St. Kentigern

HOSPICE & PALLIATIVE CARE CENTRE

HOSBIS A CHANOLFAN GOFAL



Annual Impact Report

1 April 2025 – 31 March 2026

Contents

02.

Welcome and Highlights

Chair introduction, key highlights from report and reflecting on last year and the retirement of Jane McGrath.

03.

Clinical Overview

We demonstrate how many inpatients were supported and what patients and families tell us.

04.

Our Impact

We show how many outpatients and families were supported. Talk about bereavement and well-being developments including the introduction of the new bathing service.

05.

Patient Story

John Haynes' personal account of the Men's Wellbeing Group.

06.

Strategic Objectives and Performance

What we achieved against our objectives including challenges encountered. Future priorities and our environmental impact.

07.

Our People

The staff and volunteers who make it happen and some key changes and developments.

08.

Income and Fundraising

Total expenditure and income for the year. Our commercial performance.

09.

Financial Review

The end of year position, our investment portfolio and Reserves Policy.

10.

Governance

Our Board of Trustees and Sub Committees. Risk and Compliance.

11&12.

Statutory Accounts

Statement of Financial Activities Balance Sheet as at 31 March 2026.

13.

Our Gratitude

Everything in this report happened because people chose to help and we are so truly grateful.

The year at a glance

205
Inpatient admissions

759
People supported through outpatients

2,229
Overnight stays on our inpatient unit

36,000
Hours given by our volunteers

£2,722,813
Given in donations, fundraising, gifts in wills and grants

A welcome from our Chair

Welcome to our Impact Report for 2025–26. Throughout the year, St Kentigern Hospice provided specialist palliative and end of life care, free of charge, to people across Denbighshire, West Flintshire and East Conwy.



STEVE THOMAS
CHAIR OF THE BOARD OF TRUSTEES

Demand for our care and for family support stayed high and despite the financial challenges seen in the wider hospice sector, St Kentigern Hospice was still able to expand patient services to ensure the needs of our community were met.

That said, continued rising costs put real pressure on us. Our staff, volunteers and supporters kept that care going, and I want to thank every one of them.

There is a lot in these pages to be proud of.

We opened our Flint Superstore in July 2025, and sales across our shops rose by £203,477. A £67,000 grant paid for a refurbished Wellbeing Hwb, with a specialist bathroom and an adapted kitchen. We also brought housekeeping and laundry back in house, so the people who keep the hospice clean and comfortable are now part of our own team.

We planned for a difficult year financially, and it was one. But careful management meant our deficit before investment gains was £176,129, well below the £797,137 we had budgeted for. You can read more about that on page 09.

Some of the year was dedicated to succession planning, in preparation for the retirement of Jane McGrath who retired in May 2026 after more than 6 years of service, initially as the Hospice's Matron, and latterly as CEO. I'd like to give my sincere thanks to Jane for her contribution to the development of the hospice, and the exceptional care provided to our patients and families under her leadership.

In other news, we have recently welcomed Margaret Hollings as the Hospice's new CEO on the 1st of July, who brings a wealth of sector knowledge in Hospice Commercial activities, Business Transformation, Operations, Marketing and Engagement.

Thank you for reading, and for everything you do for St Kentigern Hospice.



222
Inpatient referrals

205
Admissions
92% of referrals

109
End of life care admissions

96
Symptom control and respite admissions

2,229
Overnight stays

0
In 2025/26, no formal complaints were received

Clinical Overview

The hospice offers a 12-bed inpatient unit and multidisciplinary support for people with complex palliative needs.

Every patient we admitted this year was assessed as having medium to high complexity on the Palcom measure, a recognised way of scoring how complex someone's palliative care needs are.

Care on the unit brings together doctors, advanced nurse practitioners, nurses and healthcare support workers with physiotherapy, occupational therapy, family support, our Admiral Nurse service, art and music therapy and complementary therapies. The Wellbeing Hwb runs Monday to Friday for people living at home.

The hospice is registered with Healthcare Inspectorate Wales. Margaret Hollings, our Chief Executive is the Responsible Individual and Victoria Grimster, our Matron is the Registered Manager.

Get in Touch
m.hollings@stkentigernhospice.org.uk | v.grimster@stkentigernhospice.org.uk

What patients and families tell us

"To all the 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've 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 xx"

"The care was wonderful. The environment is calm and restful. The team always made time to talk to us, to answer any questions we had and to reassure us about mums care. When we were worried, staff really listened and we really appreciated that.

When asked if there was anything the hospice could improve on, my only comment would be that I wish you had more money to expand this service because it's so valuable and everyone deserves to have this sort of experience at the end of their life, in such a wonderful caring environment."

"Saved Me
I felt broken and hopeless, giving up and believing I would not walk out of here. Everyone we met exuded passion, care and empathy. All staff were friendly, had a sense of humour and an aura of healing and hope.

All staff demonstrated how any care environment and hospitality should be. Perfect role models of a caring profession. The volunteers too, giving their time is a testament for how important this place of sanctuary is.

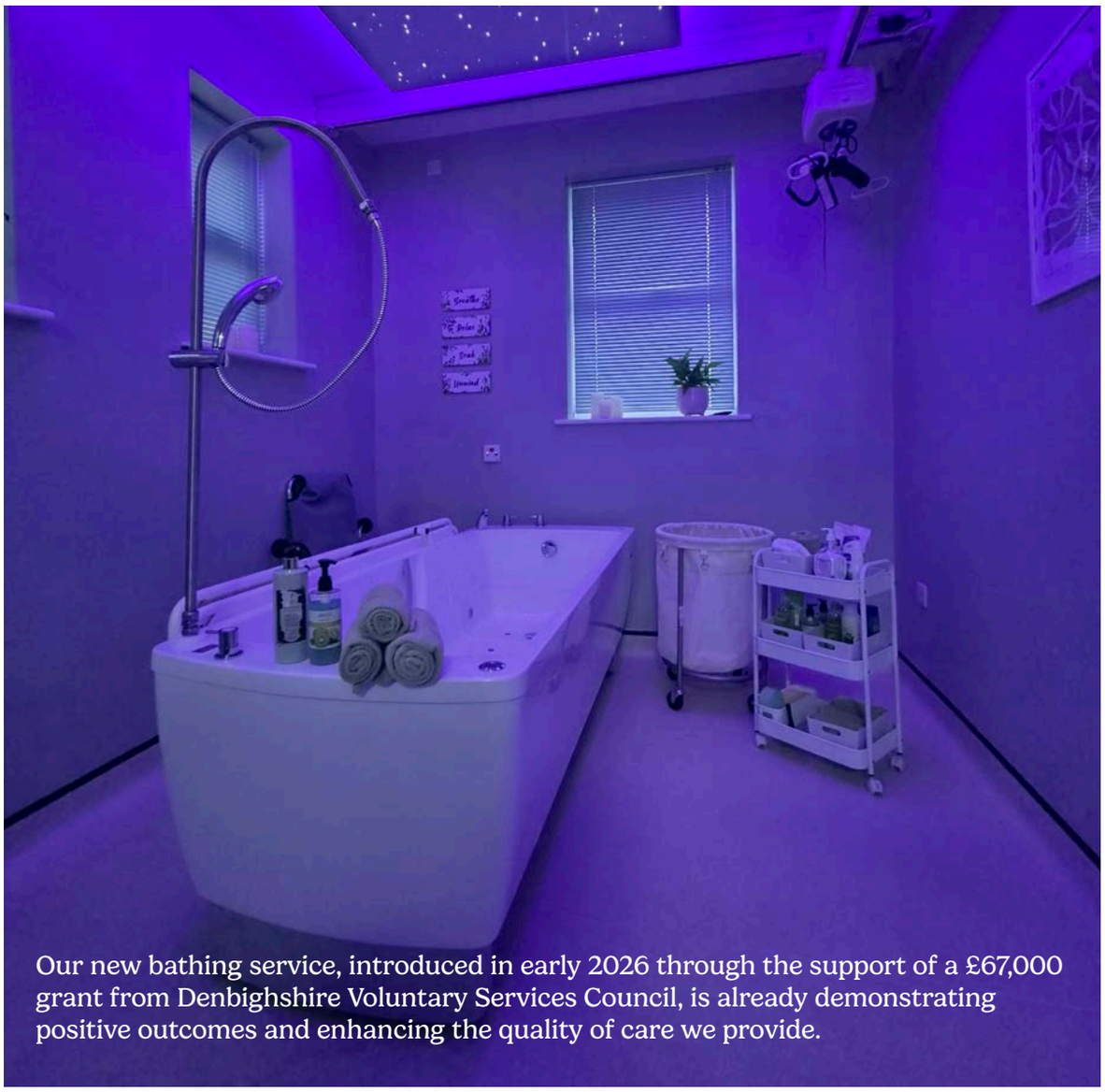
We can't explain how great you all are."

Our Impact

Care at St Kentigern Hospice goes far beyond our inpatient unit, encompassing wellbeing services, family support, and bereavement care that continues for months after a death.

Our services support patients and families throughout their journey, from wellbeing and symptom management to specialist inpatient care and into bereavement, ensuring compassionate support when it matters most.

The Wellbeing Hwb offers creative and complementary therapies, practical advice and spiritual care, so people can live as well as possible with their illness. Our Family Support team provides counselling and emotional, social and bereavement support to adults and children. Alongside them, our Hear and Now volunteers offer a listening ear to people facing illness or bereavement, one to one and group therapies.



Our new bathing service, introduced in early 2026 through the support of a £67,000 grant from Denbighshire Voluntary Services Council, is already demonstrating positive outcomes and enhancing the quality of care we provide.

327
Family Bereavement Support

432
Wellbeing Hwb

2222
Patient & Family Meals

John Haynes (featured left) lives with pulmonary fibrosis and heart failure. Each week he joins the hospice's Men's Wellbeing Group. This is what it means to him, in his own words.



Johns personal thought on our men's wellbeing group

When you get diagnosed you feel lonely, when you hear the word "***hospice***" you fear the worst. I am terminal, and that's why the hospice means so much to me.

For me, joining this group was an eye opener. You are not alone. Everybody has their own fears, but talking about them makes the fear smaller. Being at the hospice lightens your mood. You can talk about anything.

I leave happy, lighter.

My friends at home don't want to ask how I am. Here, it's the first thing we ask each other: "*How are you feeling? How was your week?*"

We talked about music today, the 70s. That was the best time of my life. It was a good afternoon, but every afternoon is good in the group. I didn't know these people before, and we've all become really good friends.

You're looked after with a cup of tea. We all have one, except Lawrence, who drinks water.

Barry the hospices Nurse Practitioner is fantastic, he guides the conversation.

He's a really gentle man who makes sure we all feel comfortable from the moment we arrive, and he takes things at our pace.

Sometimes I feel very tired, and if I miss the group, Barry rings to check I'm ok. My wife Sheila is 100% there for me, but Barry checking up on me makes me feel great. I know the hospice genuinely cares about us.

If you need to talk about something personal that you might not want to discuss at home, you can talk about it here with the lads. We can always go deeper if we need to. We're on the same journey and we support each other. Nobody judges. Everyone is interested in what everyone else has to say.

I was feeling tired today, but I put my alarm on to make sure I didn't miss the group. I really like coming here.

John Haynes

Strategic Objectives and Performance

Our 2023–2028 strategy sets out six objectives.

Here is what we achieved against each one in 2025–26.

Objective **01**

Develop our model of care

A £67,000 restricted grant paid for the refurbishment of the Wellbeing Hwb, including a specialist bathroom and an adapted kitchen. The new bathing service opened in April 2026, and early results are very encouraging.

Objective **02**

Be an employer and volunteer destination of choice

Last year we opened our Flint Superstore and brought housekeeping and laundry in house. Our average workforce grew from 85 to 104 (which includes a number of people on zero hour contracts) 311 volunteers gave a total of 36,000 hours.

Objective **03**

Secure financial sustainability

We have continued to work collectively with Hospices Cymru and Welsh Government on the development of a commissioning framework for hospice services in Wales. In the absence of the framework, the hospice received a one-off Stabilisation Grant of £242,626 in March 2026, providing valuable support to sustain services and address ongoing financial challenges.

Objective **04**

Learn and teach

Investment in our Advanced Nurse Practitioner team has enabled the hospice to deliver a seven-day-a-week service. Congratulations to Rachel Garrett, our Trainee Advanced Nurse Practitioner on her progress with her studies and to our Matron Victoria Grimster for her progress in MSc Professional Practice in Health, helping strengthen the delivery of expert patient care.

Objective **05**

Work in partnership

Through our close collaboration with Betsi Cadwaladr University Health Board, we have ensured timely access to specialist inpatient palliative care, with 92% of referrals resulting in admission. This has enabled more people to receive the right care, at the right time, in the most appropriate setting, reducing unnecessary hospital stays and easing pressure on the NHS.

Objective **06**

Raise awareness

Community events and campaigns brought the hospice into contact with thousands of local people, companies and foundations, raising £670,000 through donations, grants and fundraising alone.

Our Environmental Impact

177,920
Pre-loved items sold, 37,675 more than last year.

2,503
Electrical items given a second life.

453
Christmas trees collected and recycled.



Challenges and Priorities

Against a backdrop of rising pay costs, inflation and ongoing funding uncertainty, our focus remains on sustaining and developing our services, delivering our annual plan, implementing a revised Income Generation Strategy, identifying efficiencies where possible, and working with partners across Wales to develop a fair and sustainable approach to commissioning palliative and end-of-life care.



Our People

An average of 104 people worked for the hospice during the year, up from 85 the year before.

Most of that growth came from bringing housekeeping and laundry in house and from staffing our new Flint Superstore. We also had bank staff on call, working across the different departments of patient services, housekeeping and Caffi Cariad.

Our volunteers work in almost every part of the hospice: on inpatient reception, meet and greet, in our shops and Caffi Cariad, in bereavement support and chaplaincy as well as at many flagship fundraising events.

Our dedicated volunteers helped 885 supporters take part in flagship fundraising events, including the Colour Run, Tree Recycling Campaign and Fire Walk.

Our Denbigh, Prestatyn and Abergele Support Groups are among the hospice's greatest ambassadors. Together, their 36 volunteer fundraisers raised £13,071 through community-led events scross the region.



311
Volunteers

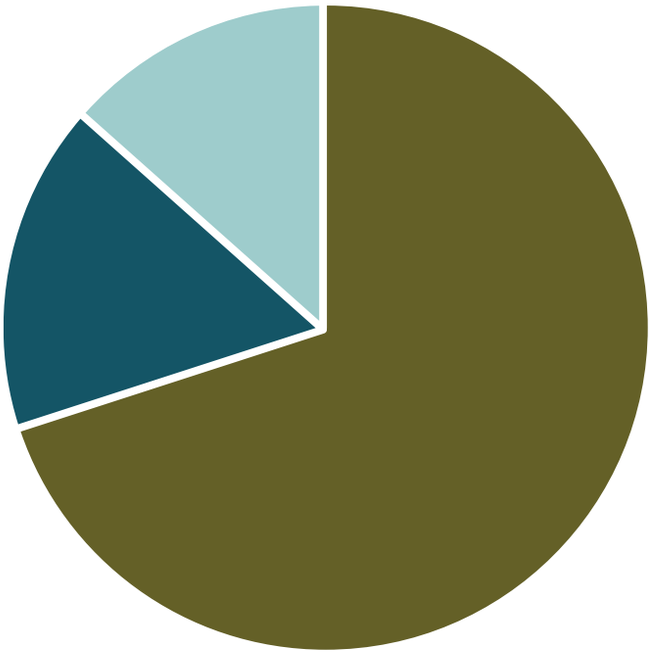
36,000
Hours

£484,000
Saved in Salary Costs

Income and Fundraising

Our community gave £2,722,813 this year through donations, fundraising, gifts in wills and grants.

£843k of that came from gifts in wills. Each one is a gift from someone who chose to remember the hospice, and we are grateful to them and to their families.



Split of Total Expenditure £4,511k

- 70% Clinical services costs £3,158k
- 17% Income generation salaries £757k
- 13% Non salaried costs of generating funds £596k



Split of Total Income £4,335k

- 34% Statutory income £1,474k
- 19% Legacies £843k
- 19% Retail income £837k
- 7% Donations £301k
- 6% Caffi Cariad & other income £265k
- 6% Fundraising £245k
- 6% Lottery £244k
- 3% Grants £126k

Our shops, Lottery and Caffi Cariad



Shop Sales
£837,076
up £203,477 year on year



Lottery Income
£243,669



Caffi Cariad
£253,364
annual income

The profits from our Trading Company (Retail and Caffi Cariad) passed a surplus of £207,855 to the charity, and our Promotions Company (Lottery) passed on £133,979.



Financial Review

We ended the year with a deficit of £176,129 before investment gains, much smaller than the £797,137 deficit we had budgeted for.

Unrealised gains on our investments of £201,479 meant our total funds rose overall by £25,350. Investment gains are not cash, and their value can fall as well as rise.

Income received from Betsi Cadwaladr University Health Board was slightly decreased by £7,024 for the year. However, this was more than offset by a one-off Welsh Government stabilisation grant of £242,626, resulting in an overall increase in statutory funding of £95,945 compared with the previous year.

Our Reserves Policy requires us to maintain a minimum of six months of normal running costs, equating to £2,413,134.

We remain exposed to rising pay and running costs, uncertain statutory funding and the natural uncertainty of fundraising and legacy income but we remain committed to improving our financial position wherever possible.

“The staff went above and beyond for me and my family”

Registered charity 519931. Company 02216886.
Registered office: Upper Denbigh Road, St Asaph, Denbighshire LL17 0RS.
Auditors: Salisbury & Company Business Solutions Limited.

Governance

St Kentigern Hospice is a registered charity and a company limited by guarantee, governed by its Memorandum and Articles of Association.

The Board of Trustees meets with the Executive Management Team every two months. Trustees are elected at the annual general meeting, and new trustees receive an induction and a skills review. The Chief Executive is accountable to the board.

We are registered with the Fundraising Regulator and follow the Code of Fundraising Practice. We did not use any professional fundraisers during the year.

Alison Evans was the hospice's Treasurer during the period and retired on the 24th February 2026. She is replaced by Gareth Hughes.

Risk and Compliance

The Board of Trustees relies on its Quality & Safety, Finance, General Purposes, and Audit & Governance Committees to provide robust oversight of risk, compliance, quality, financial sustainability and good governance, ensuring the hospice remains accountable and well managed.

Current Trustees

Steve Thomas (Chair)
Jon Osborne (Vice Chair)
Randal Owen
Angela Hind
Gren Kershaw
Glyn Jones OBE
Adrian Thomas
John Thomas
Rhian Clarke
Rhian Williams
Professor Fiona Irvine
Dr Andrew Dalton
Dr Chris Wallace

Incoming

Gareth Hughes
Jo Kent





Statement of Financial Activities

For the year ended 31st March 2026	2026	2025
INCOME		
Donations, legacies and grants	2,743,357	2,479,366
Other trading activities	1,579,059	1,435,909
Investment income	9,953	10,567
Other income	2,769	(4,295)
Total income	**4,335,138**	**3,921,547**
EXPENDITURE		
Raising funds	1,353,511	1,114,549
Charitable activities	3,157,755	2,767,168
Total expenditure	**4,511,267**	**3,881,716**
NET INCOME (EXPENDITURE)	**(176,129)**	**39,831**
Gains on revaluation of investments	201,479	39,286
Net movement in funds	**25,350**	**79,117**
RECONCILIATION OF FUNDS		
Total funds brought forward	6,118,887	6,039,770
TOTAL FUNDS CARRIED FORWARD	**6,144,237**	**6,118,887**



£843,142
Gifts in wills

With thanks to all those who so generously left a gift to St Kentigern Hospice in their will.

Balance Sheet as at 31st March 2026	2026	2025
FIXED ASSETS		
Tangible assets	3,406,014	3,295,552
Investments	2,362,151	2,110,672
	5,768,165	**5,406,224**
CURRENT ASSETS		
Debtors	101,997	390,077
Cash at bank and in hand	524,745	505,005
	626,742	**895,082**
CREDITORS		
Amounts falling due within one year	(250,671)	(182,419)
NET CURRENT ASSETS	376,072	712,663
NET ASSETS	**6,144,237**	**6,118,887**
FUNDS		
Unrestricted funds: General fund	5,695,309	5,756,595
Restricted funds:		
Capital expansion fund	446,928	362,292
Hospital Saturday fund	2,000	
TOTAL FUNDS	**6,144,237**	**6,118,887**

St. Kentigern
HOSPICE & PALLIATIVE CARE CENTRE
HOSBIS A CHANOLFAN GOFAL

Everything in this report happened because people chose to help.

To the patients and families who let us share some of life's most important moments: **thank you for your trust.** It is a privilege to care for you.

To everyone who donated, fundraised, volunteered, came to an event, ate in Caffi Cariad, shopped in our stores, shared our posts or simply spoke up for the hospice: thank you.

Every act of support and kindness helps keep specialist hospice care free for local people when they need it most.

Whether you have supported St Kentigern for many years or joined us recently, you are part of everything we achieve.

On behalf of our patients, families, volunteers, staff and trustees, thank you for standing with us in 2025–26.

Together, we will keep providing comfort, dignity and support to people living with a life-limiting illness, and to those closest to them.

Corporate Partners, In-Kind Supporters, Grant Makers and Foundations 2025/26

Abergele Golf Club
Age Cymru
The Albert Hunt Trust
Alpha Business Supplies
Amphletts Solicitors
Barclays Bank Plc
Bernard Piggott Charitable Trust
Cariad Gin
Castle Carpets
Castle Green Homes
Chesterton Grants
Chlobo Jewellery
Clwyd Alyn Housing Association Ltd
Clwyd Vale Motors
Continental Diamond Tools
Conwy Brewery
Countrywide Freight
Denbigh Golf Club
Denbigh Timber
Denbighshire County Council – DVSC
Denbighshire Memorial Park & Crematorium
EvadX Limited
Edward Hughes Solicitors
Flintshire Memorial Park & Crematorium
Ford Britain Trust
Fred Western (Electrical Contractors) Ltd
G-Force
Gamlins Solicitors
George & Dragon
Greenthumb Ltd
Henllan Bakery
Hill & Roberts, Chartered Accountants
Holywell Golf Club
JRS Mechanical Services Ltd
Jennings Building & Civil Engineering
John Owens Solicitors
Jones Brothers K & C Construction Ltd
Lobitos Tyres
Mackenzie Jones Solicitors
Matalan Support Hub
Mug Run
Nationwide Building Society
Now to Bed
Obsidian IT Services
Pen Y Bryn Joinery
Pentre Mawr
Prestatyn Golf Club
Powells Jewellerys
PRS Solicitors
Pudding Compartment
Qioptiq Ltd
Rhuddlan Golf Club
RN Williams & Sons
Roger Jones (now Jewson)
RPG
Ruthin Support Group
Salisburys Accountants St Asaph
Santander UK plc
Sir Donald & Lady Wilson Charitable Trust
Slaters Garage
Specsavers Opticians
St Melyd Golf Club
Supertemps Ltd
Swayne Johnson Solicitors
Synthite Ltd
T Conchars & Sons Funeral Directors
TG Williams Builders Ltd
Tesco Stores Plc
The Hospital Saturday Fund
Thorncliffe Building Supplies Ltd
Lighting
Threeways Garage Ltd
TRB Ltd
Voel Holidays Ltd
The Whitehouse
Worldspan Group
Wynne Construction

This report was created by LAFAN CYF and printed by W.O.Jones