



**Annual Report 2021/2022**



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## Chairman's Introduction



*Phil Vink  
Chairman  
Marlborough  
Hospice Trust*



I'm proud to present the Hospice Marlborough Annual Report for 2021/2022 that sets out our achievements and performance, both financial and non-financial, against our strategic goals.

The past twelve months have continued to challenge us. Despite the concerns within the community around the spread of COVID-19 and recently the Omicron variant, our teams have all performed above and beyond their duties once again.

This performance is outstanding when you consider the current and ongoing health reforms, the pressure to fulfil the needs of our community and deliver our services to the highest possible standards.

The staff who are working in the Hospice are still under pressure to deliver the service as they face personal and family illnesses and the resultant shortages in some positions.

I am pleased to report that we have finished the year in surplus having budgeted for a deficit 12 months ago. The reasons for this are many but in general terms the income to the Trust has remained relatively steady while some savings have been made in the delivery side thanks to the hard work of the medical, nursing, management and administration teams.

The Trustees are grateful for the funding support provided by past bequests, grants and the Marlborough Hospice Foundation plus the enormous number of volunteers that work around the Hospice and in the Redwoodtown Hospice shop.

It is recognised that the number of volunteer hours put into the Hospice organisation by our community has a real and positive financial impact on our ability to successfully operate the service.

On behalf of the Marlborough Community, we wish to pass on our heartfelt thanks to you all for this ongoing support.



Our target of rolling out a wider in-community service has been delayed because of the aforementioned difficulties but we have enjoyed the benefit of less costs for that delivery.

## Background to Hospice Marlborough

### Our History

Hospice Marlborough has provided end of life, palliative care services to the people of Marlborough since 2003. Through the support of community leaders and Marlborough Community, the Marlborough District Council and all local service groups, the Hospice building was opened in 2003. The Marlborough Hospice Trust manage the service and continue to raise funds from the community to provide quality specialist palliative care services.

## Our Services

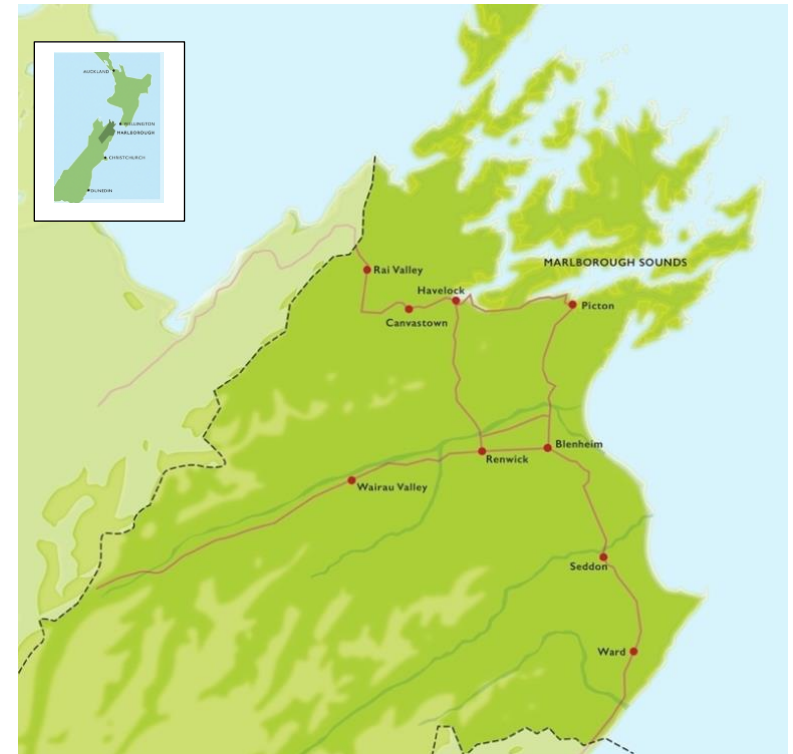
Hospice Marlborough service provision covers Blenheim, Renwick, Wairau Valley, Seddon, Ward, Picton, Havelock, Rai Valley, Canvastown and the Marlborough Sounds.

We respect the physical, emotional, cultural, social and spiritual needs of our patients and their families/whānau. We provide:

- specialist palliative and end of life care for individuals diagnosed with life limiting illnesses in the hospice inpatient unit or in a person's home or place of residence in the community to improve people's quality of life;
- bereavement support and spiritual care for families/whānau throughout the patient's illness and after their death;
- advice and support to all our health professional colleagues and the organisations involved in patients' palliative and end of life care;
- training and education and conduct research in palliative care; and
- short term equipment loan to patients in the community.

MHT is committed to equal access and will ensure all age groups and ethnicities especially Māori and Pacifica are in line with district population levels.

To deliver these services, Hospice Marlborough has 40 employees and approximately 200 volunteers working out of our facilities. Also, we work with Te Piki Oranga, local iwi, Primary Health Organisations, Aged Residential Care Homes and other health organisations and health charities.



## End of Life Choice Act

The End of Life Choice Act (EOLCA) became law on 7th November 2021 which gives terminally ill patients the legal right to request assisted dying services from their doctor.

While we acknowledge that the new legislation on assisted dying raises many emotional, ethical and moral issues for our patients, their whānau, community and our staff, it does not change how we practice.

We will continue to do what we do best - strive to minimize suffering that comes in many forms (physical, existential, spiritual and emotional) by supporting our patients and their whānau to experience death and dying as peacefully and compassionately as we can which is line with our model of care

We believe that the definition of a peaceful death lies within each individual person and our job is to use our highly skilled and compassionate team to do our best to align our care to meet each patients' goals, values and wishes.



## Gift of Māori Name



Ngāti Rārua is a key partner of the Hospice Marlborough.

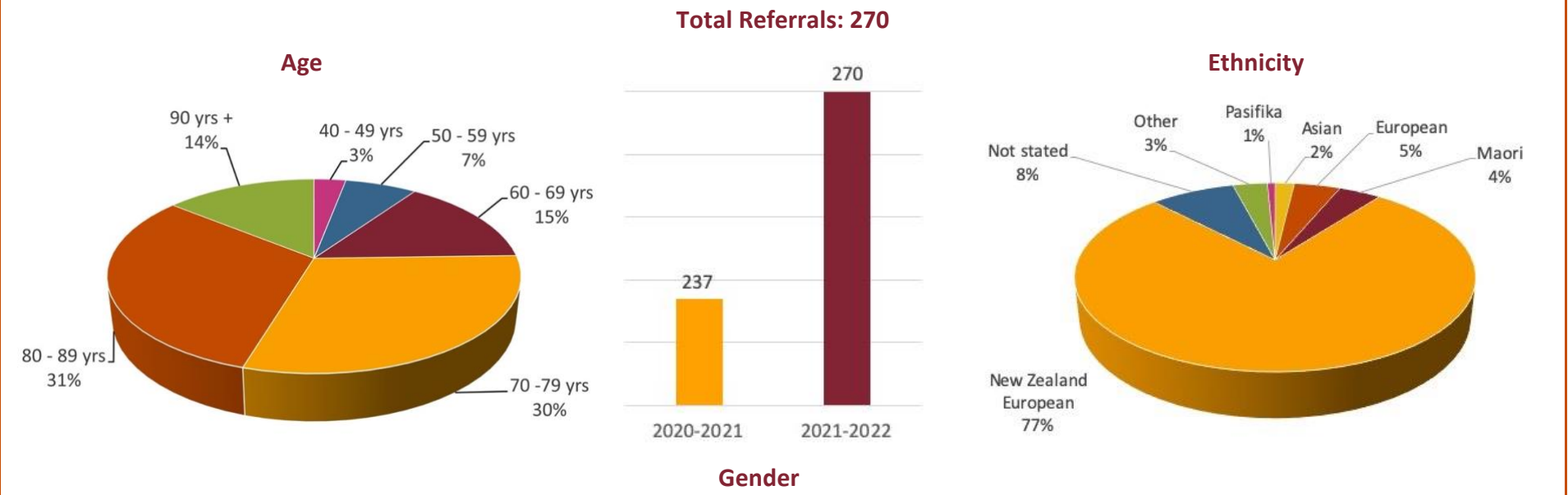
In June 2022, we were honoured with a gift of a Māori name: Te Whare Kumanu o Wairau meaning a wholistic place of shelter, support and care for all peoples.

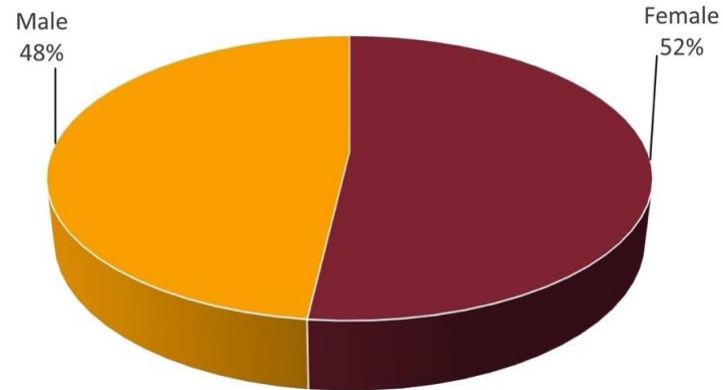
The name reflects a concept which, rather than seeing Hospice as an end to a means, is a place for support and care for all peoples no matter where they are from and who they are. The inevitability of end of life requires a support place of transition where practicable.

We will be integrating the name into our branding in 2022-2023.

## Our Year in Review

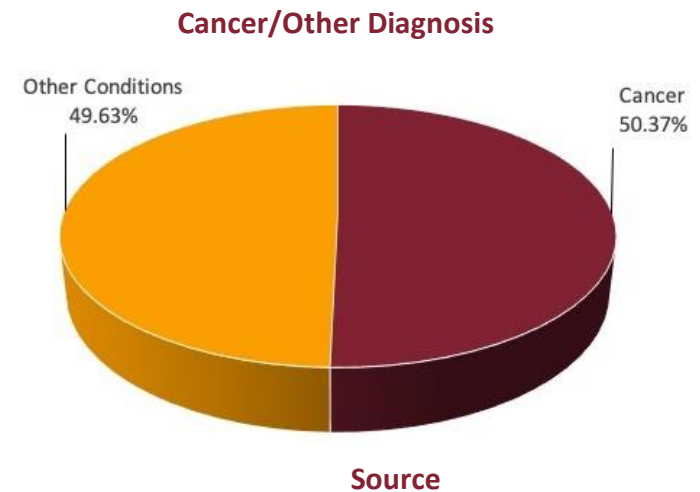
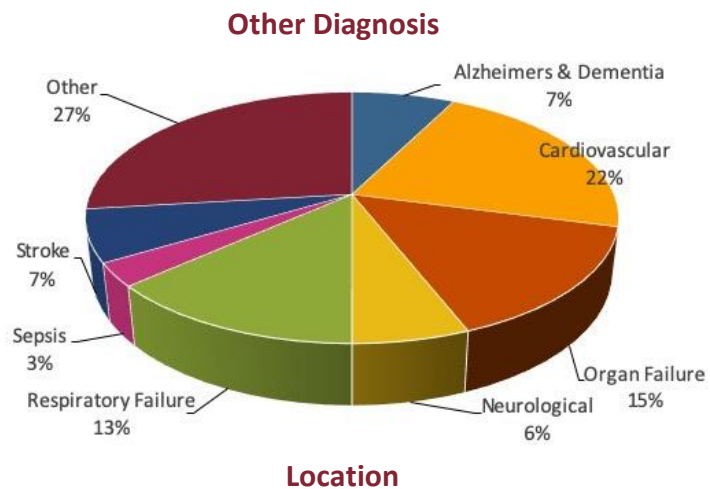
### Patient Referrals

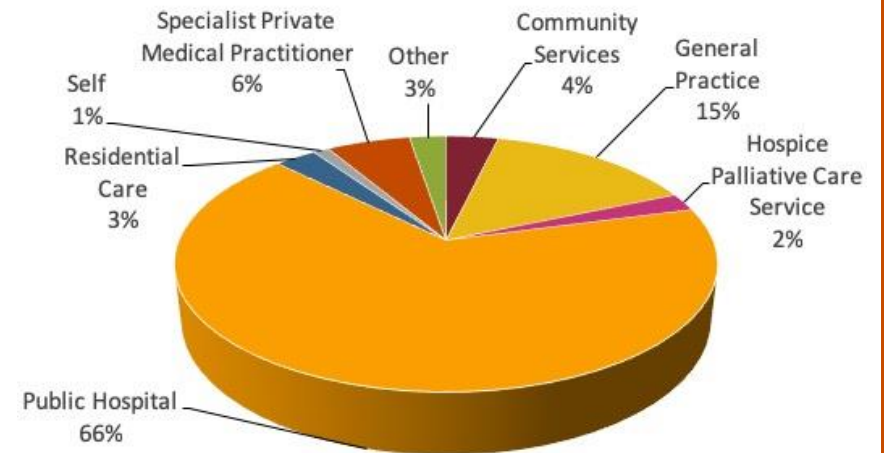
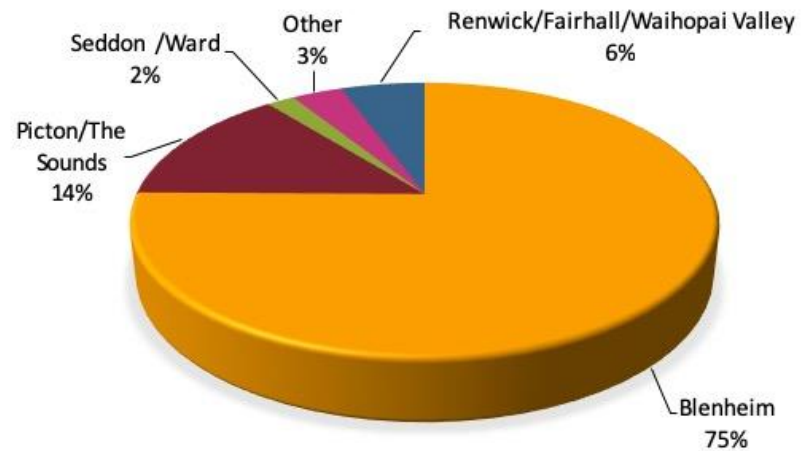




## Patient Referrals (Continued)

Total Referrals: 270

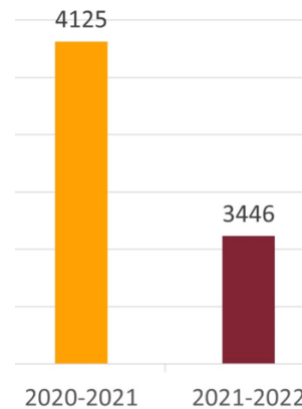
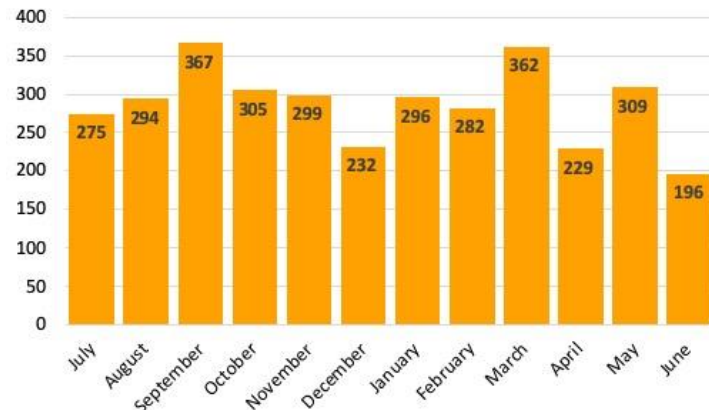




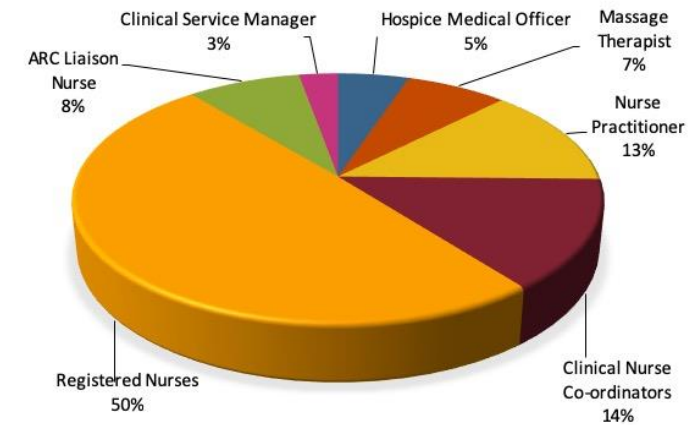
## Community Contacts

### Total Patient Community Contacts: 3446

Face-to-Face: 1677    Telephone: 1498    Written: 271

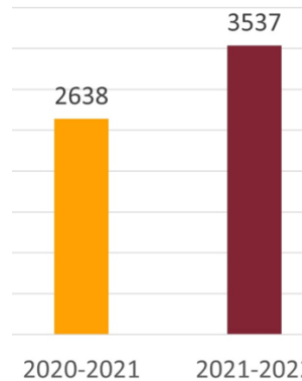
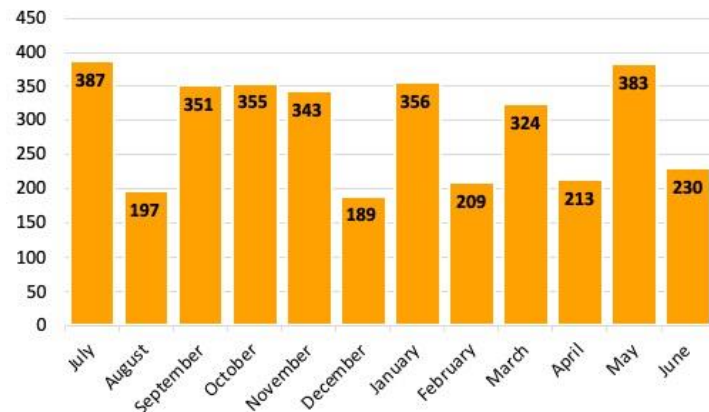


### Contacts from Our Team

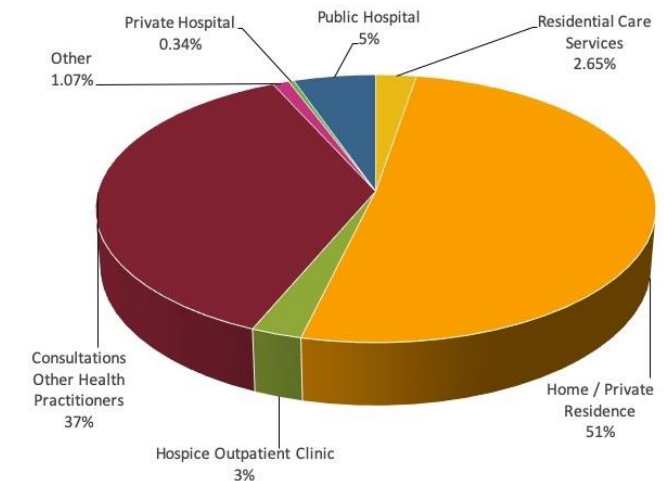


### Total Family Support & Bereavement Community Contacts: 3537

Face-to-Face: 796    Telephone: 1507    Written: 1234

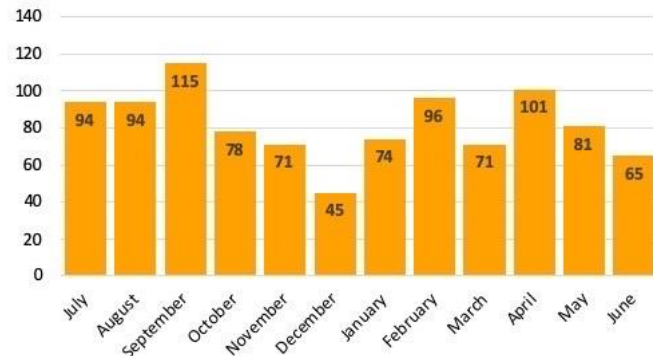


### Overall Total Community Contacts: 6983



## In Patient Unit

Occupied Bed Days: 985



Total Admissions to IPU

2021-2022

2020-2021

125

119

Occupied Bed Days

985

995

Average Bed Days per Patient

7.88

8.36

Occupancy %

67.5%

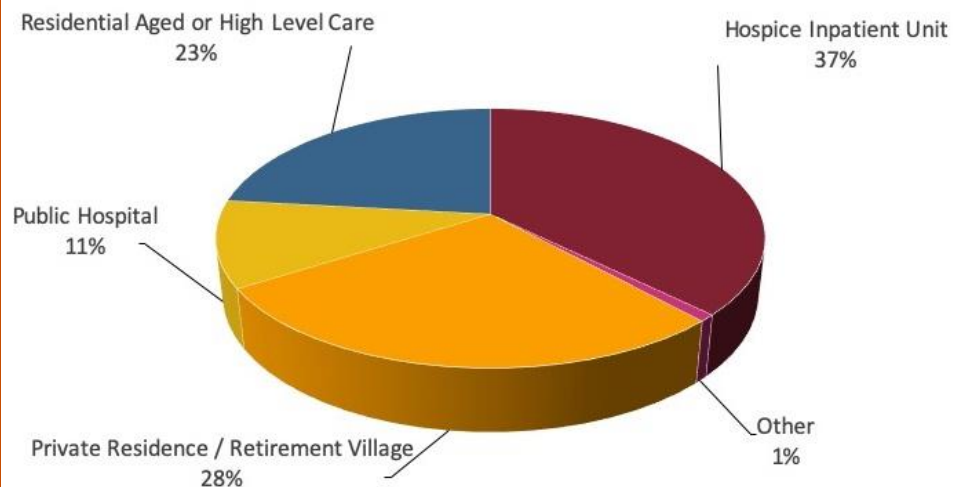
68.0%



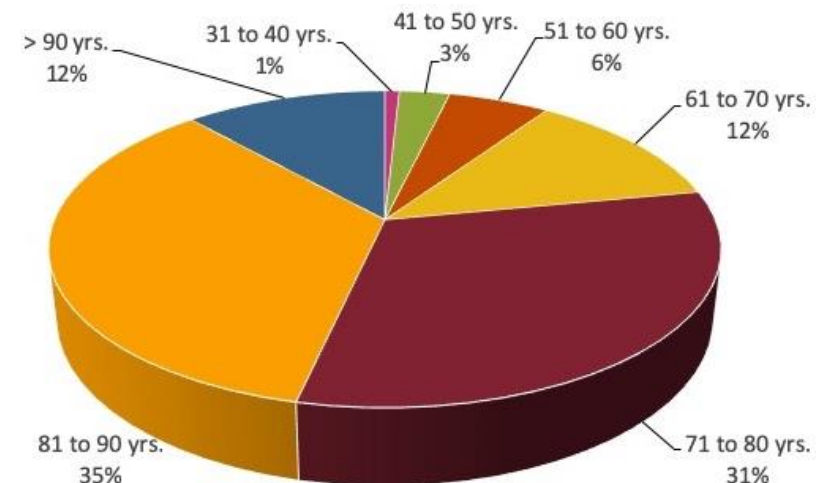
## Patient Deaths

Total Deaths: 241

Location



Age

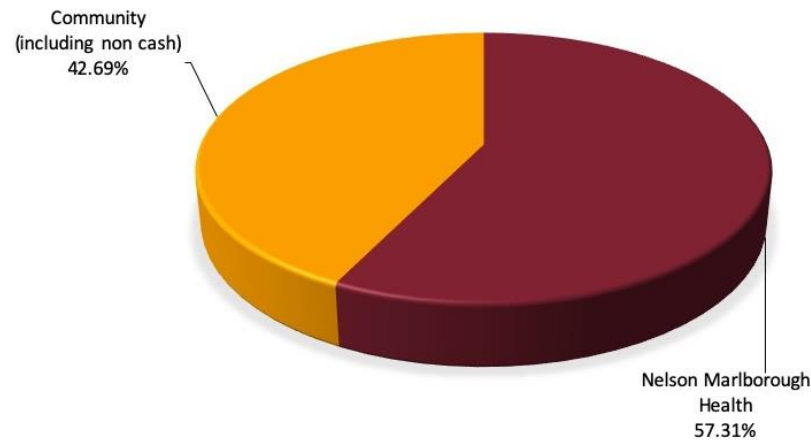


## Our Financial Performance

This section shows our summary financial performance. The audited accounts are in the final section of this report

### Summary of Performance

#### Funding



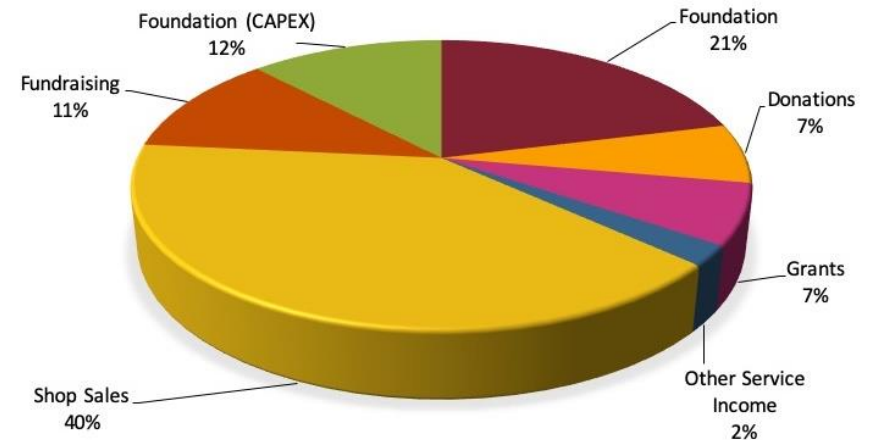
#### Volunteers

Volunteer Hours Worked : 17,292 hours

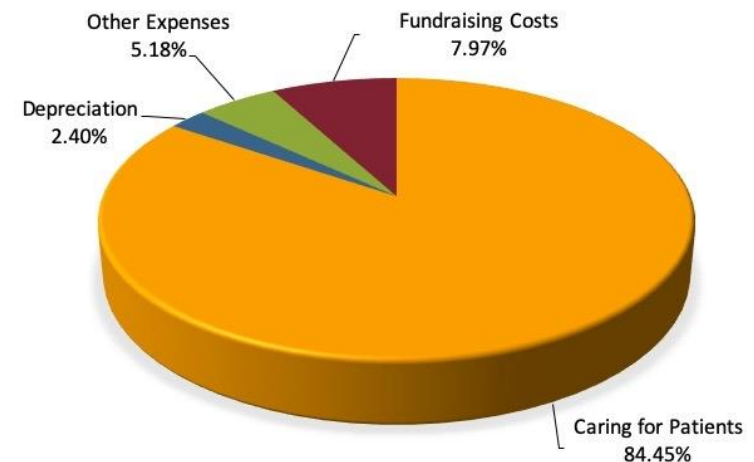
Volunteer Contribution: \$ 393,415



#### Community Funding



#### Expenditure



## Thank You For Your Support

Our hospice could not survive without the support of the community. Individuals, families, service groups, sports teams, businesses and charitable trusts. They all play a crucial role by providing goods, services and financial donations that support our operations and allow us to plan for the future. We are unable to mention everyone in this report but we cannot thank you enough as without you we wouldn't be able to keep our service running.

## THANK YOU

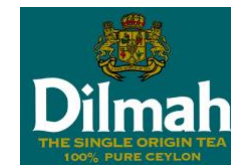
### Grant Providers



The VMD Collier Charitable Trust

Marlborough Hospital Equipment Fund

### Supporters



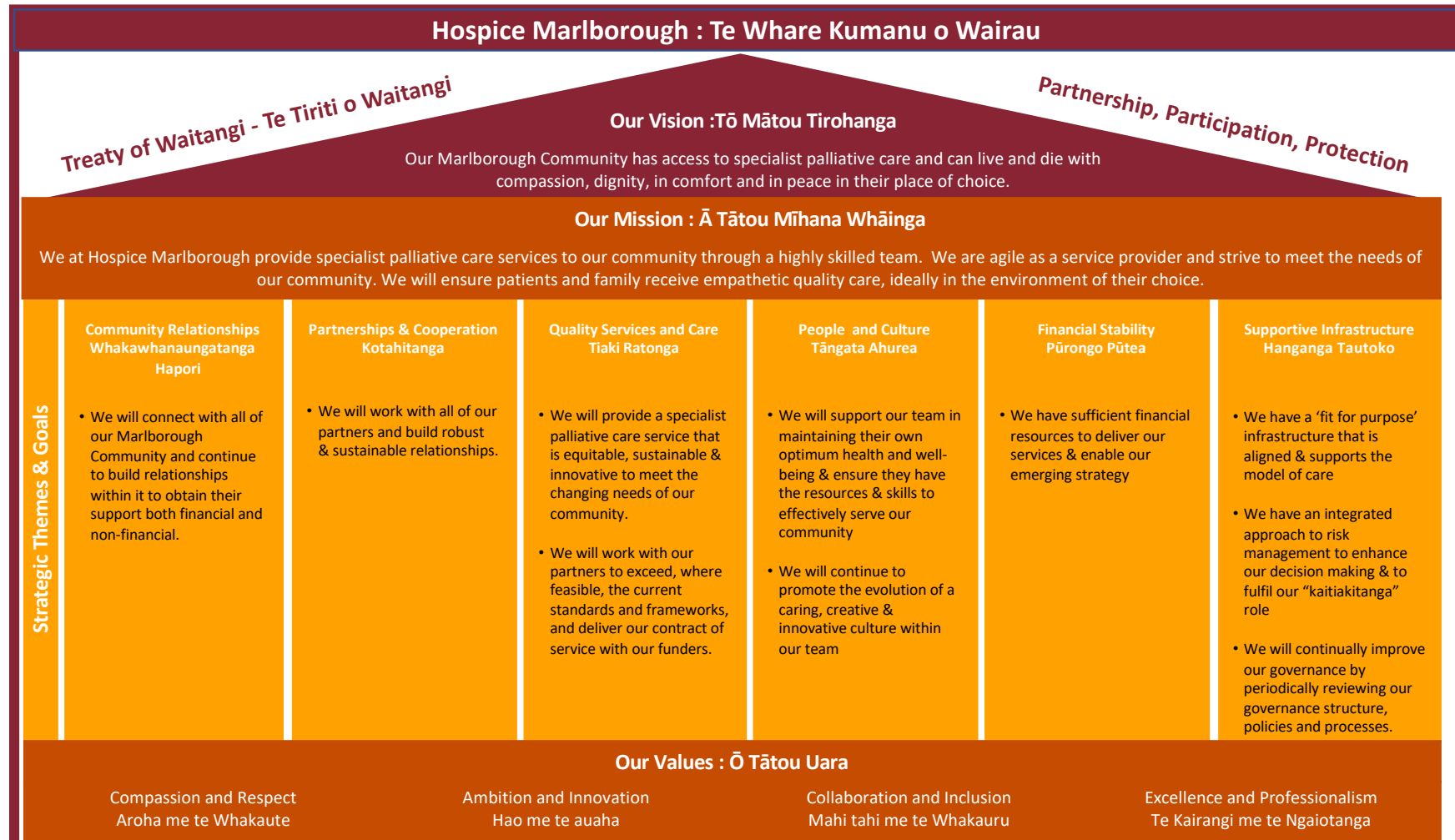
## How Can You Help

Hospice Marlborough provide all of our services free of charge. We receive government funding but this only covers approximately 60% of our costs. Therefore, we must rely on community support to meet the financial shortfall between the Government funding available and the level of care that we believe our patients deserve. Please contact our Promotions Manager for further information.

Donate	Sponsor / Events	Volunteer
<p>Donations are gratefully accepted at any time. Donations can be:</p> <ul style="list-style-type: none"> <li>Financial through one off donation, regular donations, payroll giving or a bequest in a will.</li> <li>Goods/Services.</li> </ul>	<p>Sponsorship can be aimed at events, giving regular financial donations or providing goods/services at a reduced or zero cost.</p> <p>Many of our supporters choose to organise their own event or activity to raise money for the hospice. This is a fun and valuable way to support a good cause.</p>	<p>We have a strong and stable team of volunteers carrying out a variety of roles, supporting patients in the community, biographers, reception and administration, catering, gardening, event and working in the Hospice Shop.</p>
		

## Our Strategy

## Summary



## Our Strategic Achievements

## Strategic Theme: Community Relationships / Whakawhanaungatanga Hapori

- We will connect with all of our Marlborough Community and continue to build relationships within it to obtain their support both financial and non-financial.

## Our Achievements

### • Community Engagement

- To raise awareness and build relationships within community, we took the opportunity to speak to local community groups, for example Zonta, Networkers Group, Waithohi Social Club, Probus and Senior Citizen Group.
- Sending regular newsletters to update our 2,000+ Supporters and 200+ Volunteers keeps them up to date on what is happening and events.
- We use social media to connect with our supporters and share information through Facebook and Instagram.
- We attended the very popular Seniors Expo in March 2022, an event that highlights the variety of health and well-being support to older people in our community

### • Hospice Awareness Week

- Features were placed in The Blenheim Sun and Marlborough Weekly to profile key personnel in our Hospice Marlborough team to build awareness about key roles in delivering specialist palliative care.
- We delivered over 300 handmade cupcakes to our colleagues in General Practice, Wairau Hospital and Aged Residential Care along with a note of support and a copy of our General Information Brochure.



### Facebook

- Reach - 14,511 / Inc 33.8%
- Likes - 1181 / Inc 60.6%

### Instagram

- Reach - 367 / Inc 18.4%



## Strategic Theme: Community Relationships / Whakawhanaungatanga Hapori (continued)

### Our Achievements (continued)

- **Remembrance**
  - A Remembrance Service was held in Seymour Square aligning it with Matariki. This was a time for whānau/families and friends to gather to reflect on life and take time to remember those close to us who have died.
  - In November and December 2021, the Tree of Remembrance campaign supported by Farmers to help raise funds and give people the opportunity to remember their loved ones with hand written notes.
- **Hospice Shop**
  - Our local community continue to support us by shopping with us and donating their goods. Despite operating in an uncertain environment with COVID lockdowns and the ongoing disruptions, the shop served 42,916 customers.
- **Events**
  - Many of our planned events were cancelled or postponed due to COVID 19. However we were able to hold the Wine and Art Fair at the Wine Station as well as thought provoking musical story 'Toby or Not To Be' A weave of song, music, contemplation and conversations with traditional stories that consider our relationship with death and life.
  - The second Marlborough Art & Wine Fair was a collaborative exhibition of leading artists from Marlborough featuring paintings, ceramic art, sculptures and photographic art and certain artists were aligned with Hospice Marlborough where we benefited from 50% of the gallery fee.



## Strategic Theme: Partnerships & Collaboration / Kotahitanga

- We will work with all of our partners and build robust and sustainable relationships.
- We will work with our partners to exceed, where feasible, the current standards and frameworks, and deliver our contract of service with our funders.

## Our Achievements

- **Nelson Marlborough Health**
  - Our Hospice Marlborough team work closely, on several different levels, with Nelson Marlborough Health, (now Te Whatu Ora Health New Zealand Nelson Marlborough). Our projects have included examining ways in which our inpatient beds may be used to alleviate the pressure on the available beds in the local health and residential care sector.
- **Ngāti Rārua**
  - We continue to develop our relationship with our key partner Ngāti Rārua. We welcomed Molly Luke on to our Board of Trustees. Molly was nominated by Ngāti Rārua and represents iwi in the governance of our services.
  - Operationally, we value the agreement for services that we have with Te Hauora o Ngāti Rārua for the provision of Kaiāwhina services in support of our patients and their whānau who identify as Māori.



## Strategic Theme: Partnerships & Collaboration / Kotahitanga (Continued)

### Our Achievements (Continued)

- **Fare-well Services Trust**
  - We work collaboratively with the team from the Fare-well Services Trust who provide in-home care in the Marlborough Sounds and support to the patients, who want to remain living at home, and their whānau.
- **Residential Care Facilities**
  - Our Hospice Liaison Team, led by the Clinical Nurse Specialist (including our social worker and grief and loss support worker), continues to support the teams in the eight aged residential care facilities across Marlborough. Although we are not directly involved in providing care, our expertise and specialist advice support the team at each facility to provide care in place for the residents and their families.
- **Other Partners in Care**
  - Our clinical team values the collegial support in the provision of our services from the Oncology Team at Wairau Hospital, Specialists at Wairau Hospital, District Nursing and the General Practice teams in Marlborough.



## Strategic Theme: Quality Services and Care: Tiaki Ratonga

- We will provide a high-quality specialist palliative care service that is equitable, sustainable and innovative to meet the changing needs of our community.
- We will work with our partners to exceed, where feasible, the current standards and frameworks, and deliver our contract of service with our funders.

## Our Achievements

- **Community Model of Care**
  - Our Model of Care provides an outline to the principles and processes that describe how we deliver our services. Written initially in 2019 including significant consultation with our services, the health sector, and the community this continues to guide our practice and is subject to ongoing review.
- **Feedback about our Services**
  - We regularly monitor the feedback from the patients and whānau by encouraging them to complete our 'Tell us what you Think' survey. This can be completed online through the Hospice Marlborough website or hard copy brochure that is included in all new patient packs and located in the information display in the Whānau Room in the Hospice Inpatient unit. We use this data to ensure we are providing a quality service and to identify any improvements that may be needed in key areas.
- **Certification with HealthCERT [Ministry of Health]**
  - We need to be certified as a requirement of the Health and Disability Services [Safety] Act 2001 so we can provide Hospice Inpatient Services to the Marlborough community. The associated onsite audit was held on 17 September 2021 as a follow-up to the initial audit that was held in October 2020.



## Strategic Theme: Quality Services and Care: Tiaki Ratonga (Continued)

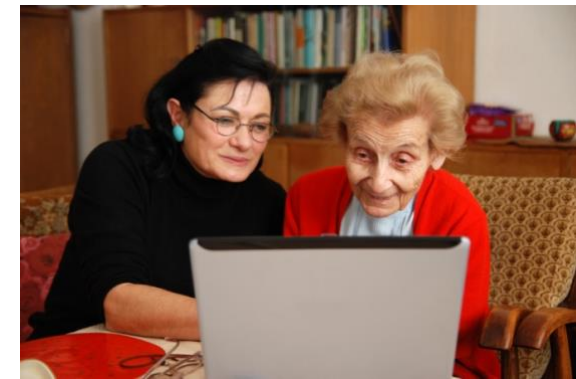
### Our Achievements (Continued)

#### • Palliative Care Education/Seminars

- An important aspect of our Specialist Palliative Care service is to support those working in primary palliative care and provide education workshops throughout the year. These are open to staff employed in the Residential Care Services, home-based support agencies, Access Community Health and Nurse Maude across Marlborough.
- We provided the Hospice New Zealand courses and other courses during the year:
  - The Fundamentals of Palliative Care: 9 courses attended by 180 people.
  - Syringe Driver Competency: 9 courses attended by 40 people
  - Explaining End of Life Choice Act: 3 briefing/ workshops attended by 32 people.
  - Other courses for specialist training and volunteers: attended by 84 people.

#### • End of Life Choice Act [2019]

- The act came into force on 7 November 2021 and we spent a significant amount of time researching and drafting our approach to this legislation.
- Given the sensitivity of this topic and that 70% of the votes cast in our Kaikoura electorate supported this legislation, we decided not to raise a conscientious objection as did some Hospices. Our position statement is on Page 3 of this report.



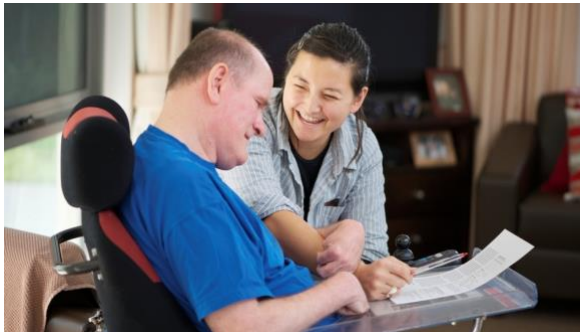


## Strategic Theme: People and Culture / Tāngata Ahurea

- We will support our team in maintaining their own optimum health and well-being and will ensure they have the resources and skills to effectively serve our community.
- We will continue to promote the evolution of a caring, creative and innovative culture within our team.

## Our Achievements

- **Health, Safety and Wellbeing**
  - This is at the forefront of our approach to supporting all the members of our team. We have a continuous improvement approach which is managed by Health and Safety Committee that is chaired by our Health and Safety Officer.
  - Hospice Marlborough are members of Ignite Aotearoa who provide an employee assistance programme. This is an online platform that is open to all staff and volunteers, provides access to a range of wellbeing tools, clinically and validated resources, and access to a range of providers including Psychologists, Counsellors, Advisers and Mentors from across Aotearoa New Zealand. It is available to our team for individual appointments.
- **Volunteers**
  - We have a strong and stable team of volunteers carrying out a variety of roles, supporting patients in the community, biographers, reception and administration, catering, gardening, event and working in the Hospice Shop. The impact of their contribution is difficult to capture as the numbers do not truly represent the full contribution. Behind the numbers, we see the loyalty, kindness, flexibility, skills and talents; and many instances of people going the extra mile to help.



## Strategic Theme: People and Culture / Tāngata Ahurea

- We will support our team in maintaining their own optimum health and well-being and will ensure they have the resources and skills to effectively serve our community.
- We will continue to promote the evolution of a caring, creative and innovative culture within our team.

## Our Achievements

### • Training and Education/ Professional Development

- Each year we encourage our staff to complete the post graduate qualifications and specifically the Post Graduate Certificate in Palliative Care which some staff already hold. In this academic year we have one staff member completing this qualification through the University of Canterbury and another is completing a Post Graduate Certificate in Health Science through Victoria University of Wellington.
- In the last year this has proved challenging for the members of the team as many external conferences and education opportunities have been postponed and cancelled as a result of the impact of the Covid-19 pandemic. We are all looking forward to the resumption of these opportunities in the coming year.



## Strategic Theme: Financial Stability / Pūrongo Pūtea

- We have sufficient financial resources to deliver our services and enable our emerging strategy.

## Our Achievements

- **Hospice Shop**
  - The Hospice shop continues to exceed our financial expectations and raises over 80% of our community funding that covers our operational expenditure so we can continue to provide services to the Marlborough Community. The Hospice Shop is successful because of the dedication of our staff and 90 volunteers, and the support from our community.
- **Marlborough Foundation Trust**
  - The Marlborough Hospice Foundation continues to accept donations and bequests for the capital fund, the income from which is applied to the operating costs and capital needs of Hospice Marlborough.
- **Other Funding**
  - We are grateful for the support from the following grant providers: Hospice New Zealand/Harcourts, Marlborough Hospital Equipment Fund, Pelorus Trust, The Lion Foundation, Pub Charity, Redwood Trust, VMD Collier Trust for providing funding for a variety of equipment and operational expenses.
  - Many Marlborough businesses have supported Hospice in a variety of ways throughout the last year, providing gifts of time, money and goods. We are extremely grateful for their support.



## Strategic Theme: Supportive Infrastructure / Hanganga Tautoko

- We have a 'fit for purpose' infrastructure that is aligned and supports the model of care.
- We have an integrated approach to risk management to enhance our decision making and to fulfil our "kaitiakitanga" (guardianship) role.
- We will continually improve our governance by periodically reviewing our governance structure, policies and processes.

## Our Achievements

- **Infrastructure**
  - During July to November 2021 an infrastructure review was carried out and a refurbishment and maintenance plan developed for implementation in the next financial year.
- **Risk Management**
  - During July to August 2021 the Board agreed the risk tolerance levels for key risk areas e.g. Compliance, Business Continuity, Reputation, Finance. Risk management processes were introduced and the Board receive reports on a monthly basis where actions are agreed.
- **Governance**
  - As the Board had its first full year of being responsible for service delivery, a review was carried out on the effectiveness of the Board by the Trustees themselves. Following this, some changes were made and The Governance Manual updated.



## Audited Accounts



**Postal Address:**

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Facebook <https://www.facebook.com/hospice.marlbrough>

Instagram [@hospicemarlbrough](https://www.instagram.com/hospicemarlbrough?igshid=YmMyMTA2M2Y=) <https://www.instagram.com/hospicemarlbrough?igshid=YmMyMTA2M2Y=>