

**The Cranford
Hospice Trust**

Annual Report

1 July 2022 to 30 June 2023



Nāu te rourou, nāku te rourou ka ora ai te iwi
– with your basket and my basket, the people will thrive.

Our cover image represents a Māori whakatauki (proverb)
that speaks to sharing of resources and knowledge
to ensure the wellbeing of all people involved.

ABOVE: Cranford Hospice Trust Board members

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.

Our Values

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



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.



He waka eke noa

We are all in this together

Greetings,

You may recall that last year I began my report with optimism for a new “normal year.” Unfortunately, the winds of change continued to blow on our waka! Sadly, we farewelled Janice Byford-Jones our longstanding CEO (Chief Executive Officer) of seven years. We thank her for her passion and dedication to the leadership of our hospice. We must thank Andrea Jopling, Board member for stepping into the role of acting CEO until a permanent replacement was found. We are indeed “*all in this together*”.

The board are pleased to have recruited Mr Andrew Lesperance to serve as our new CEO. He capably steered through the many challenges that Cyclone Gabrielle provided and will provide much stability to the service in the months ahead.

Despite these and other headwinds, our purpose has not, and will not, change. Our goal is to improve the quality of life that remains for each one of our patients, allowing them to live in a way that is meaningful to them, in the time that they have left. For many of our patients and their whānau, the year was especially challenging. However, our teams have been unrelenting in their pursuit of the best way to work to support our community in living and dying well.

At times of challenge, such as cyclone Gabrielle, we seek comfort in one another. These times of adversity encourage many to reflect on what is truly important, who matters most to them and how they want to live their lives going forward – something that I strongly encourage people using hospice services to do. As the end-of-life approaches, it may feel like it is too late to alter the course trajectory, but hospice services support those in our care to realise that it is never too

late to pardon, to seek understanding, share tolerance and make amends.

To be compassionate is to recognise the distress of others and then take action to help. It is with tremendous pride that I see our teams live out our shared vision to help people make the most of living and dying within a compassionate community. This is the core of who we are as individuals and a collective organisation. Cranford could not deliver all that it does without the significant contribution from more than 300 volunteers, our extended whānau! Currently these wonderful people undertake a range of services in our Shops (located in Waipukurau, Hastings and Napier) or within our Knight Street hospice itself. I am heartened by their generosity of spirit and willingness to give.

I am proud of the thoughtful leadership that our Board continues to provide. Each member has given freely of their time to ensure the success of Cranford Hospice – our success is our community’s success.

We look to the future while adapting to the needs of the current environment, to lead in the delivery and support of quality palliative care across the region. With changes from the DHB to Te Whatu Ora, there is an identified need for hospices to collaborate further on a national and regional level where possible. We have initiated a Strategic Plan refresh, which will engage the community in the months ahead, ensuring our communities have input into future service development across our district.

Once again, we acknowledge and thank Chris Tremain and the Hospice Foundation for their leadership and unwavering commitment to securing a new home for hospice. With a growing and ageing population, and patients living longer with more complex medical needs, our current building is unable to provide the space that we need, and our plans for the Chesterhope site have been dashed. We expect to bring much positive news on this front in the months ahead.

Ngā mihi nui

Frané Rosandich

LEFT: Cranford Hospice Trust Board Chairperson, Frané Rosandich



Nāu te rourou, nāku te rourou ka ora ai te iwi –

With your basket and my basket, the people will thrive.

I started my role as CEO mid-January, just four weeks before cyclone Gabrielle struck our region. Reflecting on the months since then, it is inspiring to see the resilience of the Cranford Hospice community.

Like many, our staff found it extremely difficult to commute to Napier to continue providing the essential services that Cranford is known for. They did however persist (literally through flood waters) until every patient was contacted. Our team remained focused on walking alongside our patients, despite the circumstances.

A huge thank you is extended to all those involved in ensuring and then establishing continuity of service delivery across the district. Sheena Revington, our Development and Engagement Director coordinated from Napier and found temporary office space for our staff in a variety of locations. We would like to thank the Dunstall family and funeral services for accommodating our staff in their home, and the Hawkes Bay Club for allowing us the use of their space for several months.

Eventually Cranford rented short term office space on Carlyle Street, thus ensuring we had the supplies and staff ready to respond to our Napier community. A further special thank you is extended to our Nurse Educator, Jo Loney for her flexibility in picking up “all that was required” to ensure our Napier team settled in well, wherever they were situated!

The title of our annual report for 2022/23 comes from a Māori whakatauki (proverb) that speaks to sharing of resources and knowledge, to ensure the wellbeing of all people involved. With the impact of the cyclone Gabrielle on our region, I believe Cranford has imbued this proverb, working hard to ensure that all our community is cared for. Our Taupo Hospice friends donated containers of goods for us to distribute to the community, local volunteers ensured this challenge was completed. Others cleared fallen

trees and general debris and several of our own staff were impacted significantly but continued to work.

We continue to seek understanding of what matters most to each individual and to focus on the person and their whānau, rather than their illness. To that end our family support services team have welcomed a volunteer coordinator to help deliver what matters most for each individual.

As you will see in this report, in the last year, our teams made over 30,000 contacts related to the care and support of nearly 1000 people living with palliative care needs in Hawke's Bay. On any given day our teams have been diligently providing support and care for around 200 people.

Unfortunately, our chosen site for a new facility “Chesterhope” has needed to be reconsidered, due to the flood. Work continues finding a new site for Cranford, as this is now more important than ever.

Our current reality is that the costs of our service delivery are increasing, as is the demand for our service. Our financial result for the year to 30 June 2023 shows a small surplus but with increased costs associated with operational activities and compliance costs. Considerable effort has been put into ensuring standards are maintained, with our external accreditation against the new health standards set for mid-September 2023. Special thanks to Penny O'Connor (Director Clinical Services) and all our team for their efforts in ensuring this has been a smooth process. Health equity is central to all we do, and greater emphasis on access and equity is planned as part of our strategic refresh.

We continue to be the benefactors of community generosity with various generous bequests, including Hastings Karamu Rotary club fundraising through “the Cocktail Party” for our new facility, and the Hawke's Bay Wine Auction once again delivering a wonderful event and a significant contribution to our operating costs. We cannot thank our community enough!

Finally, I would like to thank the staff, volunteers and supporting community of Cranford Hospice “with all my heart” for sharing your kete with us. We are stronger together.

Ngā mihi nui
Andrew Lesperance

LEFT: Cranford Hospice Trust Chief Executive Officer,
Andrew Lesperance

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:

30,696

contacts were made to support 912 people living with palliative care needs – either in their home, on the phone or in our inpatient unit.

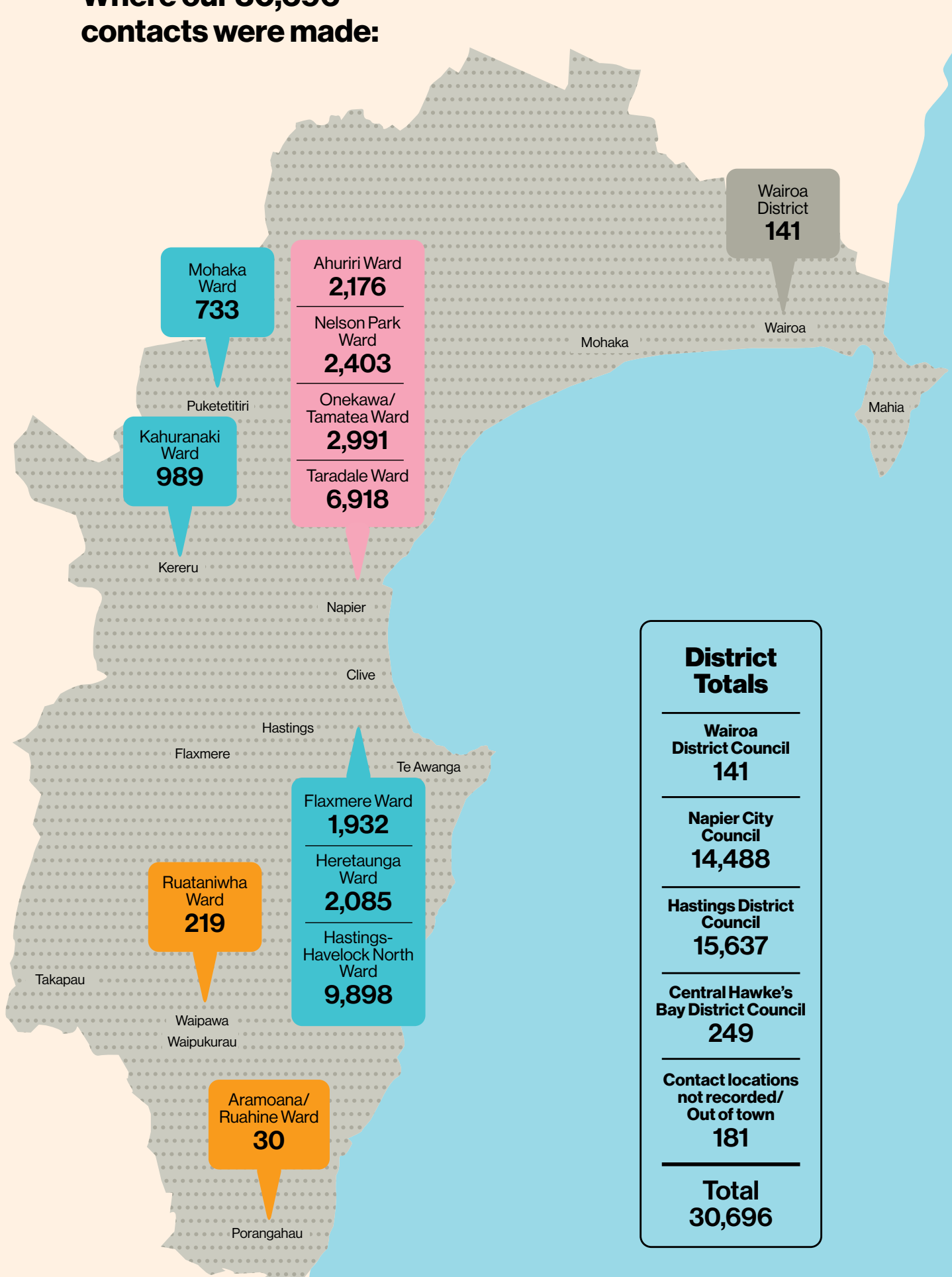
6,269

of these contacts were with health providers or support agencies.

637

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

Where our 30,696 contacts were made:



At Cranford Hospice our team delivers 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 are 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.

Bereavement services

The care we offer a patient's family and friends continues even after someone they care about has died. Our bereavement team is on hand to offer support through the emotional impact of grief.

Care at a glance:

NZ European	64.80%
Māori	18.50%
Other European	11.30%
Pacific Peoples	1.57%
Asian	0.94%
Middle Eastern/Latin American/African	1.26%
Not recorded	1.57%

50%

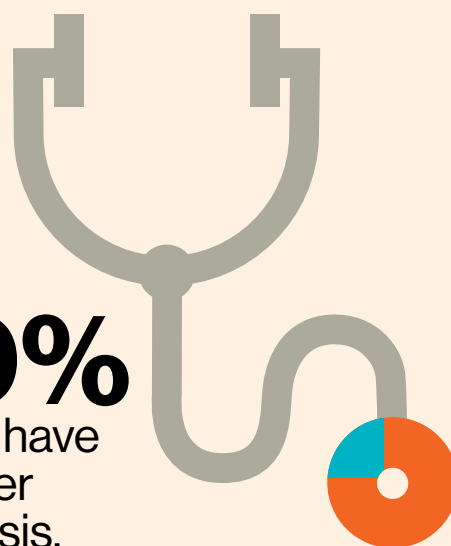
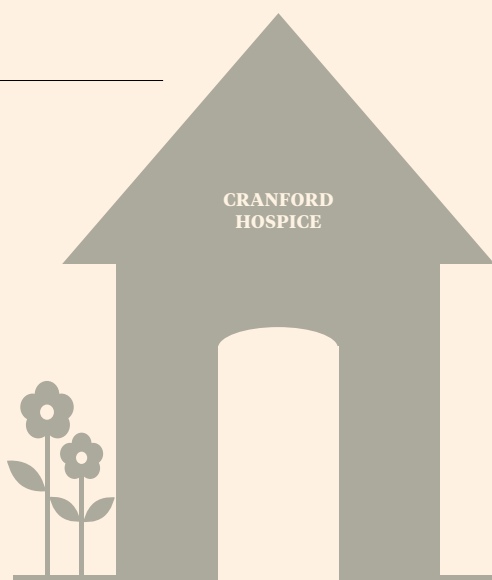
of people were supported to die at home, wherever that may be, 34% in hospital and 15% in the hospice inpatient unit.

Age range of patients is from

0 to 101 years

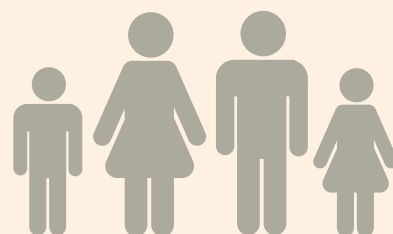
15%

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



30%

did not have a cancer diagnosis.



48%

of contacts included family members.

Support for patients and whānau

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.



Aroha
Compassion
in all we
stand for

Laura Halligan, Music Therapist

"There was a little boy I worked with who really couldn't tell his dad, who was dying, how he was feeling. He just couldn't. So, we worked together at his school to write a song for his dad.

We sang it to him together. It was so beautiful and such a privilege to be there in that space. Being able to see the love between them and the music was the thing that could connect them."

Training and education programme



Deirdre Lee, Registered Nurse

‘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.

Clinical placements:

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



3

Junior Doctor
community rotations

2

University of Otago
medical students

17

other health
visitors including
paramedics and GPs

Number of people attending education sessions:



9

ACP Level 1A training



62

Core Skills



38

End of Life Choice Act/
Assisted Dying Forums
for staff



28

Hospice NZ
Fundamentals of PC



7

Hospice NZ PC for
Caregivers



53

Hospice NZ Breakfast
Lecture



127

Syringe Driver training
(Initial & Refresher)



40

Nursing graduates
attended a palliative
care study day (NEtP)



37

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



15

Build Your Knowledge
Masterclass



53

Dying in A Different
Culture Masterclass



25

Cranford Welcome
Orientation



8

FST Community
Volunteer Training



82

Inservice – Kitanga



131

Inservice – Clinical
Updates



10

How to Respond to
Grieving People for
staff & volunteers



42

Peer Review



25

Serious Illness
Conversation Guide



6

Aged Residential Care
Te Ara Whakapiri
Last Days of Life

Support from our community

Cranford Hospice retail volunteers

The Cranford Hospice retail shops are the face of Cranford. They sell good quality pre-loved items to support Cranford Hospice care services and their families. In Hawke's Bay there are three retail outlets: Hastings, Napier and Waipukurau in Central Hawke's Bay.

Each shop has a manager, with most of the staff made up through the generosity of volunteers. In Hawke's Bay alone we have over three hundred dedicated volunteers working between the three outlets.

The retail shops typically rely on donations of pre-loved items from the community. All our Hospice retail shops rely on volunteers to help sort, organise and sell donated items, providing affordable options for individuals and families to purchase these goods, especially those families that are on a budget or are looking for sustainable and eco-friendly shopping choices.

By supporting Cranford's retail shops, our customers also feel they contribute to the financial well-being of Cranford Hospice. Our staff and volunteers provide a friendly face and a listening ear to our customers, who love sharing their stories about family members who have had a special journey with Cranford Hospice. The 'Cranford connection' between staff, volunteers and our customers is strong and cherished.

Volunteering at these shops is a way for individuals to contribute their time and skills to Cranford Hospice, and we thank them wholeheartedly for their dedication and commitment.

Hawke's Bay Magpies support Cranford Hospice

What a beautiful community we live in! We were incredibly excited to be chosen as the charity of choice for this year's Hawke's Bay Magpies one-off jersey fundraiser. Together with the Hawkes Bay Magpies we designed a unique one-off Cranford Hospice jersey. The jersey features a kowhai design and "Living Every Moment" inscription on the collar that is closely tied with our values. The unique jerseys were auctioned before the Magpies vs Counties Manukau game on 12 August with proceeds and sales of a number of replicas donated to Cranford Hospice. (You can still purchase your unique jersey at Stirling Sports!)

There was a buzz of excitement in our Napier and Hastings stores when a few of the Hawke's Bay Magpies spent a day working alongside our volunteers and staff. The lads brought so much energy to our stores and both stores were a hive of activity. We were thrilled to see the support of our community who came out to the stores to meet the players and grab a bargain. Thank you!



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 **\$1,392,149**.

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



Napier



Hastings



Waipukurau

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, 307,703 preloved goods were sold across 119,833 purchases!



Napier



Hastings



Waipukurau



TOP: Kelly Aspinall, Manager Cranford Store, Hastings. ABOVE: Volunteers at our Waipukarau store.

Staff story

Dr Lynn Twigley and CNS Joanna Drylie

Cyclone Gabrielle Response (Feb 2023)

“It was really important to try and do what you could do to make things calm, and to relieve that distress from all the crazy that was going on.”

Sitting down to chat with our nurse Jo and doctor Lynn was a wonderful experience, and one I wanted to share with you.

Both Jo and Lynn live in Napier. They were rostered on to work in our hospice inpatient unit in Hastings the day after Cyclone Gabrielle swept through and caused such devastation to our community. After being turned around at the checkpoints on Marine Parade and Taradale trying to get to work, they met at the Wellesley Road Medical Centre hoping to connect with others.

They arrived in time for a briefing, and quickly established that it was best to set up a Cranford Hospice base at The Doctors on Munroe Street.

“It took us a while to realise that everyone was a bit shellshocked and we probably needed to go out and find patients to let them know we were around still and checking in on them. No one had a phone that was able to ring anywhere. We had to come up with another solution.”

So that’s exactly what they did. With generator power, the team had access to the patient database and a connection to the team in Hastings.

“We worked out who the unstable patients were and looked at where people lived. We had to assume that the ones who had been told to evacuate in really dangerous areas, like Omahu, had evacuated. But we knew that water was through Onekawa where we had patients.

You were either unstable and needing a review anyway, or in an area that was probably flooded. So that made our list of people to visit.”

By this time, more hospice staff arrived. Three doctor and nurse teams were established as part of the Napier response. Community medical bags were pulled together, calling on the Napier Pharmacy, Wellesley Road Medical Centre and Elmwood House to help out with supplies.

“We were very impressed with everyone’s can-do attitude. Everyone was like, here’s a piece of paper,

write down what you want. It just showed how we all could come together and work so well as a team.”

With the medical kits ready to go, the team prepared themselves for visiting patients at home.

Lynn laughs as she recalls that *“I had put some way too short gumboots in the back of my car that morning, had trousers on that I could roll up, and was wearing some old clothes. We probably didn’t look very professional! We put everything into backpacks and bags so we could carry everything.”*

Jo and Lynn then started wading through knee high floodwaters to reach patients who needed them.

“We must have looked a bit peculiar because that’s when we were approached by some neighbours who asked us what we were doing. We explained we were doing health checks, so they offered to help guide us through the streets. The manhole covers were off, and we didn’t know where the pavements were to step up or down so could have easily lost balance and fallen.

It was quite nerve-wracking because we remember seeing a powerline lying in the water. We just thought, well there’s no power in Napier so hope it’s not live!”

One of the patients the team visited had been offered an evacuation, but for very understandable reasons, declined it.

“It was sad because he was in a house surrounded by flood waters. With no power and no radio, he had no way of knowing what was going on in the world. He didn’t have any way to heat food, so was just eating what was in his fridge - which we knew would be going off soon. He was close to dying. It just seemed like the worst set of circumstances.”

But with Jo and Lynn’s help, he was able to get evacuated by helicopter the next day and admitted to our hospice inpatient unit in Hastings to get the full wraparound care he needed.

“It felt really good to get him over to the hospice. We were confident he’d respond really well to that, and he did. I think that it is so special that during a National Disaster, we were able to go to a person’s home and take the time that they needed so that they could get the right support.”

What a patient wants, even during a cyclone, is the most important thing. Our team simply can’t do what we do without beautiful people like you who support us.

Aroha atu, aroha mai, haumie hui e taiki e!



He Mātanga
Professionalism
in all we do

Dr Lynn Twigley and CNS Joanna Drylie

"We were very impressed with everyone's can-do attitude. Everyone was like, here's a piece of paper, write down what you want. It just showed how we all could come together and work so well as a team."

Acknowledgements

This year 1,142 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 49% of our funding from the Hawke's Bay District Health Board, leaving a shortfall of \$3.22 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. These following bequests were made this year:

Estate George Malcolm Crook
Estate Margaret Dorothy Moore
Estate of Rona Ann Fair
Estate of Mary Eedy
Estate Gladys Elizabeth McKay
Estate Susan Mary Branch
Estate Lewis Charles Burns

Over 135 businesses, trusts, organisations and schools supported us this financial year. We are pleased to acknowledge the following major supporters:

Ahuriri Inner Wheel
Baycrete
BNI Deco City
BNI Hawkes Bay
BNI Wine Country Chapter
Complete Paints
Cox Partners
Deuce Days New Zealand
Encore Follies
Eskdale War Memorial Trust Board
East Coast Packaging
Farmers Trading Co
First Light Community Foundation
Harry Otton Charitable Trust
Hastings Centre Women's Institute
Hastings District Council
Hastings Golf Club
Haumoana School
Havana Coffee Works
Havelock North Bowling Club
Havelock North High School
Hawke's Bay Foundation
Hawke's Bay Rugby Football Union Inc
Hawke's Bay Wine Auction Charitable Trust
Hospice Holly Trail Charitable Trust
Iona College
Kia Toa Bowling Club (Inc)
Little Magpies Childcare Services
MeCHE Hair
Meeanee Womens Institute
Menzshed Hastings
Ministry of Social Development
Napier Pine

Napier Inner Wheel –District NZ293
Napier RSA Women's Section
Napier Weavers
NZ Lottery Grants Board
Otane Crafts – Gardening Section
Property Scouts
Regatta Trust
RJ Flowers Ltd
RNZAFA Hastings
Rose & Shamrock
Roseanne Retirement Home
Royston Trust Board
Society of Mary (Marist) Trust Board
St Andrew's Church
St Luke's Church Mission Guild
St Vincent de Paul Society – Havelock North
Summerset Palms
Taradale & District RSA
Tasman Smith Charitable Trust
Te Taiwhenua o Heretaunga
Te Whatu Ora
The Doris M Partridge Trust
The Lion Foundation
The Marjorie M Stead Trust
The Takapau Lions Club
Total Energy Social Club
Town and Country Veteran Ladies Golf Club
Trust House Foundation
Twin City Riding Club Hawke's Bay
Voice for Life – Hastings
Wairoa Lighthouse Lions
Womens Section of the Taradale & Districts RSA Inc



Financial summary

Statement of Comprehensive Revenue and Expense for the year ended 30 June 2023	2023 \$	2022 \$
Operating Income and Expenditure		
Revenue from Operations and Other Income	9,022,589	7,122,343
Total Expenses and Donations Paid	-8,816,777	-7,030,012
Operating Surplus	205,812	92,331
Total Comprehensive Revenue and Expense	205,812	92,331
Statement of Changes in Net Assets/Equity for the year ended 30 June 2023	2023 \$	2022 \$
Balance as at 1 July	1,276,182	1,183,851
Total Comprehensive Revenue and Expense	205,812	92,331
Balance as at 30 June	1,481,994	1,276,182
Comprising:		
Accumulated Revenue and Expense	1,481,994	1,276,182
Total Net Assets / Equity	1,481,994	1,276,182
Statement of Financial Position as at 30 June 2023	2023 \$	2022 \$
Current Assets	2,142,418	2,019,849
Non-Current Assets	439,733	298,844
Total Assets	2,582,151	2,318,693
Current Liabilities	1,100,157	1,042,511
Total Liabilities	1,100,157	1,042,511
Total Net Assets / Equity	1,481,994	1,276,182
Cash Flow Statement for the year ended 30 June 2023	2023 \$	2022 \$
Net Cash Inflows from Operating Activities	296,995	234,691
Net Inflows from Investing Activities	790,699	74,021
Net Increase in Cash and Cash Equivalents	1,087,694	308,712
Cash and Cash Equivalents at the Beginning of the Year	576,326	267,614
Cash and Cash Equivalents at the End of the Year	1,664,020	576,326

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 3 November 2023.

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

Opinion

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2023, the summary statement of comprehensive revenue and expense, summary statement of changes in net assets/equity and summary cash flow statement for the year then ended, are derived from the audited financial statements of The Cranford Hospice Trust for the year ended 30 June 2023.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with (or a fair summary of) the audited financial statements, in accordance with PBE FRS-43: Summary Financial Statements issued by the New Zealand Accounting Standards Board.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Public Benefit Entity Standards Reduced Disclosure Regime (PBE Standards RDR). Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated 3 November 2023.

Trustees' Responsibility for the Summary Financial Statements

The Trustees are responsible on behalf of the entity for the preparation of the summary financial statements in accordance with PBE FRS-43 Summary Financial Statements.

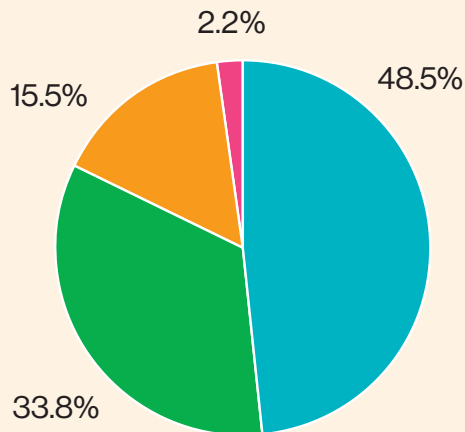
Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with (or are a fair summary of) the audited financial statements based on our procedures, which were conducted in accordance with International Standard on Auditing (New Zealand) (ISA (NZ)) 810 (Revised), Engagements to Report on Summary Financial Statements.

Other than in our capacity as auditor we have no relationship with, or interests in, The Cranford Hospice Trust.

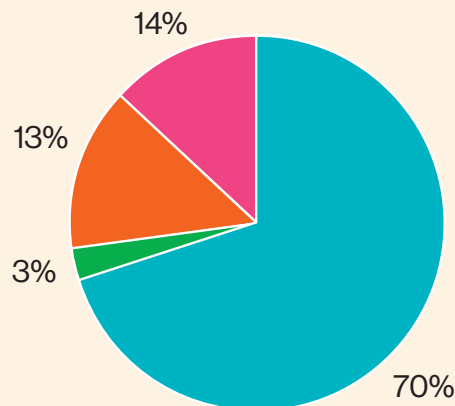
BDO Hawke's Bay

BDO Hawke's Bay
Napier, New Zealand
3 November 2023



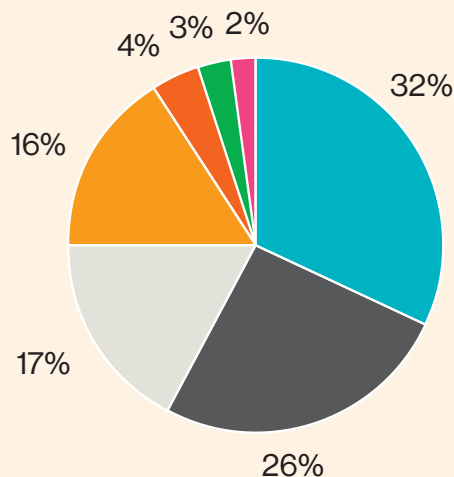
Funds received from

- HB Te Whatu Ora
- Fundraising Income
- Retail
- Other



Funds spent on

- Personnel Costs
- Operating Expenses
- Administration Expenses
- Funds to Cranford Foundation



Fundraising income received from

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

(Excludes DHB and other income)

Statement of service performance

The Cranford Hospice Trust Performance Report for the year ended 30 June 2023

This report has been prepared in accordance with PBE FRS 48 Service Performance Reporting. The Board of Trustees of Cranford Hospice Trust believes that the statements contained in this report accurately reflect the overall performance of Cranford Hospice Trust for the year ended 30 June 2023.

The Cranford Hospice Trust vision and focus is to help people make the most of living and dying within a compassionate community, and to provide the best palliative care, education, support and advice to the people of Hawke's Bay.

#1 Person centred care

We support people living with palliative care needs

Service	How did we measure this?	Result
We provide people with the support they need for dealing with palliative conditions. We regularly assist families and whanau to manage practical details that may be involved when caring for a loved one who is dying.	Number of contacts made to Cranford Hospice services, all requiring support for palliative care needs either in their home, on the phone or in the inpatient unit. This measure is not limited to accepted patients, and represents all internal and external interactions in relation to a person, and their support needs.	In 2023, 30,696 (32,998 in 2022) contacts were made for Cranford Hospice services. In 2023, 912 (990 in 2022) people living with palliative care needs were supported by Cranford Hospice.

#2 People & culture

We live our values and support the community by working closely with palliative care providers.

Service	How did we measure this?	Result
We lead the delivery of palliative care and support for other health care providers across the Hawke's Bay.	Number of contacts from other healthcare and social service providers.	We supported 6,269 in 2023 (6,770 in 2022) contacts from other healthcare and social service providers. We received 702 new referrals in 2023 (744 in 2022), with 467 of these patients being admitted to our service (471 in 2022).

#3 Compassionate partnerships

We deliver specialist palliative care based on what matters most to the person and their family and whānau.

Service	How did we measure this?	Result
Managing complex symptoms (emotional, spiritual, cultural & physical).	Number of people accessing CHT service to manage complex symptoms, including whether the patient was then admitted or not admitted to service.	637 patients were admitted to the CHT Specialist Palliative Care service in 2023 (661 in 2022). 96 people were admitted to hospice inpatient unit in 2023 (91 in 2022).

What does the future hold for 2024 and beyond?

Cranford Hospice Trust will ensure that clinical services and quality systems continue to be strengthened to support best practice, identify and address inequity, and meet legislated requirements.

Our Consumer Engagement review and strategy will ensure that family, whanau and community voice form the foundation for strategic development.

Success will be partially measured by the implementation of a Consumer Engagement Strategy and a Plan.

Financial sustainability and excellent stewardship will be managed through the Fundraising and Retail Strategies, alongside robust financial management strategies and processes via the Finance and Risk Committee.

Cultural responsiveness will be reviewed as part of the new Strategic Plan development that will incorporate:

- Pae Ora – Healthy futures – new national health system and the priorities to better:
- Mauri Mate – A Māori Palliative Care Framework for Hospices
- Ngā Paerewa (Health and Disability Sector Standards, 2021)

CHT will continue to position itself as a hub for knowledge and skills within palliative care in Hawke's Bay. This will be measured by the education programme delivery, alongside the number of contacts from external providers, realised through data capture and consumer feedback processes.

Thank you



