



## Waterford Hospice Movement CLG

### Annual Report 2022



Beech Floor 1/BCH/40  
Southeast  
Palliative Care Centre  
University Hospital Waterford  
Dunmore Road, **Waterford**

X91 ER8E

**Administration:** 051 844847  
**Email:** [info@waterfordhospice.ie](mailto:info@waterfordhospice.ie)

**Registered Charity No:** 20022495

**Revenue Tax Exemption No:** CHY 8998

**Company No:** 136829

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## Introduction

Waterford Hospice Movement (WHM) CLG was established in 1988 to provide a Hospice Homecare Palliative Care Service to the people of Waterford City & County and South Kilkenny.

In its first full year following the transfer of governance for the Community Home Palliative Care Service to the HSE (transfer occurred May 2021), and in the context of the Inpatient Unit in the Southeast Palliative Care Centre (SEPCC) accepting patients (since Sept 2021) the organisation refocused its remit to provide a supporting role for the Palliative Care Service.

Accordingly, the WHM Constitution (2010) was amended at an Emergency General Meeting (EGM) on 9<sup>th</sup> March 2022 and submitted to the Office of the Charities Regulator for approval.

The proposed amendment specifies our purpose as *‘to provide public benefit to patients and their families of the Southeast Palliative Care Service in their own homes or place of residence in Waterford Community Care area, including but not limited to the Southeast Palliative Care Centre via provision of patient comforts including equipment and amenities and Complementary, Counselling and Support Services’*.

Whilst formal approval is awaited from the Office of the Charities Regulator, the emphasis is on working in Partnership with the HSE consistent with Legal Agreements between WHM and the HSE underpinning the €6m donation to the construction costs of the SEPCC building. Following its inaugural meeting in Dec 2021 the Partnership Forum continued to provide joint oversight for the establishment of the supports and comforts required for patients and their families, the mutual goal being to ensure the Southeast Palliative Care Service incrementally reflects the range of services and supports provided by Hospices across the country.

In 2022 the emphasis focused on upgrading the outdoor and indoor courtyard gardens, indoor plants, funding of equipment including for e.g., a Bean to Cup Coffee Machine and Ice making Machine, soft furnishings, daily and weekly newspapers, and supplementary food items including soft drinks and treats and there is further detail included in this Report.

To reflect the evolved remit our website was updated and upgraded website to ensure optimum transparency for the public, donors, and fundraisers in respect of the evolving role of WHM.

WHM CLG continues to be governed by A Board of Directors and operationally managed on a day-to-day basis by its 2 parttime employees.

End

## Current Board Members – Company Directors

### **Chairperson**

Danette Connolly

### **Start date**

12/11/2013

### **Comment**

Director since 04/10/2013

### **Secretary**

Marie Dennehy

22/10/2015

Director since 04/11/1988 – 28.09.2022

Finola Cronin

18/09/2022

### **Directors**

Dr. Chantelle McNamara

04/11/1988

Retired 28.09.2022

Stephanie Taheny

21/02/2011

Retired 28.09.2022

Neil O'Sullivan

18/05/2016

Mai Walsh

06/09/2016

Barry Kennedy

06/09/2016

Barbara Murphy

08/12/2021

Colette Byrne

13/07/2022

Siobhan Comerford McKenna

28/09/2022

### **Patrons**

Mary (Mai) Lanigan

Peter Queally

## Chairpersons Report



I have been a Director of Waterford Hospice since October 2013 and Chairperson since November 2013, and this Annual report will be my last one as Chairperson. I feel I have fulfilled my commitment to see through the transition of the nursing services to the HSE, the building and opening of the South East Palliative Care Unit.

I will be stepping down as Chairperson at the 2023 AGM.

In summary the milestones achieved by Waterford Hospice in this time are:

- The commissioning and building of the South East Palliative Care Centre
- The running of the Home Care services was handed over to the HSE in May 2021. The Nurses employment transferred to the HSE and this all occurred seamlessly.
- The South East Palliative Care Centre inpatient unit provided care to the first patients in October 2021.
- In 2022 Waterford Hospice completed the payment of 6 million euro to the HSE
- July 2023 the South East Palliative Care Centre was formally opened

All of this happened through the dedication of so many people. Past and present Board members and fundraisers.

The day-to-day operations are diligently and professionally run by Patricia and Sheila who have over the last couple of years worked extremely hard as we transitioned through all the changes.

My motivation has always been to have the best services possible for those receiving Palliative care, and supports for their family and friends. The compliments that constantly come in praising the work and dedication of the front line workers cannot go unacknowledged. These are very special people.

It has been a honour to be Chairperson. And I look forward to continuing on the Board.



## Managers' Report

Operationally the focus in 2022 was on establishing processes in partnership with the HSE to underpin the evolved role of WHM from a service provider to that of supporting the clinical services via provision of patient comforts, supports, equipment and amenities for patients and their families in partnership with the HSE/SEPCC Management and staff.

In addition, to reflect our evolving role WHM Policies, Procedures and Guidelines (PP&G) were updated in compliance with Guidelines from the Charities Regulator and our Mission, Vision and Values Statement was developed. Our website was updated to reflect both the evolved remit and incorporate same.

The support of our chairperson who conferenced with the Management Team weekly and provided guidance and support is gratefully acknowledged, as is the support of the Board who both individually and collectively provided guidance in respect of their areas of expertise and the strategic oversight to ensure all activities were consistent with our proposed amended Constitution as agreed at EGM March 2022.

Throughout the year it was a pleasure to provide the comforts and supports requested by Palliative Care Management and staff. This Report includes some photographic examples of same. It was also wonderful to prepare the Complementary Therapy suite and progress the Policy for this Service in Partnership with the HSE/SEPCC management. Equally, it was a joy to ensure the facilities in the inpatient bathroom were enhanced to optimise comfort, relaxation, and ambiance, as it was in other reception and seating areas in the SEPCC.

The transformation of the outdoors gardens, internal courtyards to provide additional facilities for restorative care and relaxation for patients and their families was particularly uplifting as was the provision of indoor greenery and plants.

The aim in 2023 is to continue to further enhance the clinical services in response to the feedback from patients and families as they access the Palliative Care Service both the in the SEPCC and in their own homes in the Community Area of Waterford and South Kilkenny. Whilst the focus in 2022 was on Oak Floor i.e., the Inpatient Unit, in 2023 it is planned to commence work on Beech Floor where outpatient and day Palliative Care services will be provided as well as continuing to develop the inpatient Unit including commencement of the Complementary Therapy Services and equipping the Hairdressing Salon and commencing this service.

*Patricia Sullivan*



## Communications & Fundraising Managers Report

In 2022 we continued our membership of Together for Hospice, the national support organisation for hospices around the country and within this framework led the 2 annual fundraising campaigns locally i.e., Sunflower Days (June) and National Coffee Morning for Hospice (September). As always, In respect of both all funds raised locally stayed locally with us, and both continue to be major fundraising events in terms of co-ordination and income each year.

76 Coffee Mornings for Waterford Hospice took place in 2022, and we are so grateful to see all our loyal supporters and some new hosts for coffee mornings hold them in their homes and places of work again following the impact of the COVID pandemic years. This year we introduced the scan to donate facility on Coffee Morning collection boxes and this was a welcomed addition as Cash & Coin has incrementally been replaced by use of Cards/cashless donations.

Sunflower Days 2022 saw on street collections resume, and we had representation in 13 venues around the city, as well as venues in Tramore and Dungarvan with approx. 80 volunteers. We are fortunate to have a wonderful team of volunteers who were available again to support us post Covid 19 Pandemic.

We continued to collaborate with Waterford Rotary Club on their Annual Christmas Tree appeal which was established in 1988 to help raise funds for Waterford Hospice. The overall income in 2022 was shared with Solas Cancer Support Centre as it was for the 2021 event.

In 2022, other significant events continued including sales of our Christmas Cards, as well as the range of Individual events held by fundraisers some of which we have featured in this report. We remain grateful for all the general donations via our website, cash & cheques, Facebook fundraisers, bequests and legacies, counter boxes and 'Text to Donate' campaign etc.

In reviewing the overall impact of COVID 19 pandemic and how it changed how people donate to fundraising events & collections, we introduced 'tap to donate' and 'scan to donate' options on printed materials as well as our fundraising buckets to provide the option to use cashless systems. In addition, as many people choose to donate at Christmas time, we incorporated scan to donate option on Christmas cards. In 2022 we also developed a range of greeting cards which are for sale on our website and these also have the scan to donate facility.

In 2023 it is planned to introduce Tap & Go EPOS (electronic point of sale) machines to provide donors with options of cashless donation for Sunflower Days Event and for the Rotary Club Annual Memorial Tree Event. We also plan to rebrand WHM, its logo and promotional materials to demonstrate the evolved role of WHM as a supporter as opposed to provider of Specialist Palliative Care Services, ensuring our donors, fundraisers, volunteers, and support groups are fully informed of how donations are applied for the purposes of supporting patient comforts, equipment, amenities, development of Services and Complementary Therapies for the patients and their families.

*Sheila Quinn*

## Acknowledgments

WHM would like to acknowledge the following: -

- The ongoing generosity of the public for their donations and fundraising for the support of the specialist Palliative Care Service.
- The Directors some of whom have served on the Board since its inception in 1988 and retired at our AGM 2022, notably Marie Dennehy and Dr Chatelle McNamara, and also acknowledging the contribution of Stephanie Taheny Director who served as a director from 21/02/2011, all of whom worked tirelessly for the development of Specialist Palliative Care Services in this area.
- The dedication and commitment of our Support Groups in West Waterford, Tramore, Kilmacow, and Ferrybank whom continued to fundraise for us.
- Our loyal volunteers and with a special word of thanks to Teresa Barrett, Michael Connolly and Pat O’Gorman for their invaluable support
- Photographer Noel Browne whose support has been gratefully appreciated in capturing all our significant events down through the years.
- All our volunteers that collect our Coin Boxes from various venues in the city and county and indeed all the business that facilitate these collections.
- The Managers and staff of the SEPCC and Waterford CSPCT for the ongoing collaboration
- Manager Tracy McDaid Solas Cancer Support Centre for facilitating WHM employees participation in training events organised by them.



## Governance, Legal & Administrative Details

WHM is a Company Limited by Guarantee (CLG). Accordingly its Annual Audited Accounts and Financial Statements are filed with the Companies Registration Office (CRO). WHM's Company No. is 136829.

M.K. Brazil & Co <https://www.mkbrazil.com/> undertake the Annual Audit and prepare our Annual Financial Reports and Financial Statements.

WHM Registered Charity No is 20022495. Post AGM, 2022 WHM CLG Annual Financial Reports and Financial Statements 2021 were filed with Charities Regulator [www.charitiesregulator.ie](http://www.charitiesregulator.ie) consistent with legal requirements. The 2021 Accounts were also published on our website.

WHM is Registered for Revenue on Line services (ROS) and is deemed eligible for Tax Relief on Donations for Eligible Charities Scheme – CHY No 8998

Our Payroll and Accounting function is outsourced to an independent Company APBS <http://www.apbs.ie/> since June 2021.

The Partnership Forum with the HSE/SEPCC is underpinned by a Memorandum of Understanding (MOU) 2016 which specifies *'The HSE and Waterford Hospice will jointly participate in a Partnership Forum that will advise on the running (including ethos, standards and protocols) of the facility'*. Similarly, a Legal Agreement (May 2018) specifies *'The HSE and The Donor will jointly participate in a partnership forum that will advise on the operation of the Palliative Care Facility'*. A total of 8 Partnership Meetings were held in 2022.

Throughout 2022 the management team were supported by a Weekly Meeting with the Chairperson of the Board, regular meetings of the Board of Directors, and adhoc support with individual Directors as/when required.

COVID-19 restrictions continued to impact and compliance with HSE Guidance in respect of access to the SEPCC required solutions such as Video Link Meetings with access to WHM offices restricted.

The functionality of CHAMP <https://champcloud.com/> our CRM system as a dedicated system for Charities and Not-for-Profits continued to be optimised in 2022.

Following a tender process our website <https://www.waterfordhospice.ie/> was redesigned, with content updated to reflect the evolved remit of WHM by Vitamin <https://vitamin.ie/> replacing the service previously provided by CQuent <https://cquent.ie/>

Our Facebook page was updated ongoing <https://www.facebook.com/waterfordhospice>

All online donations to our website continued to be processed using Stripe Technology <https://stripe.com/ie> directly to our AIB Current Account and overall focus remained on systems to optimise non-cash-based income.

WHM operates a Text to Donate campaign in accordance with its Licence from ComReg <https://www.comreg.ie/>

Radius Technologies <https://radius.ie/> continued to provide ICT and Telecoms support.

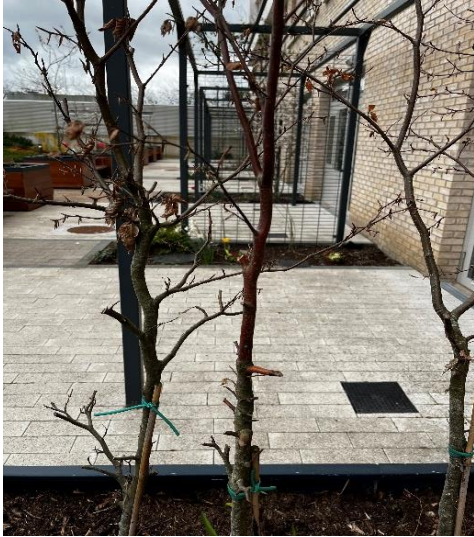
Membership of Together for Hospice (TFH) <https://www.togetherforhospice.ie/> as the national fundraising body for 26 Hospice and Specialist Palliative Care Providers in Ireland continued.

WHM has two parttime employees and its annual Payroll cost is circa €58,530.

## Southeast Palliative Care Centre (SEPCC)

The SEPCC occupies the ground floor – Oak Ward and has 20 inpatient single rooms each with its own outdoor patio and into the gardens. In 2022 WHM funded improvements allowing for the transformation of the gardens and internal courtyards into colourful and relaxing environments.

Before



After



### Investment in the Internal Courtyards

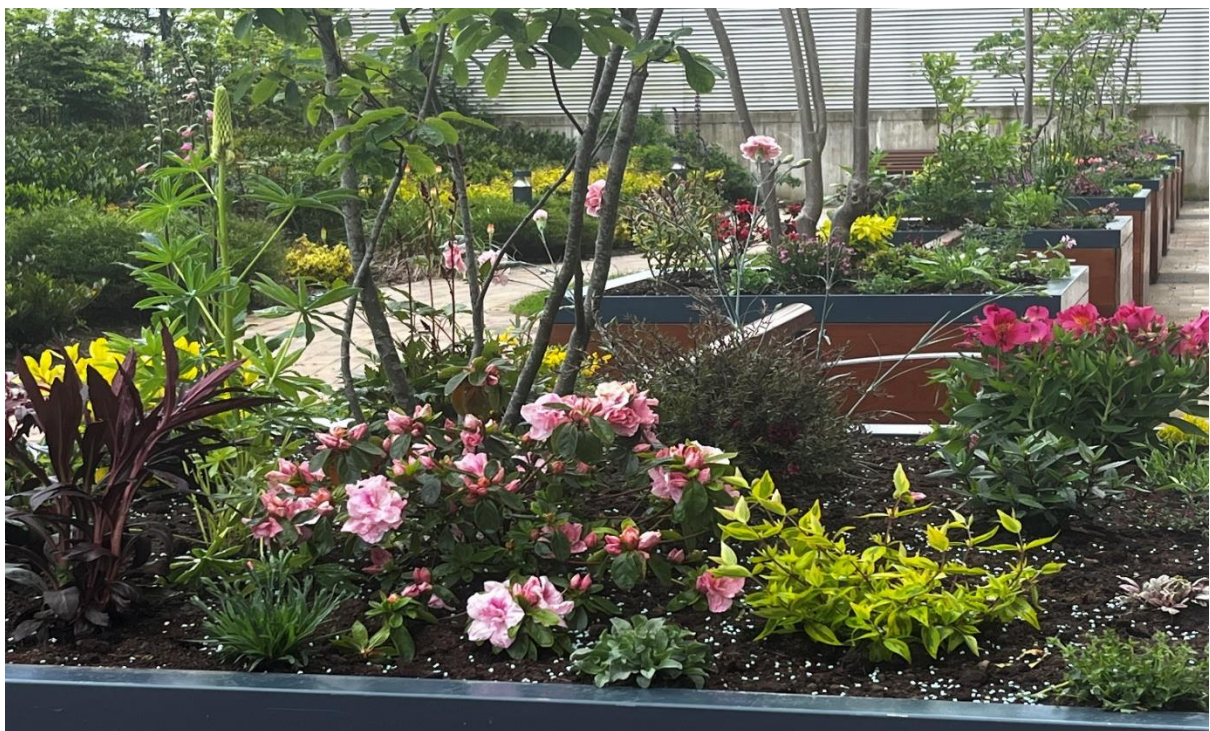
Before



After







The 2<sup>nd</sup> Floor of the SEPCC provides accommodation for the Palliative Care Day and Outpatient services. WHM offices and the SEPCC Gym and Clinical & Admin Offices are also on Beech Floor and in 2023 WHM will commence provision of patient comforts and amenities on this floor.

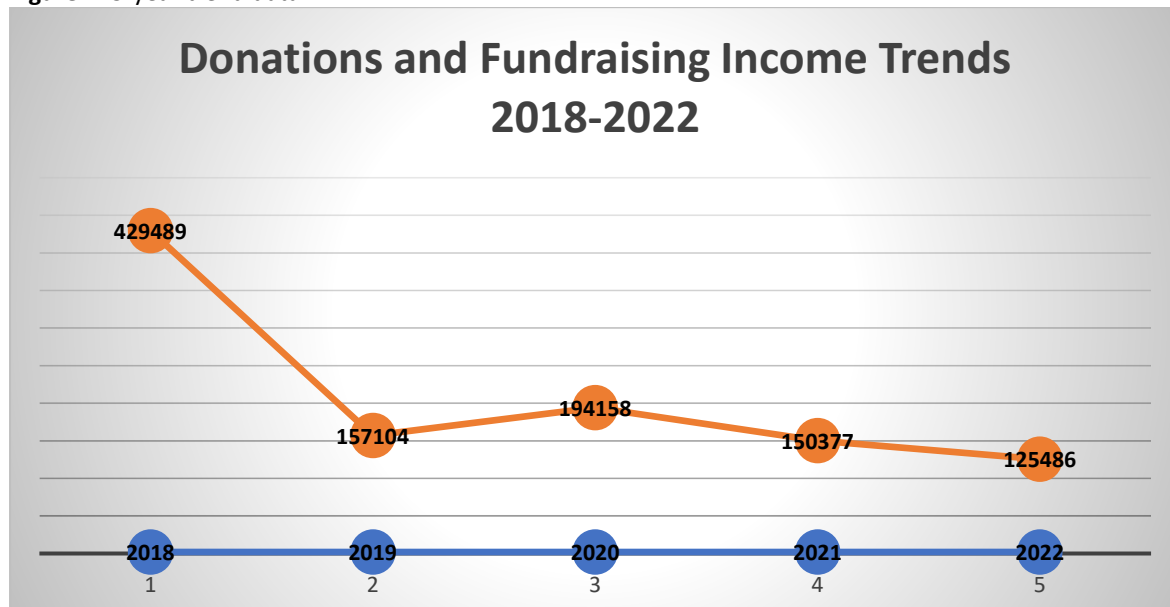


## Review of Income Trends 2018-2022.

Prior to 31 May 2021 WHM was a Section 39 Agency and Grant Aided by the HSE.  
2022 was the first full year WHM was completely reliant on donations and fundraising.

### General Donations & Fundraising

**Figure 1.** 5-year trend data

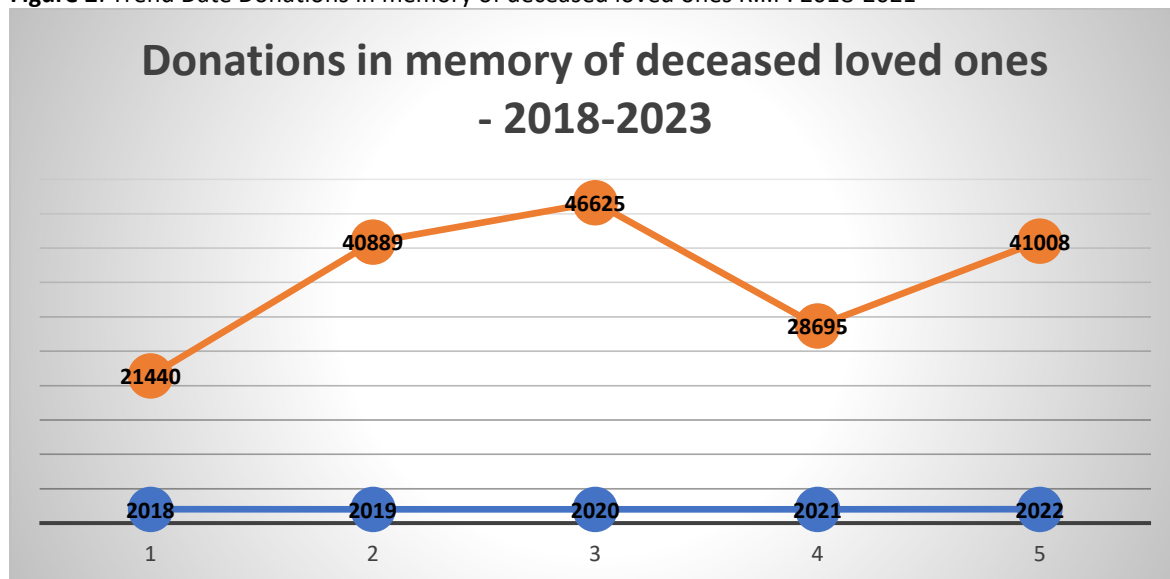


**Note1:** Peak in 2018 refers to transfer of significant funds from West Waterford Support Group

### Donations from bereaved families in memory of their loved ones

In acknowledgment of the clinical services received by deceased loved ones R.I.P many families opt to donate to support the continual enhancement of the Palliative Care Service for current patients and their families.

**Figure 2:** Trend Date Donations in memory of deceased loved ones R.I.P. 2018-2021

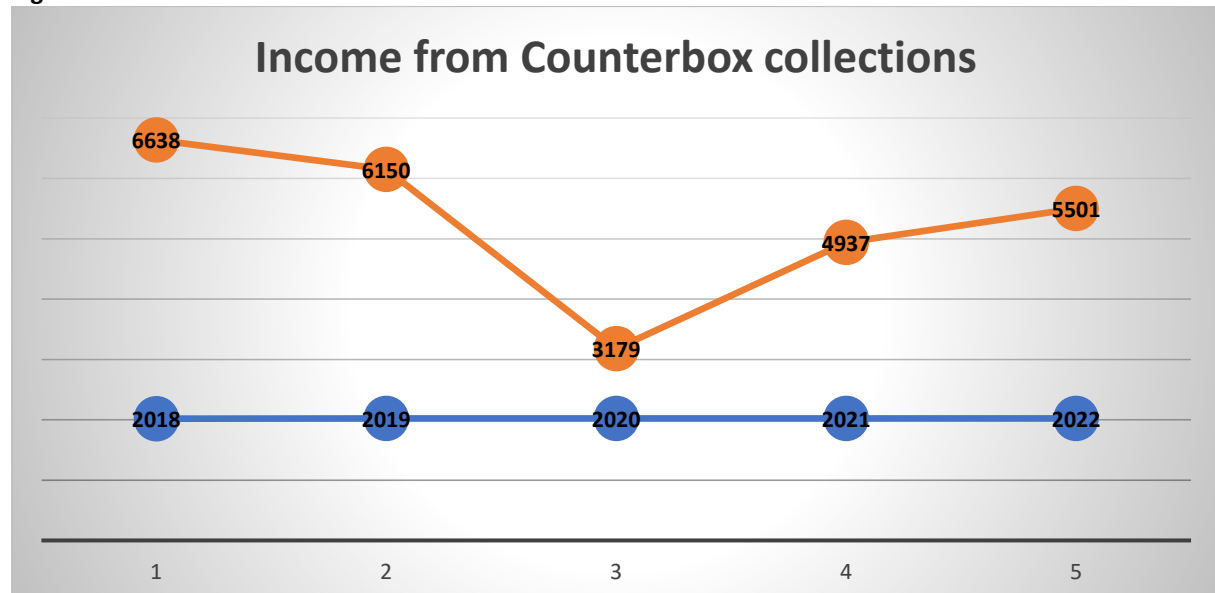


**Note 1:** 2020 reflects the peak COVID-19 Pandemic period.

### Counter boxes

Many local businesses throughout the city and county facilitate our Counter Box collections and a dedicated Group of Volunteers kindly collect this Income and deliver it to us for counting and banking.

**Figure 3:** Income from Counter Boxes 2018-2022

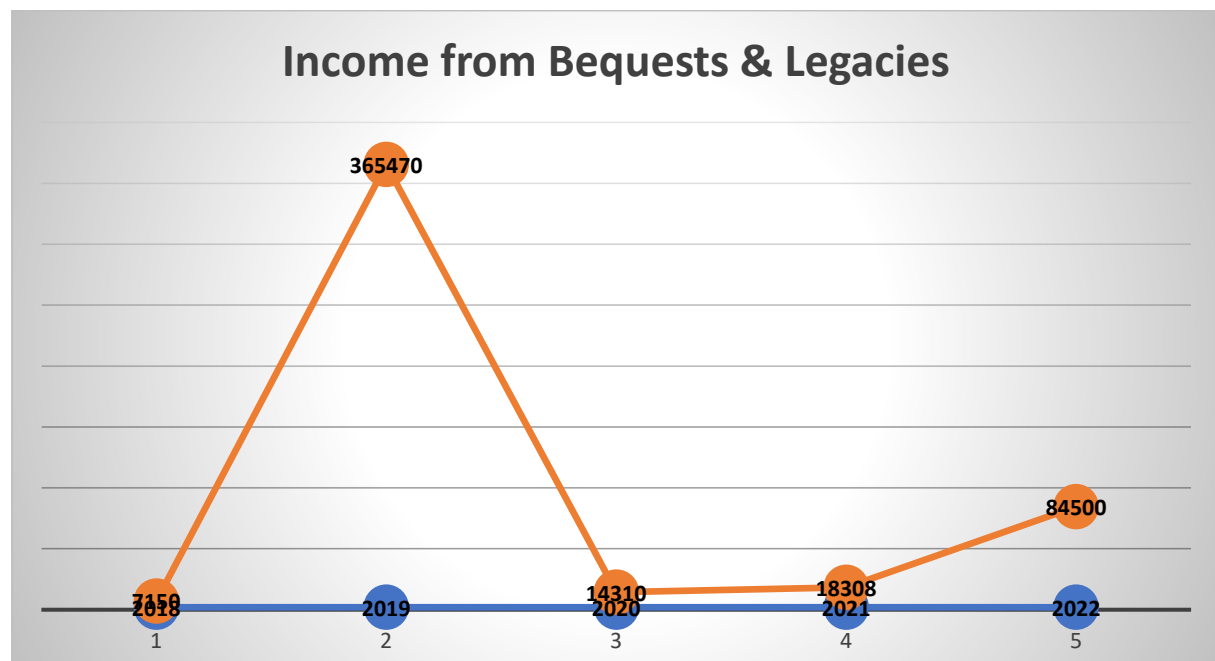


**Note:** Income recovery post impact of COVID-19 Pandemic on use of coin sustained

### Wills & Legacies

Each year WHM receives Income from this source. We are very grateful to all whom consider making these bequests to support the continued development of Specialist Palliative Care Services.

**Figure 4:** Income from Wills & Legacies 2017-2021

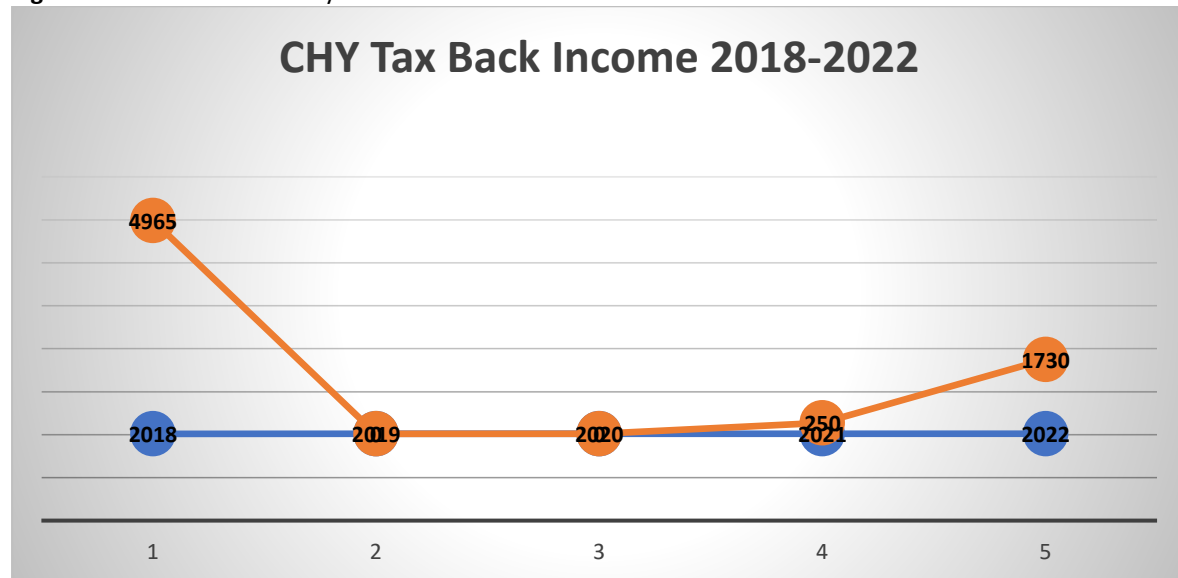


**Note:** WHM benefited from very large legacies in both in 2019 and 2022.

### Charity Tax Back Scheme

Consistent with Revenue Commissioner approval for the Charitable Donations Scheme (CDS) WHM can claim a refund of 31% of tax paid on each donation from individuals who donated €250.00 or over in the year. The Donor is required to complete an Enduring Certificate – CHY3 Cert if the donation is made each year over a 5-year period an Annual Certificate – CHY4 Cert if the donation is a Once off donation.

**Figure 5:** Income from Charity Tax Back Scheme 2018-2022

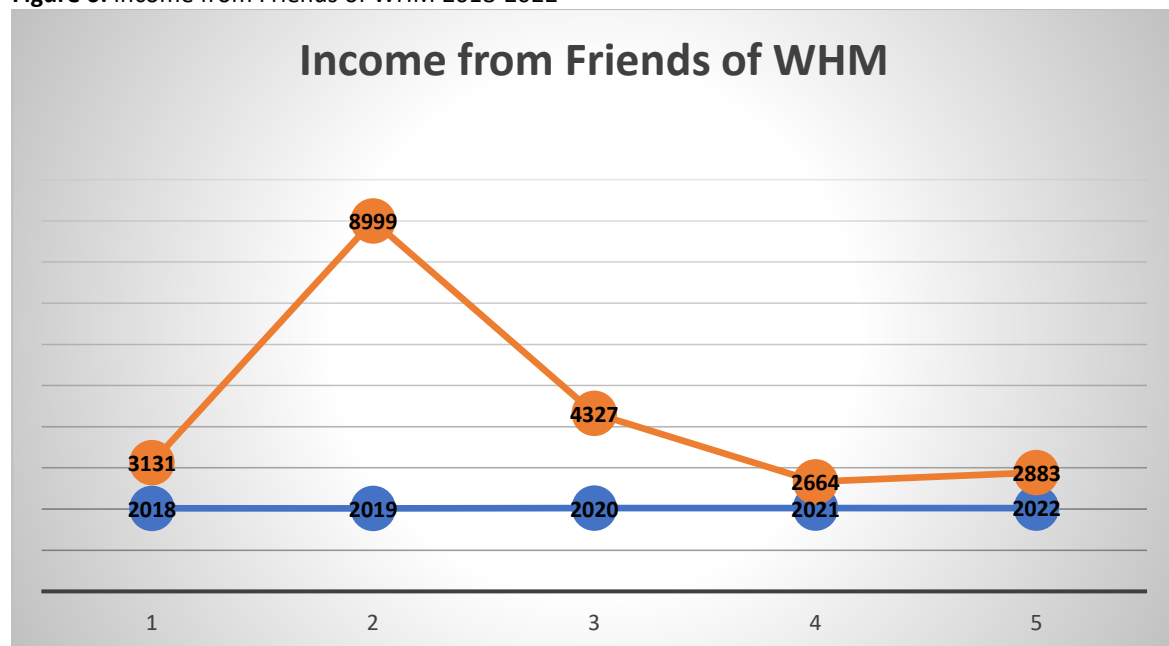


**Note:** Due to the administrative impact of COVID -19 on the clinical Services which WHM provided in these years CHY Claims were not processed in 2019 and 2020

### Income from Friends of WHM

This income is received via monthly Standing Orders. We are very grateful to these donors many of whom have continued their donations over many years.

**Figure 6:** Income from Friends of WHM 2018-2022



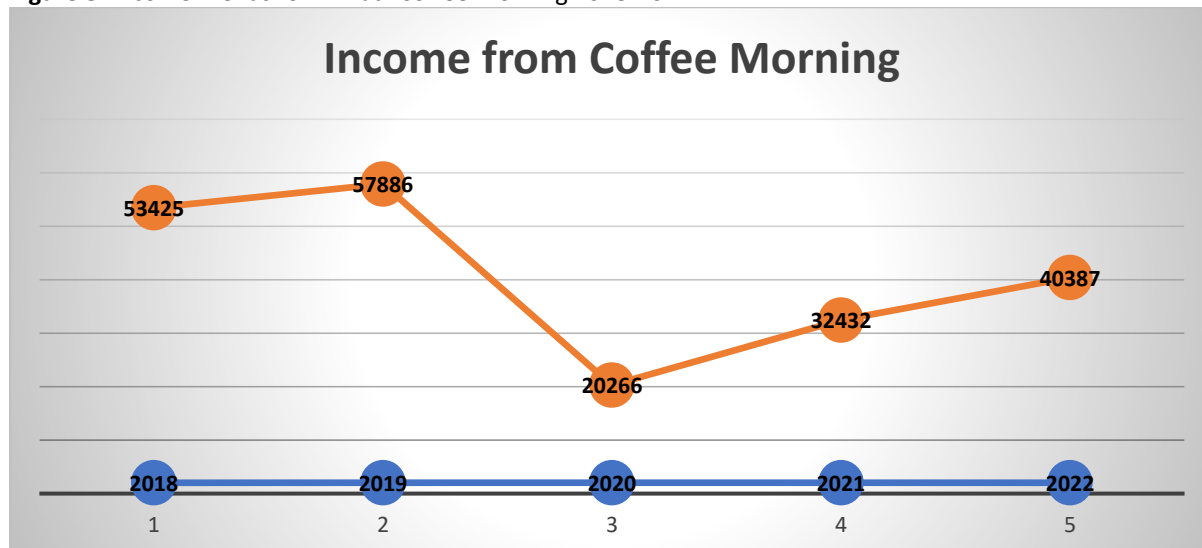
**Note:** Recovery trend emerging post impact of COVID 19

## Review of Income Trends for Annual Fundraising Events

### Income Trends Bewley's Big Coffee Morning Social for Hospice – WHM Event

National Coffee morning is held each September and this event is organised in partnership with Together for Hospice and with support of our local volunteers. WHM gratefully acknowledges its many local Coffee Morning Hosts and local businesses many of whom have been hosting this event for years. All funds raised locally are retained locally.

**Figure 8:** Income Trends for Annual Coffee Morning 2018-2022

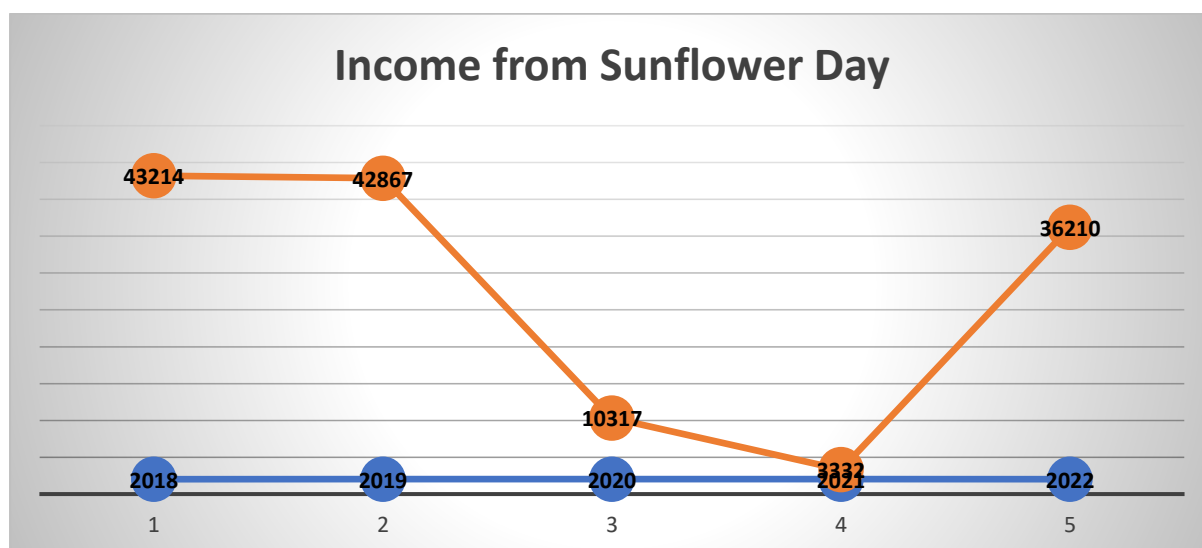


**Note:** Recovery trend post impact of COVID Pandemic and transistion to a new Mangment Team in 2021 was sustained in 2022

### National Sunflower Day

Sunflower Day is held each June and WHM works in partnership with Together for Hospice as well as with or our local coordinators and their teams. This is the only on- street collection event coordinated by WHM and in 2022 we were delighted to expand our number of venues for this event.

**Figure 9:** Income Trends Sunflower Day 2018-2022



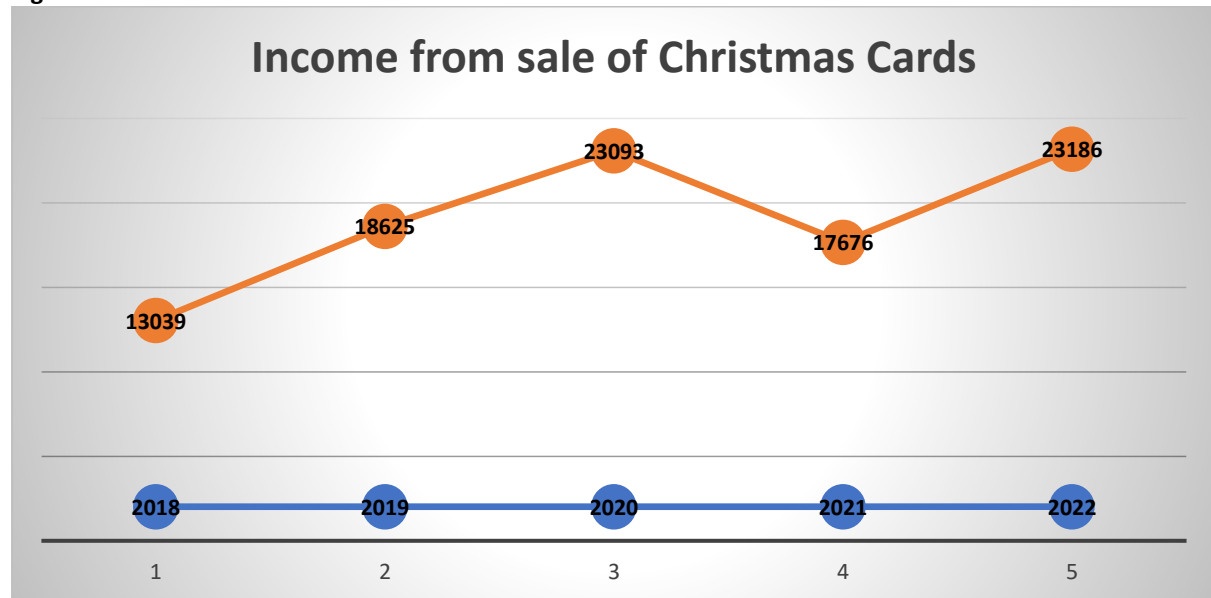
**Note 1:** Recovery trend post impact of COVID Pandemic and transistion to the new Maangment Team in 2021 was sustained in 2022.

**Note 2:** 2021 Data is from CHAMP Report bases on an online campaign only-as there was no street collection due to COVID 19 restrictions.

### Sale of Christmas Cards

We are very grateful to our Support Groups, Shops and businesses who facilitate sales of our cards annually and to all whom purchase same.

**Figure 10:** Trend data Sales of Christmas Cards 2018-2022



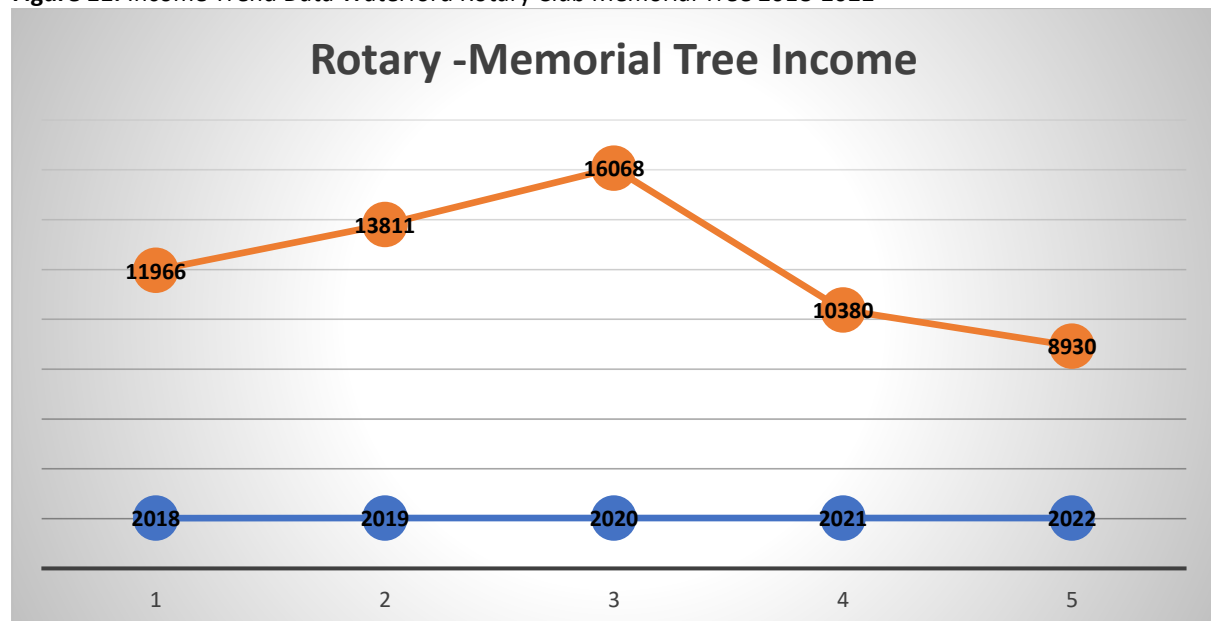
**Note:** Sales in 2022 returned to the level of Sales in 2020 during COVID-19 Pandemic

### Rotary Club Christmas Memorial Tree Income Trends

Waterford Rotary Club Annual Christmas Tree Appeal was established in 1988 to help raise funds for the development of a 20 bed Hospice locally. In 2021 and 2022 overall income was divided between WHM and Solas Cancer Support Centre.

<https://www.waterfordrotary.org/christmas-tree-appeal> or <https://www.waterfordhospice.ie/memorialtree>

**Figure 11:** Income Trend Data Waterford Rotary Club Memorial Tree 2018-2022



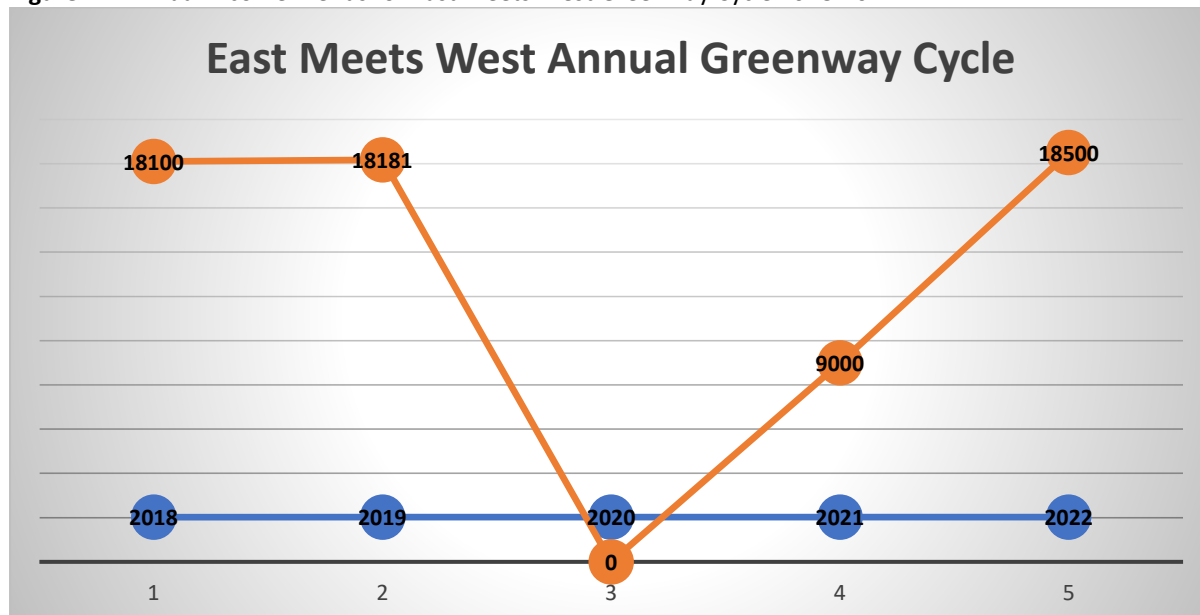
**Note1:** Impact of overall Income being divided by 50% evident in respect of 2021 and 2022



### **East meets West Lions Club Annual Cycle**

Waterford Lions Club organises this Annual Event which takes place on Waterford Greenway with the convergence of the event at Kilmacthomas. WHM acknowledges both Waterford and Dungarvan Lions Clubs and their supporters, coordinators, and participants in this event.

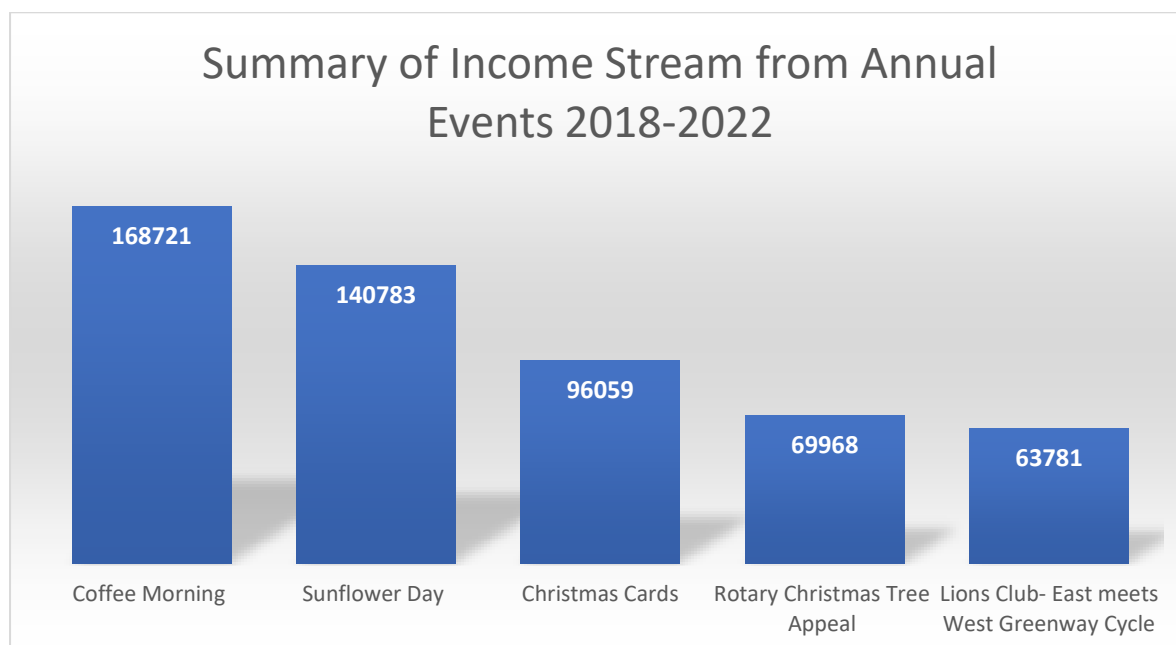
**Figure 12:** Annual Income Trends for East Meets West Greenway Cycle 2018-2022



**Note:** Income has reverted to pre-pandemic levels – there was no event in 2020 due to COVID-19 Pandemic

### **Overall Summary of Income from Annual Events**

**Figure 13:** Table demonstrating Income for main Annual Events for the 5 year period 2018-2022

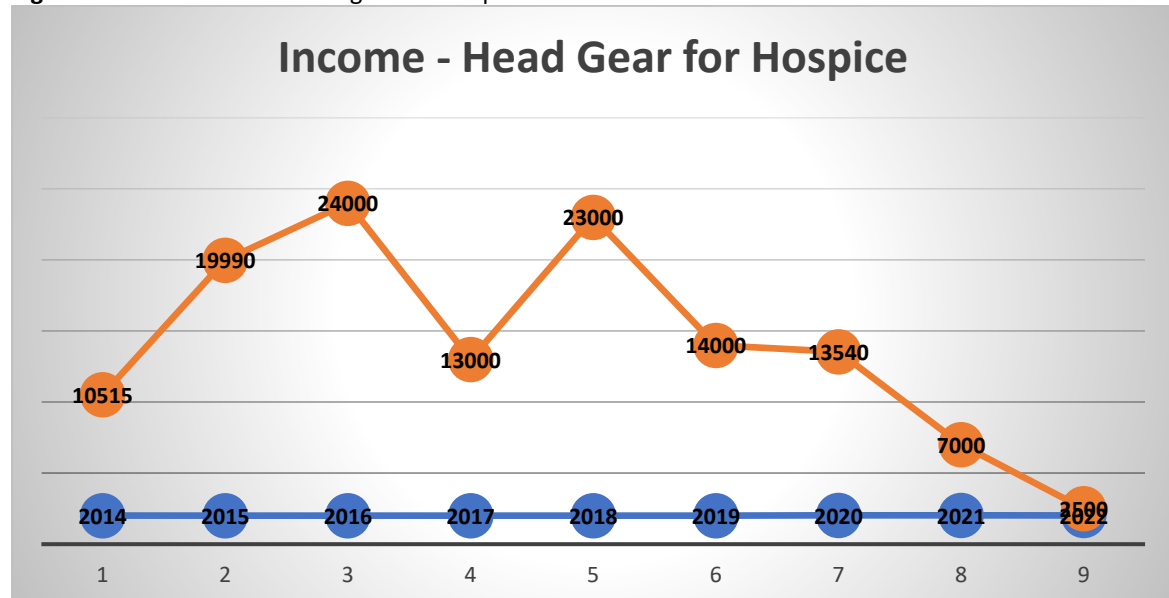


In addition to the Annual Income Stream from these annual events there are many donors who have fundraised down through the years and are too numerous to mention. All this income is included in the Donations and Fundraising Category as per Figure1. The following provides tables provides a sample of such initiatives in local communities in County Waterford & South Kilkenny area.

### **Headgear for Hospice**

The amazing work of this Group of Volunteers can be viewed at <https://www.facebook.com/HeadgearForHospice/> . WHM is very grateful to Ann Nolan and all involved in this Fundraising initiative.

**Figure 14:** Income Trends Headgear for Hospice 2014-2022

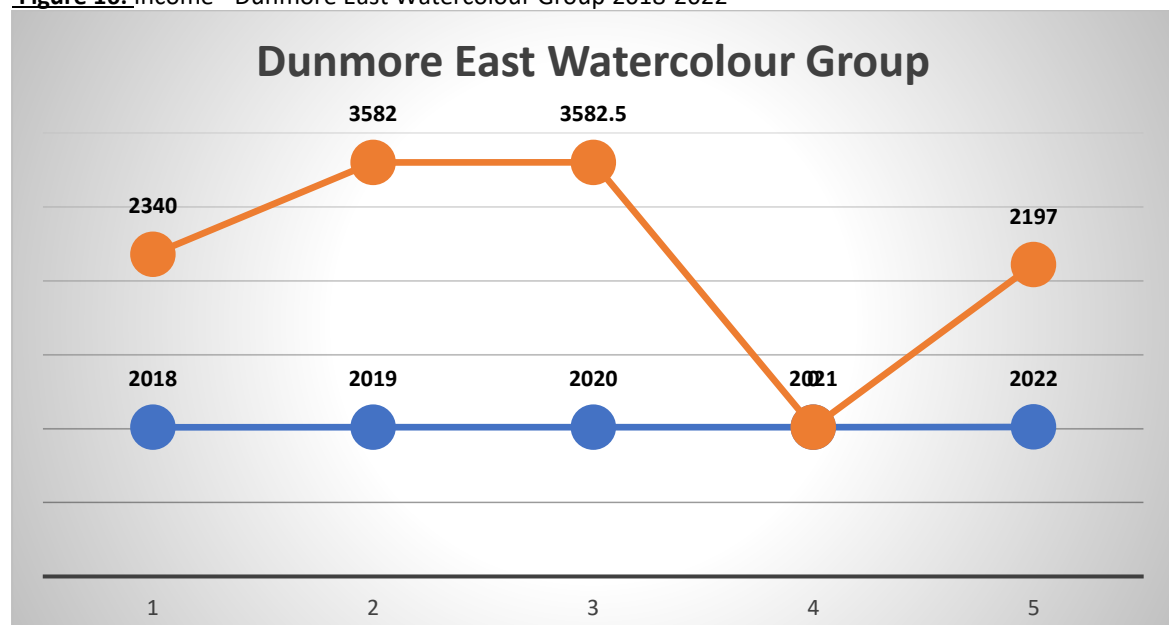


**Note 1:** Data is as per CHAMP Report and included in General Fundraising Income in WHM Annual Reports

**Note 2:** Total Income €127,545

### **Dunmore East Watercolour Group**

**Figure 16:** Income - Dunmore East Watercolour Group 2018-2022

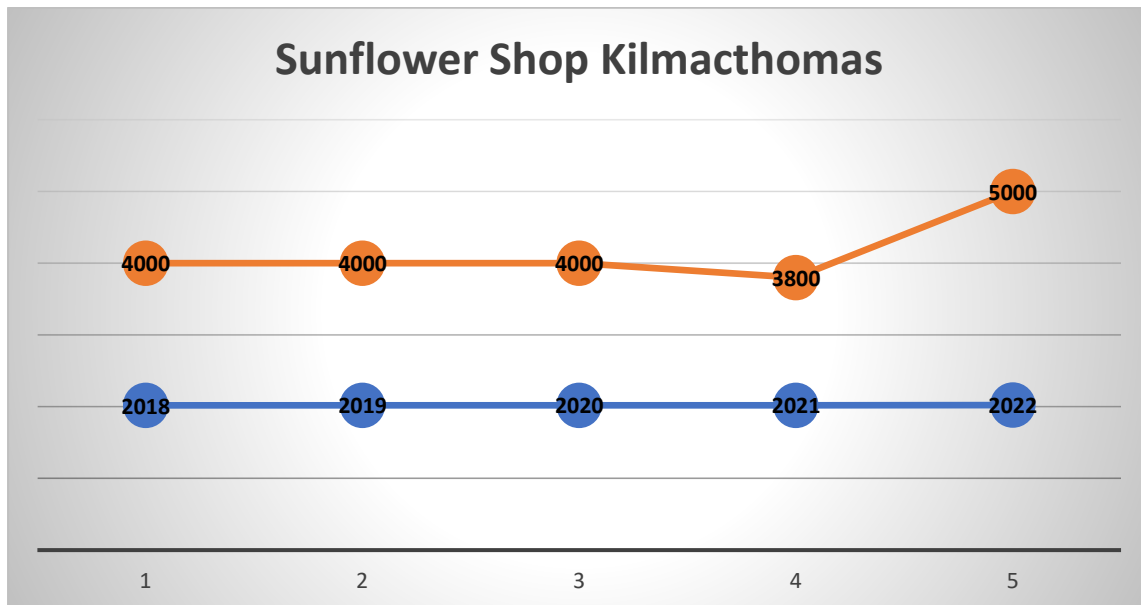


**Note 1:** 2020 and 2021 reflect the impact of the COVID-19 Pandemic.

**Note 2:** Data is as per CHAMP Report and included in General Fundraising Income in WHM Annual Accounts

### Sunflower Shop – Kilmacthomas

**Figure17:** Income from Sunflower Shop

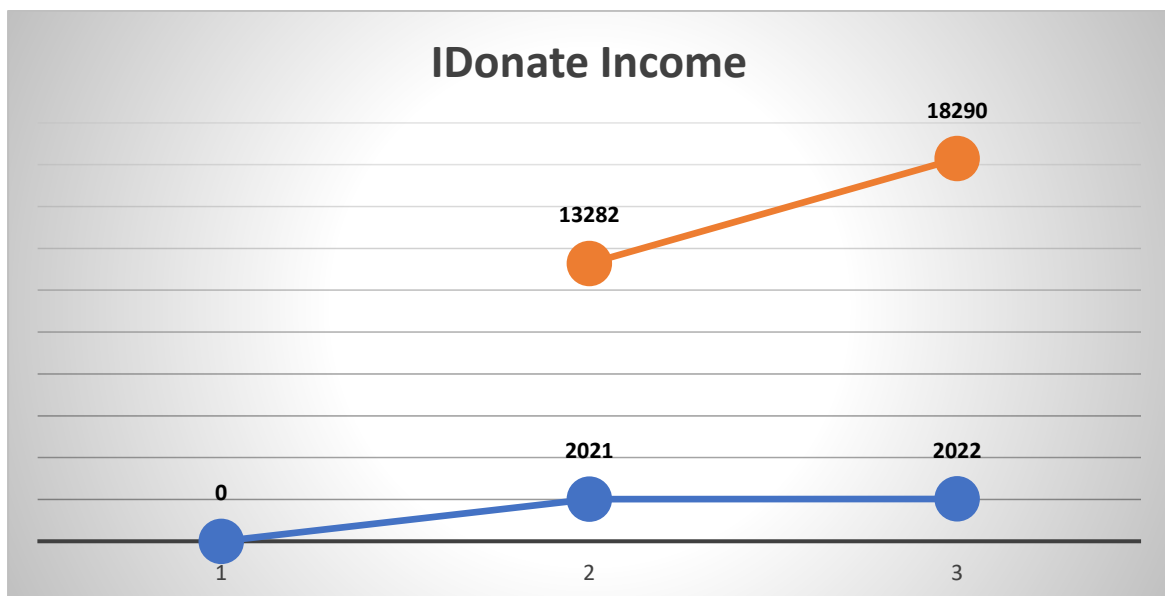


**Note 1:** The Sunflower Shop also supports all our Annual Fundraising Events and Income from same is included separately under each event.

**Note 2:** Data is from CHAMP

### iDonate.ie Fund Raising Event

An iDonate Account was commenced in 2021 and income from this source increased in 2022

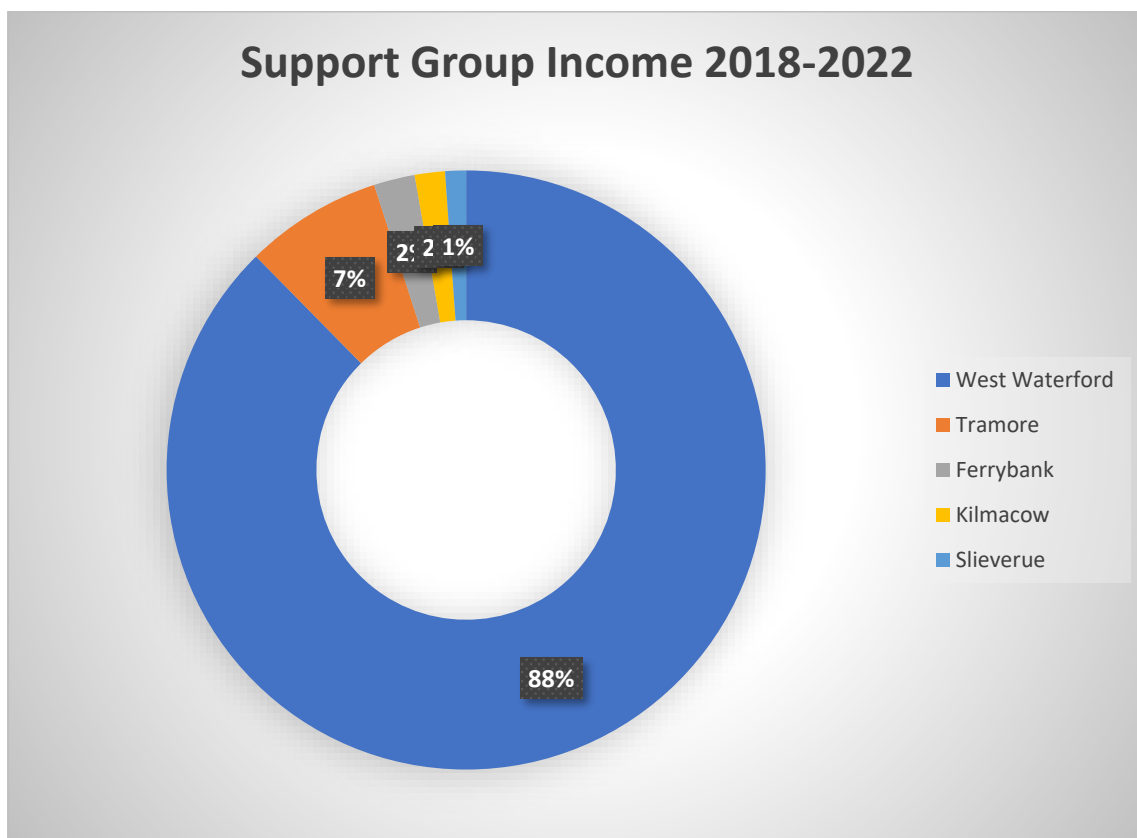
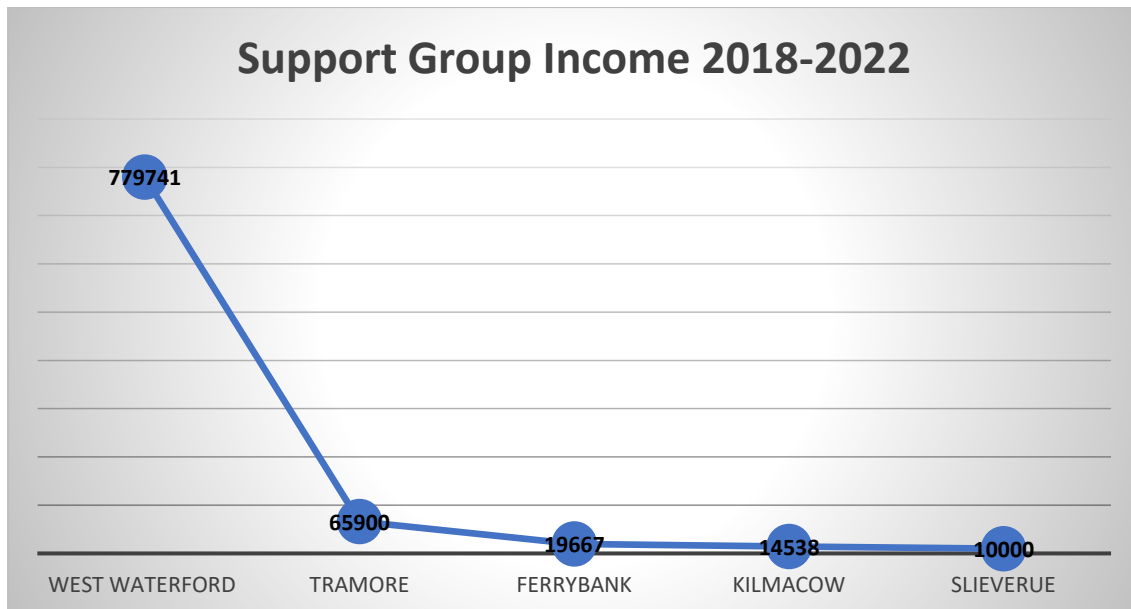


WHM is very grateful to all the families and friends of the deceased and offers sincere sympathy to all involved and provide assurance all donations are used for the benefit of patients and their families of the Palliative Care Service

## Support Groups

The role of our Support Groups down through the years is invaluable. We wish to acknowledge all involved and look forward to their continued support in the years ahead. The income for the period 2010-2021 inclusive is as follows.

**Figure 18:** Support Group Income 2018-2022



**Note:** The predominance of West Waterford is significant however a very large transfer of funds in 2018 may be skewing the 5-year data to some extent



## Donations – Corporate, Club, and Special Events

WHM continued to receive Donations from many Businesses throughout 2022, many of whom have donated year on year and with some new Donors donating for the first time in 2022.

The following selection of Photographs is from our Social Media Account of some of the Cheque Presentations. We wish to acknowledge all donations large and small each of which counts in making a difference to the lives of the patients and families of the Palliative Care Service



Director Marie Dennehy receiving the Cheque Donation -proceeds of 2022 East meets West Greenway Cycle



Gavin Ryan from the brothers of Charity presented Sheila Quinn with a cheque for €650 following their 2022 Coffee Morning

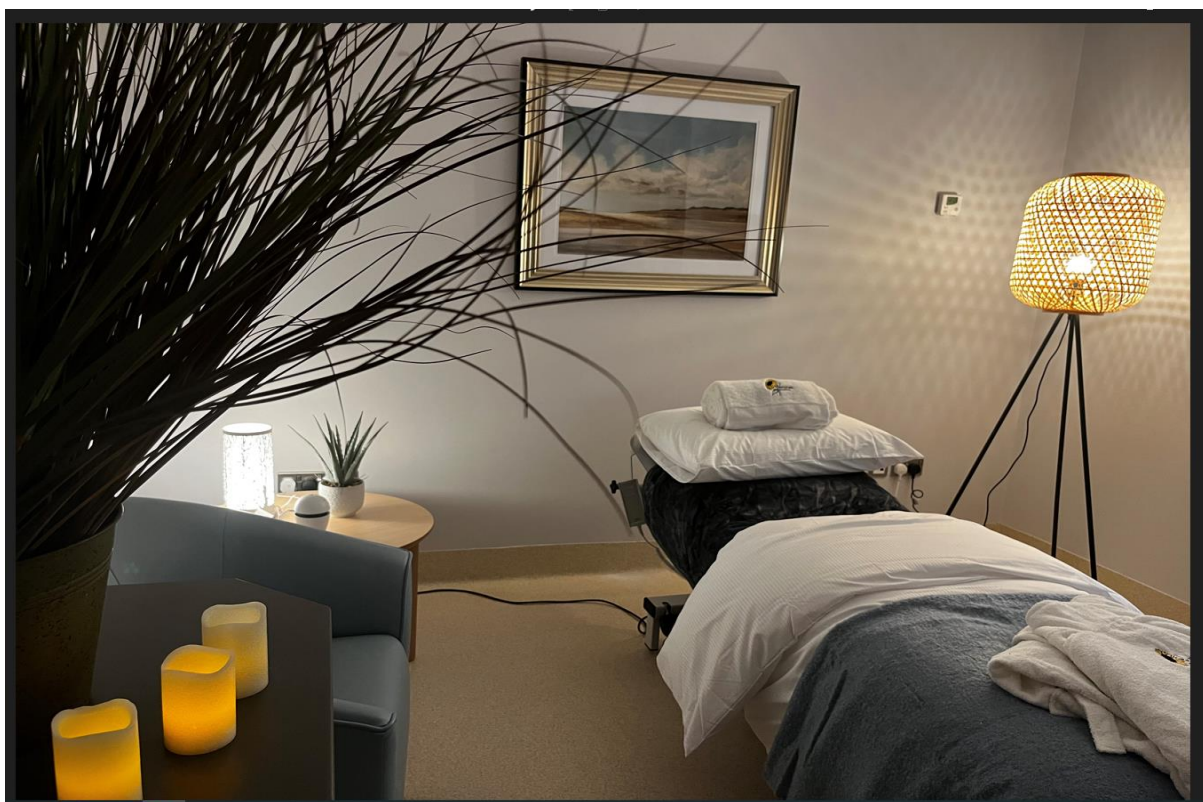


Sheila Quinn accepting another very generous. Donation from Geraldine Briggs- the process of an Open Day in her beautiful gardens.



## Expenditure on Patient Comforts

In partnership with the HSE/SEPCC the following pictorial representations demonstrate the focus of expenditure in 2022



Equipping of the Complementary Therapy Suite – Oak Ward- Inpatient Unit SEPCC

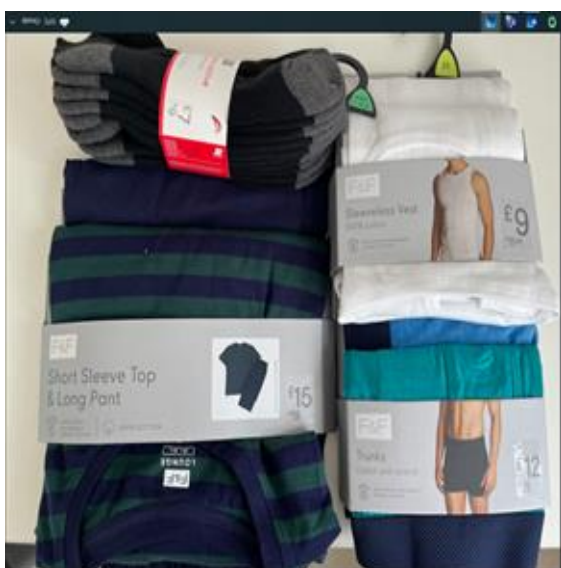


Bathrobes

Luxury Towels

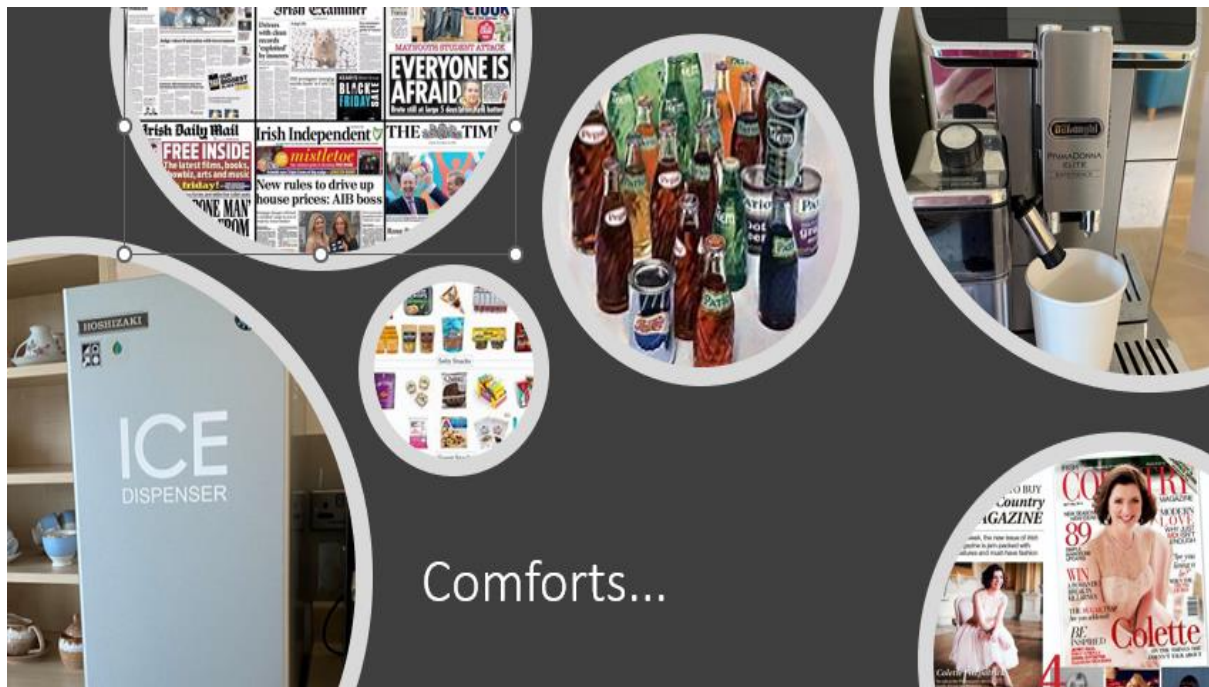


Toiletries



Ladies and Gents Underwear and Pyjamas





Comforts...

Refreshments, Icemaking Machine, Bean to Cup coffee machine and monthly supply of Coffee beans and Coffee cups as well as Magazines, and Daily Newspapers courtesy of WHM



Member of staff going from room to room with the daily treat options as provided by WHM.





For the children.....



Supporting clinical Care via provision of items of equipment requested by staff.



Selection of Greeting Cards for patients use and for sale on our website.



Printing of Cards for Bereaved families for Waterford Community Specialist Palliative Care Team

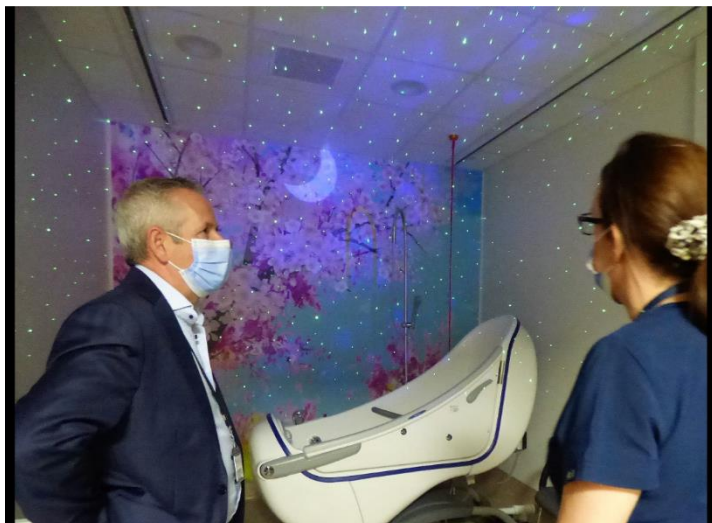


Selection of Books on Bereavement for patients and families of both the inpatient Unit and Waterford Community Specialist Palliative Care Team





## 2022 special occasions



Former National Director of the HSE Paul Reid viewing the Bathroom of the SEPCC Inpatient Unit with Ward Manager Leah Smith

WHM provided the Mural, planting, light system, sound system and the Range of VOYA Products, Bathrobes and Luxury Towels to optimise patient comfort and relaxation in this room.



Our amazing Volunteers Teresa Barrett and Michael Connolly preparing Coffee morning packs for distribution to our coffee Morning Hosts – Sept 2022



Trustee Mai Walsh and Volunteer Carol collecting for Sunflower Day 2022



Chairperson Danette Connolly, Trustee Marie Dennehy Nurse Mangers Mairead Bluett (IPU) and Debbie Murphy, Community Palliative Care Services





Director Danette Connolly Chairperson WHM Making a presentation to Director Marie Dennehy who resigned at AGM 2022 having served on the Board of WHM since its foundation in 1988



Director Danette Connolly Chairperson WHM making a presentation to Director Stephanie Taheny who resigned at AGM 2022 having served on the Board of WHM since 2011



Director Danette Connolly, Chairperson WHM at the launch of Waterford Rotary's 25th Memorial Christmas Tree supporting Waterford Hospice and SOLAS Cancer Support Centre - Nov 2022

## Governance

### Operational Day to Day Management

The Management Team manage the day-to-day activities of the organisation and provide a detailed Management Report for each Board Meeting. Throughout 2022 the team were supported by a Weekly Teleconference with the Chairperson of WHM. Ad hoc access to relevant expertise of Board Trustees was also available as and when required. A schedule of Board Meetings was in place from early 2022.

### Charities Regulator

Following an EGM on 09.03.2022 an Amendment to the 2010 Constitution was agreed and subsequently submitted to the Office of the Charities Regulator for approval. This remains outstanding at year end. Evidence of Compliance with the Charities Regulatory Standards was maintained in both hard and electronic format in accordance with our classification as a Non-complex charity. The Office of the Charities Regulator was updated on-going in respect of changes to Trustees. The Annual Report was filed in advance of the Annual Oct deadline.

### Companies Registration Office

The Companies Registration Office (CRO) was updated with Director details as required and the Annual Accounts were filed by M.K. Brazil and Co. Auditors and Accountants on our behalf.

### Payroll and Accounting Services

APBS undertake these functions on behalf of WHM since the transfer of governance in 2021. Financial performance is reviewed at each Board Meeting.

### Annual Plan and Annual Budget

An Annual Plan was developed for the first time in 2022 and incorporated an Annual Budget for 2022.

### Annual Audit

M.K. Brazil Auditors & Chartered Accountants conducted the Annual Audit 2021 and produced the Annual Accounts which were adopted at AGM 2022 and subsequently published on our website.

### Codes of Conduct

Codes of Conduct for Employees and Volunteers were agreed in addition to the preexisting Codes of Conduct for Trustees. Signed records are maintained in compliance with the Charities Governance Code.

### Insurance

Insurance policies were renewed in June 2022 as standard.

### Risk Management

A formal Risk Register was developed in 2022 and reviewed at each Board Meeting

### Policies, Procedures and Guidelines developed in 2022.

Child safeguarding Statement	Vulnerable Adults Policy
Financial Controls Policy	Fundraising Policy
Donor Charter	Complaints Policy
Complementary Therapies Policy in partnership with the HSE/SEPCC remained a work in progress at year end.	

## Communication with Stakeholders

### Support Groups

The Management Team met with representatives of our Support Groups on 13.09.2022 providing an opportunity for the Group representatives to tour the SEPCC and see how fund-raising monies are applied. All agreed that regular updates via a Newsletter would be useful, and the management team committed to progressing same. The Work of each Support Group in their local areas was gratefully acknowledged.

### Website Redesign and Rebranding

To reflect the evolved role of WHM as a Charity 100% reliant on Donations and Fundraising our website was updated to reflect the changes and communicate the evolved role of WHM to the public, our donors, and fundraisers. Following a tender process Vitamin Waterford were awarded the Contract.

The updated website was launched in Dec 2022 <https://waterfordhospice.ie/about-us/> providing an opportunity to communicate our updated

- Mission, Vision, and Values
- Policies Procedures and Guidelines including
  - Fundraising Policy
  - Donor Charter
  - Complaints Policy
  - Public Compliance Statement
  -

### Social Media

Our social media accounts are managed by Sheila Quinn Communications & Fundraising Manager and are updated regularly to ensure the public, our donors, and fundraisers are informed of our events and activities.

Twitter: <https://twitter.com/HospiceMovement>

Facebook: <https://www.facebook.com/waterfordhospice/>

Instagram: [Waterford Hospice \(@waterfordhospice\) • Instagram photos and videos](#)

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## Education and Training

- Both Employees attended Online Training Organised by Solas Cancer Support Centre 'Community and Stakeholder Consultation' 01.03.2022 via Zoom
- Both Employees scheduled to attend GDPR Training Online – the WHEEL 28.04.2022.
- Solas Cancer Support Centre Training on MS Outlook attended by SQ 29.03.2022.
- SQ attended Online Training with the Wheel on Achieving and Maintaining Compliance with Data Protection and GDPR - 28 Apr 2022
- PS attend 2-day Training on Microsoft Office/Microsoft 365 – Productivity Tools – Online 28/06/2022.
- PS participated in Grants Workshop Waterford PPN 08.06.2022 10am-1pm
- PS attended GDPR Training Webinar – The Wheel (1hr -free) 14.09.2022.
- SQ attended Marketing Masterclass - The Wheel (1 hr- free)
  - Swapping Engagement for Attention 21.09.2022
  - Building an Effective Marketing Strategy 28.09.2022
- PS attended Linea - Online HR Resource (adarehrm.ie) Training 30.09.2022 9.30-11am (Free)
- PS joined Webinar Minding Self, Serving Others 4 October 2022 – PS
- Webinar – Employment Law Updates 2022 – Linea – PS
- PS attended a Webinar – How to File Annual Report – Charities Regulator Events and Information Videos (charitiesregulator.ie)
- SQ attended 'Build your brand with LinkedIn! IN PERSON 24 November 2022 – SQ – free via The Wheel
- SQ attended a Webinar: 10 Steps to Creating a Fundraising Plan 6 Dec 2022

### **In house Training SEPCC**

Both Employees attended on site Fire Training 21.03.2022 – SEPCC.



## Memberships

To support our knowledge base and provide access to updates in respect of the Charity Sector and local Community WHM joined the following organisations in 2022.

- Waterford Public Participation Network (PPN) - provides regular Grant Funding updates and Newsletters.
- Carmichael -Support Body for Nonprofits in Ireland
- The Wheel – Membership accepted 06.04.2022 – total Cost €250.00

## Risks and Challenges

Concerns in respect of potential reduction in donations and fundraising income following the transfer of governance for the provision of the Hospice Homecare Community Specialist Palliative Care Team to the HSE/SEPCC May 2021 did not materialise.

Risks to the Organisation by the 100% change in the Management Team were mitigated in 2022 by the support of the Chairperson via a weekly meeting. Access to the Board individually and collectively similarly mitigated this risk.

A Risk Register was commenced during 2022 facilitating prioritisation of work required to manage the risks and challenges in 2022. In addition to the charity perspective establishment of systems of working with the HSE/SEPCC clinical Services was paramount. The revised systems permitted the evolved remit of WHM in terms of provision of patient comforts, equipment and amenities in compliance with the Charities Governance Code as it interfaced with HSE standards in terms of Patient Safety, and Infection, Prevention and Control Standard.

In 2023 there will be a requirement to undertake a 2-year review following the transfer of governance for the clinical services 31.05.2021 to ensure risks and challenges are identified and addressed for the years ahead.

## Plans for 2023- Next Steps

- Seek to have the SEPCC formally opened by the Minister for Health in partnership with the HSE
- Finalize the amended Constitution incorporating the Memorandum and Articles of Association once approval received from the Charities Regulator.
- Continue to review and record compliance with Charities Governance Code 2018
- Continue to review and update Policies, Procedures and Guidelines with priority allocated to finalising the Policy on Complementary Therapy provision in partnership with the HSE/SEPCC and once same agreed commence service provision
- File the Annual Report/Accounts with the Charities Regulator and Companies Registration Office
- Streamline our branding across all our social media platforms and printed materials.
- Review and update our Information leaflet and promotional materials with new branding.
- Continue Partnership Forum meetings with HSE to determine service support requirements for both the new Inpatient Unit and continued support of Waterford Community Specialist Palliative Care Team
- Determine the model for Services provision in the Inpatient Unit e.g., Complementary Therapies in partnership with SEPCC Management and seek to expand same to other services including a Hairdressing & Barber Service,
- Commence Look Good Feel-Good Service in collaboration with Managers of SEPCC to include Hairdressing, Barber service, Beautician and Nail care Service.
- Support SEPCC to initiate Therapy Dogs Service
- Continue to develop the outdoor gardens and maintain the Indoor plants.
- Fund monthly costs of Garden Maintenance, Daily/Weekly Newspapers, Magazine Subscriptions, Coffee Beans and Coffee Cups, Additional Food and Beverages
- Continue current funded projects, toiletries, activity packs, books etc
- Upgrade outdoor Staff Rest Area on Oak Ward as agreed in 2022 to ensure staff have access to an appropriate breakout space.
- Continue to fund Once off requests for funding consistent with our updated Charitable Objects
- Progress exploration of installation of piped music in both the IPU and Beech Floor
- Upgrade Beech Floor in terms of patient comforts, equipment and amenities for Outpatients and Day Care
- Support purchase of Mouth Care Packs for Community Specialist Palliative Care Service

- Progress commencement of a Counselling Service for patients & families with non-malignant diagnoses
- Complete Waterford Walls Project in Partnership with WHAT and SEPCC
- Collaborate with WHAT and SEPCC to support the continuation of the Healing Sounds Programme
- Collaborate with Deise Women's Shed and SEPCC re supporting Blankets of Hope Programme for IPU
- Continue to support Bereavement Service costs for Community Specialist Palliative Care
- Continue our relationship with Together for Hospice National Fundraising body for 26 hospices.
- Continually review and improved processes around the major Fundraising Events including National Sunflower Day and National Coffee Morning
- Continue to optimise functionality of CHAMP CRM system.
- Further increase income on Sunflower Days
- Further increase income for Bewley's Coffee Morning



Ends