

# St Gemma's Hospice The Year in Review 2019/20



Registered charity no. 1015941

**"St Gemma's is so much  
more than a Hospice..."**

St Gemma's Hospice  
329 Harrogate Road, Moortown, Leeds, LS17 6QD  
Hospice 0113 218 5500  
Fundraising 0113 218 5555

 [www.twitter.com/stgemmashospice](http://www.twitter.com/stgemmashospice)    [www.facebook.com/st.g.hospice](http://www.facebook.com/st.g.hospice)



**This is just a brief overview of some of our work this year. We couldn't list everything, but thank you to everyone who has contributed in any way.**

For detailed information about our activities, finances and governance, please contact us for a copy of our Report and Financial Statements 2019/20.

For details about our care and quality improvements, please ask for our latest Quality Account.

Phone **0113 218 5500** or visit  
[www.st-gemma.co.uk/keypublications](http://www.st-gemma.co.uk/keypublications)



**"Thank you.  
We couldn't do  
it without you..."**

**"I wanted to give a small gift to show you how much you all made a difference."**

The services provided by St Gemma's Hospice are completely free of charge to patients, families and carers, but are not free to provide.

The majority of the Hospice's annual running costs must be raised from donations and fundraising initiatives. We simply would not be able to continue caring for people with life threatening illnesses without the valuable and on-going support of the community. We are extremely grateful to all those who make donations, take part in fundraising events, leave a gift in their Will or help the Hospice in any way to continue its caring work.

**"You don't just care for the patient, you care for everyone around them with skill and humility."**

For more **information** about St Gemma's Hospice:  
[www.st-gemma.co.uk](http://www.st-gemma.co.uk)

For **advice or support** please call:  
**0113 218 5500**

To make a **donation** and help local people:

- ♥ Call us on 0113 218 5555 and donate with a debit or credit card on the phone.
- ♥ Send us your donation (cheques payable to St Gemma's Hospice) to the address below.
- ♥ Visit one of our charity shops.
- ♥ Remember us with a gift in your Will.

**Thank you.**

## What We Do

St Gemma's is for people who have life threatening illnesses with difficult symptoms. Care is based on a simple idea – that the person is more than the illness. Each of us – sick or well – has unique physical, emotional, social and spiritual needs. St Gemma's tries to respond to these needs in ways which place the highest value on respect, choice and empowerment.

Care is offered to patients and their carers in the Hospice's In-Patient Unit, through the St Gemma's community team supporting patients and families at home and in care homes, and via a range of Day Services.

Care is provided by a range of specially trained staff including: nurses, doctors, physiotherapists, occupational therapists, social workers, complementary therapists and a spiritual care team. Our expert team works together to ensure the needs of patients and carers are met. We also work closely with other care providers in the city to ensure a seamless service for people across Leeds.



You were an absolute lifeline for us...

Families and carers are supported by the Hospice's specialist bereavement workers who provide support to all, including children and young people.

In the last year, St Gemma's supported over 3,000 local people.

Please read on for a snapshot of another busy year...

## The Year in Numbers

 **1,355**

**local people were referred to St Gemma's care for the first time**

**99% of bereaved people surveyed felt their loved one was cared for in the right place**

**986** 

**Volunteers contributed 129,813 hours across all areas, saving the Hospice thousands of valuable pounds**



The St Gemma's community team of doctors and nurses had

**5,036 face-to-face consultations** with patients living at home or in care homes



There were **1,711 attendances to St Gemma's Day Services**, with increasing numbers of people accessing the new range of clinics and sessions

**Set up a Covid-19 leadership team to manage Hospice's early response to emerging pandemic**



St Gemma's rose from number **67** to **18** in The Times Top 100 best organisations to work for

**605,673**

**customers to our chain of 24**

**charity shops bought**

**1,169,228**

**items and helped to raise over**

**£3 million towards patient care**

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You made such a positive impact on our lives in a short period of time. We will forever be thankful...

 **There were 511 admissions onto the Hospice's In-Patient Unit, we are one of the few Hospices that accepts admissions 24 hours a day**

**You helped to raise £11.6m so we could continue providing vital services and investing in raising money for the next year**

Thanks to you, we were able to provide all of our expert services completely free of charge to patients and their families