



Willen Hospice

Impact Report 2021/2022

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"The way we die lives on in the memory of those who survive".

**Dame Cicely Saunders (1918-2005),
founder of the modern hospice movement.**

A MESSAGE FROM OUR CHIEF EXECUTIVE OFFICER

Welcome to our 2021 – 2022 Impact Report, which reflects upon the past 12 months and demonstrates the impact of our charitable services and how we were able to be there to care for all those who needed us.

Forty years ago, Willen Hospice was established to provide specialist end of life care for local people. The goal then, as it remains today, is to improve quality of life for both the person and their family. As you will see in this report, this is made possible by a community working together. With less than 23% of our costs met by NHS budgets, we continue to rely heavily on the generosity and support of our community. We are incredibly grateful to be part of such a supportive community that shares in our vision to deliver the most assuring, equally accessible and advanced end of life care possible.

The last year has been complex and challenging as we have dealt with the continued problems that COVID has presented. Our service delivery teams have been truly amazing, creating alternative models of care to ensure continuity of services whilst observing all COVID regulations. I am incredibly grateful and proud of their agility and dedication. Our Business Development team have also made us proud by innovatively fundraising in an environment of significant challenge including delayed lockdowns, nervous attitudes and continued uncertainty. Despite this, the efforts of our team and support of our community were admirable. Our superb volunteers have been truly amazing in the face of adversity and allowed us to keep delivering our services and raising funds. I cannot thank them enough for their unbelievable devotion and support. The thousands of hours spent volunteering at vaccination centres to support the national roll-out was truly humbling.

Very best wishes,



Peta Wilkinson,
Chief Executive



Looking forward, we know there are continued challenges ahead. The needs of our patients are becoming increasingly complex as people are living longer with their conditions and we are seeing patients with a wide range of illnesses that require specialist palliative care. We will continue to see the impact of COVID, which meant that many people were diagnosed later in their journeys or experienced delays to their treatments. The demands on our services will continue to grow at significant pace and statutory funding will not be able to keep up. We will need to significantly grow and diversify our income streams and supporters, at a time when everyone is facing significant cost inflation, to keep a pace of the rapid change.

That said, the fact that Willen Hospice has continued to grow and thrive over the last 40 years and provide for our community is a true testament to our colleagues, volunteers and the entire Milton Keynes community which supports it. Thanks to all of these wonderful people, we will continue to be there to care.





OUR STRATEGY

Our vision

To be the lasting and thriving provider of free care to all people affected by life limiting illness in our community of Milton Keynes and surrounding areas.

Our purpose

To deliver safe and effective end of life and multi-disciplined specialist palliative care to our local community.

Our values

Everything we do is underpinned by our values:



Compassion



Ambition



Respect



Excellence

Our strategic aims

Core aims:



Be the leaders in providing the best possible care to our users through their palliative journey



Organisational excellence, incorporating governance and business efficiency



A highly skilled agile workforce who are passionate about great care



Sustainable income streams with a diverse and engaged supporter base



A culture truly reflective of our values with a genuine one team belief

Our services

As a charity, we offer our services free of charge to all adults living with and affected by a life-limiting illness in Milton Keynes and the surrounding areas.

Our services continue to grow and develop to meet the changing needs of our community. These include;

In-Patient Unit	Willen at Home Community Care Team	Lymphoedema Clinic	Occupational Therapy	Physiotherapy
Complementary Therapy	Counselling	Social Care	Bereavement Support	Spiritual Care
				Education Services



All of our specialist palliative care services are provided free of charge. We are not an NHS hospice - less than 23% of our costs are met by NHS budgets.

THE COMMUNITY WE SERVE

Our Hospice, next to Willen Lake in Milton Keynes, is the home of our In-Patient Unit and our specialist services. We care for people across Milton Keynes and the surrounding areas.

We work in close partnership with other community health and social care teams and members of the Bedford, Luton and Milton Keynes (BLMK) Integrated Care Board.

Working collaboratively as part of a specialist multidisciplinary team, we are able to visit people in their homes, care homes or other places of residence to ensure that, wherever and whenever possible, we are there to care for people in the place of their choice.



OUR YEAR IN NUMBERS

444 PATIENTS
CARED FOR ON OUR
IN-PATIENT UNIT

THE AVERAGE
LENGTH OF
STAY WAS **12** DAYS

65 PEOPLE WERE
DISCHARGED
HOME OR TO ANOTHER
PLACE OF CARE

71 HOURS A
WEEK CARING
FOR PATIENTS IN
THEIR OWN HOMES

1,303 PATIENTS
SUPPORTED
BY OUR CLINICAL
NURSE SPECIALISTS

3,703 VISITS
TO
PATIENTS BY OUR
WILLEN AT HOME TEAM

279 PEOPLE
RECEIVED
COUNSELLING

172 VISITS TO
PATIENTS BY OUR
LYMPHOEDEMA NURSES

2,447
TREATMENTS BY OUR
LYMPHOEDEMA NURSES

14,590 CALLS
MADE TO PATIENTS
AND FAMILIES

4,008 PATIENTS
SUPPORTED BY OUR
SPECIALIST TEAM

12 NURSING
STUDENTS
42 MEDICAL
STUDENTS
COMPLETED
PLACEMENTS

304.75 HOURS
OF
FACE TO FACE AND
VIRTUAL TRAINING

1,562 CALLS
MADE BY OUR
SOCIAL CARE TEAM

175 EDUCATION
SESSIONS
WERE DELIVERED

OUR AVERAGE
BED OCCUPANCY
RATE WAS **96%**

600,000
ITEMS SOLD

£2.2m
RETAIL SALES

250,000
CUSTOMERS SERVED

£136K SALES
FROM
CORPORATE DONATED ITEMS

27,000 RETAIL
VOLUNTEER HOURS

THERE TO CARE:

Diana's Story

Diana King's brother, Steve, was just 57 years old when he died. Diana recalls the amazing care she experienced from Willen Hospice during the end of his life and afterwards.

"My brother was such a lovely, patient, and happy-go-lucky kind of person. He loved his children, they were his world. He would do anything for them. Even when he was diagnosed with lung cancer he was more worried about how we would feel, and shielding us from the pain and the worry. That's the sort of person he was."

"It started with a cough in October 2017, and he didn't go to the doctors about it until the following March. That's when he got his diagnosis. I took him to all of his chemotherapy sessions and stayed with him. It made him so poorly, it was just horrendous."



"In 2019, he was fortunate enough to have successful immunotherapy treatment. That was his good year. He travelled to lots of places, we were worried silly of course, but he came back for Christmas and he was just beaming. As he was doing so well, the doctors said they wanted to operate and get rid of the tumour all together. So he went into hospital in March 2020, just days before we went into lockdown. Sadly, the tumour was deeper than they thought."

"Once they operated, COVID hit. We couldn't see him in hospital, and many treatments were no longer being offered. From then on he was just in pain. That was the hardest part. Seeing him in pain and not being able to help him. I just wanted to take his pain away. All I could do was pray to the angels 'please



help him', and going to Willen Hospice was the answer to our prayers."

"It took about a week at Willen to get his pain relief to a manageable level. But, in the second week, oh my goodness, what a change! It was like having the old Steve back; joking, smiling and laughing. He was being fed beautiful food three times a day, medication whenever he needed it, and the nurses were so lovely. I couldn't believe how well they helped the family too, not just the patient. I wanted Steve to be looked after, but it was a big surprise that they were going to help us as a family as well."

"As soon as Steve went into the Hospice I got a phone call from Linda, the Adult Social Care Worker at Willen. She is such a lovely lady, and so patient. I even cried in front of her. She just understood, and it's like she's become a friend. I told Hayley, the mother of Steve's children, about the extra support and she said with relief, 'Oh yes please, if someone could help.' So Linda arranged for Jackie, the Children & Family Social Worker, to help Hayley and the children."

"Steve passed away at Willen Hospice on 20 June 2021. When I went over the day after to collect Steve's belongings, Linda was so helpful. I'd never dealt with losing someone and booking things. She gave me everything I needed, registering the death, booking the funeral... she was there for us."

"There aren't enough thank yous in us for what they did for my brother. For his funeral we did family flowers only, and set up an online giving page for Willen Hospice in Steve's memory. Next year, around the anniversary of his passing, we'd like to do a memory walk around the lake and hopefully raise some more money."

Thank you to Steve's family for allowing us to share his story.

ROUND THE CLOCK CARE:

Our In-Patient Team

Our 15-bed In-Patient Unit next to Willen Lake, offers personalised care to suit individual needs in a tranquil, homely setting.

Our highly trained, compassionate team provide personalised specialist nursing care 24/7. They support patients whose complex needs cannot be met in their home, or who choose the Hospice as a preferred place of death. We recognise every patient and their family is unique and we take the time to

find out what is important to each individual.

The dedicated team care for patients with a wide variety of life limiting conditions that require specialist care. These include, amongst others, cancer, heart failure, lung disease, renal failure and motor neurone disease.

444 PATIENTS
CARED FOR ON OUR
IN-PATIENT UNIT

THE AVERAGE
LENGTH OF
STAY WAS **12** DAYS

OUR AVERAGE
BED OCCUPANCY
RATE WAS **96%**

65 PEOPLE WERE
DISCHARGED
HOME OR TO ANOTHER
PLACE OF CARE



"I knew straight away that there was something special about the Hospice. I went home feeling relieved and knew that I had done the best thing for dad." - Jules



"At the most difficult time, they filled me with such relief to know I was in the hands of such caring, wonderful and knowledgeable ladies. The support for my family was immeasurable" - Service User

SPECIALIST CARE IN THE COMMUNITY:

Our Willen at Home Team

Our Willen at Home team offer specialist nursing care and support to patients in the place they call home. Working alongside GPs and District Nurses, the Willen at Home team support patients with complex symptoms or situations, with a focus on improving quality of life.

As well as providing clinical care, the community-based team support people to record their wishes in an Advance Care Plan (ACP). This is so everyone involved in their care knows what is important to them. The ACP includes supporting people to plan for the future so that, as far as possible, they can be cared for in the place of their choice.

Willen at Home also run a triage phone service, 8am – 8pm, 7 days a week. Health Care Professionals and Service users can call if they have a specialist, urgent need or a patient's condition deteriorates.

3,703 VISITS TO
PATIENTS BY OUR
WILLEN AT HOME TEAM

1,303 PATIENTS SUPPORTED
BY OUR CLINICAL
NURSE SPECIALISTS

71 HOURS A
WEEK CARING
FOR PATIENTS IN
THEIR OWN HOMES

14,590 CALLS
MADE TO PATIENTS
AND FAMILIES

EXPERT OUTPATIENT CARE:

Our Lymphoedema clinic



Our Lymphoedema clinic provides care for patients who have developed swelling secondary to cancer or its treatment; life limiting conditions, and patients with a confirmed diagnosis of Primary Lymphoedema.

Lymphoedema is a lifelong condition, and the role of our service is to provide education; monitoring and management advice to promote self-care.

The clinic is a nurse-led outpatient clinic based at Willen, however, nurses will visit patients that are housebound when clinically required.

2,447
TREATMENTS BY OUR
LYMPHOEDEMA NURSES

4,008 PATIENTS
SUPPORTED BY OUR
SPECIALIST TEAM

172 VISITS TO
PATIENTS BY OUR
LYMPHOEDEMA NURSES

"I've been attending Willen Hospice for my Primary Lymphoedema for many years now and I would feel completely alone if Kate was not there to care for me and do my check ups every 6 months." - Service User

HOLISTIC CARE:

Our Therapeutic & Wellbeing services

Our highly skilled Therapeutic & Wellbeing team are an essential part of the Willen care package. They look beyond the medical needs of a patient, and view them as the 'whole person'. They support patients with emotional, physical, psychological, and spiritual needs, and consider what support family and friends may need too.

This year we launched our Living Well Programme to help patients live their life the way they want to. This includes a holistic assessment to discuss goals, face-to-face education sessions based on commonly reported symptoms or issues, and activity groups such as gardening, crafts, seated exercise, yoga and relaxation.

279 PEOPLE
RECEIVED
COUNSELLING

496 PEOPLE
RECEIVED
COMPLEMENTARY THERAPY
IN THEIR OWN HOMES

1,562 CALLS
MADE BY OUR
SOCIAL CARE TEAM

Spiritual

Receiving a life-limiting diagnosis often leads people to think about their lives and their spiritual needs differently. Our team helps patients and family members to explore spiritual needs and offer support where needed.

Counselling

Counsellors provide psychological support for patients and family members. This helps them to cope with conditions, as well as pre- and post-bereavement.

Complementary Therapy

Complementary Therapy offers aromatherapy, reiki, meditation, reflexology, acupuncture, yoga, massages, beauty therapy and more. This promotes physical, psychological and emotional support.

Physiotherapy

Physiotherapy helps our patients with symptoms such as fatigue, pain and breathlessness. It also rehabilitates to maximise and maintain physical independence for as long as possible, improving our patients quality of life.

Social Care

Our Social Care service includes: supportive listening and emotional support; advice on accessing benefits and grants; information about future care options; signposting to external agencies, advocacy.

We also support patients, their informal carers, children and families. The team works with a family approach alongside educational, health and community social care professionals. Support is available pre- and post-bereavement.

Occupational Therapy

Taking a holistic approach, this looks at all aspects of a person's wellbeing and how it impacts their ability to continue to do what they want to do. Using activity in a therapeutic way we help to develop or maintain valued skills and abilities.

Art Therapy

Art psychotherapy offers a creative model of therapeutic intervention, using a variety of art materials to explore emotional states, providing a different perspective to improve self esteem and build resilience. Art psychotherapy is available to patients, as well as young people pre- and post-bereavement.

LEADING EDUCATORS OF SPECIALIST PALLIATIVE CARE

The Practice Development team create and deliver specialist palliative care education. They work in collaboration with clinical teams to ensure staff are knowledgeable and have the skills to maintain best practice.

In addition to providing education internally, our skilled Practice Development team deliver sessions within the wider community. This includes working collaboratively with local Higher Education Institutes to provide clinical placements for the next generation of nurses, and other health care professional students.



175 EDUCATION SESSIONS WERE DELIVERED

304.75 HOURS OF FACE TO FACE AND VIRTUAL TRAINING

12 NURSING STUDENTS
42 MEDICAL STUDENTS
COMPLETED PLACEMENTS

Improving end of life care for all

We believe that everyone should have access to end of life care. This year we began two important projects, working with local learning disability charity, Macintyre, to improve end of life care education to benefit those living with a life-limiting illness and a learning disability.

'Dying to Talk' educates MacIntyre Support Workers in delivering end of life and palliative care to those with a learning disability, who are supported by the charity. Our Willen Hospice Practice Development Lead has been involved with the delivery of End of Life sessions to MacIntyre staff and advising with the content for their information leaflets.

As part of this project, our clinical staff also received training from the Learning Disability Nurse at Macintyre on best practice care for patients with autism and other learning disabilities. Staff had the opportunity to develop their understanding of supporting those with a learning disability within their clinical areas.

The project has received an award in the 'Investing & growing the future workforce' category from CHKS, a leading provider of healthcare intelligence and quality improvement services.



"The Willen Hospice sessions are really informative and useful to my role, using techniques to keep people engaged and interested."
- Willen Hospice Nurse



CONSISTENTLY DELIVERING THE BEST QUALITY OF CARE

What our service users say about Willen Hospice

iWantGreatCare lets patients leave meaningful feedback on their care, say thank you and help future patients.

It is a service that is independent, secure and trusted by patients, doctors and hospitals.

iWantGreatCare works with NHS and independent providers and commissioners to provide the most detailed, accurate and timely monitoring of patient experience.

What our service users say about Willen Hospice

"The staff are amazing, so helpful, caring and treated my mum with dignity and respect. I cannot fault anything, only that I wish there were more beds available for more to benefit from this fantastic service." - IPU, family member

"I have been so impressed by the lymphoedema service at Willen which I have been accessing since I was first diagnosed with cancer 7 years ago. When I was diagnosed again last year they were highly responsive, and tireless in their efforts to help me. I would particularly like to commend Kate who I think is a wonderful example of care at its very best; professional, knowledgeable, caring and compassionate - plus with a lovely sense of humour which has lifted my spirits, even when I came in to see her feeling very low." - Lymphoedema service user

"We were visited by a Hospice at Home care worker who was very kind, attentive and helpful. She recognised the help we needed and put it into action. We asked questions which were dealt with in a kind manner. Nothing was too much trouble. At a time when my husband was going through lots of treatment and difficulties it was so good to get this help." - Willen at Home, family member

"I was devastated when my wife received a terminal diagnosis, I just dreaded what was to come. After the counselling session, I now feel better able to face what lies ahead for us both. It was conducted with a very light but firm touch, I never felt pressured at any point and the sessions were productive and sensitively conducted." - Counselling service user



Last full inspection 24 March 2015

Overall rating for this service

Good ●

Is the service safe?

Good ●

Is the service effective?

Good ●

Is the service caring?

Good ●

Is the service responsive?

Good ●

Is the service well-led?

Good ●

THERE TO CARE FOR OUR PEOPLE

At Willen Hospice, our staff and volunteers are here for one reason, and that is to ensure patients and families can access our palliative and end of life care. That means we all work together as one team to raise much needed funds, deliver essential services and provide palliative care at home or in the Hospice.

All our people understand how important it is to make those within our care feel comfortable, and confident that they will be looked after in line with our Values of Compassion, Ambition, Respect and Excellence.

During the pandemic, we also needed to ensure that all our staff and volunteers were safe and supported. We ensured that we responded to government advice as it emerged. We took difficult decisions to shut our shops and furlough many of our staff, whilst others worked from home to maintain our income streams, provide essential support services and of course, our care staff continued in incredibly challenging circumstances.

Supporting our staff and volunteers means we have to understand what people need to help them thrive. During the pandemic our priority was to keep people safe and in touch, which we did by having virtual Teams meetings and even a Christmas gathering over Teams. We also provided access to an Employee Assistance programme for tips on home tutoring, family support, counselling sessions and, in the current climate, financial help and advice.

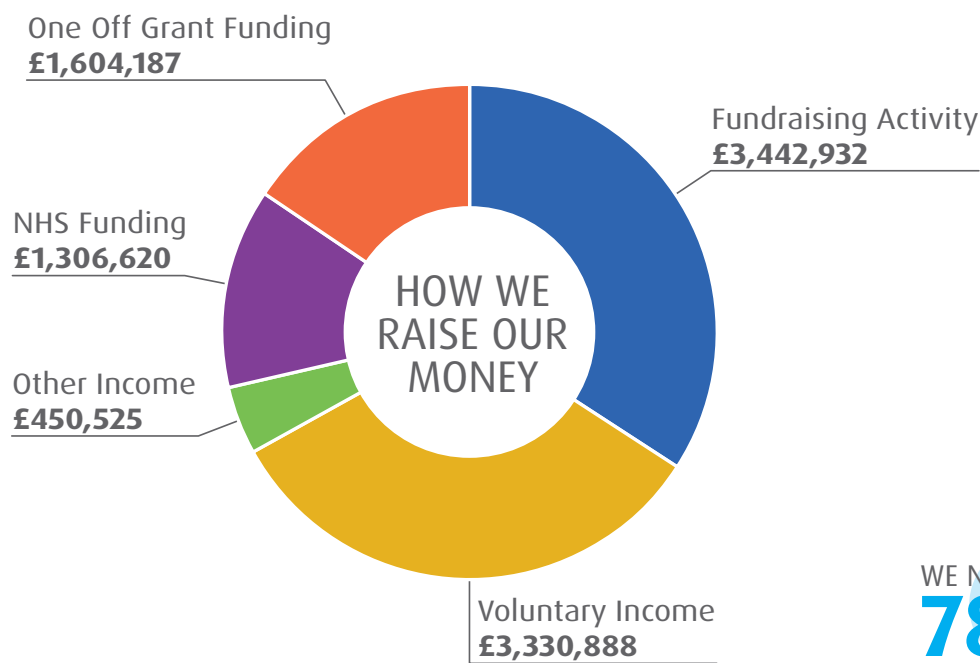
We are constantly amazed by how much our staff and volunteers go above and beyond. Many of our staff also volunteer and many of our volunteers do more than one role which gives them variety and a real sense of belonging.



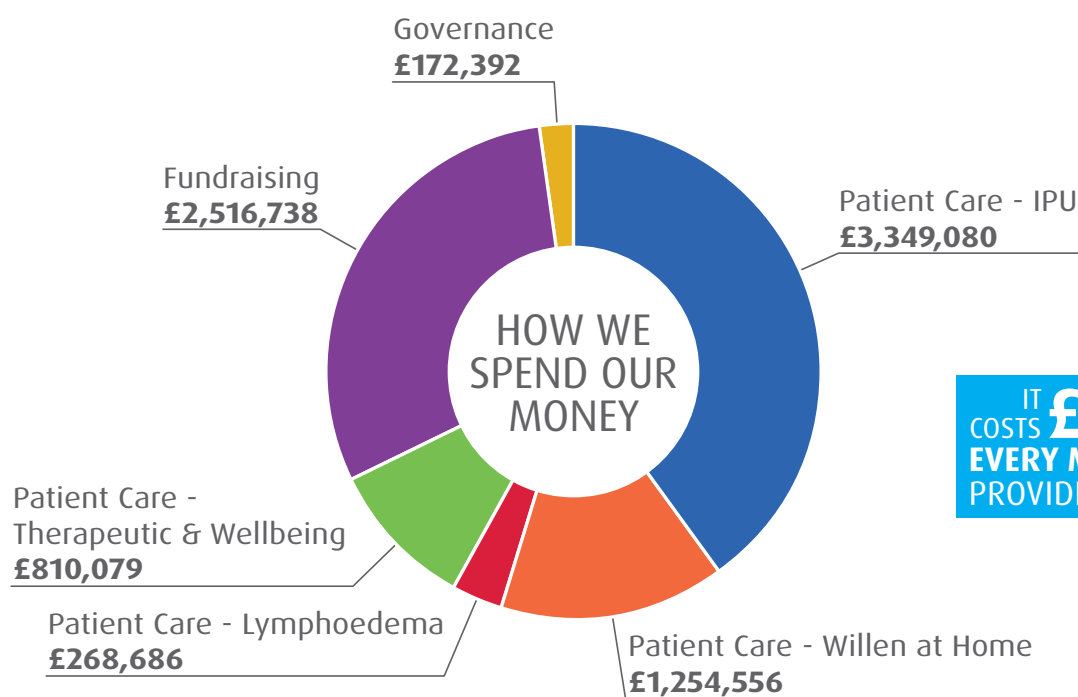
OUR FINANCES

In 2021/2022 the cost of providing our specialist palliative care services was £5.9m. That's £16,164 every single day to ensure we are always there to care for those who need us.

22% of our costs were met by NHS funding, leaving a £4.5m gap to fill to ensure we could deliver our charitable services. This was made possible thanks to the generosity of all of our supporters.



WE NEED TO RAISE
78% OF OUR
INCOME



IT COSTS **£11.23**
EVERY MINUTE TO
PROVIDE OUR CARE

This financial summary has been extracted from the audited statutory Annual Report and Financial Statements for the year ended 31st March 2022. Copies are available to download from www.willen-hospice.org.uk

CHAIRMAN'S COMMENTARY

This year the Hospice celebrated 40 years since it was established, and despite all of the uncertainties over the last few years, it has come through the COVID pandemic in a strong position.

I would like to extend my thanks on behalf of all the Trustees to the hard work and diligence of colleagues, staff and volunteers, who have gone beyond the "norm" in the period and worked tirelessly to ensure continuity of our care and financial stability. As a result, the Hospice has reported a surplus of income this year, and is being reinvested in the current period, which continues to reflect financial uncertainty. These funds are being reinvested into Hospice activities to support our patients and colleagues, together with our capital development programme which sees significant expansion of our building.

We have had the benefit of some significant legacies this year, and whilst we cannot budget for these with any certainty, their significance in generating necessary funds for the continued operation of the Hospice cannot be overemphasized. It should be remembered that all of the services provided by the Hospice are free at the point of delivery, and we are grateful to those who can reflect on the quality of the care, and assist us by making provision in their Wills to allow us to continue our work.

With your continued support, Willen will be "always there to care".



Paul Davis,
Chairman



During the year, work commenced on our capital programme, 'Building a Legacy,' with the construction of a major extension to the Hospice. This will not only provide significantly improved facilities for our patients and their families, but also future proof the Hospice and its offering for generations to come. Once complete in summer 2022, we will need to undertake necessary remedial works to the old farmhouse, which we have used for over 40 years, and is in need of significant investment to maintain it.

I would simply like to thank all of the colleagues and staff, the volunteers and the community for making Willen Hospice what it is; one of the most loved, respected and essential charities in Milton Keynes and surrounding area.

Thank you to our trustees for their continued support:

Ms Sue Carbert (Treasurer)

Ms Marihelen Esam

Mr Mike Stevenson

Dagmara Kulczykowska

Dr Madeline Rogers

Mrs Caroline White-Robinson

Mr Philip Ball

Mr Steve Moore

Mrs Jan Wood

Mr Paul Cooper

HOW WE GENERATED OUR INCOME: *It's all thanks to YOU*

Last year, thanks to the generosity and incredible kindness of our supporters, we raised **£7,346,043**. This is how we did it...

 Community £387,358	 Challenges £157,615	 Trusts & Foundations £659,497	 Individuals £1,157,523	 Retail £2,245,110
 Legacies £1,443,473	 Corporate £287,501	 Events £256,087	 Memorial £255,260	 Appeals £27,943
				 Lottery £468,676

The fundraising team went to great lengths in order to keep fundraising coming in despite the continued pandemic. The Community Fundraising team innovated in many areas such as using our Swan Float at key events to take fundraising opportunities to the heart of the community, making it even easier for people to support our cause. Over the festive period our **Christmas Tree Recycling** project saw strong growth, raising over **£21,000**, whilst our much loved **Santa Grotto** returned, albeit socially distanced, raising **£1,900**.

Despite public anxiety in attending mass gatherings as a result of the pandemic, we were encouraged to see this slowly return. The ever-popular **Midnight Moo** returned for the 12th year, raising **£45,000** just days after the nation emerged from lockdown. Our fun **Santa Dash** around Willen Lake raised **£11,000**. We also had the pleasure of celebrating our **40th Birthday** which included hosting a gala dinner which, despite the need for reduced capacity, still raised over **£42,000**.

Challenge fundraising highlights included the **Virgin London Marathon**, where we were able to award places as well as receive support from own-place marathon runners, generating over **£56,000**. We are also thankful for the dedicated team of 14 walkers who raised **£11,000** by **crossing Hadrian's Wall**.

Our regular givers raised £265,538. This important income stream helps us to plan in uncertain times. We grew regular donations in the community by a public recruitment campaign, recruiting over **800 additional donors**, which should raise us around **£300,000** over the next 3 years.

We received some magnificent support from



Corporates who responded positively to the launch of our new Corporate Partnership program, helping us achieve the highest ever financial donation total. Corporate Charity Volunteer Days provide a great chance to re-connect colleagues and help a good cause. Product donations are also hugely important. **Our thanks to all Corporates for everything they do to support us.**

Coming out of lockdown, Lottery ticket sales had been impacted by reduced access to shops and events to sell Lottery tickets, Grand Draws and Scratch Cards. It has been a massive achievement by the Lottery team to finish the year close to achieving targets for net income contribution and number of regular players, and the **Lottery remains one of our most important income generators** for the Hospice.



Our much loved Midnight Moo raised **£45,000** just days after the nation emerged from lockdown.



A RECORD YEAR FOR OUR SHOPS

Our fantastic retail staff and volunteer team helped deliver a record breaking £2.2m in retail sales. This was made possible thanks to the teams' ability to be highly agile and respond to free-to-let short-term lease opportunities, which included shops at Grafton Gate and Midsummer Place.

In addition, we had our first full year trading of the Woburn Sands shop and café. This has positively contributed to our overall retail performance.



£2.2m
TOTAL SALES

250,000
CUSTOMERS SERVED

27,000 RETAIL
VOLUNTEER HOURS

600,000
ITEMS SOLD

£136K SALES FROM
CORPORATE DONATED ITEMS



Our continued sustainability and environmental focus has driven our supporter promise that we will take any donation we can "Resell, Reuse or Recycle."

This has helped generate nearly **£125,000** of recycling income from items unfit for sale. We are committed to grow this as we continually look for new ways to develop our income via innovative recycling initiatives.

Working in partnership with many corporate businesses, we have been able to increase income through Gift in Kind donations of new goods. This has helped drive our quality perception and sales by displaying a **large range of new items** at attractive price points, offering even more choice to our shoppers.

Our warehouse & transport team, including our amazing volunteers, simply do a brilliant job. **Sorting donated goods** at our Kiln Farm warehouse, delivering these goods to our shops and supporters across Milton Keynes and the surrounding areas, as well as managing our recycling operations.

BECAUSE YOU CARE, WE CAN

It is only thanks to the incredible kindness and generosity of our friends, supporters and amazing community, that we are able to support local people facing one of the most difficult journeys in life.

We want to say a huge and heartfelt thank you to everyone who has volunteered, fundraised, donated, collected and supported us over the past year.

You have been there for us, you have made the difference.

Thank you - because you care, we can.

The impact of our volunteers

We are grateful to the **1,067 volunteers** that continue to support us. They make a significant contribution, both in time and cost savings, enabling us to be even more efficient and direct more funds to the provision of our charitable services.

Retail 470	Community & Events 479	Catering 1	Estates 18
IPU 26	Office & Reception 30	T&W 31	Trustees 12

Vaccination volunteers supported post-covid recovery and boosted our income



We are proud to have played a part in supporting the national vaccination roll out. Our **vaccination centre volunteers** provided an incredible **7,563 hours** and generated over **£63,000** income for the Hospice.

THANK YOU

In addition to the support we receive from individuals in our community, we are also incredibly grateful to the following corporate partners, trusts and foundations.

Our corporate partners

Our new corporate Partnership Programme has been a huge success, with local businesses pledge to raise **£4,000** to become a Platinum Partner, or **£1,000** to become a Corporate Partner. In return, they are able to raise their profile with a positive association to Willen Hospice, boost staff morale with team building activities, and much more.



Thank you to all our business partners for their ongoing support, a full list can be found on our website: www.willen-hospice.org.uk/partnership-programme

Trusts and foundations

Thanks to the generosity of many Trusts and Foundations, we received **£572,223**. This income supported our core services and raised vital funds for our capital build project. **Thank you to all of our donors, including:**



Campbell Park Parish Council

Our local parish council awarded us a grant to buy specialist pre and post-bereavement resources for Children and Young People, including books, kits and leaflets.



MK Community Foundation

This grant-giving organisation awarded us a grant to reconfigure and extend the hoist and tracking system on our In-Patient Unit. This specialist equipment gives patients dignity and privacy, whilst they are being safely transferred between their bed, riser recliner, wheelchair, shower chair and en suite.

Patrons and ambassadors

We would also like to say a heartfelt thank you to our patrons and ambassadors, who generously give their time to help us raise awareness of our cause and support our work in a wide variety of ways.

Our Patrons

Mr Charles Benson	Mr Charlie Ross
Lady Rachel Duncombe	Dr Philip Smith MBE
Mrs Sheila Nanon	The Rt Revd Alan Wilson
Mr Mark Lancaster	

Our Ambassadors

Richard Scott	Lynette Ryals
Jules White	Jim Ballesty
Keith McLean	Andrew Hodgson
Tracy Priest	Eileen Sparrow
Irene Kelly	Phil Parry

To find out about becoming a patron, please contact Peta Wilkinson, CEO at peta.wilkinson@willen-hospice.org.uk

HELP US BE THERE TO CARE

Always

There are so many ways you can help us continue supporting those in our community living with and affected by a life-limiting illness. Whether you choose to volunteer with us, take part in an event, make a donation or leave a gift in your Will - your support, no matter how big or small, helps us be there to care for all those who need us.

To make a one-off or regular donation:

-  www.willen-hospice.org.uk/donate
-  supportercare@willen-hospice.org.uk
-  01908 664196

For corporate partnerships:

Including employee fundraising and engagement, commercial opportunities and one-off events/campaigns:

-  www.willen-hospice.org.uk/corporate
-  corporate@willen-hospice.org.uk
-  01908 663636

To play our lottery:

-  www.willen-hospice.org.uk/lottery
-  lottery@willen-hospice.org.uk
-  01908 303065

If you are thinking about leaving a gift in your Will:

-  www.willen-hospice.org.uk/legacy
-  legacies@willen-hospice.org.uk
-  01908 663636

To join our amazing team of volunteers:

-  www.willen-hospice.org.uk/volunteers
-  volservices@willen-hospice.org.uk
-  01908 306998

To find out more about our organised fundraising events:

-  www.willen-hospice.org.uk/events
-  events@willen-hospice.org.uk
-  01908 663636

To shop with us, discover all of our retail locations at www.willen-hospice.org.uk/shops



Willen Hospice
always there to care



To find out more about Willen Hospice care and how you can support our vital work, please get in touch:



www.willen-hospice.org.uk



01908 663636



Willen Hospice, Milton Road, Willen Village, Milton Keynes, MK15 9AB

To make a donation:



supportercare@willen-hospice.org.uk



01908 664196

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