with the service plan agreed with the HSE and the Department of Health, pension contributions received may be offset against pension payments made and the surplus or deficit each financial year forms part of the funding for the company. The directors consider that the company has no responsibility for any liability that falls due as a result of any ultimate under funding of the scheme.

Contributions received are credited to the Statement of Income and Retained Earnings as they are received. Payments made under the scheme are charged to the Statement of Income and Retained Earnings as they fall due. Refunds of Contributions are charged to the Statement of Income and Retained Earnings when notification is received from the Department of Health to make a payment to an employee who is leaving the scheme.

A new Single Public Service Pension Scheme (Single Scheme) commenced with effect from 1st January 2013. The Scheme applies to all pensionable first-time entrants to the Public Service, as well as former public servants returning to the Public Service after a break of more than 26 weeks. Benefits are calculated by reference to "referable amounts" for each year's service that are uprated by the CPI as notified by the Minister. All contributions deducted from members wages/salaries are remitted to the nominated bank account of the Department of Public Expenditure and Reform and not credited to the Profit and Loss Account. As per Public Service Pensions (Single Scheme and Other Provisions) Act 2012, Section 44(1) (b), payments arising under this Single Scheme to retiring employees shall be paid from funds provided by the Oireachtas for that purpose.

Certain company employees are members of a defined contribution pension scheme and the assets of the scheme are held separately from those of the company. The annual contributions payable is charged to the Statement of Financial Activities.

Stocks

Stocks are stated at the lower of cost and estimated selling price less costs to sell, which is equivalent to the net realisable value. Cost is determined by reference to invoice price including charges such as freight and duty as appropriate. Cost is calculated using the FIFO (first-in, first-out) method. Provision is made for obsolete, slow-moving or defective items where appropriate.

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**1. ACCOUNTING POLICIES (CONTINUED)****Foreign Currencies**

The functional and presentational currency of the company is considered to be Euro because that is the currency of the primary economic environment in which the company operates.

Transactions in foreign currencies are recorded at the rate ruling at the date of the transactions. The resulting monetary assets and liabilities are translated at the balance sheet rate and the exchange differences are dealt with in the Statement of Financial Activities.

Income – Donations and legacies, charitable activities (HSE and other grants), investment and other trading activities

Income is the amount derived from the provision of services. Turnover comprises income from patients (directly and from Private Health Insurers), income from fundraising activities and events, income from the hire of facilities and other income.

- (i) Income from voluntary donations is recognised when received. As with many similar charitable organisations, independent groups from time to time organise fundraising activities and may operate bank accounts in the name of Our Lady's Hospice & Care Services. However, as amounts collected in this way are outside the control of the company, they are not included in the financial statements until received by Our Lady's Hospice & Care Services.
- (ii) Proceeds from the sale of donated goods are recognised in the financial statements in the period in which they are realised. Volunteer time is not included in the financial statements.
- (iii) Grants from the HSE, government and other agencies have been included as income from activities in furtherance of the charity's objects and accounted for on a receivable basis. Revenue grants received and receivable from the HSE are accounted for on the basis of the allocated amount notified by the HSE for that financial year. Capital grants received are recognised as income in the financial year and the depreciation on the related capital asset is charged against the restricted capital fund.
- (iv) Legacies are included when the company is entitled to the legacy, the amount can be measured and it is probable that the company will receive.
- (v) Donations in kind may take the form of property provided to the company free of charge. Where title has transferred and valuation can be measured with reasonable certainty, donations in kind are recognised in full as income in the year of receipt. Donations in kind are valued based on a professional valuation. If such a valuation is not available, reasonable prevailing market values are used.
- (vi) Investment income is recognised on a receivable basis.
- (vii) Patient income comprises income from patients directly and from Private Health Insurers (PHIs) and is recognised on a receivable basis.
- (viii) Other trading activities income comprises income from canteen, shop, coffee shop, rental and educational income is recognised on a receivable basis.

OUR LADY'S HOSPICE & CARE SERVICES

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**

1. ACCOUNTING POLICIES (CONTINUED)

Expenditure

Charitable activities comprise expenditure incurred by the activities in the Harold's Cross, Blackrock Hospice and Wicklow Hospices as well as support costs incurred at headquarters that are directly related to the implementation of charities activities. Expenditure is recognised in the period to which it relates. Expenditure incurred but unpaid at the balance sheet date is included in accruals and other creditors. Expenditure on raising funds comprise all expenditure incurred by Our Lady's Hospice & Care Services on raising funds for the company's charitable activities.

Support costs are those functions that assist the work of the company but do not directly undertake charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the company's healthcare activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities. The bases on which support costs have been allocated are set out in note 9.

Funds Accounting

Funds held by the charity are classified as unrestricted and restricted. Unrestricted funds are funds which can be used in accordance with the charitable objects at the discretion of the Directors. Restricted funds are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Financial instruments

Financial assets and financial liabilities are recognised when the company becomes a party to the contractual provisions of the instrument.

Financial liabilities are classified according to the substance of the contractual arrangements entered into.

(i) Financial assets and liabilities

Basic financial assets and liabilities are initially measured at transaction price (including transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a finance transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial assets, including investments in equity instruments which are not subsidiaries, associates, or joint ventures, are initially measured at fair value, which is normally the transaction price. These financial assets are subsequently measured at fair value and the changes in fair value are recognised in the Statement of Comprehensive Income, except that investments in equity instruments that are not publicly traded and whose fair values cannot be measured reliably are subsequently measured at cost less impairment.

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**1. ACCOUNTING POLICIES (CONTINUED)****Financial instruments (Continued)***(i) Financial assets and liabilities (Continued)*

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the company transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the company, despite having retained some significant risks and rewards of ownership, has transferred control of the asset to another party and the other party has the practical ability to sell the asset in its entirety to an unrelated third party and is able to exercise that ability unilaterally and without needing to impose additional restrictions on the transfer.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

Financial assets and liabilities are only offset in the balance sheet when and only when there exists a legally enforceable right to set off the recognised amounts and the company intends either to settle on a net basis, or to realise the assets and settle the liability simultaneously.

Balances are classified as payable or receivable within one year if payment or receipt is due within one year or less. If not, they are presented as falling due after more than one year. Balances that are classified as payable or receivable within one year on initial recognition are measured at the undiscounted amount of the cash or other consideration expected to be paid or received, net of impairment.

Taxation

The company has been granted charitable tax-exempt status by the Revenue Commissioners under CHY number 1144 and therefore no provision for Corporation tax is required.

OUR LADY'S HOSPICE & CARE SERVICES

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**

2. GOING CONCERN

The company's business activities, together with the factors likely to affect its future development, performance and position are set out in the directors' report.

The financial statements have been prepared on the going concern basis. The company receives an annual revenue grant from the HSE annually and in return an agreed level of service is provided. The company remains dependent on the ongoing support of the HSE to provide adequate funding to enable it to continue providing a service. For 2026 the annual revenue grant is currently €52.5m. This is an increase of €0.2m (0.3%) on the 2025 funding of €52.35m. The extra costs of the 2026 national pay agreements is approximately €1.3m. Non-pay inflation is expected to continue to impact the company in 2026 as in 2025. Another concern is the introduction of the public only consultants pay contracts and the elimination of private income. There are ongoing discussions on this topic with the HSE. Notwithstanding the various uncertainties in relation to HSE funding set out above, the Directors have considered the following factors in reaching their conclusions in relation to going concern:

- The HSE has historically provided the company with cash accelerations when required to meet obligations and they continued to do so at the 2025 financial year-end.
- The management team are actively managing the resources of the company to ensure we remain within budget as well as providing the level of service agreed with the HSE.
- The company has received sufficient cash to meet its obligations for first quarter 2026.
- The HSE continues to provide separate funding for long term projects. In 2025 a further €68k has been provided for energy efficiency upgrades. €206k was provided by the HSE in 2024 for this project.
- The HSE arranges an overdraft facility with our bank each year from 1st July onwards to 31st December on our behalf.

The Directors are confident that the HSE will resolve the funding shortfalls outlined above which have arisen as a result of new pay agreements and loss in private income due to the Consultants Only Contract changes. They are also confident that with the ongoing support from the HSE by way of additional funding and/or cash advances as needed that the entity will be in a position to meet its obligations as they fall due for a period of at least 12 months from signing these financial statements.

Additional to HSE funding, the company received €6.7m in donations and legacies in 2025, an increase of €0.4m in 2024 and the expectation for 2026 is to raise approximately €6.0m. While the strong reserves position at year-end means that there is no immediate threat to the going concern status of OLH&CS, provision of services remains reliant on funding from the HSE continuing at an appropriate level in the future.

After making due enquiries, the directors have a reasonable expectation that the operating and capital budgets and plans will be achieved and that the company will have adequate resources and sufficient liquidity to continue to operate for the foreseeable future. On that basis, the directors have continued to adopt the going concern basis of accounting in preparing these financial statements.

The ongoing support of the HSE at an appropriate level and the generosity of the public are fundamental to the achievement of these plans.

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**3. CRITICAL ACCOUNTING JUDGEMENTS AND KEY SOURCES OF ESTIMATION UNCERTAINTY**

In the application of the company's accounting policies, which are described in note 1, the directors are required to make judgements, estimates and assumptions about the carrying amounts of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affects both current and future periods.

Information about critical judgements in applying accounting policies that have the most significant effect on the amounts recognised in the financial statements is included in the accounting policies and the notes to the financial statements.

(a) Critical judgement in applying the company's accounting policies

The following judgement, apart from those involving estimates, made by the directors has had significant effect on the amounts recognised in the company's financial statements:

Pensions

Certain employees participate in the VHSS operated by the HSE. The VHSS is an unfunded 'pay as you go' scheme underwritten by the Minister for Health and Children. In the judgement of the directors the funds required to pay current pension liabilities, under the VHSS, as they arise will continue to be provided by the Department of Health and Children. Therefore, they believe that it is not necessary for the financial statements to make provision for the net assets/liabilities at the balance sheet date in respect of pension entitlements accrued to that date by the employees of the company, nor the disclosure requirements of the Charities SORP (FRS102). See note 26 for further details.

(b) Critical accounting estimates and assumptions

The directors make estimates and assumptions concerning the future in the process of preparing the company's financial statements. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year are addressed below.

(i) Useful economic lives of tangible fixed assets and residual value

The annual depreciation on tangible fixed assets is sensitive to changes in the estimated useful lives and residual values of the assets. The useful economic lives and residual values are reviewed annually. They are amended when necessary to reflect current estimates, based on economic utilisation, technological advancements and the physical condition of the assets. The amortisation rate for capital grants is also reviewed in conjunction with the asset lives review and these are adjusted if appropriate.

(ii) Impairment of debtors

The directors make an assessment at the end of each financial year of whether there is objective evidence that a debtor is impaired. When assessing impairment of debtors and other amounts receivable, the directors consider factors including the age profile of outstanding amounts receivable, recent correspondence and historical experience in cash collectors from debtors.

OUR LADY'S HOSPICE & CARE SERVICES
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**
4. DONATIONS AND LEGACIES

	2025 Unrestricted €	2025 Restricted €	Total €	2024 Unrestricted €	2024 Restricted €	Total €
Legacy and Bequest Income	1,935,290	42,000	1,977,290	821,325	478,655	1,299,980
Donations	3,725,178	1,024,663	4,749,841	3,422,458	1,628,218	5,050,676
	5,660,468	1,024,663	6,727,131	4,243,783	2,106,873	6,350,656

5. CHARITABLE ACTIVITIES

	2025 Unrestricted €	2025 Restricted €	Total €	2024 Unrestricted €	2024 Restricted €	Total €
HSE Respite Bed Income	-	244,800	244,800	-	199,100	199,100
VAT Compensation Scheme	-	-	-	94,200	-	94,200
HSE Capital Grants (ICT & Energy grant)	-	68,198	68,198	-	206,583	206,583
Local Authority Grants	-	-	-	-	30,000	30,000
HSE Grants for patient Care	-	52,354,505	52,354,505	-	48,937,938	48,937,938
HSE Fair Deal Income	-	3,306,694	3,306,694	-	3,416,322	3,416,322
Patient Income	-	2,289,731	2,289,731	-	3,261,613	3,261,613
Conferences, seminars, research income	156,168	-	156,168	158,491	-	158,491
Superannuation Income	-	949,785	949,785	-	939,359	939,359
Pension Levy Income	-	1,164,080	1,164,080	-	1,075,115	1,075,115
	156,168	60,377,793	60,533,961	252,691	58,066,030	58,318,721

6. INVESTMENT INCOME - UNRESTRICTED

	2025 Unrestricted €	2025 Restricted €	Total €	2024 Unrestricted €	2024 Restricted €	Total €
Interest received	96,331	-	96,331	20,475	-	20,475
	96,331	-	96,331	20,475	-	20,475
Total Investment Income	96,331	-	96,331	20,475	-	20,475

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

7. OTHER TRADING ACTIVITIES

	2025 Unrestricted €	2025 Restricted €	Total €	2024 Unrestricted €	2024 Restricted €	Total €
Other Trading Income	734,074	-	734,074	671,215	-	671,215
	734,074	-	734,074	671,215	-	671,215

8. EXPENDITURE ON RAISING FUNDS

	2025 Direct Costs €	2025 Support Costs €	Total €	2024 Direct Costs €	2024 Support Costs €	Total €
Salaries and other fundraising costs	1,766,104	-	1,766,104	1,847,695	-	1,847,695
Bank interest and charges	66,489	-	66,489	61,111	-	61,111
Expenses from trading activity	791,049	-	791,049	765,646	-	765,646
Total Cost of Raising Funds	2,623,642	-	2,623,642	2,674,452	-	2,674,452

Funded from:	2025 Unrestricted €	2025 Restricted €	Total €	2024 Unrestricted €	2024 Restricted €	Total €
Fundraising costs	1,832,593	-	1,832,593	1,908,806	-	1,908,806
Expenses from other trading activities	734,074	56,975	791,049	671,215	94,430	765,645
Total Cost of Raising Funds	2,566,667	56,975	2,623,642	2,580,021	94,430	2,674,451

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

9. EXPENDITURE ON CHARITABLE ACTIVITIES

	2025 Direct Costs €	2025 Support Costs €	Total €	2024 Direct Costs €	2024 Support Costs €	Total €
Palliative Care Community	34,290,579	1,466,000	35,756,579	32,549,294	1,380,179	33,929,473
Rehabilitation Unit, CRU	3,910,213	167,171	4,077,384	3,573,112	151,510	3,724,622
Care of Older People in Anna Gaynor House	18,242,159	779,894	19,022,053	17,883,652	758,316	18,641,968
Rheumatic & Musculoskeletal Disease Unit, RMDU	5,085,453	217,415	5,302,868	5,400,356	228,990	5,629,346
Cost of Charitable activities	61,528,404	2,630,480	64,158,884	59,406,414	2,518,995	61,925,409
Bank Interest and Charges	19,687		19,687	20,592	-	20,592
Patient Care and Services	61,548,091	2,630,480	64,178,571	59,427,006	2,518,995	61,946,001
Education & Training	1,363,188	-	1,363,188	3,063,143	-	3,063,143
Total Charitable Expenditure	62,911,279	2,630,480	65,541,759	62,490,149	2,518,995	65,009,144
Funded from:	2025 Unrestricted €	2025 Restricted €	Total €	2024 Unrestricted €	2024 Restricted €	Total €
Patient Care & Services	3,215,483	60,963,088	64,178,571	2,422,038	59,523,963	61,946,001
Education & Training	583,730	779,458	1,363,188	2,307,389	755,754	3,063,143
Total Charitable Expenditure	3,799,213	61,742,546	65,541,759	4,729,427	60,279,717	65,009,144

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

10. ANALYSIS OF GOVERNANCE AND SUPPORT COSTS		Charitable Activities		Raising Funds		Basis of Apportionment of Charitable Activities
		General Support	Governance Function	General Support	Governance Function	
2025		€	€	€	€	Total €
Payroll costs		1,601,663	-	-	-	Direct labour costs
General support costs		910,367	-	-	-	Direct labour costs & beds
Audit, legal compliance and regulatory costs		-	48,791	-	-	Beds
Total Support Costs		2,512,030	48,791	-	-	
2024						
Payroll costs		1,662,471	-	-	-	Direct labour costs
General support costs		866,438	-	-	-	Direct labour costs & beds
Audit, legal compliance and regulatory costs		-	49,746	-	1,230	Beds
Total Support Costs		2,528,909	49,746	-	1,230	

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

11. NET (EXPENDITURE)/INCOME BEFORE TAXATION

	2025	2024
	€	€
The net (expenditure)/income before taxation for the financial year has been arrived at after charging / (crediting)		
Depreciation	3,040,601	3,186,043
Major repairs to Education building roof	-	1,725,596
Auditors' remuneration	48,791	49,746
Cost of stock recognised as expense	830,129	872,447
(Gain)/loss on fair value movement of financial assets (Note 17)	12,528	(3,573)
(a) Auditors' remuneration disclosures		
Audit	48,250	48,270
Other non-audit	541	1,476
	48,791	49,746

(b) Directors

No salaries or fees are payable to the directors of the company for their services as directors.

12. INTEREST PAYABLE AND SIMILAR CHARGES

	2025	2025		2024	2024	
On bank loans, overdrafts and other loans wholly repayable within five years	Healthcare	Development	Total	Healthcare	Development	Total
	€	€	€	€	€	€
	(19,687)	(66,489)	(86,176)	(20,592)	(61,111)	(81,703)

13. TAXATION

As a result of the company's charitable status, no charge to corporation tax arises.

14. TRANSFER BETWEEN FUNDS

There is a transfer of funds of €89,225 from capital restricted fund balances to restricted funds in relation to capital and small expenditure items.

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

15. STAFF NUMBERS AND COST

The average number of persons employed by the company during the financial year was as follows:

	2025 No.	2024 No.
Management and staff (whole time equivalents)	602	596

The aggregate payroll costs of these persons were as follows:

	Healthcare €	Development €	Total 2025 €	Healthcare €	Development €	Total 2024 €
Wages and salaries	40,503,162	2,606,201	43,109,363	39,271,208	2,638,893	41,910,101
Social welfare costs	4,346,499	82,203	4,428,702	4,125,767	81,752	4,207,519
Superannuation	4,335,901	-	4,335,901	3,604,782	-	3,604,782
Pension costs	-	53,546	53,546	-	47,233	47,233
	49,185,562	2,741,950	51,927,512	47,001,757	2,767,878	49,769,635

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

15. STAFF NUMBERS AND COSTS (CONTINUED)

Key management compensation

The total remuneration for key management personnel for the 12 months amounted to €853,925 (2024: €912,344), and this includes gross salary, ER PRSI, and pension contribution. This reflects both healthcare and fundraising activities. The gross pay for the CEO for the year was €107,779 (2024: €104,193). The number of employees, including medical staff, whose emoluments, excluding PRSI and pension contributions, were in excess of €60,000:

	2025		2024
	No.		No.
€60,000 - €69,999	96	€60,000 - €69,999	105
€70,000 - €79,999	90	€70,000 - €79,999	83
€80,000 - €89,999	57	€80,000 - €89,999	36
€90,000 - €99,999	14	€90,000 - €99,999	7
€100,000 - €109,999	5	€100,000 - €109,999	5
€110,000 - €119,999	4	€110,000 - €119,999	3
€120,000 - €129,999	3	€120,000 - €129,999	0
€130,000 - €139,999	0	€130,000 - €139,999	0
€140,000 - €149,999	0	€140,000 - €149,999	0
€150,000 - €159,999	0	€150,000 - €159,999	0
€160,000 - €169,999	1	€160,000 - €169,999	1
€170,000 - €179,999	0	€170,000 - €179,999	0
€180,000 - €189,999	1	€180,000 - €189,999	0
€190,000 - €199,999	0	€190,000 - €199,999	0
€200,000 - €209,999	2	€200,000 - €209,999	1
€210,000 - €219,999	0	€210,000 - €219,999	0
€220,000 - €229,999	1	€220,000 - €229,999	0
€230,000 - €239,999	0	€230,000 - €239,999	0
€240,000 - €249,999	0	€240,000 - €249,999	1
€250,000 - €259,999	0	€250,000 - €259,999	1
€260,000 - €269,999	1	€260,000 - €269,999	0
€270,000 - €279,999	1	€270,000 - €279,999	1
€280,000 - €289,999	0	€280,000 - €289,999	1
€290,000 - €299,999	0	€290,000 - €299,999	1
€300,000 in excess of	2	€300,000 in excess of	1

All pay is aligned with the Department of Health Consolidated Pay Scales. During 2025 there were further pay increases in line with national pay agreements. All increases are reflected above.

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

16. TANGIBLE FIXED ASSETS

	Land €	Buildings €	Equipment & Computer Equipment €	Motor Vehicles €	Total €
Cost or Valuation:					
At 1 January 2025	11,036,500	107,565,411	14,277,920	211,587	133,091,418
Additions	-	-	-	117,931	117,931
Disposals	-	-	-	-	-
At 31 December 2025	11,036,500	107,565,411	14,277,920	329,518	133,209,349
Depreciation:					
At 1 January 2025	-	36,333,889	13,554,592	189,443	50,077,924
Charge for financial year	-	2,711,489	285,864	43,249	3,040,602
Disposals	-	-	-	-	-
At 31 December 2025	-	39,045,378	13,840,456	232,692	53,118,526
Net Book Value:					
At 31 December 2025	11,036,500	68,520,033	437,464	96,826	80,090,823
At 31 December 2024	11,036,500	71,231,522	723,328	22,144	83,013,494

OUR LADY'S HOSPICE & CARE SERVICES**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025****17. FINANCIAL ASSETS**

	2025 €	2024 €
Listed investments:		
Carrying amount at 1 January	152,079	148,506
Disposals	<u>(54,400)</u>	<u>-</u>
At 31 December	<u>97,679</u>	<u>148,506</u>
Movement in the fair value of listed investments	<u>(12,528)</u>	<u>3,573</u>
Investment Portfolio	<u>85,151</u>	<u>152,079</u>

The fair value of listed investments was determined with reference to the quoted market price at the reporting date. The cost of the investments on acquisition was €44,370 (2024: €111,298)

18. STOCKS

	2025 €	2024 €
Pharmacy	119,788	131,171
Stores	<u>336,501</u>	<u>363,649</u>
	<u>456,289</u>	<u>494,820</u>

There are no material differences between the replacement cost of stock and the balance sheet amounts.

19. DEBTORS: Amounts falling due within one year

	2025 €	2024 €
HSE	4,861,224	6,334,166
Patient income	300,006	1,367,739
Other debtors	522,243	398,837
Prepayment	<u>301,325</u>	<u>244,517</u>
	<u>5,984,798</u>	<u>8,345,259</u>

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**20. CASH AT BANK AND ON HAND**

	2025 €	2024 €
Funds held on behalf of patients (patient private property account) (Note 21)	33,759	15,852
Funds held on behalf of Together for Hospice (Note 21)	80,504	39,939
Cash and cash equivalents	3,968,062	6,082,771
Bank deposits maturing 28 th July 2026	2,000,000	-
Bank deposits maturing 1 st Jan 2027	1,000,000	-
German Bond 09/10/2026	1,026,453	1,005,676
German Bond 10/10/2025	-	1,005,249
Amundi Cash Fund	4,866,321	2,009,551
	12,975,099	10,159,038

Company funds include €5.9m (2024: €4m) in cash and Government bonds held with Davy Stockbrokers.

21. CREDITORS: Amounts falling due within one year

	2025 €	2024 €
Trade Creditors	942,910	2,057,349
Accruals	4,218,977	6,247,322
Other Creditors	416,612	265,461
PAYE/PRSI	1,683,631	1,212,713
Funds held on behalf of third parties (Note 20)	113,503	55,881
Finance Leases	25,530	25,530
	7,401,163	9,864,256

Securities

The company's borrowings have been secured by a first mortgage/fixed charge over the company's Wicklow Hospice property at Magheramore, County Wicklow, along with a floating charge on all other property. This charge is held in favour of Bank of Ireland principal moneys and interest. There is a supplemental charge held in favour of the Health Service Executive over the company's Wicklow Hospice property at Magheramore, County Wicklow. This is in relation to a capital grant of €1,250,000 made previously by the Health Service Executive to the Wicklow Hospice Foundation.

22. CREDITORS: Amounts falling due after more than one year

	2025 €	2024 €
Finance Leases	8,977	31,983

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

23. HIRE PURCHASE AND FINANCE LEASES

Minimum lease payments under hire purchase fall due as follows:

	2025 €	2024 €
Finance Leases Less than one year	25,530	25,530
Finance Leases Between one and five years	12,765	38,296
	38,295	63,826
Less: Future Finance Charges	(3,788)	(6,313)
	34,507	57,513

Finance lease payments represent rentals payable by the company for computer equipment. No restrictions are placed on the use of the asset. The average lease term is 3-5 years. All leases are on fixed payment basis and no arrangements have been entered into for contingent rental payments.

24. CALLED-UP SHARE CAPITAL PRESENTED AS EQUITY

	2025 €	2024 €
Authorised:		
100,000 Ordinary shares of €1 each	100,000	100,000
Allotted, called-up and fully paid equity shares:		
2 Ordinary shares of €1 each	2	2
Presented as follows:		
Called up share capital presented as equity	2	2

The company has one class of ordinary shares which carry no right to fixed income. The share premium reserve of €38,638,786 contains the premium arising on issue of equity shares on incorporation.

25. RECONCILIATION OF NET (EXPENDITURE) /INCOME TO NET CASH GENERATED BY OPERATIONS

	2025 €	2024 €
Net income before taxation	(86,432)	(2,318,955)
Investment Income	(96,331)	(20,475)
Interest Payable and similar charges	86,176	81,703
(Gain)/loss on financial assets at fair value	12,528	(3,573)
Depreciation	3,040,602	3,186,043
Operating cash flow before movement in working capital	2,956,543	924,743
(Increase)/decrease in stock	38,531	(34,482)
(Increase)/decrease in debtors	2,360,461	(551,180)
Increase in creditors	(2,463,093)	1,937,492
CASH GENERATED BY OPERATING ACTIVITIES	2,892,442	2,276,573

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**26. FINANCIAL INSTRUMENTS**

The carrying values of the company's financial assets and liabilities are summarised by category below:

	2025	2024
	€	€
Financial assets		
Measured at fair value through profit or loss		
Financial asset listed investments (Note 17)	85,151	152,079
Measured at undiscounted amount receivable		
Trade and other debtors (Note 19)	5,683,472	8,100,742
Financial Liabilities		
Measured at undiscounted amount payable		
Trade and other creditors (Note 21)	1,359,522	2,322,809
Funds held on behalf of third parties (Note 21)	113,503	55,881
Measured at amortised cost		
Finance Leases (Note 22)	<u>38,295</u>	<u>63,826</u>

The company's income, gains and losses in respect of financial instruments are summarised as follows:

Fair value gains and losses	2025	2024
	€	€
Gain/(loss) on financial assets (including listed investments) measured as fair value through Statement of Financial Activities	<u>(12,528)</u>	<u>3,573</u>

OUR LADY'S HOSPICE & CARE SERVICES

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**

27. CREDIT, MARKET AND LIQUIDITY RISKS

Credit risk

The company manages its financial assets and liabilities to ensure it will continue as a going concern. The principal financial assets of the company are bank and cash balances, investments, and trade and other receivables, which represent the maximum exposure to credit risk in relation to financial assets. The principal financial liabilities of the company are bank overdraft and trade and other payables.

The credit risk within the company is primarily attributable to its trade receivables, cash at bank and investments. The amounts presented in the statement of financial position are net of provisions for impaired receivables, estimated by management, based on prior experience and their assessment of the current economic environment.

The credit risk on liquid funds is mitigated by the spreading of deposits over a number of financial institutions.

The credit risk on investments arising is managed by a reputable external investment manager whose investment policy is to invest over a broad range of equity securities of high quality. The risk is monitored by regular reporting by the investment manager to the company.

The exposure from trade and other receivables arises primarily from amounts due from health insurance companies.

Market risk

(i) Interest rate risk

The company uses the bank overdraft for short-term borrowings and a bank loan for long-term borrowings. As part of its risk management process, the company identified the risk of exposure on the bank overdraft to interest becoming unaffordable due to rate increases during the term of the bank overdraft facility.

(ii) Foreign currency exchange rate risk

Some portion of the company's investments is denominated in pounds sterling or US dollars. The company's functional currency is euro. The company has no material exposure to foreign currencies. The policy is to maintain no significant foreign currency exposure by the investment manager.

(iii) Price risk

The company is exposed to equity securities price risk. To manage its price risk arising from investments in equity securities, the company diversifies its portfolio.

(iv) Cash flow and Liquidity risk

The bank overdraft liquidity risk is managed by regular reviews of cash flow forecasts and regular monitoring of cash balances and short-term liquidity trends.

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025**28. PENSION COMMITMENTS**

The company administers a defined benefits pension scheme in respect of employees eligible for inclusion under the Voluntary Hospitals Superannuation Scheme (VHSS). The financial statements do not include pension liabilities and assets of those staff who are members of the Voluntary Hospitals Superannuation Scheme (VHSS), as required by Financial Reporting Standard 102 "Employee Benefits" (FRS102). The majority of staff are members of the VHSS, which the directors believe is a scheme underwritten by the Minister for Health.

The directors of the company believe that the funds required to pay current pension liabilities, under the VHSS, as they arise into the future, will be provided by the Department of Health. The directors have arrived at this opinion having taken account of precedent set on the closure of certain other Healthcare facilities in recent years where pension payments (including retirement lump sum payments) have been honoured by the Department of Health. Therefore, they believe that it is not necessary for the financial statements of the company to make provision against the net assets at the balance sheet date in respect of pension entitlements accrued to that date by employees of the company, nor the other disclosure requirements of FRS 102.

The VHSS closed to new members with effect from 31 December 2012. In the financial year ending 31 December 2025, €4,378,531 (2024: €3,427,178) was paid to pensioners of the VHSS scheme, of which €875,250 related to lump sum payments (2024: €602,205).

Whilst the VHSS scheme is a defined benefit scheme, the company has availed of the multi-employer scheme exemption from the disclosure requirements relating to defined benefit schemes in FRS 102, on the grounds that the company's deemed contributions, as determined by the Department for Health, are set in relation to the current service period only (i.e. are not affected by a surplus or deficit relating to the past service of its own employees or any other members of the scheme). On this basis the scheme is considered for disclosure purposes as a defined contribution scheme and no further disclosures are required.

A new Single Public Service Pension Scheme (Single Scheme) commenced with effect from 1st January 2013. The Scheme applies to all pensionable first-time entrants to the Public Service, as well as former public servants returning to the Public Service after a break of more than 26 weeks. Benefits are calculated by reference to "referable amounts" for each year's service that are uprated by the CPI as notified by the Minister. All contributions deducted from members wages/salaries are remitted to the nominated bank account of the Department of Public Expenditure and Reform and not credited to the Profit and Loss Account. As per Public Service Pensions (Single Scheme and Other Provisions) Act 2012, Section 44(1) (b), payments arising under this Single Scheme to retiring employees shall be paid from funds provided by the Oireachtas for that purpose.

The amount deducted from employees in 2025 and paid over to DPER amounted to €959,337 (2024: €878,590). The amount payable to DPER at the financial year end was €121,725 (2024: €76,429).

The company operates an externally operated defined contribution scheme. The pension cost is charged to the statement of financial activities in the financial year in which it arises €163,477 (2024: €173,509). There was an amount payable at the financial year end of €36,000 (2024: €32,362).

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

29. FUNDS	Unrestricted Funds €	Restricted Funds €	Restricted Capital Funds €	Total Funds €
(a) Reconciliation of funds				
Fund balances at 1st January 2025	27,887,056	923,026	24,819,582	53,629,664
Net income resources	268,633	428,796	(783,861)	(86,432)
Transfer of funds	-	89,225	(89,225)	-
Fund balances at 31 December 2025	28,155,689	1,441,047	23,946,496	53,543,232
Share capital and premium	38,638,788	-	-	38,638,788
Total Charity Fund balances at 31 December 2025	66,794,477	1,441,047	23,946,496	92,182,020
	Unrestricted Funds €	Restricted Funds €	Restricted Capital Funds €	Total Funds €
(b) Analysis of net assets between funds:				
Tangible fixed assets	57,062,769	-	23,028,055	80,090,824
Financial assets	85,151	-	-	85,151
Current assets	9,828,717	8,669,028	918,441	19,416,186
Current liabilities	(182,161)	(7,219,002)	-	(7,401,163)
Long-term liabilities	-	(8,977)	-	(8,977)
Total Charity Fund balances at 31 December 2025	66,794,476	1,441,049	23,946,496	92,182,020
(c) Movement in funds:				
	Balance as at 01/01/2025 €	Income €	Expenditure €	Transfers €
Share capital and premium	38,638,788	-		
Unrestricted funds	27,887,057	6,634,513	(6,365,880)	-
Restricted	923,026	60,377,793	(59,948,997)	89,225
Restricted capital funds	24,819,581	1,066,663	(1,850,524)	(89,225)
Total Charity fund balances	92,268,452	68,078,969	(68,165,401)	-

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025

FUNDS

In Respect of prior financial year

	Unrestricted Funds €	Restricted Funds €	Restricted Capital Funds €	Total Funds €
(a) Reconciliation of funds				
Fund balances at 1st January 2024	30,004,767	585,488	25,358,364	55,948,619
Net income resources	(2,117,711)	61,695	(262,939)	(2,318,955)
Transfer of funds	-	275,843	(275,843)	-
Fund balances at 31 December 2024	27,887,056	923,026	24,819,582	53,629,664
Share capital and premium	38,638,788	-	-	38,638,788
Total Charity Fund balances at 31 December 2024	66,525,844	923,026	24,819,582	92,268,452

	Unrestricted Funds €	Restricted Funds €	Restricted Capital Funds €	Total Funds €
(b) Analysis of net assets between funds:				
Tangible fixed assets	59,112,353	-	23,901,141	83,013,494
Financial assets	152,079	-	-	152,079
Current assets	7,729,027	10,351,649	918,441	18,999,117
Current liabilities	(467,616)	(9,396,639)	-	(9,864,255)
Long-term liabilities	-	(31,983)	-	(31,983)
Total Charity Fund balances at 31 December 2024	66,525,843	923,027	24,819,582	92,268,452

(c) Movement in funds:

	Balance as at 01/01/2024 €	Income €	Expenditure €	Transfers €	Balance as at 31/12/2024 €
Share capital and premium	38,638,788	-			38,638,788
Unrestricted funds	30,004,767	5,188,165	(7,305,875)	-	27,887,057
Restricted	585,488	58,066,031	(58,004,336)	275,843	923,026
Restricted capital funds	25,358,363	2,106,873	(2,369,812)	(275,843)	24,819,581
Total Charity fund balances	94,587,406	65,361,069	(67,680,023)	-	92,268,452

* Of this restricted fund balance of €923,026 (2023: €585,488), the HSE restricted balance is €923,026 made up of €315,000 which has been allocated to spend on a Clinical Management System and €200,000 on an Inventory Control System, while the donor related restricted balance is €408,026 (2023: € nil).

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE FINANCIAL YEAR ENDED 31 December 2025

30. COLLABORATIVE ARRANGEMENTS

All Ireland Institute of Hospice and Palliative Care

Our Lady's Hospice & Care Services is part of a Collaboration Agreement governing the All-Ireland Institute of Hospice and Palliative Care (AIHPC), along with 26 other parties.

The AIHPC is a leading organisation with national and international influence driving excellence in palliative care. AIHPC is a collaborative of hospices, health and social care organisations and universities on the island of Ireland. AIHPC advances education, research, and practice to improve the palliative care experience of people with life limiting conditions and their families.

As the palliative care sector's institute, AIHPC involves service users, carers and communities in palliative care delivery and development; works to integrate palliative care across the health system so people are supported as early as possible; and supports the development of specialist palliative care services for everyone who needs them.

Our Lady's Hospice & Care Services holds the position of Host Institution for AIHPC. On behalf of all parties, the Host Institution will provide administrative support to the AIHPC on an agreed basis in consultation with the other parties. AIHPC has separate governance structures, policies, and financial management.

Separate to this collaboration agreement, Our Lady's Hospice & Care Services has a commercial rental agreement with AIHPC to the value of €25,000 (2024: €25,000).

Together for Hospice – The National Hospice Movement

Our Lady's Hospice & Care Services acts as host site and administrator for Together for Hospice – The National Hospice Movement (TFH). TFH was previously known as Support your Local Hospice (SYLH). TFH coordinates two national fundraising campaigns: 'Hospice Sunflower Days' and 'Ireland's Biggest Morning for Hospice Together with Bewleys'. All monies raised locally through these campaigns by individual hospices and specialist palliative homecare providers remain locally within the individual groups.

As per notes 19 and 20, monies are held by Our Lady's Hospice & Care Services on behalf of TFH with a corresponding creditor. In its position as host site, Our Lady's Hospice & Care Services employs the TFH National Projects Manager, but this is funded through TFH and all monies are reimbursed to Our Lady's Hospice & Care Services. Local hospices or specialist palliative homecare providers around Ireland pay a membership contribution to TFH which is then used to run and promote the above national events and to cover salary and other costs. Any remaining funds are for the future use of TFH. There is oversight of TFH through a Governance Committee whose members are two Voluntary Health Group (VHG) CEOs, of which Our Lady's Hospice & Care Services is one member, and two national representatives from local groups. In 2025 a review of the relationship between OLH&CS and the participating organisations was reviewed to ensure that OLH&CS's position is fully protected and the participating organisations understand the full extent of their responsibilities, including protecting the TFH brand and ultimately OLH&CS, and ensuring appropriate reporting of issues which may impact on OLH&CS.

OUR LADY'S HOSPICE & CARE SERVICES

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 December 2025

TOGETHER FOR HOSPICE PROFIT AND LOSS REPORT

	2025	2024
	€	€
Income		
Bewley's Sponsorship	24,910	22,940
Hospice Contributions	280,456	219,020
Donations Received	21,646	29,694
Total Income	327,012	271,654
Expenditure		
Creative/Digital	64,056	24,716
Printing and Fulfilment	81,737	71,654
Media and PR	38,675	29,107
Campaign Management	94,192	110,147
Professional Fees		850
Training	323	
Campaign Sundries (Inc Catering)	1,342	2,095
Bank fees/Credit Card	291	192
Funds Distributed Nationally	5,830	34,452
Total Expenditure	286,446	273,214
Net Profit/(Loss)	40,566	(1,560)

OUR LADY'S HOSPICE & CARE SERVICES**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2025****31. RELATED PARTY TRANSACTIONS**

Wicklow Hospice Foundation (WHF) is a company limited by guarantee with no beneficial owners and is currently strike off listed effective on 6th March 2025 and struck off on 16th June 2025. WHF was a related party of the company as it has four common directors.

In 2020 ownership of the Wicklow Hospice land and buildings transferred from WHF to OLH&CS. At that time a €750k loan to WHF, a €2.9m Bank loan, and, and €0.1m in retention monies owing on those Land and Buildings were offset against the €8.75m value of the land and buildings, and €5m in gift-in-kind income recognised.

During 2025, Nil (2024: €4.4K) was transferred from WHF to Wicklow Hospice.

In 2025 we received €25k rent from AllHPC and we paid pension fees to the value of €1.6k approx., these were reimbursed in 2025.

In 2025 (as in 2024) we and 4 other Hospices (St Francis Hospice/Marymount Hospice/Galway Hospice/Milford Hospice) shared the services of AMBIT, a data compliance company. OLH&CS was the paymaster, and all other hospices as listed reimbursed us, they were invoiced quarterly.

32. CAPITAL COMMITMENTS

At the Balance Sheet date, the company had capital expenditure amounting to:

	2025	2024
	€	€
Committed not contracted:	300,000	200,000
Contracted:	-	175,000
	<u>300,000</u>	<u>375,000</u>

33. POST BALANCE SHEET EVENTS

There are no other post balance sheet events that we need to report in the financial statements.

How You Can Help

We believe that good things happen when people come together. Here are five ways you can help make a difference to our patients, residents and their families.

Fundraise

From hosting a coffee morning, organising a table quiz, running a marathon, or taking part in one of our events, every euro raised will make a big difference to our frontline services.

Donate

Every year, we need to raise a minimum of €5.6 million to support our work. Every single euro raised makes a difference and we are truly grateful to our donors who are at the heart of all that we do.

Partner with us

We are proud to work with companies and organisations which share our vision for providing loving care, high-quality, person-centred healthcare in both our hospices and local communities. Our corporate supporters enable us to transform our facilities, invest in essential equipment and provide specialist care.

Remember us in your Will

Many generous and visionary people choose to leave a gift in their Will to support patients and families under our care. Remembering us in your Will is a fantastic way for your generosity to reach beyond your own lifetime.

Volunteer

We are extremely privileged to have the wonderful support of 400 volunteers and we would not be able to provide the levels of excellent care that we do without their contribution. Our volunteers work in all areas of the organisation from fundraising, bereavement support and patient care.

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