



St. Kentigern

HOSPICE & PALLIATIVE CARE CENTRE
HOSBIS A CHANOLFAN GOFAL

Celebrating 30 years



**Annual Report
2024-2025**

Chair of Trustees foreword

2024/2025 is a year which has seen an increased media profile of hospice care and the funding challenges faced by hospices nationally. Looking back over a year of uncertainty I am heartened by the progress and achievements of St Kentigern Hospice. Achievements include the development of the Wellbeing Hwb, an increase in the referrals made to our clinical services, developments within our retail portfolio, café, and our fundraising initiatives and successful appointments within the organisation.



Relationships with local and national hospices, local authorities and political members have been strengthened. Our other key relationship is that with our volunteers, who remain such an important priority for the hospice, I thank you all for your ongoing commitment and support.

I have acknowledged the financial challenges faced in 2024/2025 and against this background I am so very grateful to those who have made such generous donations, have supported us and to those who have remembered us in their wills. With this ongoing support differences have been made and we have been able to reach more people within our community.

I would like to thank the Board of Trustees for their continued and invaluable support, a Board who take pride in being part of St Kentigern Hospice and recognise the positive outcomes and quality care provided for patients and their families. We have had an emphasis on stabilising a diverse board with a broad range of skills and knowledge to meet the hospices needs and ensure financial prudence and governance.

I would like to thank Jane McGrath Chief Executive and the Executive Management Team for their ongoing passion and drive in leading the departments within the hospice.

During 2024/2025 we received 20% of our costs from statutory funding, the remainder has been achieved through the hard work of the income generation teams and volunteers.

For the continuity and sincerity of all our supporters I sincerely thank you. Without your support we could not continue to deliver the excellent standards in Specialist Palliative Care for which we are recognised for.

Chair of Trustees, St Kentigern Hospice



St. Kentigern

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Registered Office: St Kentigern Hospice,
Upper Denbigh Road, St Asaph, LL17 0RS
Registered Charity No. 519931



CEO report

I am proud to reflect on 2024/2025, on the resilience, innovation and steadfast commitment of our hospice teams in delivering exceptional care. One of the most humbling aspects of our work is hearing from those who have received care, examples of which will be seen within the report, these testimonials remind us of what hospice care is about.

The hospice is in the heart of the community and in 2025 we celebrate the 30th anniversary of the hospice supporting the lives of those impacted by life limiting illness and support for their families, in Denbighshire, East Conwy and West Flintshire.

2024/2025 has seen the progress we have made as “one team” despite a year of significant change, including a change in government, decisions made on increasing Employers National Insurance contributions, a challenging external economic environment and a changing health and social care landscape including the progression of The Terminally Ill Adults End of Life Bill.

We have seen a delay in the implementation of a commissioning framework to secure sustainable funding from the Health Board and the Welsh Government. We have however seen hospices included in the Welsh Government budget for 2024/2025 with £3m allocated on a recurring basis to be distributed across the Welsh commissioned Hospices. In 2024/2025 we received £315k from a £5.5m allocation from the Welsh Government to support cost of living increases and salary increases. Our financial stability and prudence is attributed to all and the generosity of our supporters and donors.



As we look forward to 2025/2026 our priorities include strengthening our relationships with statutory and non-statutory partners, advocating for sustainable and recurrent funding streams and raising awareness of hospice care. We will continue to innovate how we support patients and their families with the ongoing support from our donors, supporters and political advocates.

To Steve Thomas Chair, our Board of Trustees, our staff, volunteers, the Executive and Senior Management teams, donors and our community supporters I give you my heartfelt thanks.

Through your belief and commitment to us, our core purpose of delivering exceptional Specialist Palliative Care to those with life limiting illness and support for their families is central to us.

Chief Executive, St Kentigern Hospice

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Inpatient Unit

In the last year we have admitted over 220 patients to our Specialist Palliative Care inpatient unit, supporting them and their families with the occupancy levels in 2024/2025 increasing by over 22%, this includes one admission each week for respite support. We have seen an increase in referrals from East Flintshire (21 from April 2024-March 2025) and are recognised as a hospice of excellence by the Specialist Palliative Care teams in Betsi Cadwaladr University Health Board (BCUHB) and across North Wales.

In line with our 5-year strategy (2023-2028) to be an employer of choice, we have been recognised in achieving this aim by the Clinical Directors for Specialist Palliative Care who have continued to ensure that Consultant Medical cover is always provided to support service delivery. Vacant clinical posts are appointed into in a timely way, with recruitment and retainment of skilled and knowledgeable staff evident.

We pride ourselves on our mixed medical model of care delivered by Doctors and Advanced Nurse Practitioners, and the wider dedicated multi-disciplinary team, ensuring that we can admit those patients with highly complex needs. We meet their physical, emotional, social and spiritual needs whilst always promoting a person centred approach of “what matters” for them and their families. There has been an increase in the complexity of patients and their families referred to our services with those referrers confident that we have a team who are experienced and knowledgeable within the field of Specialist Palliative Care to support such complexity.



To develop this model of care and in the future to enable us to provide Doctor or Advanced Nurse Practitioner reviews of patients over a 7-day period we have recognised the importance of supporting staff development and training.

Rachel joined St Kentigern Hospice in April 2020 as a staff nurse, bringing with her a background in community nursing and hospice care. Inspired by the Advanced Nurse Practitioners she worked alongside, Rachel set her goal to develop her skills and knowledge further, which became the main focus of discussion in her annual appraisals.

In September 2024 Rachel commenced her Advanced Clinical Practice Master's programme at Wrexham University with the hospice's encouragement and support.

Rachel

“We have a brilliant and very experienced team here at the hospice. We are well supported by senior leaders, guided within our individual roles and offered regular training to keep our skills up to date”



We are proud to help our staff grow and develop their skills. We continue to align our clinical services with NHS pay scales and the Real Living Wage.

At St Kentigern Hospice we value the expertise of our clinical team and continue to facilitate the Health professional's specialist palliative care out of hours consultant advice line for North Wales with the support of our colleagues in the local health board.

Alongside individual career progression, our monthly Education Programme supports all staff to continue developing their skills, share learning and build confidence. The Education Programme also enhances staff wellbeing with sessions to support staff with available resources.

We continue to be a learning organisation, providing placements for nurses, doctors, paramedics, therapists and pharmacy students from Bangor and Wrexham universities and the North Wales Medical School.

By investing in continuous learning, we ensure that our whole team feel supported to grow, reflect and deliver the best possible care to patients and their families every day.

Feedback

We value feedback from patients and families about their experiences at the hospice. We provide all patients with a Views on Care tool and a separate patient questionnaire. By listening and involving families in shaping our services, we ensure that patients' remain at the heart of everything that we do. Feedback and involvement from our community help us to continuously improve the quality of hospice services, ensuring that what we provide truly reflects the needs of patients and families.

Patient and Family Goals

We are passionate about helping patients and their families identify and achieve their specific goals.

"If the princess can't go to the party, the party must come to the princess"

At St Kentigern, we know that family moments matter. Pictured here is a family member enjoying a princess party at the hospice, demonstrating how ensuring meaningful moments and precious memories can be achieved during difficult times.

"To all staff, no amount of words would ever be enough. I came to you a broken woman, inside and out. Your love, support and care has been outstanding and I have not felt this love for a long time. You are all angels in my eyes, God bless you all. From the bottom of my heart, thank you."

(Daughter of patient)

To our staff, volunteers, families and supporters: thank you for helping us continue to deliver exceptional hospice care, ensuring patients and families are cared for with dignity, comfort and compassion every day.



"I lost 100% of my mum at the hospice but found 99% of myself. What should have been the worst time in my life, became one of the most profound times. This was due to the support my mum, myself and our family received."

(Son of a patient)

Wellbeing Hwb 2024-25

We have recognised that there is clear evidence from primary and secondary care that outpatient Specialist Palliative Care services are invaluable and essential to optimise support and care of patients and their families within our community.

In 2024/25 over 350 patients accessed outpatient services which represents a 75% increase from 2023/2024, We have delivered therapies and programmes within our Wellbeing Hwb to support the physical, emotional and spiritual needs of patients and their families. These include the Wellbeing Programme, fatigue and breathlessness management sessions, music therapy, complementary therapies and art, craft and felting groups. These groups have been led and delivered by a dedicated team who work across clinical services and include nursing staff, an occupational therapist, a physiotherapist and volunteers.

In line with the 2023-2028 strategy, to develop our hospice model of care, in June 2024 a questionnaire was sent out to patients, families and healthcare professionals to ensure collaboration, feedback from this questionnaire has helped influence and inform the decisions made with the development of services for the Wellbeing Hwb and was used to plan a five-day service in line with patient and family's needs and wishes.



To support this new five-day service a business case was approved by the board. This included recruiting a Wellbeing Hwb Coordinator to lead the service, a Wellbeing Hwb staff nurse, a healthcare support worker and complementary therapist. These staff will work alongside our Admiral nurse, family support team, music therapist and existing staff to further develop our services to meet the needs of more patients and families in 2025/2026 and onwards. In addition to the services delivered in 2024/2025 the Wellbeing Hwb programme now includes; weekly music therapy, weekly arts and crafts group a monthly felting group, daily complementary therapy over 5 days, a men's support group, spiritual wellbeing programme, Motor Neurone Disease support group, Family Support Team sessions from the Counsellor, Social Worker and Spiritual/chaplain lead, Nutrition group and symptom management groups.



Admiral Nurse

The St Kentigern Admiral Nurse service continues to be the only hospice based Admiral Nurse service in Wales, supporting patients and families affected by a dementia diagnosis.

The Admiral Nurse manages a caseload, supporting families with their emotional and psychological needs, promoting wellbeing, and providing advice and support throughout the progression of their disease to end of life and into bereavement. The service continues to offer a combination of face-to-face contacts at home or the hospice, telephone and email support.

Working in partnership with other professionals and community groups our Admiral Nurse attends and speaks at local events and on the six step programme (a programme implemented by the health board to support the palliative care needs of patients) within nursing homes to improve awareness and promote best practice in dementia care.

Our Admiral Nurse provides a Dementia Carer Education Programme, as well as dementia awareness and education sessions for staff, ensuring staff have the knowledge and skills to support the needs of people with dementia and their families who access our services.



This service at St Kentigern Hospice continues to grow and develop and has seen a 48% increase in families being referred into the Admiral Nurse Service for April 2024-2025. This has included 127 face to face contacts with appointments either in the person's own home or at the hospice and 968 telephone or email consultations with families. During this year 25 families were supported where their loved one died.

The Admiral Nurse is committed to continually improving and developing the service to meet the needs of the families. Through a carers survey information is captured on the experience of carers who have had contact with the Admiral Nurse service and the difference that the service has made to them.

“The Admiral Nurse went above and beyond any of the other support units offered to me. She regularly visited my home while I was caring for my husband and still keeps in touch despite my husband passing away. I felt I could speak with her as a friend and her advice was very much welcomed.”

(Quote from one family)

Family Support Team

In 2024/2025 the Family Support Team have supported over 340 people including patients, families and their children, which is an increase of 24% from 2023/2024. Support has been delivered by the team on a one to one basis, in groups and remotely if required

The Family Support Team continue to develop their services including plans to facilitate more groups for the newly developed Wellbeing Hwb. We offer a monthly children's group, a mood therapy clinic (as an extension to psychological and emotional bereavement therapies), all aspects of social work support regarding finances, advance care planning and coordination of legal advisors.

In 2024/2025 our spiritual lead has ran regular reflective sessions for patients, their families and staff, in our multi faith room. This space has been a focus for development over the last year, to ensure we offer a welcoming space for people of all faiths and those who do not practice any specific religion but would like spiritual guidance.



In addition to our existing groups, family support encompasses all aspects of emotional and psychological support, resourceful therapies for navigating palliative diagnosis of a loved one, one to one counselling, carer support and longer term counselling for those experiencing complex grief and anxiety. Our service is available to patients and their families who are already accessing outpatient or inpatient support at St Kentigern Hospice.

Our team currently consists of a full time Psychotherapist who leads the team, a Social Worker and a part time Spiritual Lead. We also have a volunteer listening support team who support us to deliver services for both outpatients and inpatients.



Income Generation



We are delighted to announce positive growth in many areas of income generation, which is a result of the hard work and commitment shown by the income generation teams.

In a year of financial pressures, we have remained focused on making sure our fundraising processes were as effective as possible. The high quality specialist care provided to our patients and their families and our ability to plan for future growth, wouldn't be possible without the dedication of our fundraisers and community support groups in Abergele, Denbigh, Prestatyn and Ruthin. We are extremely grateful for their commitment, passion, time and generous donations. Hundreds of individuals have supported St Kentigern Hospice over the last year, generously giving donations, running marathons, completing mountain treks, organising a black tie gala, or leaving a legacy in their will. Our legacy income has increased by 21% In 2024/2025. In November 2024 we appointed a dedicated grant and legacies officer to support hospice income. Every donation and income generating initiative makes a difference to patients and their families receiving the specialist support and care they need.

Despite a challenging external economic environment, our results show the unwavering increase in the support we receive from local businesses. We extend our heartfelt thanks to all those companies large or small who have selected St Kentigern Hospice as their charity of choice.

Our retail revenue continued to grow with an increase of 4.8% from 2023/2024, the team have collectively focused on the implementation of our retail strategy which has included the planned opening of a superstore in Flint for 2025, redesigning the preloved warehouse and a refurbishment of our Denbigh shop. We have successfully introduced many new product ranges into the shops and also at the hospice, many featuring our 30-year anniversary logo. The variety of products available in many shops has increased by introducing news fixtures with additional signage to raise the awareness of our hospice services. With hard work and dedication from our retail team we were delighted to see a positive year on year growth.

We will further review our retail strategy in 2025/2026, exploring further opportunities to support our presence in the community and to maximise our retail income.





St Kentigern Hospice Gala Night



FireWalk



Steak Night at Caffi Cariad

The catering team at Caffi Cariad have worked tirelessly to prioritise meeting the nutritional needs and wishes of our patients and their families, but have also successfully increased income by extending the opening hours. The café is now open to the public over seven days. Daily menus offer a great choice for all including children, with our seasonal specials all served by our dedicated team of staff and volunteers. Due to increasing demand, we have expanded our bespoke evening events and can now accommodate up to 60 seats. Advanced booking is recommended as our reputation for high quality food continues to grow.

The Income Generation teams are supported by our dedicated marketing team, who work tirelessly to ensure we promote the hospice at every opportunity. From posts on social media to creating the graphical content for our website, creating all internal and external communication literature, this has undoubtedly had a positive impact on the results delivered over the financial year. The team work effectively with all departments to ensure we take every opportunity to promote the exceptional hospice services which are delivered.



The Big Dip 2025

Volunteering

We are delighted that by March 2025 we had surpassed 300 volunteers who support the services of the hospice across all departments. Our volunteer recruitment strategy of proactively working and collaborating closely with organisations and agencies across the 3 counties of Denbighshire, Conwy and Flintshire has been very successful. Ongoing community engagement has ensured that we've not only recruited passionate and skilled individuals but also retained and supported them effectively.



This hard work has been recognised and celebrated at the Conwy Voluntary Council event held at Venue Cymru, Llandudno. The Colwyn Bay and Abergele shop managers nominated three volunteers who all received awards.

We were also delighted to win four of the seven categories at the DVSC Volunteers Awards Ceremony in Ruthin. Young Volunteer, Team Leader, Newcomer and Fundraiser, this was a fantastic event and we were and are very proud of all our winners.

In a time of uncertainty and challenge within the hospice sector, without the unwavering support of our volunteers we simply could not deliver the services we do and support the operational requirements of the hospice. We recognise that if each dedicated volunteer gives 2 hours of their time weekly to support the hospice over the year they will have provided over 31,000 hours of their time, this equates to a cost saving in resource of around £400k for 2024/2025. To this we are so extremely grateful, our volunteers continue to show their compassion and commitment in supporting St Kentigern Hospice and the exceptional services which are available in our community for our community.

Lottery

During the past 12 months the lottery has generated 7% of our total income. There is a reported decline in trend over a four-year period, therefore the lottery must remain a key focus within the income generation strategy.

Whilst engaging with current supporters and with the aim of attracting new ones, we recognise the value of the hospice lottery.

By playing the lottery there is a weekly chance of winning £1,000 and a rollover prize of up to £6,000, with a further 22 winners weekly. By playing you are also helping to secure a vital source of income and are supporting the provision of Specialist Palliative Care to those who require this care within our community.

By taking part you are helping to make a real difference to people facing possibly the most challenging time in their life and we thank everyone who plays our lottery.

The lottery is licenced by the Gambling Commission and we are active members of the Hospice Lottery Association.



Hospice Garden

Two years ago we were gifted a piece of land by Castle Green developers. A garden committee was created eighteen months ago which included volunteers, staff, patient's families and views from patient's were considered.

We have received huge support and donations from many, this has made it possible to grow and continue to develop our garden.

We need to say a huge thank you to our committed team of volunteers who have worked tirelessly to design, develop and maintain this beautiful garden, ensuring that it is accessible to all patients and their families.

A patient who was admitted to the Inpatient unit following a period of time in the intensive care unit at a local hospital, expressed a goal to "feel the wind on his skin and see the sky above him". This goal was achieved and was supported by the development of our hospice garden.



Trustees

President
Susan Lady Langford

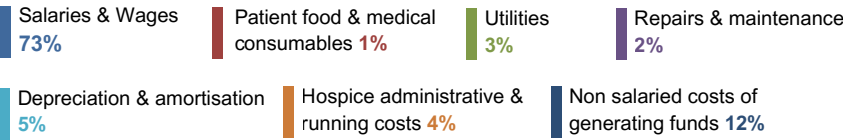
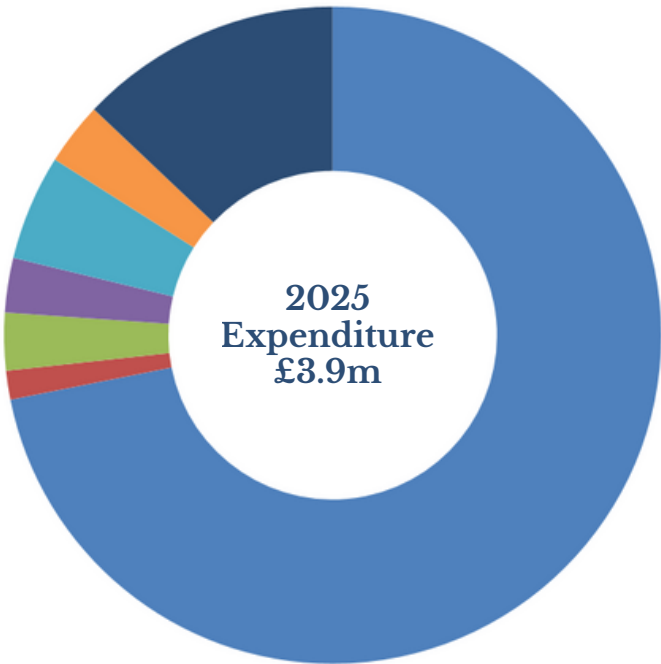
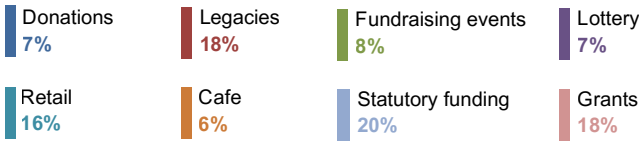
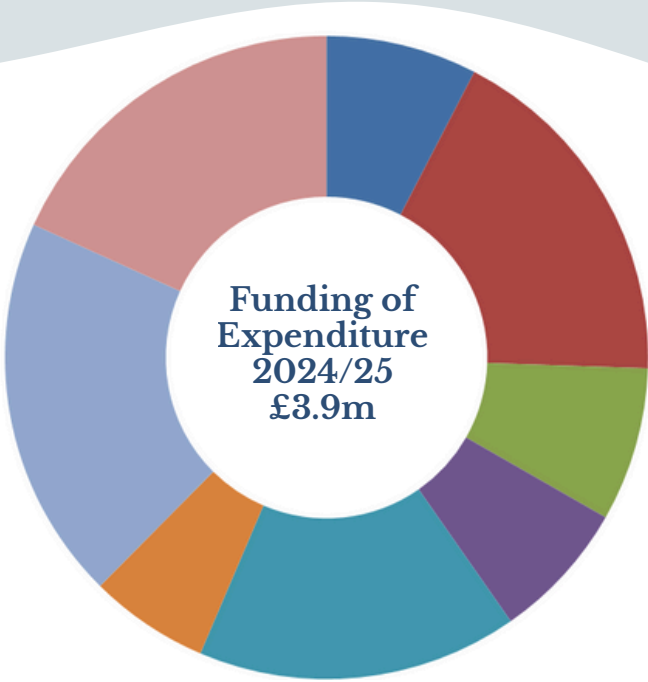
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- Mr Glyn Jones OBE
- Professor Fiona Irvine
- Dr Andrew Dalton
- Mrs Angela Hind

Key Statistics 2024-2025



Statement of financial activities for the year ended 31 March 2025

	2025	2024
	£	£
INCOMING RESOURCES		
Donations, legacies & grants	2,479,366	2,091,484
Other trading activities	1,435,909	1,272,623
Income from investments	10,567	7,573
Other income	(4,295)	7,416
	3,921,547	3,379,096
Resources expended		
Expenditure on raising funds	1,160,130	931,255
Expenditure on charitable activities	2,721,586	2,531,647
TOTAL RESOURCES EXPENDED	3,881,716	3,462,902
Net incoming resources	39,831	(83,806)
Gains/(losses) on revaluation of fixed assets	39,286	157,506
	79,117	73,700
Reconciliation of movement of funds		
Total funds brought forward	6,039,770	5,966,070
Total funds carried forward	6,118,887	6,039,770
 Balance sheet as at 31 March 2025		
	2025	2024
	£	£
Fixed Assets		
Tangible assets	3,295,552	3,401,688
Investments	2,110,672	2,071,386
	5,406,224	5,473,074
Current Assets		
Debtors	390,077	370,642
Cash at bank	505,005	396,422
	895,082	767,064
Liabilities		
Creditors: Amounts falling due within one year	(182,419)	(200,368)
Net Current Assets	712,663	566,696
NET ASSETS	6,118,887	6,039,770
Funds of the charity		
Restricted Funds	362,292	338,537
Unrestricted Funds	5,756,595	5,701,233
TOTAL FUNDS	6,118,887	6,039,770