



2024/2025 ANNUAL REPORT





Joint Report from the Chairperson and Chief Executive

During 2024/25, Foyle Hospice has continued to provide valuable and valued adult palliative and end-of-life services to our local community across the entire span of the Western Health and Social Care Trust area. For forty years, our core services have been very much a safe space for patients and their families. Now, at a time of rising demand and increased complexities in a challenging environment, Foyle Hospice strives to ensure that we can appropriately meet the needs of our community and that we are a confident and sustainable organisation that has the capacity to support future generations.

Over the past year it has become even more evident that much greater statutory support is needed in the hospice sector across Northern Ireland and Foyle Hospice is no exception. It has become necessary to address the need for long-term investment. Therefore, we welcome the recent Health Committee Inquiry and look forward to a positive outcome, with recommendations setting out a clear pathway to make our services sustainable and fit for purpose well into the future.

Our Board of Trustees are strongly focused on the delivery of the highest quality of care to match the evolving needs of our patients and their families. To do this at a time of ongoing financial pressures requires optionality, intelligence and resilience, all of which we have actively demonstrated within the fabric of our organisation.

FOREWORD

In line with our Strategic Plan, we will continue to look at ways to transform and continuously improve how we deliver our services, so that we can reach the highest number of people who need palliative care across the community – providing it at the right time and in the right place. We will work in collaboration with key stakeholders, to identify and secure more sustainable income streams.

This year we have been both humbled and proud in equal measure, in light of the positive feedback received, as we have helped many more patients and families with our wide portfolio of services. Despite the uncertainty that ongoing change and challenge present, we recognise the importance and value of our work, which is only made possible due to the hard work of our team and the generosity of our volunteers and supporters. We take this opportunity to acknowledge the efforts of everyone who contributes to our success, which is always in the best interest of our patients. There is much still to be done and we are confident that with the generous support and kindness from our community and our team, we will continue the legacy of Foyle Hospice for the next forty years and more.



Angela He Sestey

Chairperson



Donan Henderson

Chief Executive

Inpatient Unit

The 9-bedded Inpatient Unit provides high-quality, holistic palliative and end-of-life care to patients with a life-limiting illness. This is of paramount importance in relieving suffering, optimising comfort, and improving the quality of life for our patients, whilst simultaneously supporting their families. Patient and family-centred care is always at the forefront of Foyle Hospice.

Conserving the dignity of the patient is a vital aspect of palliative care. Dignity is recognising and we value every single person as a unique individual. All of our patients are treated fairly, with compassion and respect.

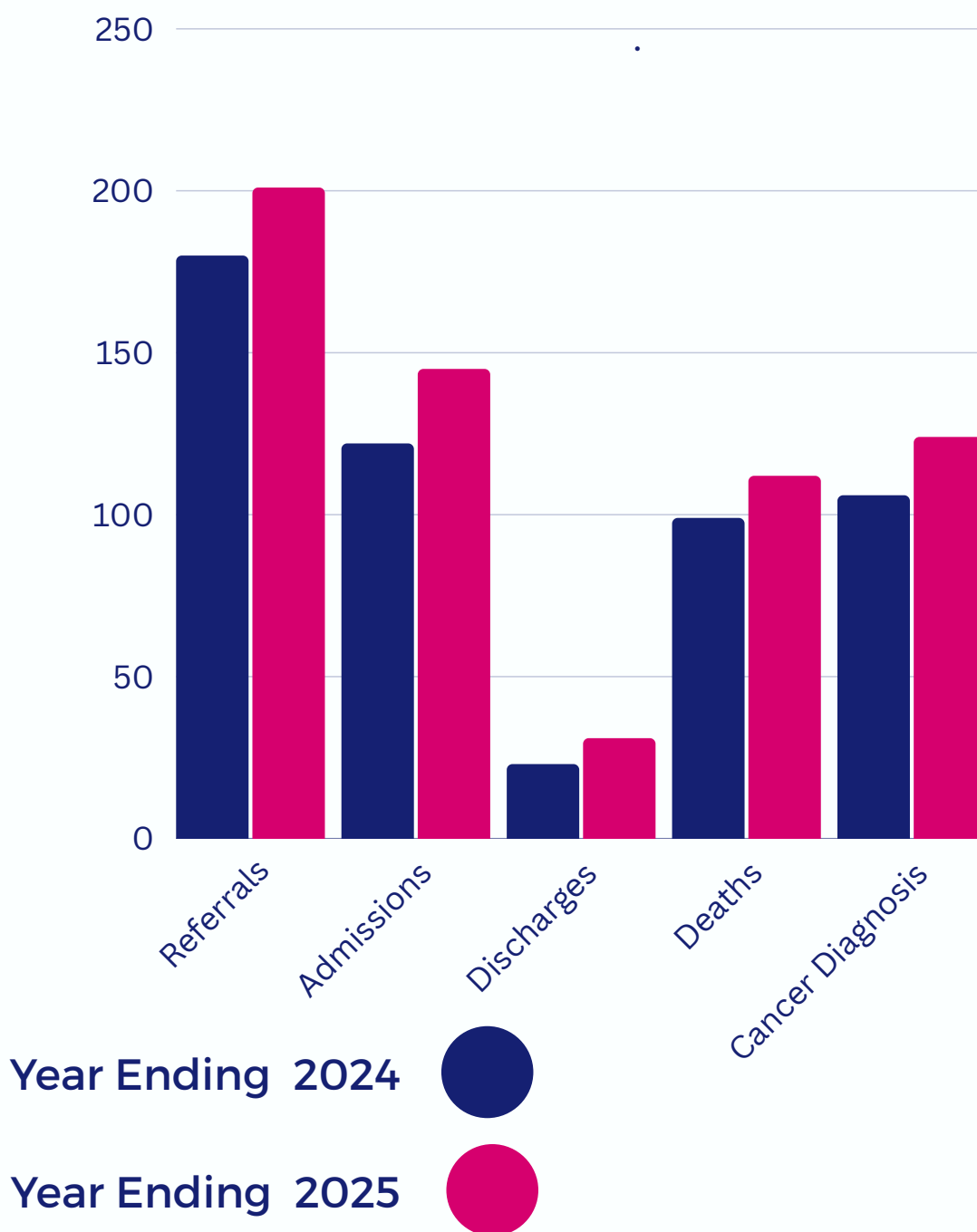
Governance and Quality Information

Patient safety is the cornerstone of high-quality care at Foyle Hospice. It is a critical aspect to prevent harm, minimise risks and enhance service delivery. Quality indicators and audits throughout the year are used to demonstrate our continuous high standards. We adopt measures to perform well, make improvements and assure excellent outcomes.



NURSING AND CLINICAL SERVICES STATISTICAL INFORMATION FOR YEAR 2024/25

Comparative statistical information recorded
for the Inpatient Unit in 2024/25



PATIENT/CARER FEEDBACK

Satisfaction Survey 2024/2025

Regular evaluation of care provision and treatment at Foyle Hospice provides staff and management with valuable insight into what is working well, while also highlighting areas that may need improvement. This process helps ensure the delivery of effective, efficient, and high-quality patient-centred specialist palliative care services.

"Every aspect of the service has exceeded my expectations. I am particularly grateful for the friendly, gentle, and careful way we are welcomed and for the immediate concern to relieve our loved one's suffering."

"The care received has been exceptional. We as a family feel included in the decisions and can enjoy time as a family-great for making memories to cherish."

"Foyle Hospice has been an oasis of calm, caring, and dignity in a time of great crisis. All of the staff-doctors, nurses, carers, admin, and ancillary have treated us with so much dignity, kindness, and friendliness. We will never be able to repay our debt of gratitude."

"It's very difficult to improve on excellence."

"The staff are second to none, the care and support are paramount alongside their empathetic approach."

NURSING AND CLINICAL SERVICES EDUCATION ACTIVITIES

- ✓ In 2024/25 three members of our staff completed the European Certificate in Essential Palliative Care.
- ✓ One staff member will complete her in Post Graduate Diploma in Specialist Practice at the end of this academic year.
- ✓ One staff member also will have undertaken her health assessment module.
- ✓ Four Nurses and two Specialty Doctors completed their two-day Advanced Communication Skills Training.
- ✓ 4 staff attended Reflections on Final Journeys.
- ✓ 6 staff attended Tracheostomy and Laryngectomy Care of the Adult.
- ✓ 3 staff attended the National Palliative Care Conference in Sligo.
- ✓ 3 staff attended a Dignity in Care two-day workshop.
- ✓ The Ward Manager completed the RCN Senior Nurse Toolkit Programme.
- ✓ The Community Services Manager attended a half day online course on Harnessing Emotional Intelligence and Improving Personal Communication Skills.
- ✓ 3 members of staff attended the Hospice UK conference.
Mandatory Training was also completed over two days.

DAY THERAPY



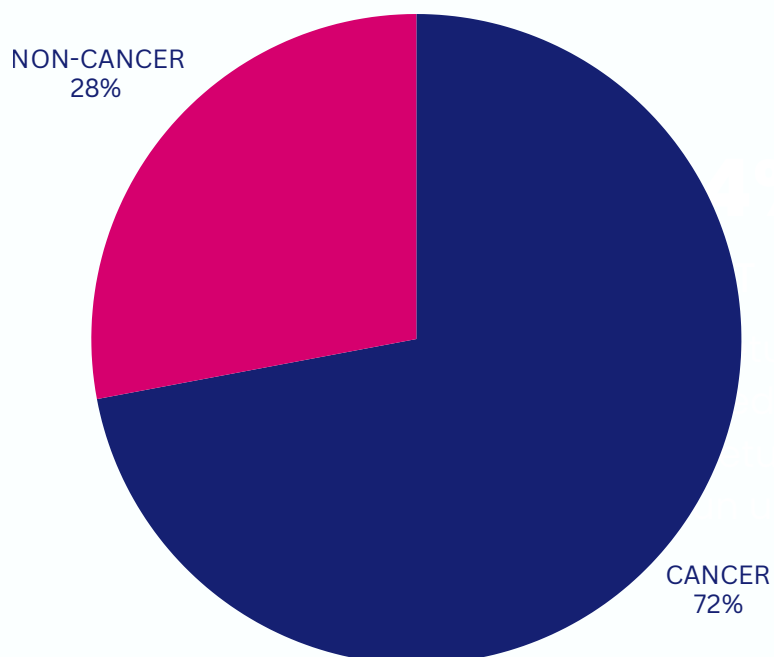
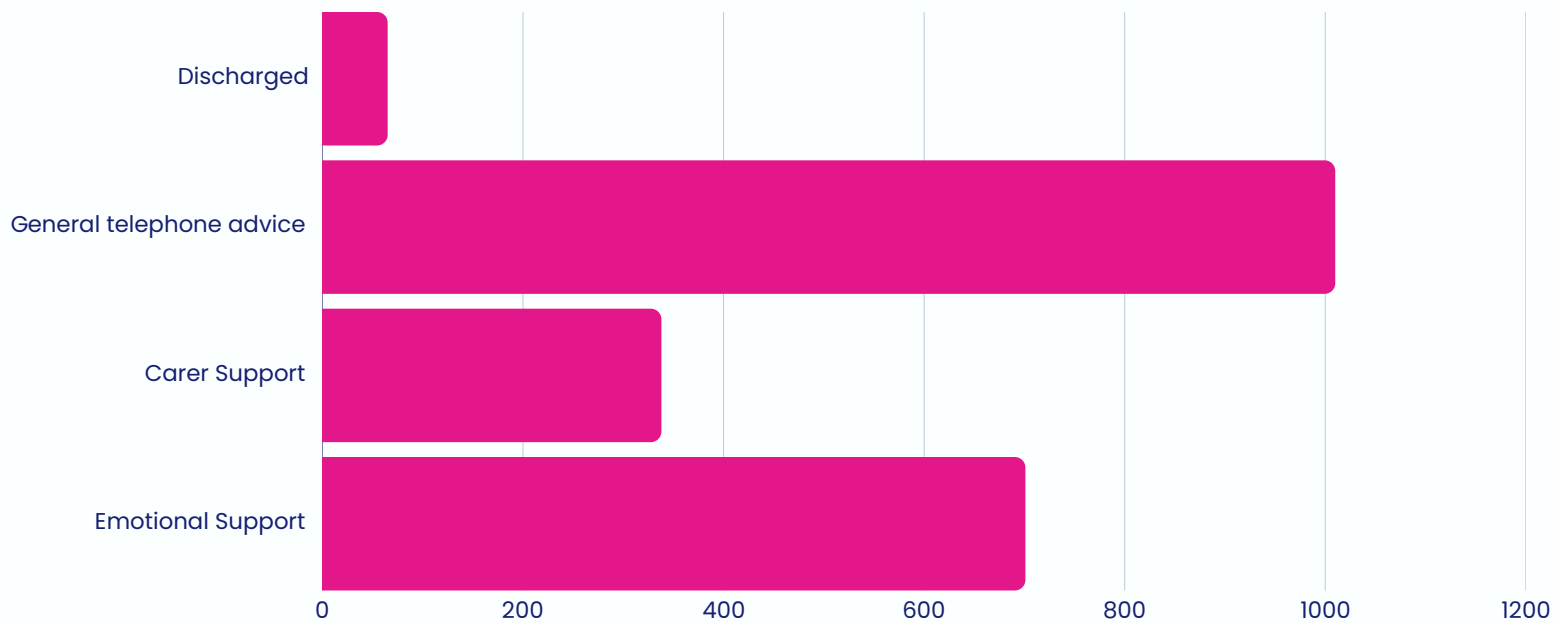
Foyle Hospice's Day Therapy Unit is operational three days a week from Tuesday to Thursday. It offers a relaxing atmosphere and a place where patients can enjoy a range of activities and complementary therapies. It provides an opportunity to get together with other people who may be going through similar experiences and enables people with a life-limiting illness to live well and fully.

The Nursing Assistant coordinates attendance and arranges transport if required. She also schedules any therapies that might be suitable for patients. These are delivered by one of two Complementary Therapists and several volunteers.

There has been a remodelling of the service delivery, which commenced in February 2025. The service now consists of a morning and an afternoon session, whereby patients can avail of therapies for an eight to twelve-week programme on any of the three days via a booking system.

DAY THERAPY

- Booked Attendances 978
- Actual Attendances 676
- Total Number of Patients 279
- 61 Referrals



PATIENT/CARER FEEDBACK

“Going to Day Hospice gets me out of bed and out of the house, and I get to meet different people. It does wonders for my mental health.”

“Excellent care and support as if you were a special person. You are treated with care and understanding.”

“We talk about everyday things, and you feel you are not the only one with cancer.”

“It has helped me to be positive. The care and meeting people is a great support. You have a great sense of well-being each week.”

“There is a feeling of serenity at Day Therapy.”



ADULT COUNSELLING SERVICE

Through the Cancer Charities Support Fund, Foyle Hospice employed three counsellors to provide 22½ hours of adult counselling each week. They have established a client list and receive referrals from hospice services, GPs and other primary care agencies, there have also been self-referrals.

PURPOSE

The provision of counselling services initially was to address the increased mental health issues that have arisen in part due to the Covid-19 pandemic.

However, pre-pandemic, Foyle Hospice as an organisation realised there was a huge need for support through counselling which was not being adequately met. Currently, clients come for a wide range of reasons including pre and post bereavement, cancer and non-cancer related, Covid-19 related, suicide and miscarriage.

WHAT DIFFERENCE HAS THE FUNDING MADE?

This funding has allowed us to provide much needed counselling support that was not available before. The counselling service has really become an invaluable service offered by Foyle Hospice.

Our three counsellors are not only providing services to clients but also supervise and mentor Student Counsellors, thus educating the next generation in the vital area of counselling services.

CHALLENGES

The Counsellors have established an effective and respected service. The demand is such that we now have a significant waiting list which highlights the great need that exists in our local community.



ADULT COUNSELLING SERVICE

As illustrated by the statistics below, from April 2024 to March 2025, a total of 706 counselling hours were provided across 735 sessions and 98 new clients were provided with counselling support.

Total Referrals	110
Total Clients on Caseload	345
Total New Clients	98
Total Discharges	83
Total Counselling Sessions Completed	735
Total Hours Counselling	706
Total Supervision Hours	90
Total Administration Hours	122.5

Total pre-bereavement Referrals	22
Total Post-bereavement Referrals	88

Total Cancer Related	70
Total Non-cancer Related	40

FEEDBACK

Our counselling team provide all of their clients with an evaluation form. Responses received have been uniformly positives with clients rating the service very high.

“She was extremely helpful. Her empathy and professionalism were amazing. I cannot sing her praises high enough.”

“I felt like someone finally understood how I felt for the first time since my loved one died.”

“...was lovely. I found her to be very caring. She really listened to me and was really empathetic. I could not speak highly enough of her - it was just what I needed.”

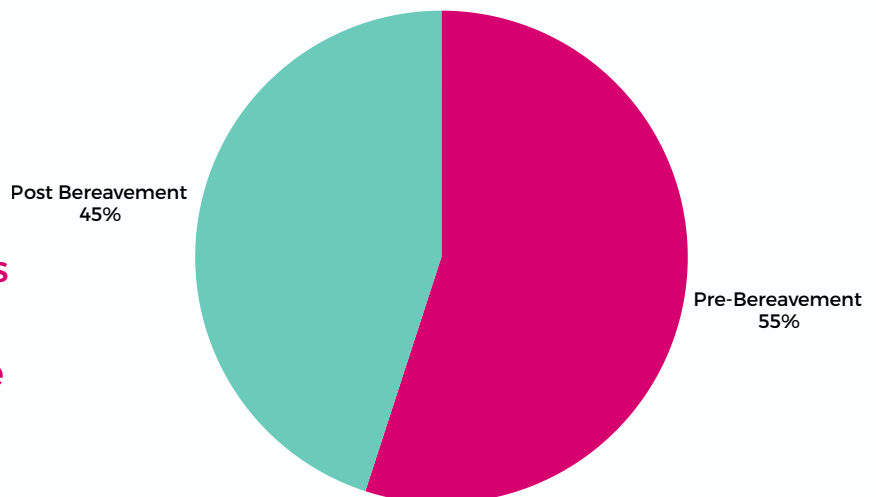
“I appreciated the counselling; it was very helpful. Good to meet special people willing to help others in need.”



HEALING HEARTS CHILDREN'S BEREAVEMENT SUPPORT

Healing Hearts offers specialist bereavement support for children and young people aged 4 to 18 years who have experienced the diagnosis of a life-limiting illness in a loved one or the death of someone close to them, regardless of the cause. Support is also available for those bereaved by sudden or traumatic loss, including deaths due to suicide, cardiac arrest, or road traffic accidents.

This year, the proportion of pre-bereavement referrals has increased significantly – from 36% to 55% compared to the previous financial year. This rise clearly reflects greater awareness among professionals of the benefits of early intervention, the importance of preparing children, and the need to guide families in how to talk to their children about a loved one's diagnosis.

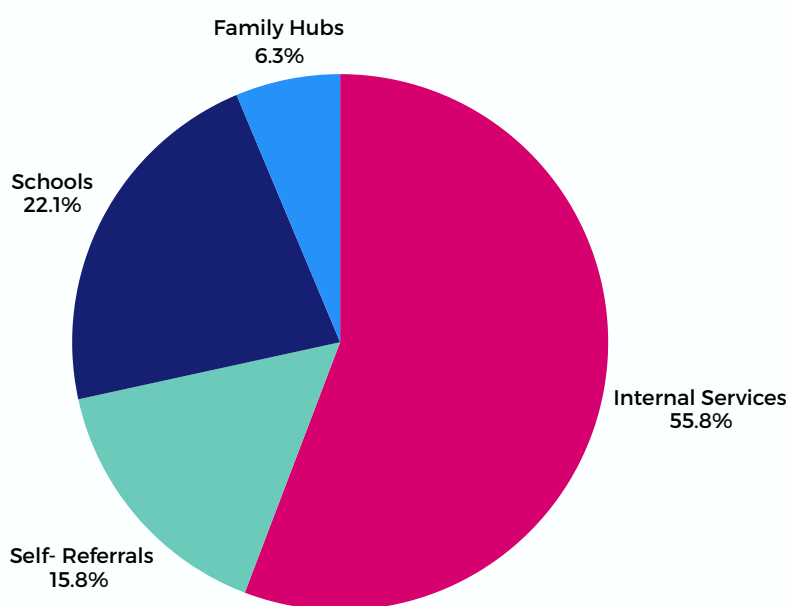


Conversely, post-bereavement referrals have decreased from 65% to 45%, underscoring the value of proactive support when a loved one is diagnosed. Many children who receive support before the bereavement find they are better equipped emotionally and may not require additional bereavement intervention afterward. This shift highlights the critical role of early, sensitive support in fostering resilience and emotional well-being in children facing the loss of a loved one.

HEALING HEARTS CHILDREN'S BEREAVEMENT SUPPORT REFERRALS

(April 2024 – March 2025)

Healing Hearts received 118 referrals this year – a 33% increase from the previous year (89 referrals). This growth reflects rising demand and increased recognition of our service as a vital source of bereavement support for children, young people, and families across the North West.



Internal Services - This reflects strong awareness and engagement among nursing and medical teams, who recognise the value of supporting families early and initiating sensitive conversations with children to prepare them for the impending loss of a loved one.

Self-referrals - demonstrates that the service is increasingly known and trusted by families in the wider North West community.

Schools - highlights a growing understanding among both teachers and parents of the critical role bereavement support plays in promoting children's mental health and emotional well-being.

Community Family Hubs - showcases effective collaboration between Healing Hearts and other agencies to provide coordinated, holistic support to bereaved families within the community.

Referrals from the Western Trust also increased this year, signaling strengthened partnership working with the clinical nurse specialists and palliative care teams. Notably, referrals are often made at diagnosis, enabling us to provide support to patients and their families both before and after bereavement.

Parent Support Group/ Family Days Out

The Parent support group and Family days out play a crucial role in helping individuals cope with the profound loss of a loved one, through their compassionate support, resources, and sense of community, the group provide a lifeline for those who are navigating the complex and challenging terrain of grief. By forming relationships with others who understand their pain, individuals can feel less isolated and more supported in the grieving journey. The group offer a safe space for members to share their feelings, experience and memories with others who are going through a similar situation. The family outings also give the children the opportunity to connect with others who have lost a parent and have an understanding of their journey.



<u>April 2024 – March 2025</u>		
Activity		Number of Parents
Parent monthly support group (monthly)		22
Family day out climbing wall	13	6
Mindfulness programme x 3 weeks	25	
Happy Hooves	23	11
Family Day out to Roe Country Park	16	6
Panto	31	20
Christmas Party	32	
<u>Total</u>	<u>140</u>	<u>65</u>

Healing Hearts Feedback

"I noticed a big change in mood and asking more questions, it has made it easier to approach conversations."

"Words cannot describe what this service has done for my family. Healing Hearts service has helped my daughter smile and remember her granny for the person she was. From the bottom of my heart thank you!"

"This service is incredible. At our most difficult time I was provided much calm advice and support."

"The service gave my son the tools to express the sadness he felt at home and allowed us to comfort him."

"The service is fantastic! The difference this has made for all of us is amazing - other family members have noticed!"

"The service has allowed us to support our children and the Memory Bears made from mum's clothes have brought so much warmth and comfort not only to the children but to us."

"Helped my child understand her emotions are normal!"

COMMUNITY SPECIALIST PALLIATIVE CARE TEAMS



The Community Specialist Palliative Care Team at Foyle Hospice provides a person and family-centered approach across the Western Health and Social Care Trust area, with a view to enhancing quality of life for people with a life-limiting illness.

The extension of the service to include the Southern Sector of the Western Trust area took place in September 2023 and creates an equitable service across the entire trust area, which is a key component of palliative care. We strive to ensure accessibility to timely, appropriate and high-quality care for service users across the whole of the Western Health and Social Care Trust. In addition, since July 2024 seven-day cover has been extended to include provision across the Omagh and Fermanagh Areas.

COMMUNITY SPECIALIST PALLIATIVE CARE TEAMS

All of the figures illustrated below have increased from the previous year

CSPCT	NORTHERN SECTOR	SOUTHERN SECTOR
New Referrals	613	338
Visits	2614	1,897 (nearly tripled)
Deaths	321	151 (doubled)
Discharges	176	110
Phone calls to patients/families	5,250	2,942
Phone calls to professionals	8,909	7,779
Bereavement Support	472	148

People with palliative care needs and their carers often rely on Out of Hours Services to remain at home and this is reflected in the following figures. Given the choice most people want to be cared for and die in their own home. Therefore, it is important to ensure appropriate support, care and advice is in place locally to enable patients to do so. This is where our seven-day service has helped immensely.

Providing weekend cover allows further shared decision making which is considered to be part of a person-centered care approach enabling patient autonomy.

Palliative care is an inter-disciplinary caregiving approach aimed at optimising quality of life and mitigating distress.

In the Northern Sector, there were an additional:

Visits - 247

Telephone Calls to Patients - 593

Telephone Calls to Professionals - 264

Occasions of Symptom Control - 576

Occasions to Alleviate distress - 446

Occasions of Bereavement Support - 69

District Nursing Supported to Enhance Patient-Centred Care - 240

Admissions to Hospital Prevented - 30

Arranged Hospice Admission - 30

Feedback

“I just want to praise the support we received from the home care team - the nurse and doctor. They came and scooped us up at the right time.”

“All the team who attended the care home have been very supportive. They are responsive to requests and they do not make their visits feel rushed. They allocate time to update staff.”

“Thank you for your wonderful care of my mother and your unwavering support of me whilst I nursed mummy in her final illness.”

“Helpful, informative, caring staff. Treated my father with dignity and respect at all times. Family members cared for also.”

“Many thanks for the care you gave our loved one during his last weeks of life and for the kindness you showed to us as a family. We are eternally grateful.”

In the Southern Sector Weekend/Bank Holiday Cover

From July until November 2024 there was weekend cover and from December 2024, until March 2025 bank holidays have been covered.

Visits - 80

Telephone Calls to Patients - 289

Telephone Calls to Professionals - 546

Occasions of Symptom Control - 261

Occasions to Alleviate distress - 196

Occasions of Bereavement Support - 26

District Nursing Supported to Enhance Patient-Centred Care - 376

Admissions to Hospital Prevented - 70

Arranged Hospice Admission - 6

Feedback

“A token of my appreciation for all you have done for me. I would not have made it without you.”

“You cared for our mum in such a dignified manner.”

“Thanks for all of the kindness, care and compassion you showed while caring for our loved one.”

“Thanks for your support visit yesterday and your follow up telephone call today. Mum died peacefully and your input ensured she had a peaceful death.”

COMMUNITY SPECIALTY DOCTORS WORKING WITHIN SPECIALIST HOMECARE TEAM

Through the Cancer Charities Relief Fund, we employed two Specialty Doctors working three days per week, alongside our Community Specialist Palliative Care Nursing Team in the Northern Sector of the Western Health and Social Care Trust. They have been in post since April 2023.

The benefits of having dedicated Specialty Doctors supporting our Specialist Community Team include:

- Allowing for early palliative medicine assessment of complex patients, including those who deteriorate quickly and who may have previously needed medical assessment in our Emergency Departments, which are usually not the place for these patients. This only adds to patient and carer distress as well as unnecessary E D and hospital admissions. Timely medical assessment helps more patients stay at home.
- Helping to facilitate hospital/hospice discharge of palliative patients who want to go home but may have complex medical needs requiring regular medical review.
- Allowing patients who may have to wait several days to be admitted to our Foyle Hospice Inpatient Unit to be medically assessed at home in a timely manner and a treatment plan instigated prior to admission.
- Allowing for improved communication across the hospital/hospice/primary care interface giving a more seamless care pathway for patients.

As the figures demonstrate, we are supporting palliative patients to stay in their own homes with good symptom control and to die there if that is their wish, whilst also helping to alleviate the stresses on the wider health care system such e.g. preventing hospital admissions and supporting General Practitioners and District Nurses.

FIGURES FROM APRIL 2024- MARCH 2025

The figures below represent a total of 472 patients

Male - 266 Female - 206

ACTIVITY	ANNUAL TOTAL
Home Visits	318
Telephone Calls	437
Symptom Control	432
Prevent GP Out of Hours Visits	380
Anticipatory Care Planning	260
Advanced Care Palling	267
District Nurses Support	214
GP Support	223
Prevent Admission to Hospital	11
Arranged Hospice Admission	37
Multi-Disciplinary Team Collaboration	115
Other Professional	0
Bereavement Support	10



FEEDBACK

The service is very much appreciated and this is demonstrated through the feedback we receive from patients and families:

"A heartfelt thank you to all of the staff of the Homecare Team for your genuine care, kindness and support you gave to my father in his last weeks."

"We could never thank you enough for the care and compassion you showed our beloved family member."

"My sincerest and heartfelt thanks to the wonderful service that you provided to my mother. My family and I will be eternally grateful for this."

COMPLEMENTARY THERAPIES

(Funded until September 2025)

At Foyle Hospice, complementary therapies are considered an integral part of holistic care. It adds an extra dimension of care in treating the whole person. Its purpose is to support relaxation and wellbeing.

The service commenced in June 2023 after we received Cancer Fund Charities funding. We have two qualified and experienced therapists providing therapy three days per week.

To ensure the best possible outcomes, our therapists advise weekly sessions where possible.



COMPLEMENTARY THERAPIES OVERVIEW

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	TOTAL
Patients	47	70	45	49	46	38	46	47	26	19	37	12	482
Carers	4	23	12	17	19	10	23	7	15	15	14	1	160

COMPLEMENTARY THERAPIES

Complementary Therapies are an important aspect of palliative and supportive care and this is reflected in the feedback received from our service users, with very positive outcomes.

“ I had the best night’s sleep after my last appointment; your hands are blessed. ”

“ Therapist was lovely and friendly; felt comfortable from the moment I met her, Invaluable service. ”

“ It had such a relaxing effect, I felt the treatment was such a benefit and very much appreciated at a difficult time. ”

“ This has changed my life; I look forward to getting this every week. ”

INTEGRATIVE CARE CLINIC

Integrative Care Clinic has been in operations since August 2015. Over the past ten years the clinic has helped numerous patients and families who have been struggling to understand and manage their life-limiting condition. The clinic operated throughout the covid pandemic supporting patients at home.

The most important consideration for the clinic has been excellent symptom management and improving patient's health and mental wellbeing. It helped to empower patients to self-manage. It provided emotional and psychological support to the patient and their significant others, alleviated worries and recognised any emerging issues that required attention. It also assisted people to plan ahead, respecting patient choice and preferences. This year we have continued that work as the yearly statistics show.

Funding for the Integrative Care Clinic came to an end June 2025. We pay tribute to all those staff who contributed so much to this service over the years and remember with fondness all those patients who have since died, but who availed our clinic services.





INTEGRATIVE CARE CLINIC ANNUAL TOTALS **2024/2025**

Patients (caseload) - 525

New Referrals - 92

Patients Discharged - 77

Deceased Patients - 28

Total Patients (Caseload) - 512

Patients Attending Clinic - 308

Number of first medical assessments seen by Medical Officer - 65

Medical reviews of medicines when in attendance at clinic - 345

Medical reviews of medicines by telephone - 133

Number of domiciliary care visits - 18

Number of patients attending offered Advance Care Planning - 88

Number of new patients expressing preferred place of care - 70

Number of Anticipatory Care Plans completed - 69

Number of Self Care Plans completed - 175

Number of Carer Assessments - 15

Symptom management advice - 472



INTEGRATIVE CARE CLINIC FEEDBACK

“...they did everything humanly possible to ensure patient X received the utmost care and affection. don't know what we would have done without them.”

“When I was diagnosed with stage 4 breast cancer I found managing pain relief problematic. The nurses and doctors from the palliative community team visited me and helped me enormously to work out timings of my pain relief and increased the dosage where appropriate. I also had difficulty with constipation as a result of the pain killers and they helped me enormously to navigate pain relief.

Now I attend the Integrative Care Clinic and I'm being helped to deal with my emotional reaction to everything.”

“The staff in both the hospice Community Palliative Care Team and the Integrative Care Clinic have been excellent. I really don't know how I would have managed in the months after my diagnosis if it wasn't for them. Having support at the end of the phone is brilliant.”

“They truly listen to you and work with you to give you the best outcome possible.”

“I have been treated 100% by your healthcare team. They have given me the strength to cope with my cancer.”

“To be able to talk freely about your terminal illness to someone who understands and can help with your questions is wonderful. Hospital clinics are always rushed and often your concerns are brushed aside. The hospice staff give you their full attention and do not rush you out the door. Their empathy and compassion can never be quantified to a person who knows they are dying and need a friendly ear.”



CORPORATE SERVICES

Human Resources

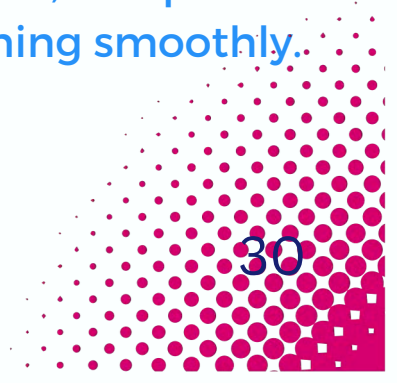
At Foyle Hospice we are committed to creating an inclusive environment where staff can be themselves, grow professionally and have a positive and fulfilling experience while working here. Staff are at the heart of everything we do and we are fortunate to have such committed and devoted teams across hospice.

Our Human Resources policies are procedures comply with legislative requirements and reflect best practice in recruitment and selection and ensure that staff work within safe and effective systems. Our small HR team have had a busy year recruiting, selecting and fulfilling the many other tasks required.

Following a difficult time with recruitment after the pandemic the number of applications for posts especially clinical has increased, although we are receiving very few applications for temporary and bank posts and this remains a concern.

Administration and Accounts

The role of our excellent administration and accounts team should not be underestimated. During the year this team have been extremely busy keeping all of their various duties up to date. These range from financial management, salaries, budgeting, medical secretariat, statistics, record keeping, secretarial duties, reception etc. They are the quiet engine that keeps things running smoothly.



CATERING, HOUSEKEEPING, MAINTENANCE AND LAUNDRY



CATERING

The Catering Team ensure a variety of tasty and nutritious meals are provided for patients daily, taking into account special diets, allergens and of course individual preferences. A high standard of food hygiene and safety is maintained and we were delighted to again receive a “5” rating which is the highest possible from the annual food hygiene inspection undertaken by Derry City and Strabane District Council.

HOUSEKEEPING

Our Housekeeping Team continue to maintain a high standard of cleanliness throughout the buildings. This is essential to ensure good infection prevention and control which is vitally important in good patient care. The Regulation and Quality Improvement Authority during their annual inspection commented favourably on the high standards and cleanliness.



Maintenance

Excellent maintenance is vital in maintaining the buildings and grounds. During the year we continue with our programme of essential and routine maintenance which enables us to keep the buildings, equipment and grounds safe and comfortable for patients and staff.

Health and Safety is very important at Foyle Hospice. Not just because it is a legal requirement, but because it ensures a safe environment for patients, visitors and staff by preventing injuries, illness and long-term health issues. Health and Safety audits, risk assessments and weekly and monthly checks are carried out by our Maintenance Officer with support from a small team of volunteers.

Positive feedback on the general maintenance and overall Health and Safety at Foyle Hospice was received from the Annual Regulation and Quality Improvement Authority inspection.



VOLUNTEERS

We are proud to confirm that we now have over 300 volunteers who provide essential support to help keep our services running. Our extensive range of volunteer roles include, Retail Assistant, Tea Assistant, Fundraising Supporter, Chaplain, Complementary Therapist, Hair and Beauty Therapist, Receptionist, Trustee, Catering Volunteer, Gardener, Administrator, Driver and many more. At Foyle Hospice there is always an opportunity for individuals to contribute their skill and make a difference. We are extremely grateful for the unwavering support our volunteers provide. Giving just a few hours of time regularly can make a huge difference.



Retail Assistants

We have an enthusiastic and hard-working team of retail assistant volunteers throughout our six shops, helping to raise much-needed funds for Foyle Hospice. During the year we welcomed a new team of volunteers to help in the new shop in Ballykelly.

Fundraising Volunteers

Our fundraising volunteers are a committed and dedicated team who help with many of our fundraising campaigns. Their time and commitment help to make our seasonal stands, coffee mornings, bag packs and bucket collections and many more annual fundraising events successful.



Day Therapy Volunteers

Within our Day Therapy Unit we have a range of different volunteers offering their services to our patients.

These services range from complementary therapies, hairdressing and beauty treatments, art therapy, counselling, collecting patients to attend services and providing refreshments.



Inpatient Unit

Our team of volunteers within our Inpatient Unit have had a busy year. Their roles range from serving teas, reception, administration support, hair dressing and beauty therapy.

Gardens and Maintenance

The beautiful gardens at Foyle Hospice are vitally important to patients, visitors and staff. These gardens are all maintained by our committed team of dedicated gardening volunteers. Strolling around the grounds or simply viewing them from one of our rooms can be uplifting for patients, family members and staff alike.



VOLUNTEERS

Corporate Volunteers

Several businesses offer volunteer days to their staff. We are always grateful when they choose Foyle Hospice and are amazed at the amount of work they accomplish in a day. During the year these teams have helped in gardening, fundraising and retail.



We are grateful to all of our volunteers for the time and commitment they offer to Foyle Hospice.

Community Engagement Events

Overview

Over the past year, Compassionate Communities NI (CCNI) has strengthened its presence across Northern Ireland and the Republic of Ireland by expanding its strategic partnerships. These collaborations have enhanced CCNI's visibility and positioned it as a key contributor to compassionate community development on the island.

Workshops and Events

The Compassionate Conversations workshops were further enhanced during this period to include dedicated sessions on bereavement. In addition, creative health initiatives were co-designed with community-based artists to support advance care planning discussions in libraries and community centres.

Community Engagement and Awareness

Public Health Campaigns

Palliative Care Week 2024

In partnership with the All Ireland Institute of Hospice and Palliative Care and the Irish Hospice Foundation, CCNI co-hosted the "Compassionate Communities in Palliative and End of Life Care" Conference in Newry. CCNI delivered presentations and facilitated workshops that informed the development of Queen's University's position paper: *Fostering Compassionate Communities: A Call to Transform Caregiving, Dying, Death and Grieving on the Island of Ireland*.

In collaboration with community artists Peaball and Derry City and Strabane District Council, CCNI also delivered the "Before I Die Wall Project," a 24ft long participatory art installation hosted at the Guildhall.



Dying Matters Week 2024

During this campaign, CCNI launched two new workshops: *Understanding Your Grief and Living with Bereavement*. Participant feedback highlighted increased awareness and understanding of grief and bereavement processes:

"It really opened my eyes to how much we can do for our families and friends rather than relying on others or health professionals to do it for us."





COMPASSIONATE
COMMUNITIES

Cross-border Partnerships

CCNI partnered with Cavan County Council, the Irish Hospice Foundation, Libraries NI, and South West Age Partnership to deliver The Art of Life programme. This initiative, funded by Creative Ireland, took place across Fermanagh, Omagh, Cavan, and Monaghan.



CCNI remains committed to growing its cross-border work and now serves as a member of the All-Island Compassionate Communities Steering Committee, collaborating with the Irish Hospice Foundation and the All Ireland Institute of Hospice and Palliative Care.

Compassion in Action and Community Spotlight

This year, CCNI introduced its Compassion in Action programme alongside the Community Spotlight series to highlight and celebrate community strengths. These included digital stories showcasing initiatives such as Claude's Christmas Day and the Men's Drop-in Café, which received strong public engagement and positive feedback.



Digital Engagement and Online Presence

Over the reporting period, CCNI achieved significant growth in its digital engagement:

- **Facebook** reached 53,800 people, marking a 315.3% increase from the previous year.
- **Instagram** recorded a 2,100% growth in reach, engaging over 5,600 users.
- **Digital content interactions** with videos and blogs doubled, indicating a 100% rise in engagement.
- In January 2025, CCNI transitioned its website development and hosting services to improve efficiency and cost-effectiveness. Since the transition, the new website has attracted **4,700 active users**

Contact Information

Compassionate Communities NI has moved and is now based at:
Holywell Trust Building, 10-14 Bishop Street, Derry~Londonderry, BT48 6PW

INCOME GENERATION AND COMMUNICATIONS



Our local community continues to fund most of Foyle Hospice's services. The support we receive from individuals, organisations, volunteers, schools, and businesses ensures that we can continue offering specialist palliative care to patients and their families. The income generated through donations is essential, as it makes up more than 65% of the annual budget.

2024/2025 has been challenging as we continue to focus on recurring annual events while planning new events. Our Female and Male walks continue to see an increase in participants, and we are hopeful that we will again reach pre-pandemic numbers. This year, we added a Masquerade Ball, which was well received, and a golf tournament, which appealed to corporate donors.

We continue to receive massive support from the local running community, including runners participating in the Derry 10-miler and Half Marathon and the London, Dublin, Great North, Belfast, and Tokyo marathons.

Our community-focused campaigns grew, with more solicitors participating in Make A Will Month, a significant increase in coffee mornings hosted, and a rise in revenue raised by both.

The team has been very busy this year, supporting individuals who raise funds in honour or memory of a loved one. The local community generously organised coffee mornings, draws, quiz nights, cycles, walks, concerts, and other fundraising events. Community fundraising ensures that we can continue to provide specialist palliative care year after year.

INCOME GENERATION AND COMMUNICATIONS



Thankfully, local businesses of all sizes continued to support us through event partnerships, in-kind donations, employee fundraising, and volunteers who donated their time to our offices, shops, and gardens. Their dedication to Foyle Hospice and the local community is outstanding.

Because of the funds raised from the local community, we can proudly celebrate our 40th Anniversary. 2025 marks 40 years of Foyle Hospice delivering specialist palliative care to patients and their families. We are planning several celebrations and fundraising activities highlighting the last 40 years.





Pennyburn – Waterloo Place – Limavady – Strabane – Castlederg – Ballykelly

This year's shop theme was Let's Get Moving! We settled into two new locations after moving our Limavady Shop closer to the centre of town and the Springtown Shop into Pennyburn. We were also delighted to be offered a new location in Ballykelly, where we have been very well received. All of our retail shops experienced a large influx of donated clothing, which has been difficult to keep up with. We continue to experience a drop in shop volunteers and hope that this changes in the future as we start a targeted volunteer campaign. The shops continue to be welcoming places for the community where patrons can avail of high-quality, inexpensive goods.



INCOME GENERATION AND COMMUNICATIONS

Charitable Trusts

Support from trusts and charitable foundations helps us continue to provide essential specialist palliative care. This year, we are grateful to the Adair and Neely Funeral Directors, Pavers, SPAR and the Gillen Family Trust, which have each awarded generous grants to the Hospice.

Communications

The use of social media (Facebook, LinkedIn, TikTok, and Instagram), the Foyle Hospice website, direct mail, and the digital press continue to be used as the primary sources of communication with donors and the local community. Internal communications, service brochures, and other print materials were updated throughout the year. We have also begun to use a new 40th Anniversary logo that will continue until 2026.

FOYLE HOSPICE INCOME AND EXPENDITURE SUMMARY YEAR ENDED 31ST MARCH 2025

Where our funding came from in 2024/2025

Donations	£ 565,029
Legacies	£ 62,598
Fundraising Events	£1,277,023
Retail	£ 553,505
Investment Income	£ 64,665
SPPG Grant Funding	£1,454,922
Department of Health Cancer Charities Support	£ 247,687

Total Foyle Hospice Income	£4,225,429
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Restricted Grant Income

ICP Projects	£ 182,008
Southern Sector	£ 242,929
Total Income	£ 4,650,366

TOTAL	£ 4,650,366
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FOYLE HOSPICE INCOME AND EXPENDITURE SUMMARY YEAR ENDED 31ST MARCH 2025

How our funding was spent in 2024/2025

Inpatient Care	£ 2,345,719
Day Therapy	£ 274,115
Home Care	£ 342,237
Governance & Investment	£ 57,920
Fundraising Expenses	£ 606,729
Weekly Draw	£ 95,950
Retail	£ 380,701
Dept of Health Charities Support	£ 237,419
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Total Foyle Hospice Expenditure	£ 4,340,6790
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Restricted Grant Expenditure

ICP Projects	£ 208,534
Southern Sector	£ 346,138

Total Expenditure	£4,895,462
Net gains/(losses) on investments	£ 199,475
Surplus/(Deficit) for year	£ (45,621)



Trustees (at 31st March 2025)

Chairperson: Angela McIntyre MBE; **Vice Chairperson:** Patricia Blaney

Secretary: Brendan Dowdall; **Treasurer:** Gerard O'Hara

Carolann Doherty; Patrick Kelly; Gillian King; Jennifer Maloney;
Dr Gerry Mackin; Therese Brown; Damian McCauley

Auditors

Moore (NI) LLP

21-23 Clarendon St, Londonderry BT48 7EP

Bankers

Danske Bank, 6 Shipquay Place, Derry/Londonderry BT48 6DF

Solicitors

Kelly and Corr Solicitors, 2c Clarendon Street, Derry BT48 7ES

Registered Address

Foyle Hospice

61 Culmore Road

Derry/Londonderry

BT48 8JE

Tel: (028) 71 351010

Web: www.foylehospice.com

Email: care@foylehospice.com

Registered Charity No: XN76407

Company Number: NI1888169

**Registered with the Charity Commission
for Northern Ireland NIC100871**