



**The Cranford  
Hospice Trust**

Annual Report

1 July 2021 to 30 June 2022



## Our Values

Our values reflect what is important to us and the communities we serve.

## Our Vision

Helping people make the most of living and dying within a compassionate community.

## Our Purpose

To provide the best possible palliative care, education, support and advice to the people of Hawke's Bay – from Mahia in the north, to Takapau in the south.



## Cranford Hospice is the main provider of specialist palliative care services in Hawke's Bay

Our dedicated team helps:

- Manage complex symptoms (emotional, spiritual, cultural and physical).
- Provide the emotional support people need to prepare for death.
- Assist people to manage any practical details that may be involved when caring for a loved one who is dying.
- Support and enable our rural communities to deliver palliative care.
- Educate and support healthcare providers.

**All our services are provided at no cost to the patient or whānau.**

Frané Rosandich, Chair,  
and Andrea Jopling, Interim CEO



## Message from the Chairperson & Interim CEO

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***“Whāia te iti kahurangi,  
ki te tuohu koe me maunga teitei.”***

***“Seek the treasure you value most dearly:  
if you bow your head, let it be to a lofty mountain.”***

This whakataukī (proverb) is about aiming high and being persistent and tenacious about reaching your goal. It is commonly used to stress the importance of education. At Cranford we find that life is the greatest teacher of all. We enter this world on our own, we leave on our own. But while in our service we will try to make your life what you want it to be.

Our past year from 1 July 2021 to 30 June 2022 was a time of learning to meet and respond to the ever-present needs and challenges facing Cranford Hospice.

The peak of the COVID-19 outbreak coincided with the winter influenza season and the whole health system was pushed to its very limits. Our team once again showed their commitment to providing the very best palliative care to our clients. This was done despite juggling their own ill health, the ill health of their colleagues and often of their own whānau too. It's fair to say that our workforce was stretched to the limit at times.

That our staff continued to meet Cranford's goals speaks volumes and is something that the Board is very proud of. They lived the Cranford vision and values of helping people to make the most of the time they have left.

Our volunteers are our gems in the crown of Cranford. They work across all parts of the organisation, from the retail stores to the inpatient unit, to gardening, life story writing, governance and beyond. Volunteers bring an amazing amount of aroha and heart to the thousands of hours of unpaid work they contribute every year and really help to connect Cranford to our community.

Without their service Cranford would have to bow to that “lofty mountain”.

As the year drew to a close, we did not realise that it would be our final one with our friend and colleague, trustee Pat Turley. Pat was a greatly admired and very capable trustee and is sorely missed by the Board and staff following his sudden death. Pat's contribution to Cranford, and especially his expertise in and commitment to the new build at Chesterhope, was immense and we will find an appropriate way to honour his memory at our new site.

In the last year our teams made 32,998 contacts to support 990 people living with palliative care needs in Hawke's Bay, providing care to around 167 people at any one time. We are seeing an increasing complexity in the needs of people who receive our services, and in many cases, decreased resilience and resources of family members and carers who may be struggling with financial, employment and mental health concerns in addition to the emotional load of caring for a loved one who is dying.

The COVID-19 pandemic and response has really highlighted the inequalities that exist in Aotearoa New Zealand and Cranford welcomes the health reforms which flow from the Pae Ora (Healthy Futures) Act and the increased focus on equity. At the heart of our philosophy is patient and whānau centred care. We continue to seek to understand what matters most to each individual and focus on the patient and their carers, rather than their illness. We continue to provide excellent clinical and holistic care and support under the Te Whare Tapa Whā model to patients and whānau at no charge to the service user.

Cranford Hospice is only able to provide this level of free-to-user care because of the support that we receive from the wider community. 43% of the funding required to meet the costs of providing services are raised from generous individuals, philanthropic and charitable trusts, our retail stores, bequests and a large number of events that are held on our behalf. This year saw some of those events impacted by COVID, but we have been overwhelmed with the generosity of our community who have continued to support us and extend a heartfelt thank you to those donors and benefactors. Quite simply, we could not do what we do without your contributions.

The demand and need for our services are increasing, and we are not immune from the rising costs of just about everything. Our financial result for the year ending 30 June 2022 shows a small surplus which was due to a combination of careful financial management and an unsustainable number of staff vacancies.

Looking forward to the future, as we attempt to fill those vacancies and meet the increasing needs of our ageing population, we will be faced with the dilemma of budgeting to either use some of our reserves or to review our service offerings.

But despite that, we look forward to the changes ahead, with a new CEO joining us in early 2023, COVID hopefully receding from focus and significant momentum building towards creating the new home for Cranford Hospice at the fabulous site at Chesterhope.

Together we'd like to thank Janice Byford-Jones for her amazing leadership and stewardship of Cranford over the past seven years as our inaugural Chief Executive, and the members of the Executive Leadership Team and our staff and volunteers for continuing to go the extra mile for our patients, their whānau and their colleagues.

We also extend our gratitude to our Trustees and the Trustees of the Cranford Hospice Foundation who volunteer to provide such excellent governance and support to the operational team.

***He waka eke noa  
We are all in this together***

**Andrea Jopling  
Interim CEO**

**Frané Rosandich  
Chair**

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

Palliative care is provided in the community, in aged residential care (ARC), in hospices and in hospitals. It can be provided by all health care professionals, including GPs, ARC Staff, Practice and District Nurses – supported where necessary by specialist palliative care services.

Cranford Hospice is the main provider of specialist palliative care services in Hawke's Bay.

## Our Reach:

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# 32,998

contacts were made to support people living with palliative care needs – either in their home, on the phone or in our inpatient unit.

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# 6,770

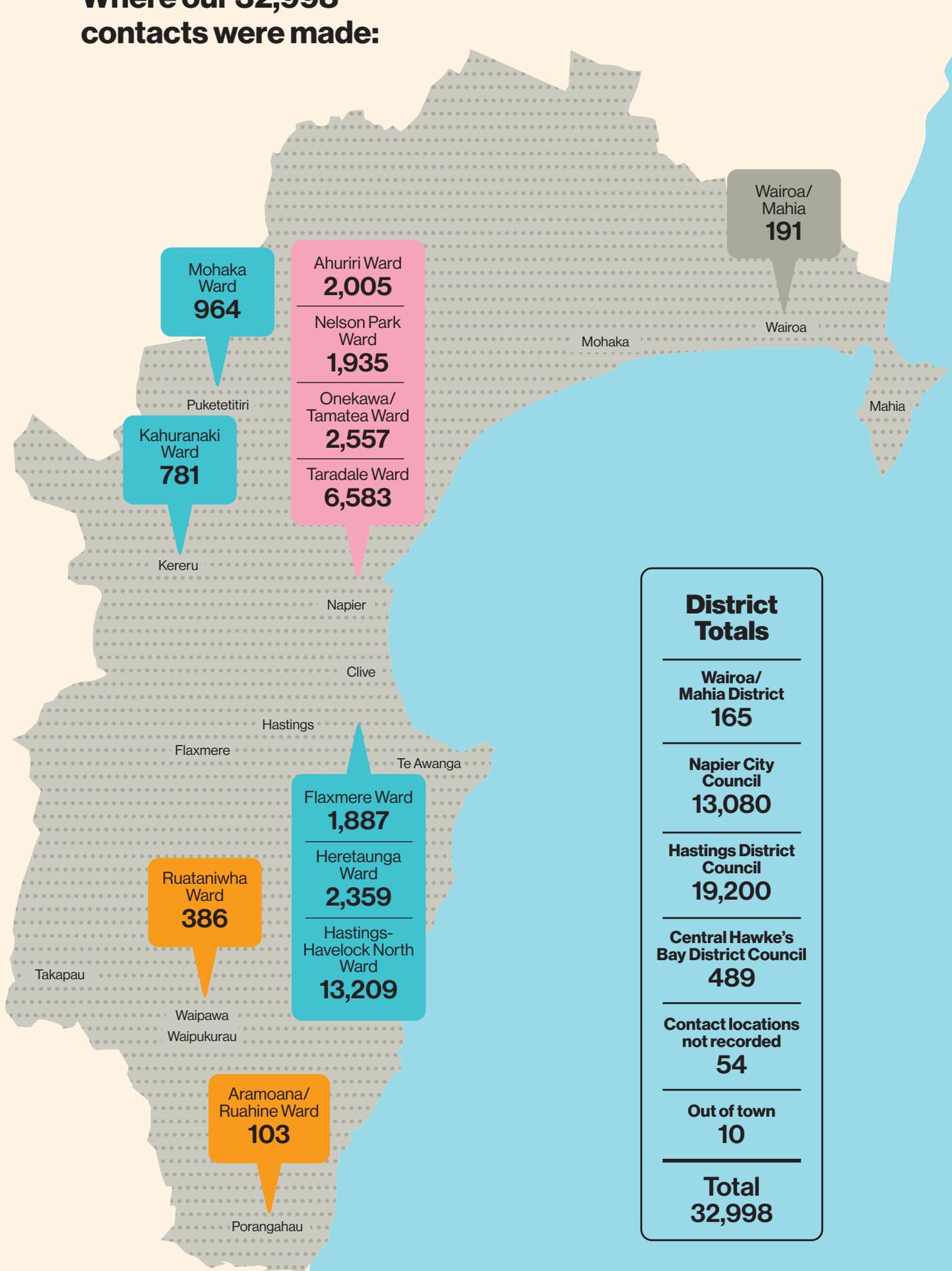
of these contacts were with health providers or support agencies.

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# 661

people required ongoing specialist palliative care through Cranford Hospice's community service or inpatient unit.

# Where our 32,998 contacts were made:



## **At Cranford Hospice our team deliver care based on what matters most to the person and whānau.**

Care is mostly provided where the patient lives, for example in their own home or in a residential facility. Some of our patients are cared for in our Inpatient Unit (IPU).

In the community, we work closely with primary palliative care providers, such as GPs, District and Practice Nurses, the Hawke's Bay Hospital team and Aged Residential Care staff.

### **Care at home, wherever that may be**

Most people using hospice services prefer to stay at home, and we do everything we can to support this. We have a community team of doctors, nurses, allied health and family support who help people continue to live at home until the end of their life.

### **Care in our inpatient unit (IPU)**

Patients with complex physical and non-physical symptoms can be assessed and have their symptoms managed before returning home. The IPU also cares for some patients in the last days of their life.

### **Care as an outpatient**

Outpatient appointments are available to enable specialist medical follow-up and assessment, in consultation with each patients' GP.

### **Care in hospital**

We work alongside the Hawke's Bay Hospital Palliative Care Team to promote consistency of care between the hospital and the community. We have also partnered with the hospital's renal team to provide a Renal Supportive Care Clinic to enhance the palliative care received by kidney and dialysis patients.

### **Care in Aged Residential Care (ARC)**

We have a dedicated team who work in partnership with 29 ARC facilities in the Hawke's Bay. We aim to provide clinical support and ongoing education to ARC care teams (medical, nursing and caregivers), as required.

### **Care in rural communities**

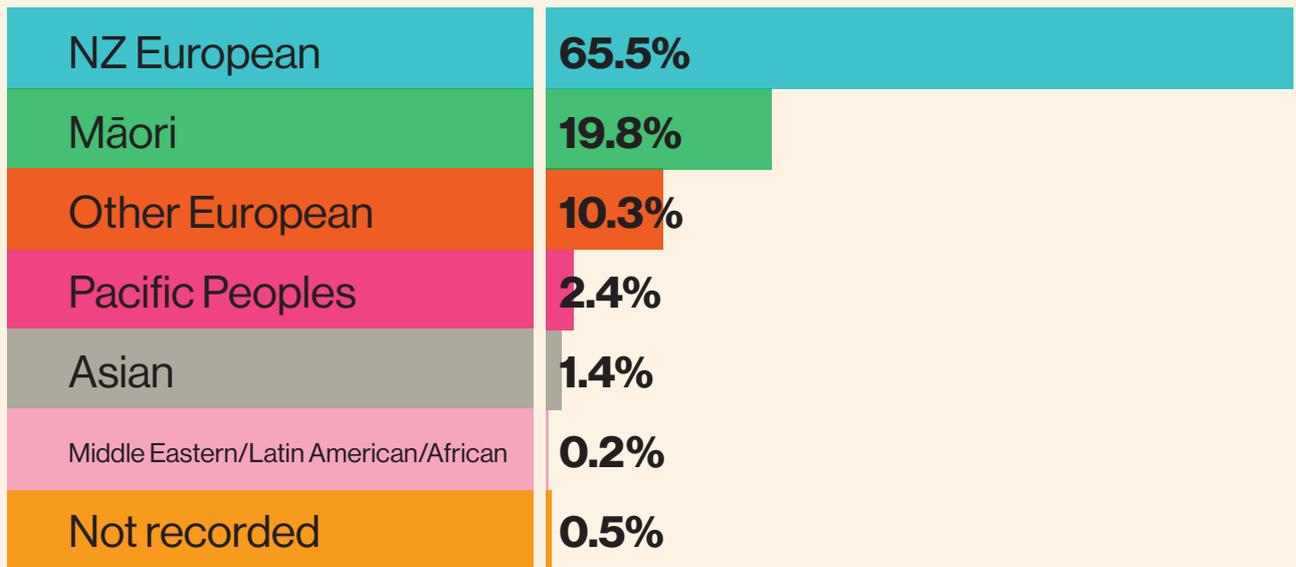
We work closely with health providers in Central Hawke's Bay and Wairoa, providing advice and support for palliative patients, and clinical support and ongoing education to care teams (medical, nursing, aged residential care staff and caregivers).

### **Support for families and whānau**

We recognise how stressful life can be when caring for a loved one. We're here to provide support and advice to those closest to our patients, to help prepare for the future and deal with their questions and any worries they may have.

All our services are available to provide support to the patient's family, whānau and carers, including Kaitakawaenga, Counselling, Social Work and Music Therapy.

## Care at a glance:



# 71%

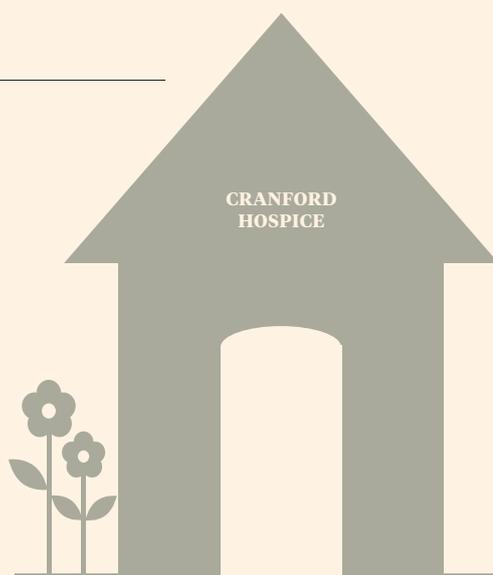
of people were supported to die at home, wherever that may be, 18% in hospital and 10% in the hospice inpatient unit

Age range of patients is from

# 0 to 100 years

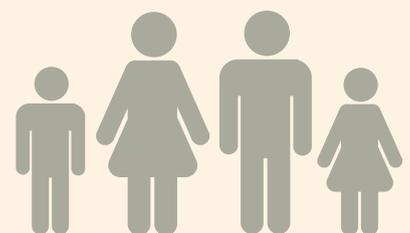
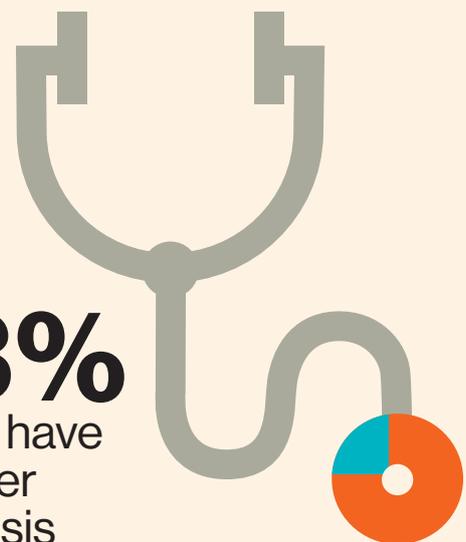
# 14%

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



# 23%

did not have a cancer diagnosis



# 47%

of contacts included family members.

# Support for patients and whānau

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**Cranford Hospice has a holistic philosophy of care, based on the Māori model known as Te Whare Tapa Whā (the four cornerstones of health). This means our team looks after the whole person: the emotional, spiritual, cultural and physical needs of people who need our support.**

We also recognise how stressful life can be when caring for a loved one. We're here to provide support and advice to those closest to our patients, to help prepare for the future and deal with their questions and any worries they may have.

In addition to our doctors and nurses, we have an allied health and family support team.

## **Kaitakawaenga (Māori Liaison)**

Provides cultural support and advocacy for patients and whānau. This includes providing a liaison between patients, whānau and Cranford Hospice, and ensuring cultural, emotional, spiritual and social needs are met.

## **Counselling**

Provides a safe, confidential and supportive space to have a conversation, allowing people to explore their thoughts and feelings and also learn about effective strategies to manage difficult situations.

## **Music therapy**

Uses live and recorded music to provide pleasure, motivation, relaxation and support for people cared for by Cranford. The therapeutic use of music can optimise quality of life and improve wellbeing for people.

## **Occupational therapy**

Helps people maintain independence and quality of life in the areas most important to them.

## **Social work**

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

## **Caregiver support**

It can be an extremely challenging time for people who are caring for a loved one, so our Caregiver Support Coordinator can offer resources, guidance on where to find support, and assistance for carers.

## **Community volunteers for patients and carers**

Our community volunteering programme matches patients and people who are caring for their loved ones (carers), with a trained volunteer to provide regular phone or in-person contact to help support their emotional wellbeing.

All our services are available to provide support to the patient's family, whānau and carers, including Kaitakawaenga, Counselling, Social Work and Music Therapy.



**Patient story**  
Katrina and  
Tom

As they approached Easter in 2019 with their young son and a new baby on the way, Katrina and Tom's lives were thrown in an unexpected direction when Tom was diagnosed with cardiac sarcoma cancer.

Throughout Tom's journey, Katrina and their two young children also received full wrap-around support from Cranford's doctors, nurses and family support team which is something Katrina appreciates.

*"Hospice understands that the whole family needs support and took such good care of us. The family community, and knowing that everyone is looking out for us, and nothing is ever a problem was exactly what we needed."*

*Hospice is not just a place where you go and die. I think it's a lot more. It's pain management. It's a community. But it's also support for the caregivers and the kids."*

## Training and education programme



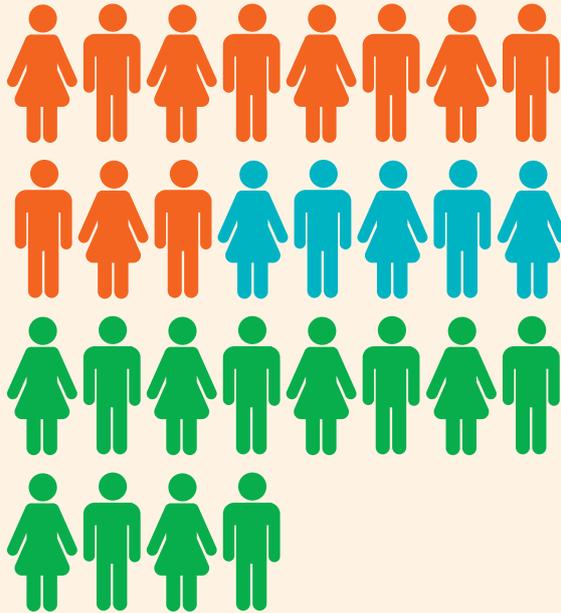
**Cranford Hospice's training and education programme supports Hawke's Bay health professionals to provide the best possible care for patients in our region.**

Our aim is that primary and specialist palliative care providers are equipped with knowledge, confidence, competence and support through a broad range of education programmes.

ABOVE: Dr Mala Naidu (pictured left) is one of our doctors who works closely to support health professionals in Hawke's Bay.

## Clinical placements:

Clinical placements are a great way for trainee medical and nursing students to gain a better understanding of palliative care.



**11**

Junior Doctor  
community rotations

**5**

University of Otago  
medical students

**12**

other health  
visitors including  
paramedics and GPs

## Number of people attending education sessions:



**117**

Syringe Driver training  
(initial and refresher)



**47**

Cranford Hospice &  
Palliative Care sessions  
for EIT Health  
& Wellbeing students



**15**

Cranford Hospice and Palliative  
Care sessions for GPs



**84**

End of Life Choice Act/  
Assisted Dying Forums  
for staff



**42**

Cranford Hospice and  
Palliative Care sessions  
for EIT nursing students



**12**

ACP Level 1A training



**68**

Hospice NZ Palliative  
care training sessions



**26**

Build your knowledge  
masterclasses



**10**

How to respond to Grieving  
People for staff and volunteers



**67**

Spiritual Healthcare  
in Aotearoa Hui



**25**

Cranford Hospice Staff  
Mini Conference



**11**

Serious Illness Conversion  
Guide for clinical staff



**51**

Nursing graduates  
attended a palliative  
care study day (NEtP)



**16**

Family Support Team  
Community Volunteer  
Training



**10**

Aged Residential Care Te Ara  
Whakapiri Last Days of Life



**8**

Aged Residential Care  
Resource Group

## Support from our community

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**We can only do what we do with the support from our community. Tēnā rawa atu koutou – thank you very much.**

Covid-19 has put a spotlight on the voluntary sector. It highlighted the sector's vital contribution to unity, kindness, and the wellbeing of New Zealanders. It mobilised younger people to fill in when vulnerable volunteers had to stand down. It saw whānau and friends uniting behind things that mattered most to them.

At Cranford Hospice, and right here in Hawke's Bay, we are no exception. We are honoured by the collective energies and mana of all our volunteers who work tirelessly across our three retail stores, our hospice inpatient unit and with our family support team to provide emotional support to people who need them.

This year, National Volunteer Week in June gave us an opportunity to recognise and celebrate what our volunteers do here for not only hospice, but for our community. This theme was 'Time to Shine / He wā piātaata.' It was a time to whaiwhakaaro (reflect) on all those who give mahi, aroha and volunteer for their communities. It was a time to recognise and celebrate volunteers, and a time to shine / piātaata. It coincided with Matariki, a new year and a fresh start; a time to moemoeā (dream) and make plans for the future.

At Cranford Hospice, we took this opportunity to join together and celebrate this gift that volunteers provide to our hospice and community.

With some of our patient-facing volunteer roles having to be put on hold due to Covid-19 restrictions, we were honoured to have a group of people willing to work with our Family Support team to create a new Community Volunteering programme. This programme matches patients and people who are caring for their loved ones with a trained volunteer to provide regular phone or in-person contact to help support their emotional wellbeing. The first training and matches have been a great success, with plans to now schedule further training and expand this service.

Working in retail throughout this year has been one of the most challenging yet. However, our volunteers worked tirelessly alongside our retail staff to ensure that our stores continued to turn second-hand goods into first class care, providing income so our hospice team could reach people who needed specialist palliative care services.

Thank you to the people who gift their time through volunteering, to each person who donates to us in a way that's important to them, the members of the community who hold events to raise funds, and to everyone who shops, donates or volunteers in our stores. You are part of our Cranford Hospice whānau and we treasure you all.



Digging  
deep for our  
**community**

Father and daughter gardening duo Theo and Cath, share a love for growing things and a unique story that drives the countless hours they have spent volunteering as gardeners for Cranford Hospice.

Their commitment to the Cranford gardens began with Cath's husband, Chris. "This all started because Chris wanted to give to the Hospice before he took from it. By volunteering, it took away the fear of actually coming into the hospice, because you know so many people already. Volunteering in the gardens absolutely

saved me – it gave me a focus". When Chris' health meant he could no longer volunteer in the gardens, Cath's father Theo started volunteering too.

Cath & Theo's volunteer gardening efforts have now extended from the current hospice facility in Knight Street, Hastings, to also include the site of the new home for Cranford at Chesterhope, Pakowhai. Cath also volunteers her time in our Hastings Retail Store, helping the team turn second-hand goods into first class care.

## Turning second-hand goods into first class care

Every dollar really makes a difference and these past **12 months**, our retail volunteers, customers and donors were part of a team that raised **\$1,222,071**.

These sales help people being cared for by Cranford Hospice make the most of living and dying within a compassionate community.



**Napier**



**Hastings**



**Waipukurau**

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### Caring for our environment

Not only are sales helping provide the best possible care at the end-of-life, they also give a new life to preloved goods, saving them from the landfill.

**In the past 12 months, 319,962 preloved goods were sold across 107,702 purchases!**



**Napier**

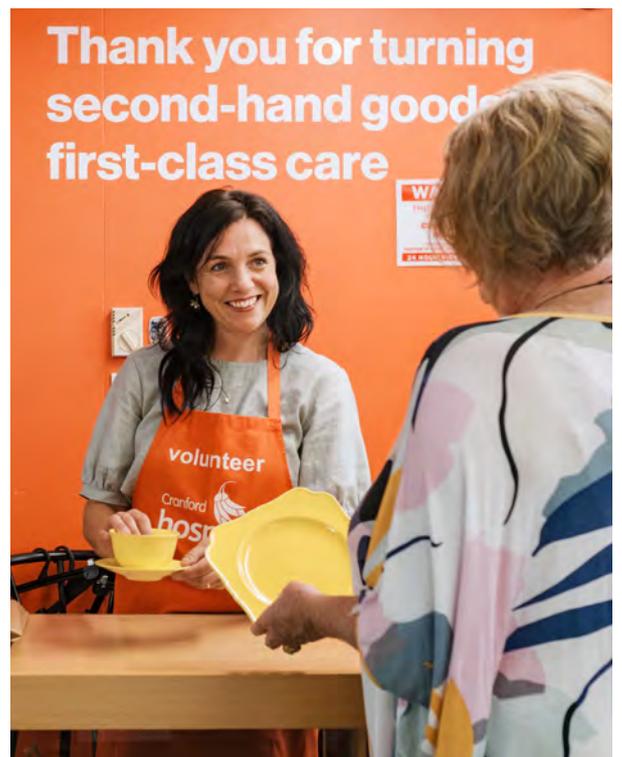


**Hastings**



**Waipukurau**







**Staff story**  
Michelle and Sharon

Michelle is our Nurse Practitioner and Sharyn our Nurse Manager. They reflect on the care hospice patients receive.

*“The relationships we develop with patients are powerful. They have to be real with us, for us to be able to help them. The guards come down and they are who they are. They feel safe that they’ve got support around them but we’re not intrusive either. We’re just there.*

*“It’s about meeting the patient where they are, where they want to be, and where they want to stay. Where they want to be is where our support needs to be.”*

## Acknowledgements

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**This year over 1,500 individuals, families, groups and friends supported us. Thank you all – the amazing support we receive genuinely makes a lasting difference to the patients, families and whānau we care for across the region.** It is the generosity of our community that enables us to continue providing specialist palliative care at no charge to all our patients. We received 57% of our funding from the Hawke’s Bay District Health Board, leaving a shortfall of \$3.06 million that had to be raised through fundraising and retail activities.

A number of generous people not only supported Cranford Hospice during their lifetime, but also understood our vision and made a commitment to the future of hospice services by making a gift in their Will. The following bequests were made this year:

Claire Yvonne Thomas Charitable Trust  
Douglas Carmichael Georgetti Trust  
Estate of Beverley Dawne Duncan  
Estate of David Neale  
Estate of Ellen Shona Gilligan  
Estate of Hilary Bruce  
Estate of Jack Alexander Hall

Estate of Keith Callan Tuohy  
Estate of Margaret Mary Hayes  
Estate of Margot Harvey (Resettlement) Trust  
Estate of Trevor David Adam  
The Doris M Partridge Trust  
The Marjorie M Stead Trust

Over 280 businesses, trusts, organisations and schools supported us this financial year. We are pleased to acknowledge the following major supporters:

Advantage Tyres Napier  
Alan Roberts Family Trust  
Alexander Construction Company Ltd  
Alive! Psychological Service  
Autotech Waipukurau  
Bay Ford Bay Mazda  
BDO Central Ltd  
BNI Deco City  
BNI Hawke’s Bay  
BNI Wine Country Chapter  
Bostock New Zealand  
BR Roofing Ltd  
Brebner Print  
Conroy Removals Ltd  
Constellation Brands NZ  
Cox Partners  
Deartech Limited  
East Coast Packaging  
Eastern & Central Community Trust  
Edwards & Hardy  
Eldershaw Construction HB Ltd  
Eskdale War Memorial Church Board  
Farmers Trading Co  
Freemasons Scinde Lodge  
Freeze Dried Foods NZ Ltd and Edwards Bros.  
Construction  
Greenmeadows Rotary  
Grochem  
H J Grieve Limited  
Harry Otton Charitable Trust  
Hastings Business Association  
Hastings Girls High School  
Hastings Golf Club  
Hastings Karamu Rotary Club  
Hastings Scottish Country Dance Club Inc  
Havelock North Bowling Club  
Havelock North Bridge Club

Havelock North Village Rebus Club  
Hawke’s Bay District Health Board  
Hawke’s Bay Foundation  
Hawke’s Bay Nissan  
Hawke’s Bay Wine Auction Charitable Trust  
Higgins Bequest Trust  
Homestead Spinners and Weavers  
Hurford Parker Insurance Brokers Ltd  
Insurance Advisernet  
Kapiti College  
Kia Toa Bowling Club (Inc)  
Kork n Barrel  
Lovat Building Limited  
MeCHE Hair  
Menzshed Hastings  
Napier City Country Music Club  
Napier Pine  
Napier Weavers  
New Beginnings Chiropractic  
NZ Lottery Grants Board  
Pam Torbett Charitable Trust  
Paroa Station Trust  
Pope Electrical  
Presbyterian Methodist Parish of Wairoa  
Profruit (2006) Ltd  
Property Scouts  
Pub Charity Ltd  
PwC Foundation  
Regatta Trust  
Roberts Industrial Electrical  
Rotary Club of Taradale  
Royston Hospital Trust Board  
Shadow Cat  
Society of Mary (Marist) Trust Board  
St Andrew’s Church  
St Columba’s Havelock North  
St Luke’s Church Mission Guild

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Stephenson Transport Ltd  
 Taradale Bridge Club  
 Taradale Club  
 Tasman Smith Charitable Trust  
 Te Taiwhenua o Heretaunga  
 Te Whānau Aroha  
 Terry Longley & Son  
 The AB de Lautour Charitable Trust  
 The Clean Crew Ltd  
 The Doris M Partridge Trust  
 The Marjorie M Stead Trust

The Music Machine  
 The National Distillery Co.  
 Thomson's Suits  
 Trinity Hill  
 Trust House Ltd  
 Tumu ITM Building Centre Hawke's Bay  
 Two Fold Op Shop  
 Unichem Taradale Pharmacy  
 Waihou Farm Partnership  
 Wairoa Lighthouse Lions  
 Weem Charitable Trust

## Financial summary

<b>Statement of Comprehensive Revenue and Expense for the year ended 30 June</b>	<b>2022</b> \$	<b>2021</b> \$
<b>Operating Income and Expenditure</b>		
Revenue from Operations and Other Income	7,122,343	7,061,017
Total Expenses	(7,030,012)	(6,949,586)
Operating Surplus	92,331	111,431
<b>Total Comprehensive Revenue and Expense</b>	<b>92,331</b>	<b>111,431</b>

<b>Statement of Changes in Net Assets/Equity for the year ended 30 June</b>	<b>2022</b> \$	<b>2021</b> \$
Balance as at 1 July	1,183,851	1,072,420
Total Comprehensive Revenue and Expense	92,331	111,431
<b>Balance as at 30 June</b>	<b>1,276,182</b>	<b>1,183,851</b>
<b>Comprising:</b>		
Accumulated Revenue and Expense	1,276,182	1,183,851
<b>Total Net Assets / Equity</b>	<b>1,276,182</b>	<b>1,183,851</b>

<b>Statement of Financial Position as at 30 June</b>	<b>2022</b> \$	<b>2021</b> \$
Current Assets	2,019,849	2,037,610
Non-Current Assets	298,844	296,903
<b>Total Assets</b>	<b>2,318,693</b>	<b>2,334,513</b>
Current Liabilities	1,042,511	1,148,763
Non-Current Liabilities	-	1,899
<b>Total Liabilities</b>	<b>1,042,511</b>	<b>1,150,662</b>
<b>Total Net Assets / Equity</b>	<b>1,276,182</b>	<b>1,183,851</b>

<b>Cash Flow Statement for the year ended 30 June</b>	<b>2022</b> \$	<b>2021</b> \$
Net Cash Inflows /(Outflow) from Operating Activities	234,691	258,887
Net Cash Inflows / (Outflow) from Investing Activities	74,021	(739,979)
Net Cash Inflows / (Outflow) from Financing Activities	-	-
<b>Net Increase (Decrease) in Cash and Cash Equivalents</b>	<b>308,712</b>	<b>(481,092)</b>

Cash and Cash Equivalents at the Beginning of the Year	267,614	748,706
<b>Cash and Cash Equivalents at the End of the Year</b>	<b>576,326</b>	<b>267,614</b>

These summary financial statements have been extracted from the full financial statements. They comply with Public Benefit Entity Standards Reduced Disclosure Regime (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 29 September 2022.

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.

**Auditor's report**

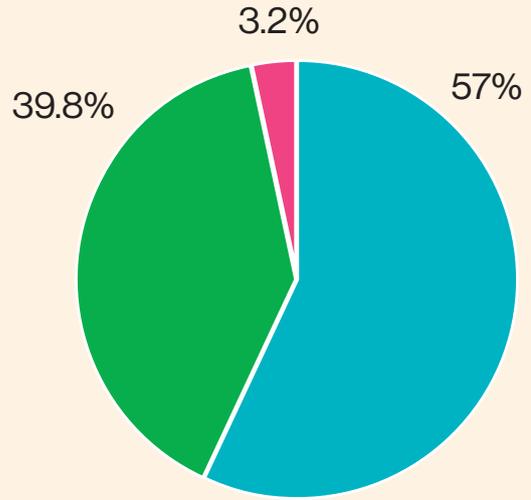
To the Readers of the Summary Financial Statements of The Cranford Hospice Trust. In our opinion the "Summary Financial Statements" have been correctly extracted from, and are consistent with, the current financial statements for The Cranford Hospice Trust.

Our audit of the financial statements for the year ended 30 June 2022 was completed on 29 September 2022 and our unmodified opinion was expressed as at that date.

For a better understanding of The Cranford Hospice Trust's financial position and the results for the period, the summary financial statements should be read in conjunction with the related audited financial statements.

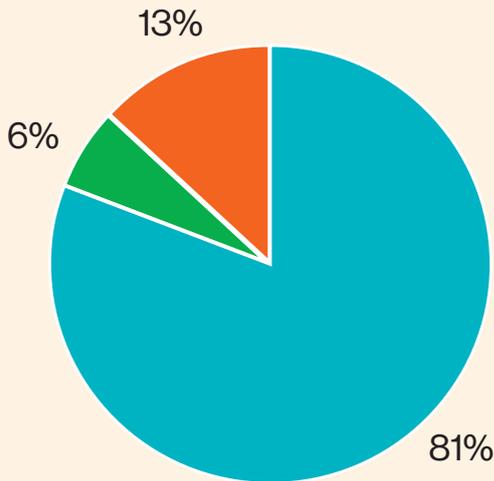
*BDO Hawke's Bay*

BDO Hawke's Bay  
29 September 2022  
Napier



**Funds received from**

- Hawke's Bay DHB
- Fundraising Income
- Other



**Funds spent on**

- Personnel Costs
- Operating Expenses
- Administration Expenses

**Fundraising revenue received from**

- Retail
- Events
- Bequests
- Appeals
- Donations
- Grants
- Cattle Scheme

