

**The Cranford
Hospice Trust**
Annual Report
1 July 2018 to 30 June 2019



Our Vision

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

Our Purpose

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

Our Values

Aroha | Compassion
Akoranga | Learning
Whakaute | Respect
Whānaungatanga | Relationships
Whare Haumarua Oranga | Healthy & Safe Workplace

Annual report 1 July 2018 to 30 June 2019

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COVER: Photograph of the kete specially woven and gifted to outgoing Board Chair, Hayley Anderson, by the Cranford Hospice Trust Board.



Frané Rosandich, Board Chair.

From the Board Chair, Frané Rosandich

Piki mai koutou, (welcome to you all),

It is said that the only time one should look back is to see how far we have come, and in preparing the Cranford Hospice Trust's second Annual Report as an independent charity, it has been an opportunity to reflect that we have come far.

The common theme this year has been **Whiria te tāngata**, a Māori whakatauki (proverb) meaning *Weave the people together*.

Raranga (or the art of weaving) evokes feelings of spirituality, of togetherness and of unity. The art of weaving is not only sacred, but it literally weaves together iwi and tipuna (ancestors), ensuring that tangata whenua remain strong and that memories are kept alive. For us here at Cranford Hospice there are countless threads or weaves to the collective basket that make up our service. So many people enable us to continue our work in our community.

For us to provide this care, we rely on the aroha (love), whakawhetai (gratitude), manaakitanga (generosity), tautoko (support) and mahi (work) of our community right here in Hawke's Bay. I am truly humbled by the commitment of each and every person who has supported us this year – from volunteers, to staff, and to our donors – I simply can't thank you enough for what you do.

At a governance level, we welcomed three new Board members – Helen Walker, Garth Cowie and Pat Turley – all of whom bring a wealth of experience and energy to the table. Sadly, we farewelled Hayley Anderson from the Board, but we have been incredibly grateful to have her take up a position within the Leadership Team to focus on our Patient

Safety and Quality programme.

Financially, we have achieved a small surplus of \$26,031. Thank you to those of you who have dug deep to support us financially, or shopped in, or donated to, one of our retail stores this year – our team love to hear the stories and read the messages that come with many donations – every dollar really does make a difference.

Looking ahead to next year, we will be focusing on our financial sustainability, so we are best positioned to meet the increasing demand on our services. As an organisation we work very hard to contain our costs, but with only half our funding coming from the government, we have a constant and pressing need to rely on our community to keep essential services going.

I'd also like to extend my thanks to the Cranford Hospice Foundation, who are working to ensure that we have a place in the future that will be able to meet our changing needs in palliative care with our New Hospice Project – a building at the Chesterhope site in Pakowhai.

The journey that we travel at the end of life is precious and leaves a lasting memory on those we leave behind. I'd like to thank patients and families and whānau for trusting us with their care – it is a true privilege for our team to be able to support you through this stage of your lives.

Finally, our Annual Report this year shares stories that show **Whiria te tāngata** in action, and how the people of Hawke's Bay have come together to support our community when they need us the most.

Nō reira, Frané



Janice Byford-Jones, Chief Executive Officer.

From the Chief Executive Officer, Janice Byford-Jones

Tēnā koutou katoa,

This is my fourth year as Chief Executive Officer at Cranford Hospice, and our second year as an independent charitable trust.

This year our team made 23,053 contacts with 1,004 people living with palliative care needs across the Hawke's Bay region. Many of these people were supported by their General Practitioner or District Nurse, with our team receiving over 6,000 requests for palliative care advice and support from external health providers. 649 people required access to the specialist palliative care services that Cranford Hospice provides.

Our team take a whole person approach, and aim to meet the emotional, spiritual, cultural and physical needs of patients and their family and whānau. At Cranford Hospice our specialist palliative care services include clinical care, and access to our Family Support Team who provide psychosocial support. The youngest person we are supporting is only 1 year old, with the oldest being 101 years old.

Our hospice services must continuously evolve to ensure that we are best positioned to meet the demand, which is ever changing in complexity. This often means involving palliative care earlier in the course of illness, not just in hospital or hospice, but at home and in residential care. A person's palliative care journey may be over several years and the need for specialist palliative care may be episodic.

One way we meet the evolving demands of specialist palliative care is through developing our staff, and this year we were thrilled to celebrate nurses Michelle Rodda becoming Hawke's Bay's first Palliative Care Nurse Practitioner, and Katie Durbin completing her Master of Nursing degree.

Another way for us to achieve this is by working with our partners across the sector. These partnerships not only help us to reach more people, they also help us to educate and empower communities about how quality care at the end of life should look like. Special highlights for this year

include the launch of the Renal Supportive Care Clinic in collaboration with the Hawke's Bay District Health Board, and the strengthening partnerships within the 29 Aged Residential Care facilities in our community.

And last, but not least, we must be financially sustainable. This is a significant challenge as we try to balance the rising costs against an increasing and complex demand on service. We are working closely with our partners, including Hospice NZ to proactively engage with government to lobby for better funding for end of life care.

This year our fundraising and retail teams have taken the time to get to know our amazing supporter community, as we know that without our incredible volunteers, donors and in-store shoppers, we simply cannot achieve what we do. Thank you for taking the time to share your stories about why you support Cranford Hospice and for your continued support – whether it's gifting your time through volunteering or gifting money – e whakawhetai ana tātou - we all are truly grateful.

This year has not been without its challenges especially around workforce sustainability. With a national shortage of qualified nursing staff, the team has been working together to develop innovative ways to attract and retain registered nurses. We continue to develop robust orientation and supportive programs so that staff new to palliative care are well supported in their transition and have opportunities to grow their specialist palliative care knowledge.

To each and every person who has worked alongside us in making a difference in the lives of people being supported by Cranford Hospice, thank you! The generosity of our community is incredible, and I cannot thank you enough.

With your support, we are entering our next year energised, motivated and committed

Ngā mihi nui
Janice Byford-Jones



“The nurses make sure you are comfortable so you can share your emotions, that’s important. Having people who know what they’re talking about and bringing family into discussions, that’s the beauty of Cranford.”

Dene, current patient, shares his experience with Cranford Hospice.

Reaching those who need us

This year, 23,053 contacts were made with 1,004 people living with palliative care needs – either in home, on the phone, or in our inpatient unit.

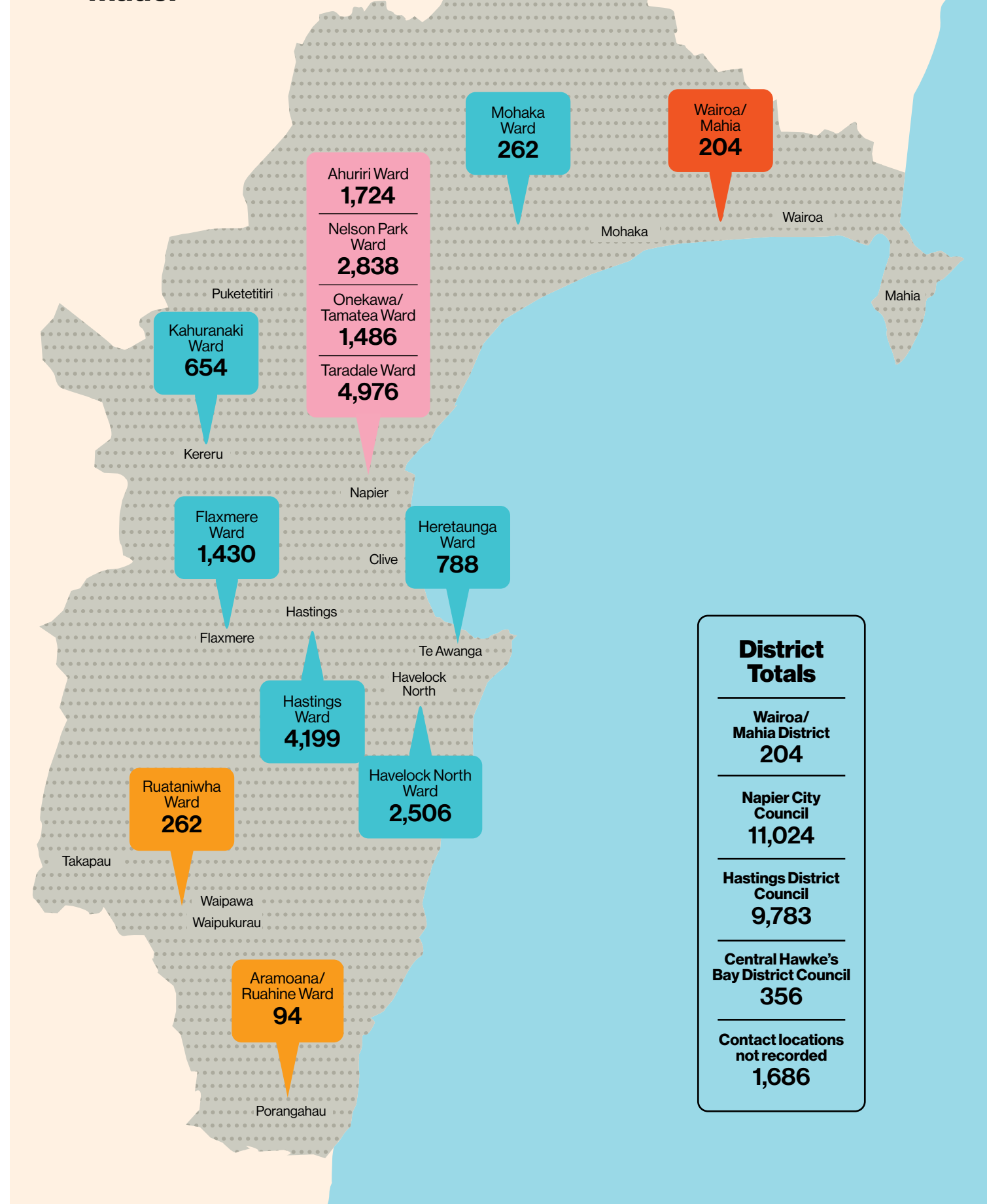
Palliative care is care for a person of any age who has a life-limiting condition for which there is no cure. Life-limiting conditions include heart failure, motor neurone disease and cancer. It involves supporting and helping the person to live as comfortably and fully as possible.

Palliative care can be provided at home, in hospice inpatient units, aged residential care facilities, and

hospitals by all health professionals.

Cranford Hospice is the main provider of specialist palliative care services in Hawke’s Bay. Part of our role is informing and supporting health professionals such as doctors, nurses and carers to achieve the best possible care for people living with a life-limiting condition in Hawke’s Bay. This year, over 6,000 of our contacts were made to health professionals, providing palliative care advice and support.

Where our 23,053 contacts were made:





“When we had to start calling Cranford for help it was like welcoming family. And that’s what it was 100% of the way through, everyone was like family.”

One of our volunteers Cath, shares her experience of hospice caring for her husband Chris.

Responding to the needs of people

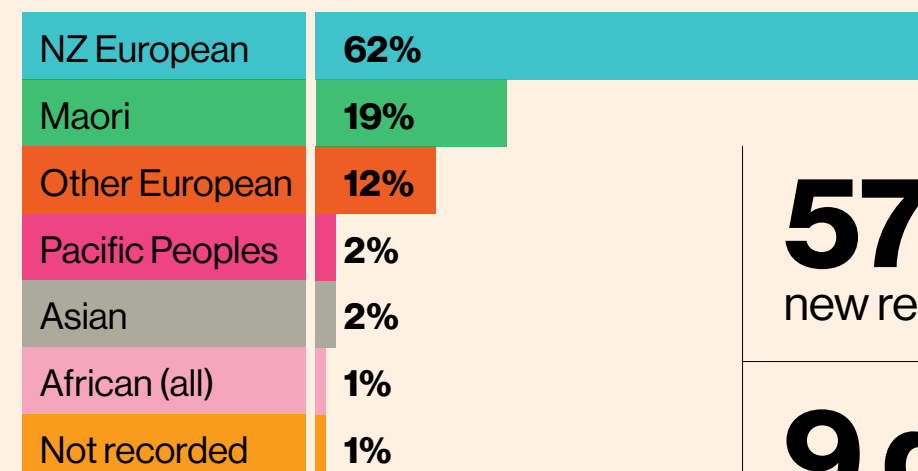
Hospice is not just a building; it is a philosophy of care. We care for the whole person, not just for their physical needs, but also their emotional, spiritual, and social needs. Care for families and whānau is provided both before and after the death of a loved one.

Our goal is to help people living with a life-limiting condition make the most of the time they have left and to enable them to live every moment – whether they are at home, in an aged residential care facility, or have come for a short stay in our inpatient facility. The inclusion of family and whānau in discussions is essential to our care, with 67% of contacts involving family members.

Our dedicated team helps:

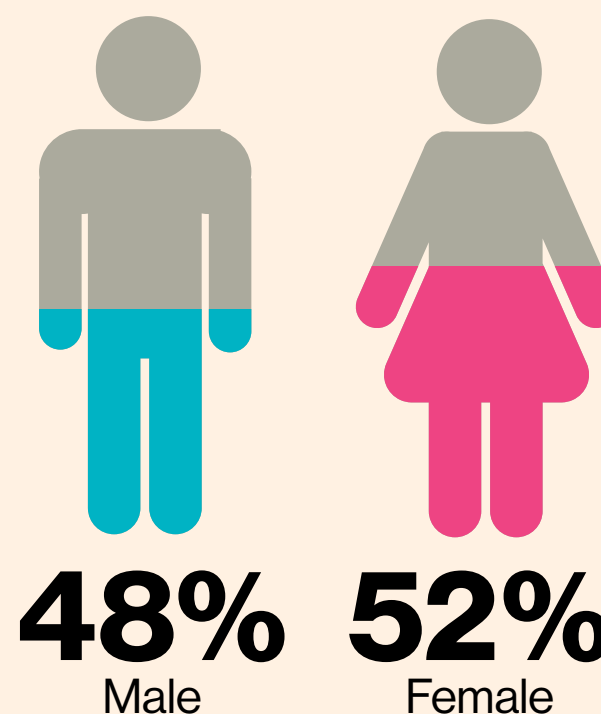
- Manage complex symptoms (emotional, spiritual, cultural and physical)
- People feel more comfortable about death and provide them with the emotional support they need
- Assist family and whānau to manage any practical details that may be involved when caring for a loved one who is dying
- Rural communities to deliver palliative care
- Educate and support healthcare providers

Care at a glance:



578
new referrals

9 days
average length of stay
in our inpatient unit



Age range of
patients is from
**1 to 101
years**

Non-
cancer
diagnosis
25%



23%
of people required
admission to our
inpatient unit for
complex symptom
management,
respite, or care in
last days of life.

The inclusion of family and
whānau in discussions is
important to our care, with
67%
of contacts involving
family members.



Working together to improve the end of life journey

At Cranford Hospice our training and education programme supports Hawke's Bay health professionals to achieve the best possible care for patients and carers in our region. Our goal is for all health professionals to be able to support respectful, dignified care for people of all cultures as they die.

Training programmes and courses cover a range of topics, including pain management, caring for patients people with dementia, last days of life care, loss and grief management, and addressing personal needs as health professionals.

New topics added this year include Advance Care Planning and the Serious Illness Conversation Guide training – aiming to increase the skills and confidence of doctors, nurses and allied health professionals having important conversations with patients and their whānau about their goals, values and priorities, to allow better care of them in the future.

As part of our work with our primary providers, we also contributed to the development of a Renal Supportive Care Clinic, in partnership with the Renal Team and Hospital Palliative Care Team at the Hawke's Bay District Health Board. This clinic aims to improve transition of care and quality of life. It is for patients people with renal (kidney) disease who require additional support to discuss advanced care concerns that are unable to be addressed in the 'routine' renal clinic. These may include advanced symptom management and end of life discussions, often covering cultural, spiritual and emotional concerns.

Clinical visits and placements are also a great opportunity for health professionals to experience who we are as an organisation and to weave into their knowledge and skills more about palliative care.

ABOVE: Rebecca Pimm, Carer Support Coordinator, educating carers in our community.



“I am not the same doctor – and, indeed, the same person – who walked through the front doors three months ago ... Yes, I have learnt so much about death, but I have learnt so much about life.”

Humanity is the best medicine of all

Niamh was a House Officer at Cranford Hospice for three months this year as part of her Junior Doctor programme.

“To all the wonderful people that make Cranford Hospice what it is. Thank you so much for having me these past three months. I felt truly part of the team and of the organisation.

I am not the same doctor – and, indeed, the same person – who walked through the front doors three months ago.

Now that I have seen good symptom control, I can recognise suffering. I feel rehumanised. Every single one of you is an asset to this place – never forget that. It doesn't matter what your job title is – we are all human and sharing that humanity with our patients and families is the best medicine of all.

Yes, I have learnt so much about death, but I have learnt so much about life.”



Training and education

As well as providing education to health providers across Hawke's Bay, our own staff are encouraged to expand their palliative care education.

This year we were thrilled to celebrate our Community Nurse Team Leader Michelle Rodda becoming Hawke's Bay's first Palliative Care Nurse Practitioner. Nurse Practitioners are advanced nursing roles which require significant clinical experience, a master's degree, completion of a portfolio and a comprehensive interview process. For Cranford Hospice, it means that Michelle's expertise can be utilised across the inpatient, community and regional services.

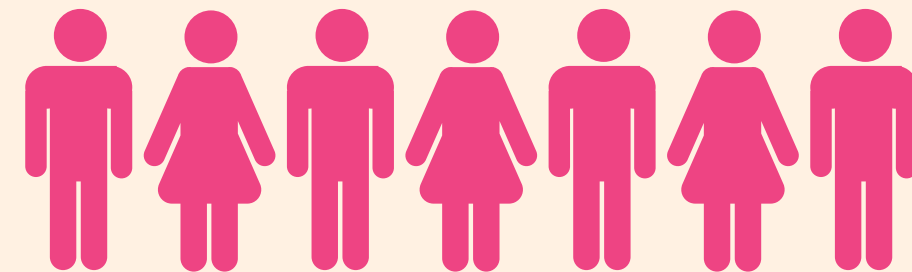
"Becoming a nurse practitioner is about the completeness. You can see someone, diagnose them, prescribe the right medications and follow up their

care." Michelle, Nurse Practitioner and Community Nurse Team Leader.

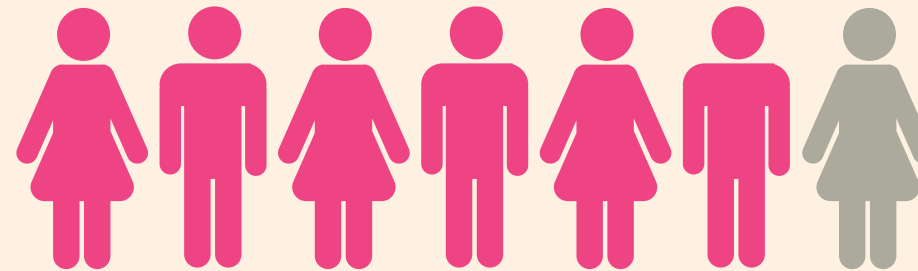
We also celebrated our Clinical Nurse Specialist, Katie Durbin, completing her Master of Nursing degree. As part of this work Katie proved that using a patient diary can increase a persons knowledge of their symptoms and disease, helping communication between them and the health professionals caring for them. This improved dialogue leads to improved symptom management, and we will be implementing Katie's patient diaries at Cranford Hospice.

ABOVE: Michelle Rodda (left), Community Nurse Team Leader and Nurse Practitioner, and Gretchen Gordon, Clinical Nurse Specialist.

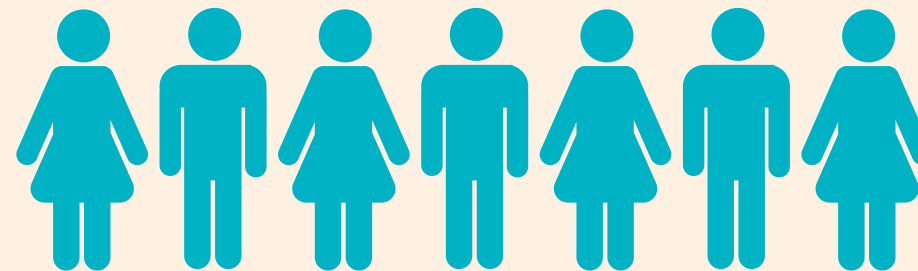
Clinical placements:



13
University of
Otago medical
students



1
EIT 3rd year
nursing student



7
Junior Doctor
community
rotation

Number of people attending education sessions:

✓ **693**
Fundamentals of
Palliative Care

✓ **157**
Syringe Driver
Training

✓ **37**
Palliative Care
Training for Caregivers

✓ **151**
Palliative Care
Lecture Series

✓ **32**
Nursing graduates attended a
palliative care study day

✓ **20**
EIT Health & Wellbeing
Students visits



Providing safe, quality care

Cranford Hospice is committed to providing safe, quality care. This is important, regardless of whether the care is provided in the community, or in the inpatient unit.

All Hospice staff are responsible for working to improve the experience of hospice services for patients and their family and whānau, and our Board is invested in understanding quality improvement initiatives and their outcomes.

Quality improvement means many things – from trialling ideas that mean better care for patients, to effective communication, a focus on patient safety, ensuring staff are well trained and experienced, to joint care planning and managing risk. One way to do this is to analyse the way patients and their family and whānau experience our care in their lives and co-design (with them as partners) better ways to do things.

The Quality & Risk and Clinical Governance Teams ensure staff work with safe and best practice approaches clinically and across all its operations. To support this practice the two teams adopted the NZ Health Quality & Safety Commission Clinical Governance Framework. Reviews of teams' purpose, function, intended outcomes and composition were completed. Improvements were made and

key personnel joined the teams to better reflect the multidisciplinary nature of Hospice.

Key to our quality approach has been to support general practitioners in the community to manage people who are dying. Prescribing guidance for symptom management in the last hours or days of life algorithms that support doctors to manage patients in the community were updated. These Guidelines are available from the Hospice website.

Improvements occurred within the PalCare patient management system resulting in the Hospital palliative care team being able to view patient information in PalCare remotely. This has led to a more cohesive service for patients that require hospital care.

A review of Cranford Hospice's Health & Safety systems, including our retail space, was undertaken by an external contractor to ensure that the organisation was meeting its obligations under the Health & Safety at Work Act 2015 and Health & Safety Regulations 2016. All recommendations were actioned within a set timeframe and these changes have enhanced our Health and Safety activities.

ABOVE: Dr Martyn Horsfall in the Cranford Hospice gardens.



“Our task is to meet these ones where they are, identify who they are, what can be done to help, and to accompany them and their families through this part of their journey.”

Making a difference on our life journey

Anne one of our nurses, reflects on 50 years of nursing.

“Our patients and their families are on their life journey like any of us. They are secure in who they are, where they are going and their place in the family. Then the diagnosis that their life is limited, with no cure available, so often finds them on a dark, often frightening deviation where the future as they knew it has gone and the road signs seem to be in a foreign language.

Our task is to meet these ones where they are, identify who they are, what can be done to help, and to accompany them and their families through this part of their journey.

Sometimes it's hard, sometimes it's easy. We cry, we laugh. Often a hug is all that is needed, but then often the whole day is taken up with one person who needs special attention. When that happens, the wider team is focused together, working extremely hard to make a difference for that patient. It's such a great feeling when that is accomplished. On these days the whole team celebrates!

I look back over the years and acknowledge the richness this work has brought to my own life. My kete is full. To share the things I carry with others, and to empower the people I have worked with gives me joy. I love my work.”

“We love being able to offer what we can as a family and a community of people to help the Cranford Hospice team deliver the caring and compassionate – and essential – service they provide for Hawke’s Bay.”

Julie Russell, organiser and host of the Wildflower Sculpture Exhibition and Cranford Hospice Board Member.

Support from our communities

Our Hawke’s Bay community has been making a difference in the lives of people being cared for by Cranford Hospice since 1982.

People from all walks of life ‘roll up their sleeves’ to do their part. From gifting their time in our retail stores or inpatient unit, to putting their hands up to make hundreds of sandwiches or polish an endless supply of wine glasses in preparation for an event. From running back to the car to grab a couple of dollars to pop into our street appeal buckets, to championing our major funding proposals. From clearing out their preloved clothing to deciding to shop in our stores. Every action counts. We thank you.

Events that flourished this year include the Hawke’s Bay Wine Auction, Hospice Holly Trail and the Wildflower Sculpture Exhibition – these events all donated record-breaking funds to Cranford Hospice. The humility of the people that work behind the scenes is humbling, and is echoed by Julie Russell’s comments, organiser and host of the Wildflower Sculpture Exhibition, “We love being able to offer what we can as a family and a community of people to help the Cranford Hospice team deliver the caring and compassionate – and essential – service they provide for Hawke’s Bay.”

The support behind the scenes of all activities that raise funds for Cranford Hospice is immense – and our retail stores are a great example of communities coming together. Staff and volunteers call on their own family, friends and whānau to ensure the smooth running of each store. The can-do attitude of so many has meant that our retail stores have made \$1,090,720 in sales this year alone.

Grant funders came on board again this year, and one group we would like to thank in particular is

Pub Charity. Pub Charity are major funders supporting the salaries of our community nurses that work in Napier.

Our Hawke’s Bay farming community has a long and important partnership with Cranford Hospice. Coordinated by our volunteer, Peter Catley, the Farming for Hospice Cattle Scheme started in 2011 and has since contributed over \$225,000. Thank you so much to farmers who are contributing to this scheme – this year you donated \$49,278.11.

As an organisation the Cranford Hospice Trust is only two years old, so a big focus this year has been to invite people who support us to tell us why they choose to support Cranford Hospice, and how they would like to be involved with us. This was sent through our first Supporter Survey which was mailed in February to all our donors and volunteers.

We were positively overwhelmed with the responses we received and were honoured to hear personal stories of why hospice is important to them and how we have made a difference in the end of life journey for the people they love. 78% of our donors and volunteers know someone who is or was cared for by Cranford Hospice and nearly half give their time and money in memory of someone important to them. One of our volunteers reflected in his survey, “Communities are people. People matter. Without a community we have failed.”

People who choose to leave a gift in their will, in the form of a Bequest, are making a commitment to support our vital work for years to come. Our thoughts are with the families and friends of people who left a gift in their will this year, and to those of you who have chosen to include Cranford Hospice in your will, we cannot thank you enough.



CLOCKWISE FROM TOP: Farmers Stores support through the Annual Trees of Remembrance campaign; Prima Volta entertain guests at the Hospice Holly Trail opening ceremony; the 10th Wildflower Sculpture Exhibition; the “On Ya Bike Mystery Charity Ride” hosted by the Hawke’s Bay British American Motorcycle Club.



CLOCKWISE FROM TOP: Hastings Store celebrating Art Deco in style; Hawke's Bay Wine auction; farewelling Hayley Anderson from the Cranford Hospice Board; weekly gardeners receive Civic Award.

Volunteering

Volunteering weaves people and communities together and this year we had 400 volunteers donate their time and talents to help Cranford Hospice continue its work in the community. Without our volunteers, we simply could not provide the same level of care to people when they need us the most.

This year our weekly garden group was granted a Civic Award by the Hastings District Council. Four volunteers make up the Gardeners team, a team that always punches above its weight to provide the tranquil surroundings for patients and their families to experience whilst visiting Cranford Hospice. Their efforts have, for years, been recognised as an important

aspect of the holistic nature of being at the hospice inpatient unit, caring for the emotional, mental, and spiritual as well as the physical.

"It is a garden for all ages. Whilst I was meeting with the gardener team to record their stories, two children with their Dad came out of the hospice to walk and play in the gardens – their joy was immeasurable, despite the circumstances that brought them to Cranford." Ash - Life Story writer.

Thank you again to each and every person who has helped us this year – you really do make such a difference in the lives of people being cared for by Cranford Hospice.



Fox the Pomeranian brings joy to the patients that she visits every Tuesday with her owner Jo. Thank you to Canine Friends who support these dogs in our community.

Acknowledgements

Thank you to everyone – individuals, families, friends and over 180 businesses, trusts, organisations and schools who supported us in the financial year 1 July 2018 to 30 June 2019. We are pleased to acknowledge the following major supporters:

Bay Tyres Napier Ltd
 Advantage Tyres Napier
 BNI Deco City
 BNI Hawke's Bay
 BNI Wine Country
 BNI Heretaunga
 British American Motorcycle Club (BAMC)
 Clubs Hastings
 Craigs Investment Partners
 Douglas Carmichael Georgetti Trust
 East Coast Packaging
 Eskdale War Memorial Church Board
 Estate of Carl Sheen
 Estate of Claire Thomas
 Estate of Edward Jackson
 Estate of John King
 Estate of Julie McMeeken
 Estate of Keith Leslie Stichbury
 Exclusive Tyres Distributors Ltd
 Farmers Trading Co
 First Light Community Foundation
 Fruitfed Supplies Ltd
 Grassroots Trust
 Grey Power Wairoa
 Grochem
 Harry Otton Charitable Trust
 Hastings Karamu Rotary Club
 Hawke's Bay District Health Board
 Hawke's Bay Foundation
 Hawke's Bay Nissan
 Hawke's Bay Police

Hawke's Bay Wine Auction Charitable Trust
 Health & Disability Advocacy Service
 Heretaunga Croquet Club Inc
 Hospice Holly Trail Charitable Trust
 Hospice New Zealand
 House of Travel
 IAG NZ
 Infinity Foundation
 Joan Fernie Charitable Trust
 Marjorie M Stead Trust
 McCain Foods Ltd
 Mitre 10 Mega Napier/Hastings
 Napier Pine
 Napier Sandblasting Co Ltd
 NZ Community Trust
 NZ Lottery Grants Board
 Property Brokers Hawke's Bay
 Property Scouts
 Pub Charity Ltd
 Regatta Trust
 Tasman Smith Charitable Trust
 The Doris M Partridge Trust
 The Estate of Lesley Heynes
 The Estate of Robert Bell
 The North and South Trust
 Terry Longley & Sons Ltd
 Trust House Ltd
 Tyrepower NZ (2000) Ltd
 MèCHE
 VMD Collier Charitable Trust
 Waipukurau Bridge Club
 Watties Golf Committee
 Websters Hydrated Lime Co Ltd
 Weem Charitable Trust
 Wildflower Sculpture Exhibition

And many others, we cannot thank you enough.

Financial summary

Statement of Comprehensive Revenue and Expense for the year ended 30 June	2019 \$	2018 \$
Operating Income and Expenditure		
Revenue from Operations	6,198,286	6,274,206
Total Expenses	(6,172,255)	(6,180,750)
Operating Surplus	26,031	93,456
Other Revenue	-	1,308,598
Other Expenses	-	(627,000)
Surplus (Deficit) for the year	26,031	775,054
Total Comprehensive Revenue and Expense	26,031	775,054
Statement of Changes in Net Assets/Equity for the year ended 30 June	2019 \$	2018 \$
Balance as at 1 July	775,054	-
Total Comprehensive Revenue and Expense	26,031	775,054
Balance as at 30 June	801,085	775,054
Comprising:		
Accumulated Revenue and Expense	801,085	775,054
Total Net Assets / Equity	801,085	775,054
Statement of Financial Position as at 30 June	2019 \$	2018 \$
Current Assets	1,355,280	1,251,994
Non-Current Assets	259,291	304,075
Total Assets	1,614,571	1,556,069
Current Liabilities	798,969	767,226
Non-Current Liabilities	14,517	13,789
Total Liabilities	813,486	781,015
Net Assets / Equity	801,085	775,054
Cash Flow Statement for the year ended 30 June	2019 \$	2018 \$
Net Cash Inflows /(Outflow)from Operating Activities	145,002	896,902
Net Cash Inflows/ (Outflow) from Investing Activities	(408,382)	(143,992)
Net Cash Inflows/ (Outflow) from Financing Activities	-	-
Net Increase (Decrease) in Cash and Cash Equivalents	(263,380)	752,910
Cash and Cash Equivalents at the Beginning of the Year	752,910	-
Cash and Cash Equivalents at the End of the Year	489,530	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 10th October 2019.
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.
A full set of the audited financial statements is available from: The Chief Executive's Office; PO Box 189, Hastings. Telephone 06 878 7047.

