

2022-23



# OUR IMPACT A YEAR IN STORIES



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No-one should have to face terminal illness alone. No-one should have to struggle with their mental health without the help they need. But today, across the UK and right here in our community, too many people are. That's not right and it's not fair. Find out more about our new strategy for 2024-27.

## Find out more

**Find out more about our work and how you can support us at:**

### **Herriot Hospice Homecare**

 [herrioth.org.uk](https://herrioth.org.uk)

 [/herriothospice](https://www.facebook.com/herriothospice)

 [@herriothospicehomecare](https://www.instagram.com/herriothospicehomecare)

 [@HHHomecare](https://twitter.com/HHHHomecare)

### **Just 'B'**

 [justb.org.uk](https://justb.org.uk)

 [/JustBSupport](https://www.facebook.com/JustBSupport)

### **Saint Michael's Hospice**

 [saintmichaelsospice.org](https://saintmichaelsospice.org)

 [/saintmichaels](https://www.facebook.com/saintmichaels)

 [@mysaintmichaels](https://www.instagram.com/mysaintmichaels)

 [@mysaintmichaels](https://twitter.com/mysaintmichaels)

# Welcome

In the last year, we've supported 3,000 people.

For a local hospice care and emotional wellbeing support charity, that is a staggering number. But when it comes to our care, no-one is a number. Everyone is an individual.

We see the whole person – we value, respect and support their unique stories, experiences and needs.

We are proud and privileged to have connected with 3,000 individuals; and we won't stop there.

More families need, want and deserve our care, and that fact drives us forward.

So when we share the difference we have made, we know numbers can never tell the whole story, and cannot begin to represent the rich and varied lives, loves and experiences of the individuals using our services.

This document is therefore a celebration of every individual who we are humbled to have been alongside, with their stories centre stage.

But there are some numbers we cannot ignore.

By 2040, demand for hospice care is expected to surge by a massive 25% to 47% [1].

People are living longer, with increasingly complex needs, and our population is steadily aging.

The pandemic increased the demand for palliative and end of life care, and created challenges from which our health and care sector has not recovered.

At least a quarter of people who need hospice care miss out on vital services at the end of life.

Covid-19, too, worsened our country's mental health. One in four of us will experience a mental health problem of some kind each year in England [2], while 18% of children aged 7-16 had a probable mental disorder in 2022 - up by almost a third from 2017 [3].

These numbers tell their own story - one in which people are struggling alone, and missing out on the care and support they need, when they need it most.

We are determined to change the narrative - to be part of the story for each person who needs us.

So, as well as lifting up the voices of those who are part of our community - patients, families, clients, supporters, colleagues and partners, this document looks ahead to our next chapter - sharing how we'll continue to do more, reach further and continue our story, together.

On behalf of everyone who is part of our very special community, thank you.

Tony Collins, Chief Executive

*Tony*

**Herriot Hospice Homecare, Just 'B' and Saint Michael's Hospice**



# 1. Our Story

## OUR MISSION

We are not simply one organisation, we are a family of services - known locally as Herriot Hospice Homecare, Just 'B' and Saint Michael's. We are a remarkable community of action, made up of professionals, volunteers, groups and individuals who, together, believe in a better future. A future where no-one faces terminal illness alone, and no-one struggles with their mental health without the help they need.

We believe everyone should get support that is personalised and responsive to their individual needs, regardless of their age, ethnic background, sexual orientation, gender identity, disability or social circumstances.

Without our services, local people and their families could be left to face the complex issues and forgotten challenges of terminal illness alone. We exist to ensure a better future is possible.

## OUR VISION

As an organisation shaped and owned by local people, we believe we have a duty to our community to be courageous and ambitious. This means setting ourselves a clear vision for the future – and embracing the hard work and dedication needed to achieve this vision.

Our vision is of a community where everyone gets the care they need, want and deserve at the end of their lives.

It is this vision that drives us to do as much as we can, as well as we can, for as long as we can, for as many as we can.

It is this vision that gives the charity – and the communities of action who support us – a shared purpose and mission.



## OUR VALUES

Our values guide everything we do, and are woven throughout our services, our actions and our behaviours. So rather than share our values as a list, you'll find these demonstrated throughout this impact report. Look for the spotlight symbol to hear how we bring our organisational values to life through our work.

# Our current strategy

## 2021 - 2023

Our three-year strategy, launched in 2021, set out to forge even stronger bonds across our communities to do as much as we can, as well as we can, for as long as we can, for as many as we can.

Here's how we pledged to do this, and an update on our progress against these goals:

## 1

### Making our current services even better

As part of our strategic commitment to collaboration, we have developed a portfolio of powerful partnerships which help us to offer more joined-up, effective and efficient support, as well as ensuring our knowledge and expertise extends as far as possible. This includes providing a bereavement service to Leeds charity The Jane Tomlinson Appeal, and working with Rural Arts to offer art therapy at our hospice support groups.

## 2

### Expanding our range of services

We have launched a significant number of new services, including respiratory clinic 'Breathing Spaces' and hospice peer support group 'Share & Support'. Existing services continue to develop in response to need, including an increase in inpatient care and visits by our HOME service, plus more Just 'B' Schools Service support for young people regionally.

## 3

### Developing our services

Since the outset of the pandemic, we supported 120% more people, and our services continue to reach out on a regional and national scale. This includes helpline support for NHS staff across the UK, and emotional wellbeing services commissioned by public sector agencies such as police forces and ambulance services. This enables us to deliver vital expert support while bolstering the sustainability of our services for local people.

# 2. Meeting unmet need

We want everyone who needs hospice care to have access to the right support, at the right time, in the right place. This means developing our services, and creating new packages of care, to respond to the needs of our communities.



**Our caring and compassionate team are proud to deliver care and support to thousands of people each year. Healthcare assistants like Helen travel hundreds of miles each week to help people living with terminal illness remain in their own homes. Here, Helen shares the way our HOME service is personalised and supportive to each individual person.**

"There's nothing more rewarding than supporting people at the most vulnerable time, making that special connection.

"Little things can make a huge difference – for example, a smile, holding hands, playing someone's favourite music and having a chat.

"It's a chance for people to feel like themselves and not just an illness."

**Watch the video to see how our HOME service helps at [bit.ly/HOMEHCAs](https://bit.ly/HOMEHCAs)**



We are...  
personalised  
and supportive

HOME:  
OUR IMPACT IN NUMBERS



166

people receiving vital HOME support in our remote and rural communities across Hambleton and Richmondshire.

142

people cared for in the comfort and safety of their own homes across the Harrogate district.

## Chris's story

**Living with a terminal illness with no family support network is challenging. But for Chris Morgan, aged 44, having access to a volunteer visitor from Saint Michael's has made a real difference to his quality of life.**

Chris said: "I have stage four cancer with tumours in my lungs and spine, which means I am limited in my mobility and spend a lot of time at home, affecting my quality of life. When the hospice offered me the chance of having a volunteer visitor, it sounded perfect for my situation.

"To have someone who comes and takes me out has been a real help. We go out and have coffee and a chat. It's a chance to escape from my home for a while. We have a good laugh – she's fantastic.

"Before, the pain and fatigue involved in even a short outing was almost not worth the short-term pleasure of going out.

"Now my volunteer comes and picks me up, takes me to my appointment, waits and then brings me home.

"It sounds like such a simple thing but it is a game changer for me.

"When we go out, I can watch the world go by and I feel less isolated.

"It's been difficult to deal with the terminal diagnosis – when you're trapped at home you don't have the normal day to day distractions to take your mind off things."

Chris has also spent time at the hospice inpatient unit, to have medication changes monitored, and is full of praise for the support he has received.



**"Hospice care makes you feel very secure and comfortable. Everyone is focused on you and your individual needs, and you feel safe."**

"When you think of a hospice, you think it's a place to die, end of story, but it's so different to that – it's worlds apart. When I got there, I wasn't expecting to have my own room and space and bathroom.

"It felt like being at home. It's a nice environment to be in. Everyone is so friendly.

"I was in so much pain, struggling to even shower and shave. The hospice team tried me on different medication, which gave me some pain free time and movement to be able to do those small things.

"Hospice care makes you feel very secure and comfortable. Everyone is focused on you and your individual needs, and you feel safe. Saint Michael's is a great service and I really appreciate the extra support."



## Community calls for inpatient care

**After Saint Michael's came together with Herriot Hospice Homecare in 2019, Saint Michael's has grown an effective HOME service across the Harrogate district. Now we once again see our family of services bear fruit thanks to our combined experience and expertise, as, in 2022, Herriot began construction on an iconic project to bring inpatient care closer to home for families in Thirsk, Northallerton and across Hambleton and Richmondshire.**

Together with our community, we're bringing the much-loved former Lambert Memorial Hospital, in Thirsk, back into use to support local families living with terminal illness and bereavement.

Our new hospice will ensure local people can access the expert inpatient hospice care and emotional wellbeing and bereavement support they need, without making long or difficult journeys.

Herriot Hospice@The Lambert, opening in early 2024, will offer inpatient hospice care, bereavement support rooms, a café and community hub facility – as well as providing an important base for our fast-growing HOME service.

The legacy of the Lambert is able to continue thanks to the perseverance, hard work and community spirit of local people and businesses, who recognised a need for hospice care closer to home, determined to safeguard this special space for future generations.

### MEETING UNMET NEED:

- With the closest hospice building 30 miles away, people living with terminal illness in our community are being left to make long uncomfortable journeys to receive the inpatient care they need.
- One in four people nationally are not able to access the end of life care they need. Herriot has a duty to care for our community, and we feel compelled to do more and make what we do accessible to everyone who needs, wants and deserves our support. As a community, we all have a part to play in making a better future possible.
- In our rural and remote communities there can be greater barriers for people accessing care, and particular challenges around social isolation and loneliness, which can negatively affect people's health and wellbeing.



## Growing inpatient care

**Head of Inpatient Services, Lynda Green, shares how we responded to demand for care in 2022-23:**

“My role involves supporting a team of healthcare professionals, such as our nurses and healthcare assistants, to deliver the highest quality inpatient care. This means ensuring the care we’re providing at our Harrogate-based hospice is safe, effective, caring, responsive and well-led, and continually improving and developing how we deliver this care.

“We have also been growing our inpatient care provision, and I have been delighted to offer guidance and support on how our new Thirsk-based inpatient unit can be developed with patients and families at the forefront of our plans. I feel proud that we can share the knowledge we have gained from delivering truly patient-centred inpatient care at our Saint Michael’s Crimple House Hospice.

“My highlights of 2022-23 were being able to do more of what we do best - offering people compassionate and personalised care, and helping them to make the most of their time together. Specifically, developments to our processes, our people and staff training and development, and ensuring we can continue providing the high quality care we’re known for. At the core of that care are the people who deliver it - our amazing team.”



### INPATIENT CARE:



Patients receiving symptom management and end of life care at our Saint Michael’s Hospice Inpatient Unit



Plans for six more inpatient beds underway as construction concludes on Herriot Hospice@The Lambert



**We are always looking for ways we can best support our communities and respond to need. Here, Head of our Just 'B' Children and Young People's service, Jenna Collins, shares how our value of being responsive leads to impactful service development and delivery.**

"Just 'B' offers emotional wellbeing and bereavement support to children, young people and adults across North Yorkshire, and during the pandemic we stepped up to respond on a national scale, with the creation of a telephone helpline for healthcare staff across the UK affected by trauma and grief.



**We are...  
responsive**

"In 2022-23, we increased the number of people we reached with our range of services, including telephone and 1-1 sessions, and support for young people in their school setting. Alongside this, we consolidated our responsive approach to working with the creation of Just 'B' Respond.

"The seeds of the Just 'B' Respond service were sown when, a few years ago, a school reached out to our bereavement support team following an incident involving the death of a pupil. Within hours, we met with the headteacher to discuss how we could best give bespoke support to them and the school - supporting the headteacher to feel heard and not alone in making such difficult decisions.

"We were able to provide trained support workers, setting up therapeutic groups, one to one support and advice and guidance around wider communication for all those affected; staff, pupils, parents and the wider community.

"From here, Just 'B' Respond was born, and we have continued to support schools and communities affected by sudden or unexpected deaths. Our aim is to be there for anyone in the community at such a challenging and complex time.

"This highly responsive approach can make a significant difference to the emotional wellbeing of all those affected - children, young people, and adults, as well as improving their ability to process and grieve in a healthy way."



**We put the people using our services at  
the heart of everything we do**

**We speak to members of our catering team, Neil McMahon and Laura Tinkler, who share how home-cooked comforts are just one of the ways we put patients, clients and families first:**

"Our food comes from the heart. Food is such an important part of everyday life and we take huge pride and pleasure in being able to provide delicious, nutritious meals and treats for patients.

"This means we will offer someone's favourite dish, or adapt a meal so everyone can enjoy it, depending on each individual's illness or situation."



## Leah's story

**When Leah Sagar's stepdad took his own life last September, she felt she was "broken". Here, Leah shares how support from Just 'B' changed her life, helping her to find some peace.**

"My stepdad was pretty much my dad; he had been in my life since I was four. Even after he and my mum split up, he was still my dad, and as I got older, he was my go-to, and my inspiration.

"He struggled all his life with his mental health, but he managed to overcome his struggles and a turbulent past. He was caring full time for his mother and his disabled sister.

"However, his mum died and he was still caring for his sister. When lockdown happened, he got no respite. He recognised that he needed some help and he did reach out a couple of times but his priority was caring for his sister. I think he felt that if he asked for help, his sister would be taken away. He didn't want to let her down and he pushed his own mental health and wellbeing needs aside.

"I spoke to him the day before he died, and very quickly the morning of, and I had absolutely no idea how bad he was feeling. We had spoken not long before about him getting some support, and I knew he had been struggling but I didn't think he would do anything like this.

"When I heard what had happened, it utterly broke me. I went into survival mode – I couldn't do anything or accept what had happened. I have two young children and I was just going through the motions.

"In January I finally contacted my GP as I knew I needed help. I was offered counselling and medication. I didn't want the medication, as I felt it would just mask what I was feeling rather than dealing with it.

**"Just 'B' changed my life completely – and that of my husband and children. I can't put into words the difference the support has made to all of us."**

"I started at Just 'B' in March and it was really great how quickly it happened.

"Di, my support worker, was so lovely and really listened to me. She gave me the time to speak and to be listened to. It was so easy to talk to her. She knew when to listen and when to ask questions to help me open up and really think about myself and my feelings.

"It really is amazing the difference a different, unbiased perspective can make to your understanding and acceptance of difficult emotions. She always made sure our sessions ended on a composed note, with me feeling OK.

"Just 'B' changed my life completely – and that of my husband and children. I can't put into words the difference the support has made to all of us.

"I'm always going to be affected by his death, but I can now recognise that bad moments are just that – a moment. Before this support, I felt that I would never be able to get through it. I now know that it's OK to have these feelings, and although it can still be painful, I am now able to think about him and smile, and be grateful for the time we had and the memories we made together."

**Read more of Leah's story at [justb.org.uk](https://www.justb.org.uk)**

**JUST 'B'**



**376**

children and young people helped to express and understand complex feelings, with more than

**60%** supported in a school setting.



**279**

adults supported through 1-1 bereavement support and counselling sessions.

**3,844**



calls across our emotional wellbeing and bereavement support helplines.

## 3. Improving accessibility

We believe that everyone has the right to high quality care and support, and our latest strategy committed to breaking down barriers to ensure that everyone who needs hospice care can access the right support at the right time.

### Improving access to support for homeless community

In 2022, two specialists from Saint Michael's began working in the community as 'homelessness champions' to better improve access to end of life care for those who are homeless.

The team works collaboratively with a local GP surgery and homelessness agencies, as well as volunteering with St Peter's Church breakfast club.

The project, part of our strategy to remove barriers to end of life care for underrepresented groups, includes creating and delivering training programmes for healthcare professionals working with homeless people in end of life care; for our own teams in supporting people living with homelessness; and establishing improved access to talking therapies with bereavement and loss.

Tracey Plews, part of the project team, said: "Working together with other organisations locally, we hope to be able to identify those in the homeless community reaching the last year of life, provide specialist knowledge, and through training and development, support other health professionals who are working with the homeless community at the end of life."

## Increasing inclusivity

**Our latest organisational strategy redoubles our commitment to being an inclusive and welcoming environment for each individual - whether someone is accessing our services or working as part of our team. Here, Head of Safeguarding and Resilience, Megan Itson, shares the progress we made in 2022 to increase accessibility across the board.**

"In 2022, we were pleased to introduce our FREDIE strategy, outlining ways that principles of Fairness, Respect, Equality, Diversity, Inclusion and Engagement can be practiced and promoted within our charity. We levelled up our existing commitment to ensuring people in our community and in our team had equal opportunities and identified actions that would make a significant positive impact.

"In recognising that it is everyone's responsibility to act in an inclusive way, we've introduced training such as Disability Confidence, Anti-Racism and Mental Health Awareness to help remove barriers for people accessing our services and our colleagues.

"We are committed to supporting our team with specific circumstances they're facing, be it mental health challenges or experiences like the menopause. We made tailored information available and committed to making more reasonable adjustments to balancing home and work life.

"We're dedicated to eliminating discrimination and reviewed our policies with reference to our FREDIE principles and introducing new ones on areas including Disability, Trans-Inclusion and Anti-Racism.



**“We levelled up our existing commitment to ensuring people in our community and in our team had equal opportunities.”**

"The steps taken in 2022 were just the beginning of our work in removing barriers and helping protect and empower people in our team and in our communities. We're taking more action right now such as reviewing the accessibility of our services and published information to inform our next steps. We'll be continuing to reach out to our community for their perspective, guiding our work with real individuals' experiences."

## Rachael's story

**Five years ago, Rachael Carroll was living with a terminal diagnosis and receiving practical and emotional support from Saint Michael's. Now Rachael has found a way to give something back – volunteering at the charity's Share & Support group.**

The group offers people living with terminal illness, their families and carers, the opportunity to come together for social and emotional support, in a café-style environment.

Rachael said: "I love it! Although I have good days and bad days, the team and other volunteers will make adjustments to allow me to give my time to help others.

"So, some days I might spend time chatting or listening to people, and other times I am well enough to make coffee for everyone.

"It's a lovely atmosphere and I can just be a 'regular' person for a few hours.

"Because of my illness I can't always do the things I want to, but being able to volunteer at the hospice helps me to give something back, in a very safe and supportive environment.

"For two hours, clients and their carers can have a bit of a break and get some emotional support. It means a lot to be able to use my experiences to support others.

"I worked hard in my life before I became ill, and I still have a lot to give. I've been through a lot and I can empathise with many of the experiences and feelings that the clients have. I can talk to anyone – but I'm also good at listening.

"Saint Michael's has done so much for me. I can't do much in return except to give my time.

"I spent three years as a patient and Saint Michael's helped me with so many things – nothing was too much trouble for them.



**"Because of my illness I can't always do the things I want to, but being able to volunteer at the hospice helps me to give something back, in a very safe and supportive environment."**

"They helped me ensure I was getting all the benefits I was entitled to – I'd always worked so I hadn't got a clue. They supported me to adapt my home so I could retain my independence and dignity.

"They also helped me to admit to myself that there was something seriously wrong – I was in denial and didn't want to admit I needed help.

"I still use some of the coping techniques I learned there to deal with difficult situations or worries.

"Because of my health, I do spend a lot of time at home. So being able to volunteer also gives me a good reason to be able to get out and do something different."



**We are...  
caring and  
compassionate**

**Care and compassion spans all we do, whether we're delivering vital hospice services, emotional wellbeing and bereavement support, or looking after our team of staff, volunteers and supporters. Wellbeing Nurse Lead, Tracy Seavers, shares how this underpins the physical, practical, emotional, social and spiritual care offered by our newly-created Wellbeing Network.**

"I'm so proud to hear so many patients and families singing the praises of our HOME and Inpatient Unit teams for the practical care they provide and the compassion they do this with. People tell me how healthcare assistants have brought calm to their homes and lives during really difficult times, and how they've found safety and trust in their genuine care.

"Alongside our inpatient and HOME care, we also know outpatient support plays a vital role in helping people remain where they want to be, living with independence and dignity.

"A highlight of 2022-23 for me was undoubtedly being part of plans to create new outpatient services to complement our existing services and offer more people choice, control and flexibility in what support best meets their needs.

"This saw us launch our Wellbeing Network - which offers a range of practical, emotional, social and spiritual support - in April 2022; one of the first services was a Saint Michael's Share & Support group, offering peer support for patients, families and carers. Later that year, the Herriot Hospice Homecare Wellbeing Network launched 1-1 sessions and a drop-in group, offering a range of support - from talking about end-of life care, to funeral wishes, financial entitlements, and peer and social support.

"Across the organisation, from volunteers who generously give their time, to staff and supporters, we go the extra mile to be compassionate. And when everyone cares individually, we come together to make a caring team.

"The care and support we give isn't a one-size-fits-all approach - we take the time to listen to people's wants and needs and support them in the way they want us to.

"I've found that the organisation really cares for its staff and provides lots of staff support options, which helps us to do an even better job. Just like we see people rather than patients or illnesses, we are seen as a whole, which makes it a great place to work."

# 4. Working together

We are passionate about working together with professionals in our community and nationwide to offer the highest quality care and support. By sharing knowledge and expertise, we can ensure more people receive care which is personalised and responsive to their needs.



## THE WELLBEING NETWORK - OUR IMPACT IN NUMBERS

In its first year, our Wellbeing Network supported **231**

people with a range of outpatient services to offer physical, practical, emotional, social and spiritual support, tailored to a person's individual needs.

**Helping people to access support**

through wellbeing services such as benefits advice, bereavement support, volunteer befriending and peer support groups, as well as referring into our specialist respiratory clinic, 'Breathing Space'.







We are...  
accountable



**As a community-founded organisation, one of our core values is to be accountable. Our trustees are volunteer representatives of the community, responsible for governing the charity. After joining our Board of Trustees in 2021, Joanne Crewe became Joint Chair of Trustees in June 2023. Here, she shares how this special group ensure our values guide all that we do:**

“As a member of the charity’s Board of Trustees, which brings together specialists from a wide range of industries and experiences, it’s important that we’re able to provide good governance and accountability for the charity in delivering its mission and the high-quality care and support we’re known for.

“It’s also vital that to meet the high-quality and standards people expect of us, we are accountable to a range of bodies through our work – from the Care Quality Commission (CQC) to the Charity Commission and Fundraising Regulator.”

Let’s talk about  
mental health &  
emotional  
wellbeing

#### MEETING UNMET NEED :

- One in four people will experience a mental health problem of some kind each year in England [2].
- One in six children aged five to 16 were identified as having a probable mental health problem in July 2021; five children in every classroom. [4].
- One-third of mental health problems in adulthood are directly connected to an adverse childhood experience (ACE) [5].
- 83% of young people with mental health needs agreed that the pandemic had made their mental health worse [6].

**Working in partnership has enabled our hospice and emotional wellbeing services to reach further, do more and make the best use of resources. Overleaf we share how collaboration has unlocked greater support for children and young people, helping them to go on to live healthier and happier futures thanks to Just ‘B’ and our partners.**



## Just 'B' partnership helps local students live happier, healthier lives

**The Just 'B' Schools Service works with a range of primary and secondary schools across the region to offer emotional wellbeing support to students in their school setting.**

**The service aims to provide children and young people with a space to share, explore and develop an understanding of their lives and emotional responses.**

**Here, Mel Carroll, Assistant Headteacher and Designated Mental Health Lead (pictured) at Tadcaster Grammar School, part of the STAR Multi Academy Trust, shares how a partnership with Just 'B' has made a real impact within their school community:**

"I have to say it's been incredible having the support of Just 'B' in our school.

"We have seen the difference for our children and young people who are able to work through emotional wellbeing challenges with the right support - and we are really proud to have a partnership with such a skilled, expert organisation, so that we can equip our students with the confidence; the resilience and skills they need to live happy and healthy lives.

"The team at Just 'B' have been a pleasure to welcome into our school, working seamlessly within our environment and with parents, carers and other organisations - and we're just so grateful."

**If you're a school in North Yorkshire interested in working with Just 'B', we'd love to hear from you: [justbcyp@justb.org.uk](mailto:justbcyp@justb.org.uk) / (01423) 856 790**



## Coming together to support young people's mental health

**In 2022, Just 'B' was pleased to begin an important partnership with Starfish – a North Yorkshire-based mental health support organisation for anyone who works or lives with young people and wants to help them improve their mental wellbeing.**

Together, and recognising our joint expertise and synergies in our work, we began a co-designed programme of support for children, young people and their families with complex emotional wellbeing needs. It was designed to provide much-needed support for parents and children and young people while they are on waiting lists for mental health and emotional wellbeing support from wider, specialist agencies. The support included online group sessions, one-to-one check-ins and a large event presentation at a local secondary school aimed at parents.

Pat Sowa, Starfish's Founder (pictured), said: "Working with Just 'B' allowed us to join our expertise together and ensure we could seek to provide this vital support, giving parents the courage, confidence and knowledge to advocate on their child or young person's behalf and focus their efforts to improve their family's emotional wellbeing."

The project provided us with a solid grounding to develop our partnership working with Starfish in the future, and was funded by NHS Humber and North Yorkshire Integrated Care Board (ICB).

**Find out more about the work of Just 'B' at [justb.org.uk](https://justb.org.uk)**



## We are... driven to do better

**Our drive to do better and deliver the highest quality care in the most sustainable way can be seen across our work, propelling our latest strategy forward and shaping the three year plans we'll set in motion from 2024.**

**Here, Director of Strategy and Development, Emily Dobson, shares how a commitment to improving our environmental impact is just one of the ways we're doing this:**

"We're determined to go above and beyond in our commitment to caring for the environment, which is so important for our future generations.

"In 2022 we established an ecological working group within the organisation to ensure we understood our environmental impact, and the ways we could significantly reduce this. The group focused on policy and process changes, with consideration of environmental impact an integral part of decision-making and how we think of 'value'.

"Driving forward work to make all of our hospice buildings more energy efficient, the group were instrumental in the planning stages to bring the former Lambert Memorial Hospital in Thirsk back into use as a fit-for-the-future hospice building. This included upgrading windows and installing loft insulation, as well as utilising LED and motion sensor lighting across our Saint Michael's Crimple House and Herriot Hospice@The Lambert sites.

"We have introduced electric vehicle and cycle to work schemes for our team, and we are exploring the addition of solar panels at our hospice buildings.



"But our drive to continually improve means there are so many ways we can still do more and do better. We're now looking at how we can ensure the suppliers and the products we choose also meet or exceed ecological standards.

"Over the next three years, we want ecologically-responsive decision-making to become second nature as part of all we do."

## Martyn's story

**Father of three, Martyn Lamb, from Thirsk, shares how Herriot Hospice Homecare supported the whole family when his wife, Angela, spent her final weeks at home.**

Martyn said: "My wife Angela was diagnosed with brain cancer in May 2022, and died in September 2022, just 5 days after her 50th birthday.

"When Angie was diagnosed, her wish was to be cared for at home, and I am so thankful for all the Herriot HOME team who helped me and my family when our lives got turned upside down. They helped keep my wife at home, with me and our three children.

"Before the Herriot HOME team stepped in, I was struggling – I was caring for my wife 24 hours a day, seven days a week, and I wasn't getting any rest or sleep.

"The Herriot HOME team worked with the utmost dignity and respect, and who would have a chit chat with her to make her laugh.

"They made such a positive difference through a really horrible time.

"After Angie died, a house which had been busy with Herriot HOME team carers became very quiet. I wanted to go out and thank the people who had helped us so much.

"I saw information about the drop-in on Facebook and I must say, at that point it didn't really seem like my thing, but I'm so glad I walked through that door. My worry was around speaking with a big group of people when my loss was so raw, but we're all on first-name terms and the session is really relaxed.

"I've been attending this drop-in for three months now, and it means I get out of the



**"The Herriot HOME team worked with the utmost dignity and respect, and who would have a chit chat with her to make her laugh."**

house and speak with people at a time which I'm trying to get through.

"It's nice to talk – sometimes we talk about our experiences of terminal illness, and sometimes about other subjects. We relate to each other with our experiences of terminal illness, and we've even been showing each other happy pictures of our loved ones when they were well.

"When I talk about losing my wife, it's then not just washing around in my head.

"Tracy who runs the session, is always on hand if anyone needs her support. I had a wobble and had a one-to-one chat with Tracy to get some advice, as I know others do.

"The drop-in is a truly amazing thing for Herriot Hospice Homecare to be doing!"

# 5. Nurturing sustainability

We have a duty to our community to make sure we can continue to care, now and in the future. As we nurture the most sustainable and effective ways of funding and providing our services, the support of our community and partners is key to all that we do.

We say a heartfelt thank you to the local people and groups who invest so much - time, skills, funds and passion - into supporting our charity each and every day. As we look to the future, we need this support more than ever to continue to be here for as long as we can, doing as much as we can, for as many as we can.

When it comes to supporting hospice care and emotional wellbeing, there are opportunities for everyone - from daring challenges, tried and tested bake sales and taking part in fun fundraising events, to rewarding volunteer roles and making sustainable gifts, whether with a regular donation or by remembering the charity in your will.



We engage  
positively

**Without the support of our community, we simply would not exist. Here, Community and Events Manager Lucy Turner shares how our friendly team is here to support people to support us:**

"It's an absolute privilege to support communities with their fundraising activities and events, to hear all about their amazing fundraising ideas, successes and their special connection with the charity.

"Everyone has a different reason for supporting us - whether it's because they want to do something for a well-loved local charity, they want to pay tribute to a loved one, or they understand the importance of having local expert care for people living with a terminal illness or bereavement.

"We love being able to support individuals, groups and organisations to maximise their fundraising, ensuring they receive plenty of enthusiasm and encouragement, as well as all the practical advice and support that they require. It's a pleasure to build relationships with our supporters and help them reach their goals.

"Every year, we see scores of plucky individuals and organisations choosing to challenge themselves to raise funds for our services. 2022-23 was no exception. We saw people joining our organised events such as The Great North Run and Yorkshire Three Peaks challenges; taking on a skydive; or creating their own personalised events.

"We couldn't provide our specialist care without the help of our incredible team of supporters and volunteers who raise the vital funds needed to deliver our services, so their support means the world to us."

**To find out more about events and challenges for our services, visit our websites at [herriothh.org.uk/events](https://herriothh.org.uk/events) or [saintmichaelshospice.org/events](https://saintmichaelshospice.org/events).**



**DID  
YOU  
KNOW?**



**1** in **3**

of our hospice patients will be cared for this year thanks to gifts left in wills.

A gift in your will ensures we're there to care for and support local people today and in the years to come. Find out more at [herriothh.org.uk](https://herriothh.org.uk) or [saintmichaelshospice.org](https://saintmichaelshospice.org), or call **(01423) 878 628**.



## Making hospice care our business

**There are a myriad of ways in which businesses from North Yorkshire and beyond support our work – from corporate volunteering to gifts in kind, and events to charity of the year, across our Herriot Hospice Homecare, Just 'B' and Saint Michael's services. Here we mention just a few of the many amazing companies investing in their local communities.**

In autumn 2022, thanks to the remarkable support of Harrogate-based Emsley Crane Hire, we were able to safely deliver a second 'cuddle' bed to our Saint Michael's Crimble House Hospice.

This specialist 'cuddle' bed, funded by the Morrisons Foundation, is designed to allow a second person to lie beside their loved one to share a cuddle and offer comfort.

Lynda Green, our Head of Nursing Services, said: "We are delighted to offer patients and their loved ones the opportunity to cuddle at a time in their lives when being close is so precious. Spending these moments together can bring comfort and make a meaningful difference in someone's last days of life."

Emsley's support is accompanied by an annual donation as part of a business partnership with Saint Michael's, and we are thankful for the company's much-valued and ongoing support.

In Hambleton and Richmondshire, too, businesses went above and beyond in 2022-23, throwing themselves firmly behind our Herriot Hospice Homecare public appeal to raise the £1.7M needed to transform our new hospice building, Herriot Hospice@The Lambert. Thirsk Lodge Barns raised more than £2,000 from their series of festive events, and local business GSM Group provided significant support towards the development of the bereavement suites at the facility for our face-to-face Just 'B' services to be delivered there.

We'd love to talk to you about creating a partnership that works for you and your team. Together we can forge a fun, flexible and rewarding partnership that enables to you to showcase your corporate social responsibility, raise your profile and boost employee engagement, motivation and retention. **Email: [supportercare@saintmichaelsospice.org](mailto:supportercare@saintmichaelsospice.org) or call (01423) 878 628.**





DID YOU KNOW WE HAVE  
**500**  
 VOLUNTEERS ACROSS OUR FAMILY OF SERVICES?

## Superstar support shines on

**Our organisation was born from the hard work and dedication of volunteers, and decades later, volunteers remain embedded in almost every aspect of our work. It's fair to say we simply couldn't do what we do without them!**

Volunteers' gift of time is priceless, offering us skills, inspiration, enthusiasm and sheer hard work.

Our volunteer trustees are responsible for the overall governance of our organisations; volunteer visitors, drivers and befrienders provide support to people living in their own homes; and retail volunteers help make our community shops a welcoming environment for customers. Fundraising volunteers assist at our events, or raise vital funds and awareness; volunteers are there on reception to welcome people; they help support families and patients at our Harrogate hospice – and provide support in countless other ways.

In return, we offer our valued volunteers training and support, as well as regular touchpoints in person and via our communications, ensuring a mutually rewarding experience for all.

We are always glad to hear from anyone who would like to offer their time to support local hospice care. **Please visit our websites at [herriothh.org.uk/volunteer](http://herriothh.org.uk/volunteer) or [saintmichaelsospice.org/volunteer](http://saintmichaelsospice.org/volunteer) to see our opportunities.**



**“As a volunteer receptionist at Saint Michael’s Hospice, we are often the first point of contact for anyone telephoning or visiting.**

“No matter their situation or circumstances, whether they call in in person or phone up with an enquiry, everyone is treated with the same level of care and respect.

“It’s such a beautiful place to come to and sometimes people can’t believe it when we tell them there is no cost to them. We make sure each person is given a warm welcome and from then on, everyone is treated with the same care, kindness and compassion by the hospice team.”

- Colette Wann, Volunteer Receptionist

 We are fair...

# 6. Our new strategy

2024 - 2027

**No-one should have to face terminal illness alone. No-one should have to struggle with their mental health without the help they need. But today, across the UK and right here in our community, too many people are. That's not right and it's not fair.**

That's why our new strategy pledges that we will be there for 50% more people across the next three years. Here's how:

1

Improve and expand our current range of services providing hospice care.



2

Improve and expand our range of services offering mental health and bereavement support.



3

Introduce new services to tackle unmet need in line with our mission.



VISIT OUR WEBSITES  
TO FIND OUT MORE  
ABOUT OUR  
STRATEGY

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Thank you for being part of our story.



North Yorkshire Hospice Care is a registered charity in England and Wales (518905) with a family of services operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces. North Yorkshire Hospice Care is a company limited by guarantee, registered in England and Wales (2121179). Registered address Crimple House, Hornbeam Park Avenue, Harrogate, HG2 8NA.