



The Cranford Hospice Trust

Annual Report 1 July 2017 to 30 June 2018

Our Vision

Our community will have the capacity, knowledge and services to support people who are dying and their family/whānau

Our Purpose

To provide care, specialist knowledge and empower others to provide quality palliative care/whakamauru tangata to the people of Hawke's Bay

Our Values

Aroha / Compassion
Akoranga / Learning
Whakaute / Respect
Whānaungatanga / Relationships
Whare haumarua ora / Healthy and safe workplace

The Cranford Hospice Trust

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From the Board Chair, Hayley Anderson

It is an honour to report on the progress of The Cranford Hospice Trust over its first year of operation. We remain deeply grateful to Presbyterian Support East Coast for their agreement to support us to establish as a separate legal entity on 1 July 2017. As a result, we view Cranford Hospice Trust as a “community gift” and this report as our first opportunity to share with the people of Hawke's Bay the work that we do and the impact it has on people needing specialist palliative care.

Our vision is that our community has the capacity, knowledge and services to support people who are dying and their families and whānau. I acknowledge the entire Cranford Hospice team that has worked tirelessly over this transition period and ensured that every person and their family that has needed us in the past year have continued to receive high quality palliative care services.

At a governance level, we welcomed two new Trustees, Andrea Jopling and Richard Brown, both of whom have collective wisdom and experience. Sadly, we will farewell two Trustees at our Annual General Meeting; Lindsay Knowles and Roydon Day have given willingly of their time and talent for many years and both will be missed. My personal thanks to the remaining Cranford Hospice Trust Board members Frane Rosandich, Julie Russell

and Dr Tim Bevin and to our Hospice patron John Buck.

Financially the 2017/18 year achieved \$74,863 net operating surplus. Expenses for the year were \$6,130,223.

Hawke's Bay continues to support the Cranford Hospice Trust and we are truly grateful. I am humbled by the commitment of our volunteers who have donated over 40,000 hours of time this year, for the organisers of events such as the Hawkes Bay Wine Auction which again surpassed all records with an incredible \$202,000 raised, and for all bequests, donations, grants and events that have been held to raise funds for us.

The Cranford Hospice Trust also acknowledges the work of the Cranford Hospice Foundation Trustees, and in particular the work occurring to plan for a fit for the future Hospice to meet the projected needs of our Hawkes Bay population.

The front cover of this Annual Report is of a korowai, or cloak, that was gifted to Cranford Hospice. It is a special taonga to us as the word ‘Palliative’ is from the Latin word pallium, which means cloak. The concept of cloaking those in our support with aroha and care is paramount to everyone associated with the Cranford Hospice Trust.

Thank you, Hayley Anderson

The Cranford Hospice Trust Board Members. Back Row (L to R): Dr Tim Bevin, Roydon Day, Julie Russell. Front Row (L to R): Frane Rosandich, Andrea Jopling, Lindsay Knowles, Richard Brown, Hayley Anderson



Janice Byford-Jones, Chief Executive Officer

Chief Executive Officer, Janice Byford-Jones

Kia ora koutou katoa

I have been in the privileged position of the Chief Executive of Cranford Hospice for three years and this year we celebrated our first year as an independent charity – The Cranford Hospice Trust. While on some level it's been 'business as usual,' there has been a whole lot of mahi done to get us to this point in time.

This year we provided high-quality, specialist palliative care to 853 patients and their families. This care was provided despite the challenges of increasing complexity, illness outbreaks and ongoing funding constraints. The care was provided in the home, in the aged residential care facilities and in the inpatient unit by our skilled multidisciplinary team.

Our team works closely with health care providers across all of Hawke's Bay to ensure they are equipped with palliative care knowledge and support to do the very best for the communities they serve. We do this through our innovative and creative educational programmes such as our palliative care workshops, working closely with tertiary institutions and the Hawke's Bay District Health Board to provide training opportunities for nurses and doctors, and ensuring that we support those people living in our community who are caring for their loved one through our Carer Support Coordinator role.

The need for our services continues to grow and it is important that we acknowledge that behind the figures and statistics are a wide range of individuals whose needs are unique to them. With an ageing population

comes a range of complexities when it comes to living with a terminal illness, and the resources required to meet these needs in the coming decades are a significant challenge.

This year we made further progress in providing services through some new models of care delivery to ensure that we reach people who need our services. These services include the Nurse Practitioner Intern role, increasing input into aged residential care and providing support to the carers working in the community supporting their loved ones. We also spent some time working through sustainable solutions, including planning for a new building for the Cranford Hospice Trust in partnership with the Cranford Hospice Foundation.

The amazing generosity of the Hawke's Bay community gives us great confidence when making our decisions. The support of the local businesses, communities and households is really appreciated.

It continues to be an honour to work with so many committed and skilled staff, dedicated Board Members, and volunteers who give us the incredible gift of their time and to our many generous donors. I would also like to acknowledge the work of our Patron, John Buck who continues to support us in both the background and foreground. I look forward to the future.

Ngā mihi nui
Janice Byford-Jones

“Every day we provided specialist palliative care for an average of 192 people who are dying, a total of 853 people in the year. 70% were looked after at home. Our medical and nursing team were available 24 hours a day, seven days a week to talk through any concerns, offer advice or help manage symptoms.”

Karen Franklin, Clinical Services Manager

Reaching those who need us

At Cranford Hospice our vision is for our community to have the capacity, knowledge and services to support people living in Hawke’s Bay who are dying and their family and whānau.

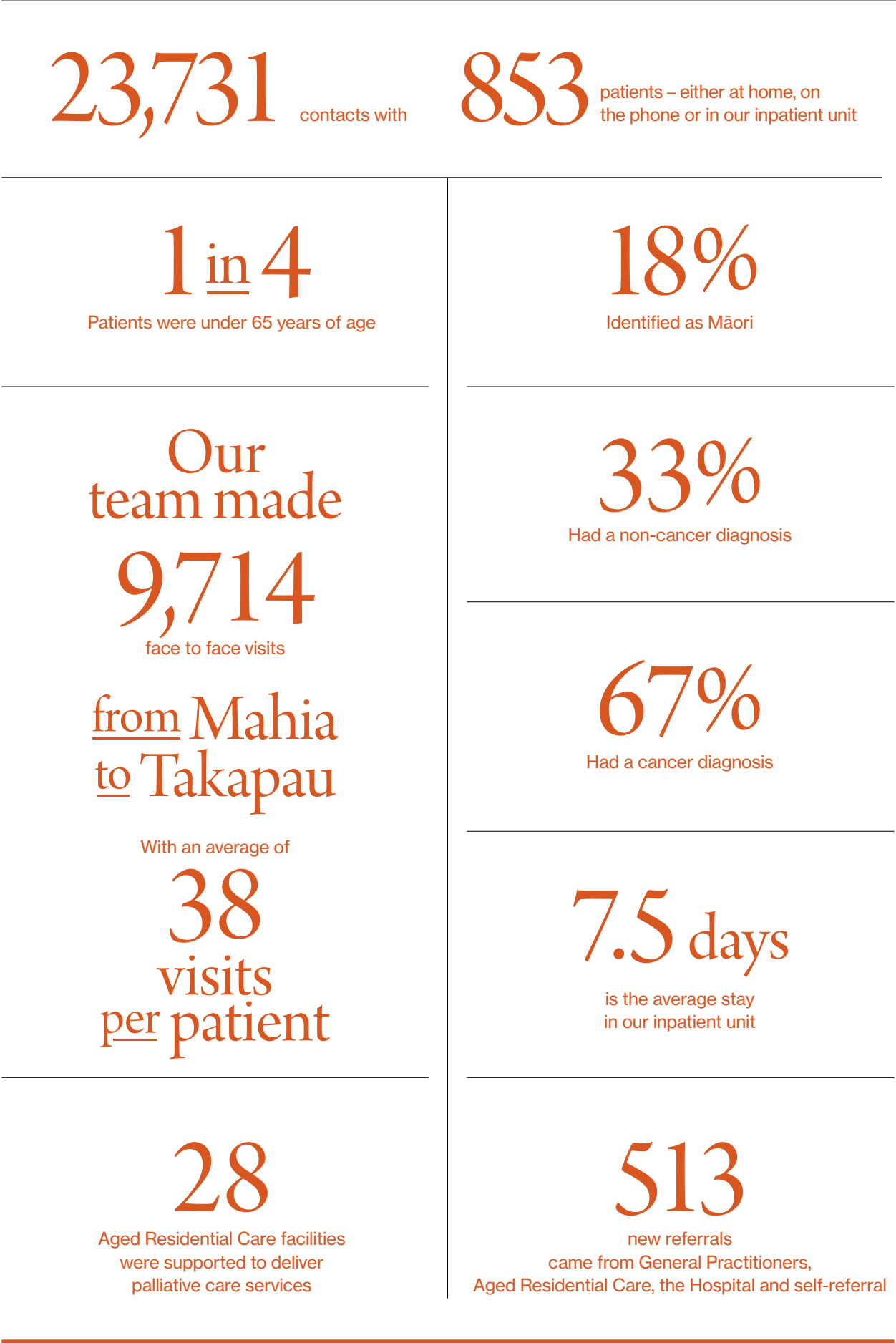
Our purpose is to help people who are dying make the most of their time left, to help them live every moment whether they are at home, in an aged care facility or come for a short stay with us in our eight-bed inpatient facility.

We care for people and their families when illness is incurable, and symptoms are getting worse. Faced with a limited time to live, people experience a host of

significant and challenging changes. We seek to walk alongside them, supporting and assisting in the quality of life, the dying process and the bereavement of their families and whānau.

The goal is to improve the quality of life that remains, understand what matters most in their life and to focus on the person and their family rather than their illness. Individual care plans are developed that embraces the family and friends both before and after a death. We work in close liaison with the patient’s other care providers to ensure they are fully aware of their care plan, goals, medication and history.

Our care at a glance :



“As our community changes in terms of age, ethnicity and belief systems, it is crucial we are able to respond with appropriate care and support for those who need our services. At Cranford Hospice, we are committed to providing culturally responsive care, taking time to acknowledge the strengths and resources within the whānau and learning to understand what is important to the person.”

Janice Byford-Jones, Chief Executive Officer

Working together in Wairoa

Cranford Hospice continues to collaborate with the health services teams in Wairoa, identifying their needs, both medically and educationally. The strong partnerships we have with Ngāti Kahungunu and Māori Health providers is an integral part of our relationship with the Wairoa region and its people.

As well as visits to our patients and their family and whānau, our Nurse Practitioner Intern and Kaitakawaenga (Māori Liaison), engaged in patient debriefs and consultations with Māori Health Providers, District Nurses and General Practitioners. This means all teams involved in the patient's care are informed and working together.

This year, education with the Glengarry Rest home and the Wairoa Health Centre was also implemented and supported by the team. These trainings included Palliative Care Education, Syringe Driver Training and Hospice NZ Fundamentals of Palliative Care training.

This collaboration helps ensure that communities are empowered with the knowledge and skills required to support patients and their family and whānau, regardless of where they live.



Pictured is Anita, Kaitakawaenga (Māori Liaison Officer) and Michelle, Nurse Practitioner Intern.

“We can't change the outcome, but we can change the journey. For me that really matters. We work towards limiting the bad and enhancing the good. We try very hard to help people achieve their goals, especially regarding where they want to die.”

Kathy, Cranford Hospice social worker

Responding to the needs of an individual

Taking a whole person approach, we aim to meet the emotional, spiritual, social and physical needs of patients and their family and whānau through specialist palliative care, grief support and care planning.

We provide advice, care and support to patients both in their homes and in our 8-bed inpatient unit. The inpatient unit supports our community services with patients coming for short 'critical care' stays, often returning home once their symptoms have been stabilised. Care for people in their last days of life can occur in the inpatient unit, but many are supported in their own home.

Our medical team is made up of highly experienced **palliative care medical specialists and medical officers**. They provide outpatient appointments, inpatient services and will visit patients at home.

Our **nursing team** includes registered nurses, enrolled nurses and health care assistants. They provide holistic, hands-on care and take a primary role in the assessment, planning and coordination of individual palliative care needs for patients, family and whānau.

We have support and input from a **clinical pharmacy** team that also assists health professionals in maintaining their knowledge about palliative medications.



Kathy, Cranford Hospice Social Worker

“Thank you for the care you have given our Mum and the support you have given our whānau. We had so many unanswered questions and areas of uncertainty until Hospice became involved in Mum’s care. The service provided by Hospice so far has been reassuring and we will forever be grateful.”

(Family Survey 2018)

Our Family Support team made 2,898 home visits

Our **Kaitakawaenga**, Anita, works to promote and improve access to palliative care services for Māori patients and their whānau and ensure their needs are met in a culturally appropriate way. Anita made 323 visits to patients and their whānau in our community.

Clare, our **Occupational Therapist** helps people maintain their independence and quality of life in the areas most important to them. Support is also available for the management of symptoms such as fatigue, shortness of breath and pain, and creative therapy projects. Clare made 437 visits to patients’ homes.

As well as working with patients, families and whānau on the psychosocial aspects of their situation, our **Social Worker** Kathy also focusses on practical issues with a view to ensuring that they are able to access practical, financial and community support to help them in their journey. Kathy made 418 visits.

It can be an extremely challenging time for family and whānau who are caring for a loved one, so our **Caregiver Support Coordinator** Rebecca made 220 visits to support those carers in our community.

Living with a life limiting condition or experiencing grief and loss can be a challenging experience both emotionally and psychologically. Counselling supports patients and their family and whānau at the end of a person’s life and in bereavement. Our **Counsellor** Mark made 297 visits, including those with complicated grief.

The therapeutic use of music can optimise quality of life and improve the physical, social, communicative, emotional, intellectual and spiritual health and wellbeing for patients and their family and whānau. 305 patients were supported by Laura through **musical therapy** while they walked through this end of life journey.

Our **Pastoral Care Coordinator** James facilitates the pastoral and spiritual wellbeing of hospice patients and their family and whānau including bereavement follow up and support, and made 214 visits.

Providing **bereavement support** to family and whānau when their loved one has died is an essential part of our service. 615 people received bereavement support, either by phone or in person with 166 people attending our six-week bereavement support groups.





Dr Martyn Horsfall, Cranford Hospice Medical Director

“The care given to my brother is exemplary. The wairua of all staff we have met has been without doubt a genuine experience for us. The professionalism, the inclusiveness & the support is beyond description. We thank you all for this memorable experience.”

(Inpatient Unit Survey, 2017)

“The integration of the quality management system to service delivery is of the highest standard and exceeded that normally expected for full attainment of the criterion. These relate to the quality systems and projects relating to adverse event management, staffing availability, falls management, medicine management, restraint minimisation and infection prevention and control.”

Health and Disability Services
Standard External Audit team

Providing excellent clinical care

The Cranford Hospice Trust is committed to providing excellent clinical care. In October 2017 we were assessed in relation to the NZS 8134 Health and Disability Services Standard for us to maintain our certification.

Furthermore, we regularly engage with patients and family members to provide feedback on their experience at Cranford Hospice. This gives us an intimate picture of the patient and family's experiences, offer us areas to celebrate and areas to work on. We actively work on quality improvement projects with some of our partners, to make things better where we can.

Patients and families told us that they were 100% satisfied or very satisfied with feeling welcome and treated with courtesy and respect, included in developing a care plan for their loved one, and having confidence in the knowledge and skills of the staff involved in their care. (*Inpatient Unit Survey results in November 2017*)

“The experience of dying, and of caring for loved ones at the end of life, can have a deep and lasting impact on those involved... high quality and well-coordinated care at the end of life provides a setting for a healthy experience of death for both family and whānau and surrounding community.”

Live Well, Stay Well, Die Well: Palliative Care in Hawke's Bay. Our vision and priorities for the future 2016-2026.

Empowering communities to plan well for death

Live well, Stay Well, Die Well: Palliative Care in Hawke's Bay is a key document developed by the Hawke's Bay District Health Board, Health Hawke's Bay and Cranford Hospice that provides guidance to ensure that health care providers are doing what we can to empower communities to plan well for death.

At Cranford Hospice we aim to inform and support health care professionals to achieve the best possible care for palliative care patients in Hawke's Bay.

This year we delivered 244 education sessions for 1,570 internal staff and external healthcare providers. These sessions were a mixture of workshops, conferences and e-learning.

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Hospice New Zealand Fundamentals of Palliative Care Education Programme to 204 providers.

Orientation for General Practitioners new to Hawke's Bay to Cranford Hospice and palliative care.

A two-day placement for 16 University of Otago Medical School medical students in their fourth and fifth years of study and a 5-week practical placement for an EIT nursing student.

District Health Board and Rural Study Days training for 48 people.

Te Ara Whakapiri Hawke's Bay Last Days of Life Care Plan and Toolkit training for 81 Aged Residential Care staff.



Living with dying

I am 67 years old and I have terminal lung and heart failure, which is a bit tough to take. At a particularly bad time I was seeing my GP and we were talking about palliative and residential care when things became unbearable. So, my doctor talked to me about Cranford.

When being involved with the hospice first came up I thought, “Oh my God, this is end of the road stuff!” And anyway, I didn't have cancer. But a Cranford doctor came, did an assessment, and explained that they had a wide range of resources and provided different levels and types of care.

Since then I have had exquisite support from their doctors and nurses. They visit, they ring, and I know that I can call the hospice at any time of the day or night and get advice. I cannot speak highly enough of the service that Cranford provides; dealing with them has been an amazing, amazing experience. They all are so professional and caring.

I love music, and the music therapist has helped me compile a CD of my favourites. When she visits we talk about music and other stuff, then she sings to me – she has a beautiful voice. She has been a big part of my journey, and will no doubt be in the future.

Last week I got my life review book, a beautifully

compiled, professionally produced gift from Cranford. Doing my life story was a wonderful experience. It not only got me to reflect on my life – a good thing to do when you are dying - but it has given me the opportunity to leave a legacy for my family.

Living with dying is hard work and it is really bizarre. You're still living, still functioning, but you are actually dying.

But not yet.

I couldn't do without Cranford, because they are guiding me through the process and they have explained to me what will happen to me in the future. This has put my mind at rest. No matter what path my illness will take I am confident about the care that I'm going to receive, either at the hospice or somewhere else. I know that the Cranford staff will be there to help me and guide me.

If there is anyone out there reluctant to accept help from Cranford I would say don't hold back! Treasure their services. They are providing outstanding support for me in my final time.

I am so grateful.

Kevin Siemonek
May 1st, 2018



FROM TOP: Hawke's Bay Wine Auction (Photo: Richard Brimer), Bunnings Hastings store refurbishment, 11-year-old volunteer Gabriella.

Support from our communities

Each week volunteers donate 779 hours of their time to support the Cranford Hospice Trust, 40,508 hours a year.

Every donation we receive is used wisely and respectfully to provide the very best patient care. With every hour of time gifted, we are able to do more to reach people who need us. It is because of their generosity, and the generosity of people who are committed to give in whatever way they can, that we can achieve the highest quality service possible for people in our care throughout the Hawke's Bay region.

This year, we were grateful for the ongoing support of major funding partners such as **Pub Charity** who help fund the salaries of our community nurses that serve the Napier Region, and the **Hastings Karamu Rotary Club** that donated \$11,000 as part of their annual golf tournament.

The **Cranford Hospice Cattle Scheme**, led by Peter Catley, also raised a surplus of \$57,335.

The relationship between Cranford Hospice and the wine industry has become more personal over the 26-years the **Hawke's Bay Wine Auction** has been running. There is a very strong association among individual winemakers and producers with this event and wine auction lots are selected and submitted with a great deal of thought, consideration and generosity. In 2017, the Hawke's Bay Wine Auction raised and gifted a record breaking \$202,000 to the Cranford Hospice Trust.

In the weeks leading up to Christmas, the **Caring Connections in our Community** through the Trees of Remembrance gave Farmers customers nationwide the opportunity to remember someone special to them, and to make a donation or buy a limited-edition Christmas bauble in support of the work of hospice. 100% of all funds donated in each store remained in the local communities and last Christmas, the Cranford Hospice Trust received an incredible \$25,354.52 from their Napier and Hastings Farmers customers.

Comedy isn't usually synonymous with Cranford Hospice, but our successful event **Comedy for Cranford** attracted multi-award-winning comedians Urzila Carlson and Jesse Griffin. It was a fantastic evening of laughter and entertainment for the crowd.

In an increasingly competitive retail climate, we are justifiably proud of our **three Hospice Stores** for producing sales of over \$1.1 million and an overall profit this year of around 4% ahead of budget. These stores really do turn second-hand goods into first-class care and this success would not be possible without the dedicated support of our staff and volunteers, and of the generous people who donate to us and shop in our stores. Duke of Edinburgh participants are among those who volunteer, and we are immensely grateful.

In April, more than 350 volunteers turned the streets orange with the **Cranford Hospice Street Appeal**. Collectors included students from Iona College, Napier Girls' High School, Lindisfarne College and Hastings Girls' High School. The Hastings Boys' High School prefects did a fantastic job putting on a barbecue at Bunnings Warehouse, the Hastings Orphans Club representative Frank Wilkins was still collecting at 90 years of age while Gabriella Jones, 11, collected at Hastings and Napier Countdown supermarkets.

Cranford Hospice board member Julie Russell spent time collecting outside Mitre 10 in Hastings. "It was a delightful experience, you get such a warm feeling from our community. Everyone is so kind, sharing their Cranford stories and being so generous with their donations," says Mrs Russell. The Hawke's Bay community generously donated a total of \$27,438.70 over three days for this collection.

Our Volunteer Co-ordinator Amanda often says how 'privileged' she is to be working with our volunteers who demonstrate the inspiring qualities of compassion, kindness and empathy. "Volunteers make an enormous difference to what we can achieve at Cranford Hospice and are a wonderful link to our community."

Finally, thank you to every single person who has supported Cranford Hospice in a way that is important and unique to them. From those of you who give in memory of someone you loved, to our farming community that make the Cranford Hospice Cattle Scheme such a success, through to those of you who give us the opportunity to talk about the work that we do in our communities.

We simply cannot do this without you.
Arohanui.



Acknowledgements

Thank you to everyone – individuals, families, friends and over 165 businesses, trusts and organisations – who supported us in the financial year 1 July 2017 – 30 June 2018. We are pleased to acknowledge the following major supporters:

Alive! Psychological Service
 Art Deco Trust
 Art Hawke's Bay Inc
 BNI - Hastings Chapter
 BNI - Wine Country Chapter
 BNI Hawke's Bay
 Bouquet Berry Farm
 Brand New Day Ltd, X Race
 British American Motorcycle Club
 Bronwyn Kay Agency
 C3 Limited
 Caci Clinic
 Cattle Scheme
 Centralines Ltd
 Design Studio
 Doris M Partridge Trust
 Eastern & Central Community Trust
 Eastern Energy Services
 Eskdale War Memorial Church Board
 Farmers Trading Co
 First Light Community Foundation
 Frangee Pangee Committee
 Harry Otton Charitable Trust
 Hastings Karamu Rotary Club
 Hastings Orphans Club Inc
 Havelock North High School
 Hawke's Bay British American Motorcycle Club
 Hawke's Bay District Health Board
 Hawke's Bay Foundation
 Hawke's Bay Nissan

Hawke's Bay Police
 Hawke's Bay Winegrowers Charitable Trust
 Health & Disability Advocacy Service
 Henry Charles Civic Social Club House of Travel
 Inner Wheel Club of Ahuriri
 Ironman New Zealand
 JA Redwood Charitable Trust
 Joan Fernie Charitable Trust
 Kitchen Studio - Hastings
 Mantra Beauty Spa & Body
 Marian Louise Holt Charitable Trust
 Marjorie M Stead Trust
 Mission Estate Winery
 Mitre 10 Mega Napier and Hastings
 Napier City Council
 Napier Cosmopolitan Club Centennial CT
 National Service Club Women's Bowls Group
 New Zealand Motor Caravan Association
 New Zealand Doctors' Orchestra
 NZ Lottery Grants Board
 Pan Pac
 Paroa Station Trust
 Pekar Products Ltd
 Pipi Developments Ltd
 Property Scouts
 Pub Charity Ltd
 Regatta Trust
 Richard Jones Electrical
 Tasman Smith Charitable Trust
 Terry Longley & Sons Ltd
 Trust House Ltd
 Tumu ITM Building Centre Hawkes Bay
 Wednesday Broidery Group
 Weem Charitable Trust
 Willis Legal

And many others, we cannot thank you enough.

Financial summary

Statement of Comprehensive Revenue and Expense for the year ended 30 June 2018	2018 \$
Operating Income and Expenditure	
Revenue from Operations	6,205,086
Total Expenses	(6,130,223)
Operating Surplus	74,863
Other Revenue	1,327,191
Other Expenses	(627,000)
Surplus (Deficit) for the year	775,054
Total Comprehensive Revenue and Expense	775,054
Statement of Changes in Net Assets/Equity for the year ended 30 June 2018	
Balance as at 1 July 2017	-
Total Comprehensive Revenue and Expense	775,054
Balance as at 30 June 2018	775,054
Comprising:	775,054
Accumulated Revenue and Expense	
Total Net Assets / Equity	775,054
Statement of Financial Position as at 30 June 2018	
Current Assets	1,251,994
Non-Current Assets	304,075
Total Assets	1,556,069
Current Liabilities	767,226
Non-Current Liabilities	13,789
Total Liabilities	781,015
Net Assets / Equity	775,054
Cash Flow Statement for the year ended 30 June 2018	2018 \$
Net Cash Inflows /(Outflow)from Operating Activities	896,902
Net Cash Inflows/ (Outflow) from Investing Activities	(143,992)
Net Cash Inflows/ (Outflow) from Financing Activities	-
Net Increase (Decrease) in Cash and Cash Equivalents	752,910
Cash and Cash Equivalents at the Beginning of the Year	-
Cash and Cash Equivalents at the End of the Year	752,910

These summary financial statements have been extracted from the full financial statements. They comply with Tier 2 Public Benefit Entity Accounting Standards (PBE Standards RDR) as they relate to summary financial statements. All figures are in NZ\$ and rounded to the nearest \$.

The full financial statements were authorised for issue by the Trustees on 25th October 2018.

The full financial statements have been prepared in accordance with PBE Standards RDR and they comply in full with those Standards.

The summary financial statements do not include all the disclosures provided in the full financial statements and cannot be expected to provide as complete an understanding as provided by the full financial statements.

The full financial statements have been audited and an unmodified opinion was expressed over all periods presented in these summary financial statements.

On 1 July 2017 the Cranford Hospice assets and liabilities were beneficially donated by Presbyterian Support East Coast to The Cranford Hospice Foundation and The Cranford Hospice Trust by way of a sale and purchase agreement for nominal consideration. Any outstanding liabilities to staff working at Cranford Hospice as at 1 July 2017 including holiday pay and sick pay were transferred to The Cranford Hospice Trust as at that date. The Cash and Cash Equivalents balance transferred included an amount equivalent to the value of these liabilities. Any outstanding liabilities on contracts relating to Cranford Hospice as at 1 July 2017 were transferred to The Cranford Hospice Trust as at that date. The net assets transferred to The Cranford Hospice Trust totalled \$1,308,598.

A full set of the audited financial statements is available from: The Chief Executive's Office; PO Box 189, Hastings. Telephone 06 878 7047.



The Cranford Hospice Trust

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Registered Charity number: CC54422

www.cranfordhospice.org.nz