



Impact Report 2024/5



Wigan & Leigh Hospice

Registered charity - no 513400

Contents

- p3 Statement from our Chief Executive
- p4 Our values
- p5 Our year in numbers
- p6 Right care, right place, right time
- p7 The Inpatient Unit
- p8 Supporting patients at home
- p9 Education and training
- p10 Counselling and Bereavement support
- p11 Our achievements
- p12 Patient Safety
- p13 User views
- p14 Our wonderful supporters
- p15-19 Our strategy



We are Team Hospice

We are only able to do what we do, because of our amazing network of volunteers, staff and supporters.

Wigan & Leigh Hospice provides specialist palliative and end of life care to people living in the Wigan Borough, helping them to live well for as long as possible.

The care is tailored to the needs of each individual patient, with some delivered in the patient's home or usual place of residence, and some in our 14-bed Inpatient Unit in Hindley.

The focus of Wigan & Leigh Hospice's work is to ensure people get access to the **right care, in the right place, at the right time.**



Statement from our Chief Executive



It is a pleasure to present our Impact Report for 2024-2025 and share with you some of the exceptional achievements we have made as an organisation over the past 12 months.

Being Chief Executive of Wigan & Leigh Hospice is something I'm so very proud of. Knowing what a difference our services make to this wonderful community and seeing first hand the impact this has on patients and their families, is an absolute privilege.

Hospice care has never been more important, as each year more and more people need our services, but it also continues to be a challenging sector to work in, as we depend so heavily on our community to fund our services.

We are so lucky to be part of such a vibrant, generous and supportive community. I never cease to be amazed by how much people are willing to do for the hospice, giving their time, money and support to make sure this hospice continues to deliver outstanding palliative and end of life care.

I love being part of Team Hospice, where we continually strive for excellence. Despite the challenges we face, we are a team who always wants to do more, to innovate and find better ways of working that mean we can reach more people with our services.

And it's working. This year we have supported more people than ever before. We're working smarter in so many ways, like our single point of access service, which assesses patients' needs and allocates them the right services to meet them - making sure they have access to the right care, from the right people at the right time. We're also working with other carers in the borough, to help them to better understand palliative and end of life care, and how to get the people they are looking after the care they need.

I hope you enjoy reading more about our achievements this year and thank you for your continued support of Wigan & Leigh Hospice.

A handwritten signature in black ink that reads "Jo Carby".

Jo Carby, Chief Executive Wigan & Leigh Hospice

Our achievements this year

We're supporting more people - both patients and those important to them

For the second year running we have finished the year in a small surplus, thanks to all of our wonderful supporters



Our Values

A stylized graphic of a plant with a thick green stem and several large, rounded green leaves. At the base of the stem is a white flower with five petals and a yellow center. The entire graphic is set against a dark green background.

C ompassion:

Providing a caring, empathic and person-centred approach which serves the whole needs of patients and supports those people important to them.

A ccessibility:

Welcoming, transparent and open to the community we serve and those that support our charity.

R espect:

Appreciative of our individual differences and ensuring dignity and inclusivity.

E xcellence:

Offering a professional, high quality service which is always developing and is responsive to patient needs and to those people important to our patients.

Our year in numbers



1419

Patients cared for



290

Admissions to
Inpatient Unit



773

advice line calls taken, mostly
during evenings, weekends
and bank holidays



495

Patients cared for
by Hospice in your
Home and
Education team



1777

People attended
training sessions
delivered by the
Learning Hub

Number of
contacts



6711

Hospice in your Home / Education team

7632

Hospice Nurse Specialist Team



631

Patients cared
for by HNS team

Right care, right place, right time

We know how important it is for patients and their families to get access to the right care when they need it.

Our Wigan Healthier partnership Integrated Specialist Care Active Response (WHISPAR) has revolutionised the way palliative care is delivered in the borough, providing a single point of access for all palliative and end of life services.

This means every patient has their palliative care needs assessed by a single team, who then refers them on to the services that best meet their needs. This service has improved response times and reduced duplication of services.

By ensuring every patient gets the **right care, in the right place at the right time**, we can avoid unnecessary hospital admissions and make it more likely that patients will be able to live well for as long as possible and die in the place of their choice.



2.3 days

Average waiting time
from referral to
assessment

81%

of patients supported
by the hospice are
able to die in their
home or usual place of
residence

The Inpatient Unit

The hospice inpatient unit provides 14 individual rooms for patients who need care that can't be delivered at home.

The unit is set in beautiful gardens at our main hospice building in Hindley and each patient room directly accesses the hospice gardens.

Often patients are referred to the Inpatient Unit for a short stay to get their symptoms under control, before returning to their own home.

The inpatient unit is staffed by a team of highly experienced doctors, nurses and healthcare assistants, who are able to deliver highly specialised end of life care. Their priority is to make patients and their families as comfortable as possible, so they can make the most of their time together.



Everyone thinks the hospice is just for end of life, but I might go to the Inpatient Unit for a couple of days if they feel like my pain isn't getting under control, just to help manage things.

It really is a very positive place, it's not all doom and gloom like people think.

Brenda, inpatient unit patient



14.6 days

Average length of stay

92%

Average occupancy

3.6 days

Average wait to be
admitted from
referral

Supporting patients at home

Most of the care the hospice provides, happens in the community - in the patient's home or usual place of residence.

Our community team, which is made up of nurse specialists, registered nurses, health care assistants and volunteers, provide this care seven days a week, 365 days a year.

They offer practical, as well as emotional, support, alongside hands-on care. This can include both daytime visits and overnight support.



Hospice Nurse Specialists

These specialist nurses provide care for patients at an advanced stage of their illness. They assess patients' symptoms, offer psychological support and support patients with advance care planning. Several of the team are Independent Nurse Prescribers.

We assumed, like so many people, that the hospice was just a building that you went to when you were in your final stages of life. We had never even imagined that Terry could stay at home, where he felt the most comfortable, right up until the end.

Anne Mutch, whose husband, Terry, was cared for at home



50.1 days

average time Hospice in your Home supports a patient at home

Education and training

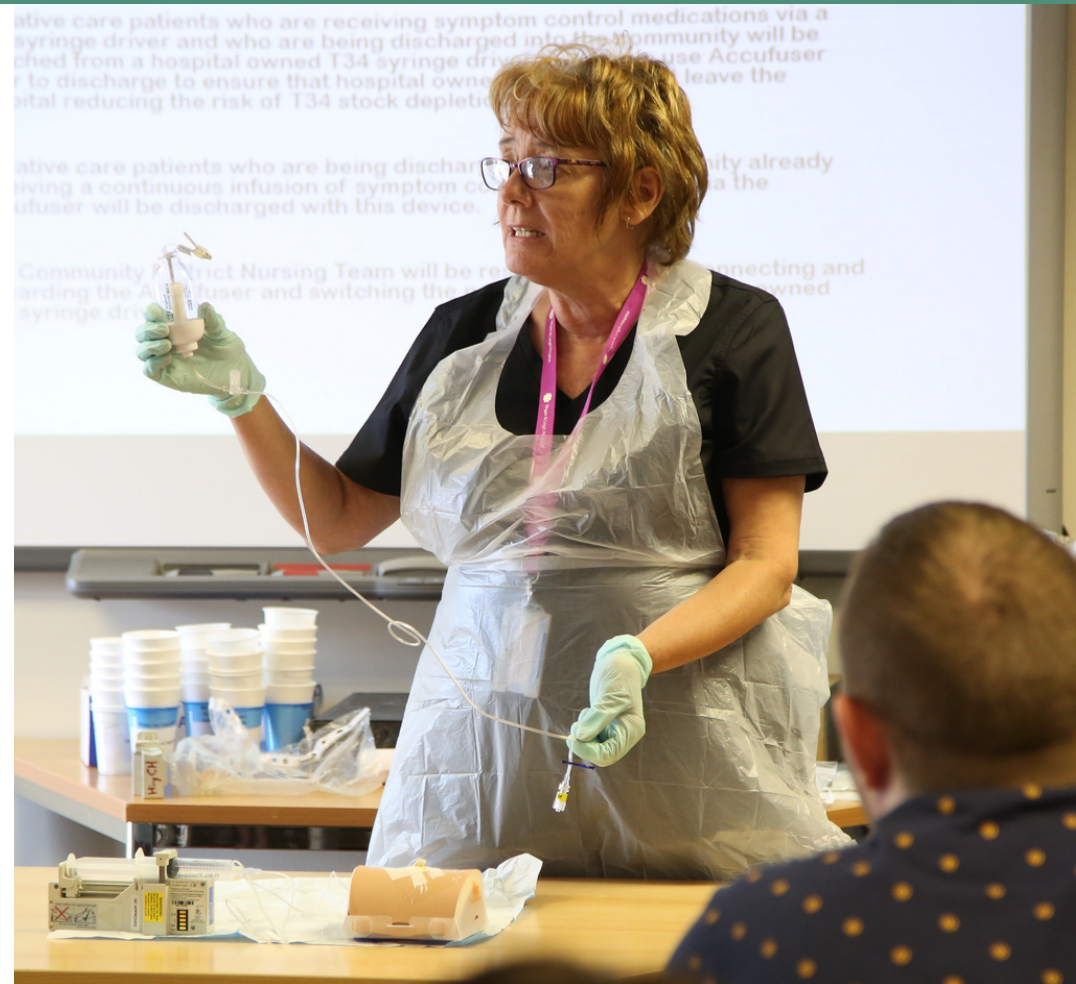
The hospice is home to the Wigan Palliative and End of Life Care Learning Hub, which provides training to the wider care community in the borough on palliative and end of life care.

This team strives to reduce unnecessary hospital admissions in the last days of life by providing dedicated support and training in palliative and end of life care.

The need for palliative and end of life care stretches across all communities, so our education team offers support and training to a variety of services, including all 52 care homes in the borough, extra care services, local NHS hospital trust and community services, supported living, learning disability settings, services working with the homeless/vulnerably housed and local prison.

By building our wider care sector's ability to recognise and manage palliative and end of life care needs, we are working to ensure anyone in the Wigan Borough, no matter what their circumstances, can get the palliative and end of life care they need.

Sessions include foundations of palliative care, advanced communication skills, advance care planning, dementia care and end of life care.



1777 People attended Learning Hub sessions

9.5/10 Average feedback score on training

Counselling and Bereavement Support

The care the hospice offers also includes counselling and bereavement services, helping patients and their loved ones to come to terms with the changes they are facing.

This year the bereavement team has introduced a walking support group, which brings together a group of people who are experiencing bereavement and gives them the opportunity to spend time together informally, on a walk. This also has a great impact on wellbeing

This year we have also introduced a new Child Bereavement programme to boost the bereavement support Wigan & Leigh Hospice is able to offer to families and children. Many of the patients the hospice supports will have children or grandchildren. With specialist training for staff and additional support delivered by Child Bereavement UK – a charity specialising in child bereavement support - this project upskills our current counsellors and clinical staff to enable the hospice to provide more holistic support to the wider bereaved family.



You were wonderful with my son, he was so relaxed and happy to be at the Hospice. He loved making the memory jar for Big Grandad and yesterday was the first time he hasn't asked me about "who is going to die next" or anything negative about Big Grandad dying.

I honestly can't tell you how much this means. Thank you from the bottom of my heart

Feedback from “A day to remember” session



295 Counselling sessions

326 Bereavement sessions

Our achievements this year

Strengthening services

- We've strengthened the skill mix on our teams to better meet patient needs
- We're working more closely with GPs to identify and support patients with life limiting illnesses
- We're continuing to expand our work with drug and alcohol services, and homelessness services.

Enabling Education

- All services now have a dedicated induction pack
- Our clinical practice educator role is building strong links between our clinical teams and the learning hub
- Our foundations course and dementia training have been awarded CPD accreditation
- We are continuing to support medical students and paramedics by offering training placements
- Summer and winter schools have been completed

Expanding reach

- Our hospice nurse specialist team have been allocated lead roles in supporting patients with particular conditions
- We're representing the hospice on a number of local partnership groups
- We're using our experience to develop quality improvement plans which improve services to our patients
- New bereavement groups have been set up

Measuring success

- Clinical data collection is continuing to be reviewed and improve
- Quality improvement calendar is being used to monitor progress of workstreams and forward planning
- Learning from incidents newsletter relaunched

Patient Safety Measures

	2023/4	2024/5
All patient incidents - including those inherited on admission to the Inpatient Unit	275	403
Healthcare acquired infections	0	0
Pressure ulcers identified that developed or deteriorated during admission	35	40
Patient falls within our care	49	76
Safeguarding reports	2	7
Medication incidents	93	133



84% of patient safety incidents were reported within 24 hours and 83% were investigated and closed within the target timescale of 20 days. Whilst there has been a rise in patient safety incidents reported, all resulted in no or low harm to patients. The increase in incidents is understood to reflect the rising complexity of patients, seen with the rise in safeguarding referrals made (all related to external providers) and falls on our inpatient unit. We will continue to monitor incidents closely.

User views

Wigan & Leigh Hospice conducts a service user survey in order to gather feedback on the services the hospice provides. In 2024/25 128 people responded to the survey, with the following feedback:

- **100%** responded “Definitely” or “Likely” that they would recommend to other people.
- **100%** “Strongly Agreed” or “Agreed” they were treated in a sensitive way and with dignity.
- **98%** “Strongly Agreed” or “Agreed” that they were involved enough in decisions made.
- **98%** “Strongly Agreed” or “Agreed” that the information provided was clear and helpful.
- **99%** strongly agreed or agreed that the staff were caring



Our amazing supporters

Nothing we do is possible without the support of the community we serve, who help us to raise the £12,000 we need every day, just to keep the hospice running.

This year the community has helped us to raise more money than ever before, ensuring we can keep our hospice services running. Highlights include:

- The new £2 hospice lottery not only gives our players more chances to win and bigger prizes, it also means the lottery is making a bigger contribution to the hospice.
- We've had more events than ever before, including the new Wigan Pub Walk
- We've refurbished our Golborne shop
- We've had supporters running marathons, jumping out of planes and climbing mountains to raise money for us
- Our corporate supporters are doing more than ever before and the wonderful Team Wigan & Leigh has brought together businesses across the borough to support local charities



Lobbying for change

While we are so grateful for all of the support we receive from our amazing community, it isn't sustainable for us to keep asking them to give more year on year to bridge the gap between our rising costs and the funding we receive from the NHS.

That's why we're working with Hospice UK to lobby the government for a fairer funding deal for hospices. As an essential care service we shouldn't have to depend on charitable income to keep our services running and this year we've been to parliament to ask them to make a change to protect our services.

£982,432

Value of the contribution
volunteers made to the
hospice this year

Our Vision

For everyone to have the care, information & support they need when facing or affected by life-limiting illness.

Our Strategy

2024

2029

Our Mission

To promote and provide outstanding care, specialist support and information for people experiencing and affected by life-limiting illness, dying, and bereavement.

Our Priorities

**Outstanding
& Accessible**

**Strong &
Sustainable**

**Inclusive &
Empowering**

Our Strategy

2024

2029



- Enable people with a life-limiting illness across our communities to live and die well in the place they feel most comfortable.
- Enable people affected by death and dying to access effective support when they need it.
- Provide training, advice and support to individuals and care settings on how to deliver outstanding palliative and end of life care.
- Empower our communities to talk about death and plan for their future care needs.

Our Strategy

2024

2029



- Secure the income we need to deliver and grow our services.
- Develop our use of data, knowledge, and local insight to innovate and continuously improve our services.
- Ensure our organisation is governed, led, and managed effectively.
- Provide high-quality facilities, services and information.
- Embrace environmental sustainability by using resources thoughtfully.

Our Strategy

2024

2029



- Value the contributions of our staff, volunteers, supporters and partners, working together as one "Team Hospice".
- Recruit and retain exceptional people and support them to excel together.
- Embrace equality, diversity and inclusion.
- Work with our partners, using our knowledge and expertise to make a difference locally, regionally and nationally.
- Empower our communities and those using our services, to have their say on the services we offer.