



“ We know that you will put our donations to very good use...”

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 2020/21.

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**



“ St Gemma's only exists thanks to you...”

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.

“ The compassion shown by everyone was above and beyond what we expected...”



For more **information** about St Gemma's Hospice: **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.

St Gemma's Hospice The Year in Review 2020/21



Registered charity no. 1015941

“Always going the extra mile, even during times of so much uncertainty...”

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

www.twitter.com/stgemmahospice

www.facebook.com/st.g.hospice



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.

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

St Gemma's care continued despite the ongoing challenges of the Coronavirus pandemic. Services were adapted to meet the needs of patients and their loved ones.

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



“Dad's wishes were respected at all times and his care was exemplary...”

The Year in Numbers

 **1,236**
local people
were referred to
St Gemma's care
for the first time

99% of bereaved families felt their loved one had been cared for with dignity

950 Volunteers contributed
16,442
hours across key areas,
including bereavement support,
spiritual care and gardening



Our team of specialist community nurses and doctors made **17,801** contacts with patients, either face to face or on the phone

We ranked **44** in the **Inclusive Top 50 UK Employers List**, officially recognising our continued commitment to workplace diversity, equality and inclusion



“A charity so close to many people's hearts, and making such a massive difference...”

 There were **508** admissions onto the Hospice's In-Patient Unit. We cared for patients with Covid-19 and facilitated patient visiting

You helped to raise **£11.5m** so we could continue providing vital services and investing in raising money for the next year

 The therapy and support team made **1,986** face to face, telephone and virtual contacts with patients and carers across the community

Despite lockdown closures, **187,326** customers visited our chain of shops and bought **435,528** items, helping to raise **£1.1 million** towards patient care



We trained **1,445** external healthcare professionals, mostly online. We also provided new education programmes to respond to the pandemic

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