



Waterford Hospice Movement CLG

Annual Report 2024



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

X91 ER8E

Administration: 051 844847
Email: info@waterfordhospice.ie

Registered Charity No: 20022495

Revenue Tax Exemption No: CHY 8998

Company No: 136829

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Introduction

The role of Waterford Hospice Movement (WHM) CLG has evolved, and our remit now is to provide patient comforts and supports to patients and families both in the new South East Palliative Care Centre (SEPCC) and in their own homes in the community.

The organisations origins are that it was established in 1988 to provide a Hospice Homecare Palliative Care Service to the people of Waterford City & County and South Kilkenny and it fulfilled this role until the new SEPCC was constructed with a donation of €6m from this organisation attributed to the generosity of our donors and fundraisers and the organisations commitment to fulfilling its vision of having an inpatient unit available to patients and families in the South east analogous with other regions of the country.

When the SEPCC Unit opened in 2021 the management of the Nurses for Community Homecare Palliative Care Team transferred to the HSE and our Constitution was amended to reflect our new mandate. The Charities Regulator approved this amendment in Dec 2023 and the Companies Office was also informed of the approved change in 2024. Our approved focus now is 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*.

We fulfil this mandate in partnership with management and staff of the SEPCC whom retain ultimate responsibility for patient care. A Legal Framework underpins the relationship between us and the HSE.

The SEPCC occupies two floors of the Dunmore Wing (Oak Ward & Beech Floor) on University Hospital Waterford campus. Developing services, supports and providing comforts on Oak Ward inpatient unit whilst simultaneously restoring complementary therapy services and other supports for patients and families in the community underpinned our activities in 2024. In this report we are delighted to provide information on how monies received via donations and fundraising on which we 100% rely, were used and how the range of services was expanded and new services introduced.

When we continued to provide daily comforts including Bean to Cup Coffee expanding the range of coffee options, and ensuring a well-stocked Refreshment Trolley was available as well as newspapers of choice, we provided a broad range of other supports and comforts including for e.g. replenishing arts & crafts materials, providing talking photo frames, hand prints sets and similar items often used for legacy making with families. Larger items of equipment such as a Lymphoedema Compression Pump as well as a smaller item of equipment including replacement remote controls, Bluetooth speakers, Audio Speakers and inflatable sinks were funded. The amenities including the outdoors and indoor gardens and courtyards were maintained and enhanced. In partnership with WHA/Réalta the Healing Sounds Programme continued a new programme Creative Arts commenced. Services were expanded to include additional complementary Therapy options, a Chiropody Service and a Therapy Dog Service

WHM CLG continues to be governed by a Board of Directors and operationally managed on a day-to-day basis by its 3 parttime employees.

Current Board Members – Company Directors

Chairperson	Elected	Resignation/retirement date
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Barbara Murphy	27/09.2023	
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Secretary

Finola Cronin	18/09/2022	
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Directors

Danette Connolly	12/11/2013	
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Barry Kennedy	06/09/2016	
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Colette Byrne	13/07/2022	
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Siobhan Comerford McKenna	28/09/2022	
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Nicolas Donnelly	25/07/2023	
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Deirdre Cunningham	31/05.2023	23.06.2024
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Chairpersons Report

I am delighted to report on the progress of WHM CLG as services developed and expanded in 2024 whilst at the same time consolidation of supports and comforts for patients and families became established.

Consistent with our vision of ensuring we steadily work towards having a level of services analogous with the level of services available in other regions of the country I am delighted to have the opportunity in this report to demonstrate our progress. I can confirm we worked on our Strategic plan 2025-2029 and I look forward to it being launched early in 2025 and having a road map for the years ahead.

In 2025 in the interest of ensuing continuity of services the Board developed a 2-year Financial Reserve should any unforeseen impact on our income which is 100% reliant on donations and fundraising occurs as was the case when the COVID-19 Pandemic occurred. This organisational resilience facilitates the expansion of existing services and development of new ones as well as sustaining day to day expenditure on patient comforts, equipment and amenities.

Our progress is underpinned by our relationship with the HSE as set out legal frameworks underpinning the €6m donation towards the construction costs of the SEPCC and I can confirm it is a pleasure to ensure mutually agreed priorities and needs for patients and families at such a difficult time in their lives are realised. In particular, I was delighted to be associated with the commencement of a new service to support carers of patients known to the community palliative care service and to be able to offer 15hrs of Carer Support Worker time to each family as recommended by the homecare team. We have legal agreements with 3 HSE approved Agencies to deliver same.

I would like to pay tribute to our Donors and fundraisers for their continued generosity and trust this report demonstrates the benefits for patients and families. Equally, the work of our Support Groups is gratefully acknowledged and appreciated.

I would also like to take this opportunity to acknowledge the work of our Trustees who give so generously of their time to ensuring the organisation is properly governed and supported, and finally I wish to acknowledge the commitment of the Management Team who look after the day-to-day operations. We were delighted to appoint a Clerical Grade 111 part time post mid-year to support our expansion of services and supports for patients and families.

Barbara Murphy



Managers' Report

The focus in 2024 was to continue to sustain core activities in terms of providing patient comforts, equipment, amenities, and supports for patients and families on Oak ward inpatient unit and patients in their own homes in the Community as well as expanding them adding new support options as agreed with the SEPCC clinical and managerial team.

In addition to the leadership and support of the Board, the support, leadership and direction of our Chairperson Barbara Murphy who attended regular Operational Meetings with the team was invaluable. Mid-year we were delighted to welcome Cara Harte as a part time Grade 111 and who has made an excellent contribution to enhancing the expansion of our work.

The aim of creating a sanctuary-like experience for patients and their families on Oak Ward ensuring an atmosphere of ambience and optimum relaxation is central to our activities. Comforts and supports on Oak Ward will be detailed in this report but importantly on a daily basis include good quality coffee from our state-of-the-art bean to cup coffee machine as well as a range of teas, treats and newspapers- all to be consumed in the patient's room or in any of the comfortable surroundings and with quiet spaces both in the unit or in the gardens and courtyards. The children's play area and facilities helped keep the little ones entertained and occupied.

We were delighted to commence the hairdressing service, and both hairdressers Yvonne and Nicola greatly enhanced the wellbeing and feel-good factor for the patients. Our Complementary Therapies expanded to include Acupuncture and Craniosacral Therapy and the Reflexology service for patients in their own homes was restored having ceased during COVID-19 pandemic.

The new Home Support for Carers service commenced at the end of 2024 providing support for carers. We look forward to this service growing as the numbers of patients and families known to the homecare team expanded in 2024 and is expected to continue to grow in 2025. A Chiropody Service also commenced and is available both in the unit and to patients in their own homes. Another new addition was the Dog Therapy service and Nuada and his owner Fergal are received with great delight in the unit on their weekly visits.

Our collaboration with WHA/Réalta expanded in 2024 with the continuation of the Healing Sounds Programme for the patients and families on Oak Ward and commencement of funding for a Creative Arts Programme. This new programme is very well received by patients and their families, complementing their experience in terms of creating treasured memories and legacies.

Equally our collaboration with Deise Women's Shed who knit or crochet the Blankets of Hope which remain with the family following the death of their loved one if desired as well as a crochet red heart ❤️

The aim in 2025 is to continue to expand in line with our Strategic Plan 2025-2029 which will be launched in early 2025

Patricia Sullivan



Communications & Fundraising Managers Report



In 2024 we continued our membership of **Together for Hospice**, the umbrella organisation for 26 hospices nationwide. We would like to thank Together For Hospice for their support of Sunflower Days (June) and Bewley's Big Coffee Morning for Hospice (September). All monies raised locally through these campaigns stays locally and both continue to be major fundraising events in terms of co-ordination and income each year.

For **Sunflower Days 2023** we had representation in venues around the city, as well as Tramore and Dungarvan with approx. 200 volunteers in total. I would like to take this opportunity to thank all our wonderful volunteers and supports groups for their continued support, without whom Sunflower Days would not happen each year.



In 2024 saw our 32nd **Bewley's Big Coffee Morning** for Hospice and the launch was held in Bewley's Café, Grafton Street with Dermot Gleeson as Ambassador. The response to this year's Bewley Big Coffee Morning for Hospice was outstanding with so many hosts organising Coffee Mornings raising €67k for Waterford Hospice and over €2m for hospices nationwide which is deeply appreciated.

There was a huge increase in **Fundraising Events** throughout 2024, many held by families in memory of their loved one and what a wonderful way to celebrate their lives and at the same time supporting Waterford Hospice. This year Fundraising events raised in excess of €263k for Waterford Hospice. We are so grateful to all our event holders both past and present for their massive generosity.



As has been the case since 1988 we continued to collaborate with **Waterford Rotary Club** on their Annual Memorial Christmas Tree appeal. The overall income is shared with Solas Cancer Support Centre, this is a great way for people to remember a loved one at Christmas time while supporting their local hospice and cancer support centre.

In response to the change in how people donate and the move away from cash our plan in 2025 is to purchase Sum Up machines to have at all our major fundraising events.



In 2024 we introduced our **Quarterly Newsletter** to keep all our supports and fundraisers up to date on how funds raised are being spent and we also find this a great way to acknowledge all the great work of our support groups and volunteers.

Sale of our Christmas Cards continues to be highly supported, and we remain grateful for all the general donations via our website, cash & cheques, iDonate fundraising events, bequests and legacies, counter boxes and 'Text to Donate' campaign etc.

Sheila Quinn



Acknowledgments

WHM would like to acknowledge the following: -

- The ongoing generosity of the public – all the donors and fundraisers who have made our work possible
- 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, Pat O’Gorman, Pat O’Driscoll and Mai Walsh 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 who 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 Community Specialist Palliative Care Team (WCSPCT) for the mutual collaboration to ensure patients and families known to the Specialist Palliative Care Service receive optimum levels of comforts and supports at this challenging time in their lives
- Our collaborators- WHA/Réalta and Deise Women’s Shed, Dungarvan
- Local Businesses who support our fundraising events throughout the year including Ardkeen Quality Food Store, Waterford Shopping Centre, George’s Court Shopping Centre, Aldi and Supervalu and all our Coffee Morning Hosts.

Governance, Legal & Administrative Details

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

M.K. Brazil & Co <https://www.mkbrazil.com/> undertook our Annual Audit and prepared our Annual Financial Reports and Financial Statements for review and approval at AGM 2025

WHM is a Registered Charity and our Charity Number is 20022495. Following approval of the 2023 Accounts these were filed AGM with Charities Regulator www.charitiesregulator.ie as required and with the Companies Registration Office (CRO) consistent with legal requirements. All Annual Accounts are 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 and we communicate with all donors whom gave donation >€250k annually and this income is clearly recorded on our Annual Accounts and Financial Statements

Our Payroll and Accounting function is outsourced to an independent Company RKD Accounting (formerly APBS) <https://www.rda.ie/> since June 2021.

WHM operates in a formal partnership arrangement with the HSE /SEPCO in accordance with the provisions of 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 5 Partnership Meetings were held in 2024.

Board Meetings were held regularly throughout the year. In addition the management team were supported by regular operational meetings with the Chairperson and with support from individual Directors as/when required.

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 2024 with additional integrations to optimise transparency and reporting of combined income for individual fundraising events. For example, we can now receive income from multiple platforms for one fundraising event and these amounts are uploaded to Champ and recorded under the Donor’s name, thus optimising accuracy, transparency and accountability for individual fundraising event.

Our Facebook page was updated regularly especially to acknowledge cheque presentations and donations <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. Vitamin provided Web Design as well as technical support and support with Branding for Inpatient information leaflet, Patient feedback forms and Information leaflets for patients and families in the community.

WHM continues to operate 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.

WHM is a 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

An additional parttime employee commenced at end of May 2024 increasing WHM staffing to 3 part time employees

Southeast Palliative Care Centre (SEPCC)

The Centre consists of the Oak Ward which is the 20 bedded inpatient unit and also Beech Floor where outpatients are currently seen and where day services will be available in future years. In 2024 we expanded comforts and supports commenced in previous years and commenced new initiatives. We will provide a snapshot of some of the comforts in this section as the range of items requested is vast and includes items such as replacement remote controls, Bluetooth speakers, Audio and DAB internet speakers, iPad Holders, inflatable basins for washing hair at the bedside, mirrors, handheld fans, suncream and sun hats, Ear Pressure area pillows, LED timer lights to name a few!

Comforts

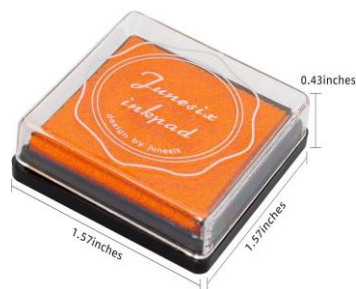
For the Little ones and not so little ones...

Stocks of arts crafts, games, toys, books are replenished continually



For legacy making

Meaning making and memory making is facilitated by the staff of Oak ward and we replenish stocks of a range of items including picture frames and all sorts of craft materials as requested and including these items ..



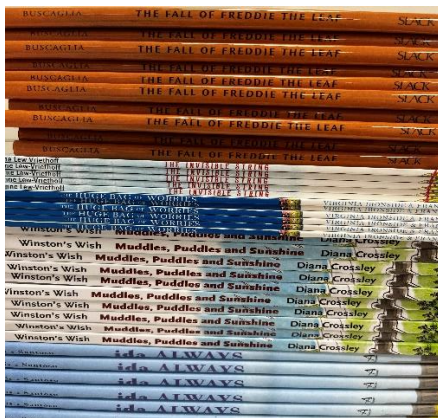
The daily essentials

Restocking toiletries, nightwear and underwear monthly or as required ...and ensuring teas, coffees and newspapers available for some time out.....



Books and Cards

We were delighted to continue to restock Books on Bereavement and a selection of Cards and envelopes to allow special notes and messages to be communicated...



Miscellaneous

A small selection of items requested by the clinical team for their patients



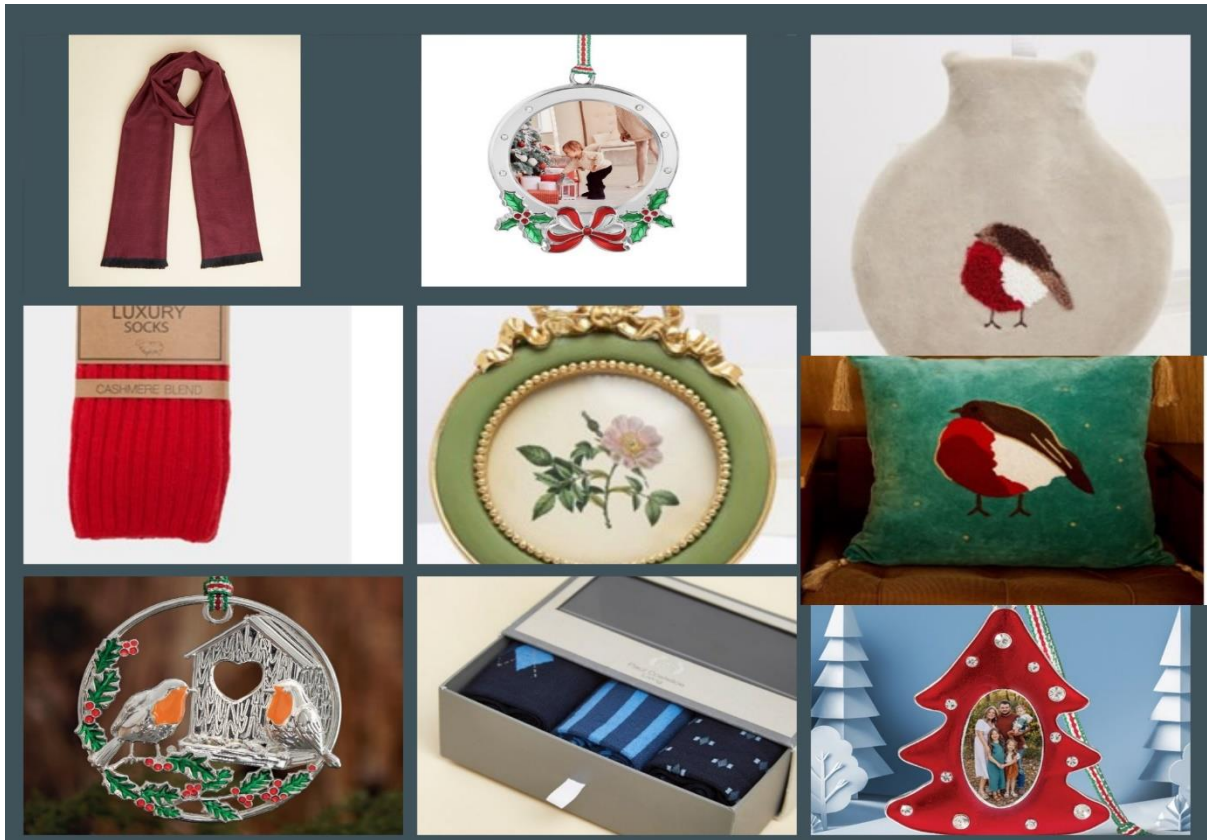
The Play Area



Special Occasions

Special Occasions are always marked ...we are ever ready to ensure Weddings can be facilitated at short notice. Valentine's Day, St. Patrick's Day, Mother's Day, Father's Day, Easter, Christmas etc are all celebrated with patients and their families and an annual summer garden party is held





At Christmas both Oak and Beech Floor were decorated for the festive season and on Christmas morning each patient received a little gift purchased by WHM. Festive food and beverages were provided for a pre-Christmas Musical event on the Unit and supply of treats was stocked up in the unit for the festive season. Christmas lights were provided for the Courtyard Trees to add ambience.

Collaboration with WHA/Réalta

We continued to fund the Healing Sounds Programme bringing joy, comfort and sense of nostalgia and special memories for patients and their families



We commenced a Creative Arts Programme called

In the Moment: Arts Programme in Palliative Care offering Art or Poetry/Story Telling options offering patients the opportunity to make art (visual art or poetry/writing) allowing expression of the creative side and providing opportunities for discovery, wonder, connection, joy, achievement, identity, ultimately allowing the patient to tell their story.



Development Care & Maintenance of the Outdoor Gardens, Courtyards and Indoor Plants

The aim in 2024 was to maintain the sanctuary like experience of the outdoor gardens and courtyards offering time in solitude or with family members in nature



A space for staff who need quiet and reflective time too was also created



Beech Floor Day Services Project

In preparation for the development of Day and Outpatient Services work continued Beech Floor to ensure it will provide a welcoming and comforting atmosphere for patients

Glass Commission for Reception Area –Artist Rayleen Clancy was selected following a selection process led by WHA/Réalta and was installed in 2024.



Ceramics Commission for Corridors- Artist Jane Jermyn selected following a selection process led by WHA/Réalta was installed in 2024.



A Commission entitled Earth, Water, Wind, Fire by Artist Miranda Corcoran was installed In the Patient Sitting Room



At the Entrance to Beech Floor a commission featuring WHM Sunflower Logo was installed



Blankets donations

Our collaboration with Dungarvan Womens Shed who knit the Blankets of Hope for our patients continued. Our Chairperson Barbara Murphy and the SEPCD Director of Nursing Mairead Bluett visited the Centre and acknowledged the work and accepted the blankets.



Suir Active Retirement Group also knitted and donated blankets and again very gratefully received by the staff



As did Claire Walsh and Ann Cusack- again wonderful colourful creations and adding to comforts for our patients

Equipment

When items of equipment are required in a timely manner WHM are delighted to ensure the patient has what they need when they need it

Some of the items purchased in 2024 are pictured below



Patients in the Community

We are delighted to continue to support patients and families in their own homes with comforts and supports. Mouthcare products are essential and not available via HSE. These are replenished as requested by the Community Specialist Palliative Care Team and include the following items



In 2024 we were delighted to commence a new initiative to support carers looking after loved ones known to the Community Palliative Care Home Care Team

This new support commenced on 22.07.2024 and provides for a Home Support Worker from a HSE approved Provider currently Home Instead, Clannad Care and Bluebird Care offer company and support to the patient for up to 15hrs per patient when the carer can leave the home to take a break

An average of 4 families /month availed of this service.

Patients at home were also offered Complementary Therapy and Chiropractic Services in 2024

Bereavement Services

We were delighted to participate in the planning of the bi-annual online Bereavement Ceremony in 30th May and 29th November 2024 . WHM funded the costs of the Invitation Cards for the families and the enclosure of Sunflower or Forget me Not seeds for the family .

The video of the Ceremony can be accessed here <https://youtu.be/T-ofMgkpN2c?feature=shared>

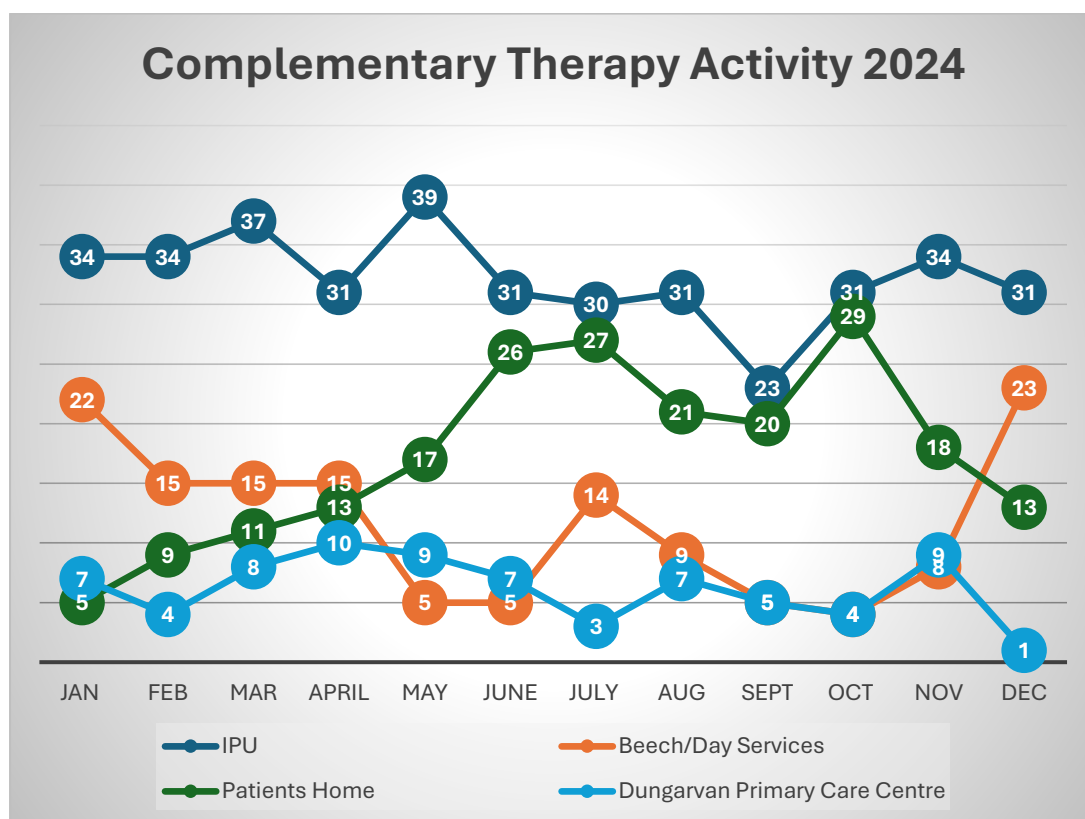


We were delighted to participate in Waterford Community Specialist Palliative Care Team (WCSPC) Virtual Candle Ceremony. WHM funded the costs of the LED candles and the design and print of the cards



Complementary Therapy Services

Restoration of Complementary Therapy Services for patients known to Waterford Community Specialist Palliative Care Team was achieved in 2024 having ceased due to the impact of the COVID 19 pandemic. Accordingly, patients at home, on Oak Ward, or on Beech Floor or at Dungarvan Primary Care Centre had access to the options of Reflexology and Acupuncture and the following graph represents this activity and the locations for same



Later in 2024 the option of Craniosacral Therapy was introduced primarily on Oak ward and to a small number of patients in their own homes. This activity is not included in the above and 10 sessions were provided in Dec 2024

Hair Salon and Service

We were delighted to commence this service in 2024 and the service is offered both in the Salon on Oak Ward and in the patients' rooms



Irish Therapy Dogs

On 02.10.24 we had our first visit from Irish Therapy Dogs. Nuada and his owner Feargal O'Neill visit the unit once a week. The Director of Nursing Message Mairead Bluett welcomed the service stating

With the addition of our weekly visits from Nuada our Irish Therapy Dog we really see the difference it makes to enhancing the quality of life of our patients, families and staff on Oak Ward.

This service while not providing clinical care is a very important part of the care provided to patients adding to their wellbeing. Nuada brings a smile to everyone he meets on Oak Ward helping to build relationships by making a connection with people. We look forward to Nuada's uplifting visit each week bringing so much joy and affection.



Chiropody Service

We were delighted to contract Carina Maher to provide this service both on Oak ward and in the patients home. When activity averages at 3-4patients each month we are continually advised of the benefit of the service for this small group of patients

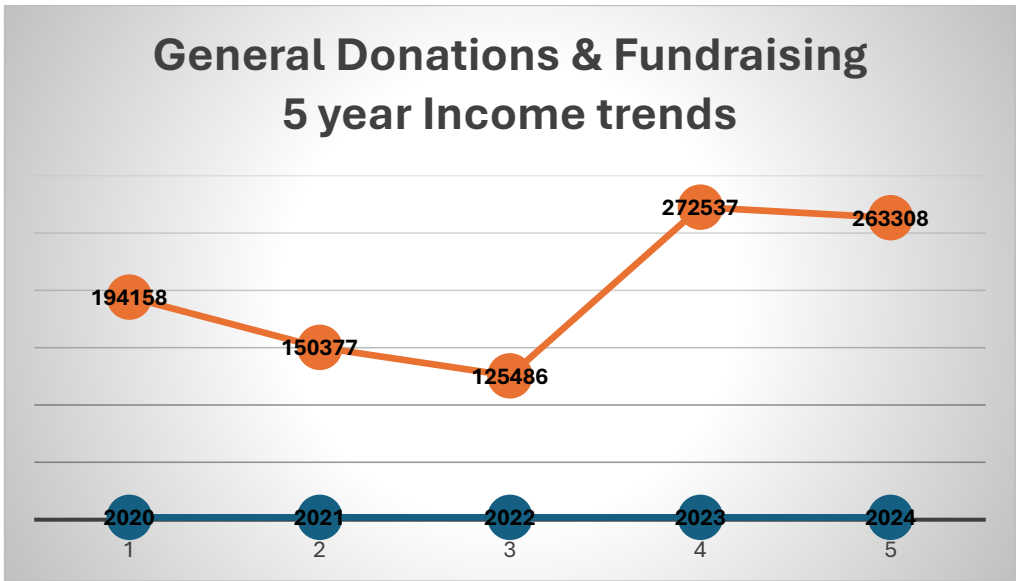
Life Casting

A small number of families availed of this service



Review of Income Trends 2019-2024.

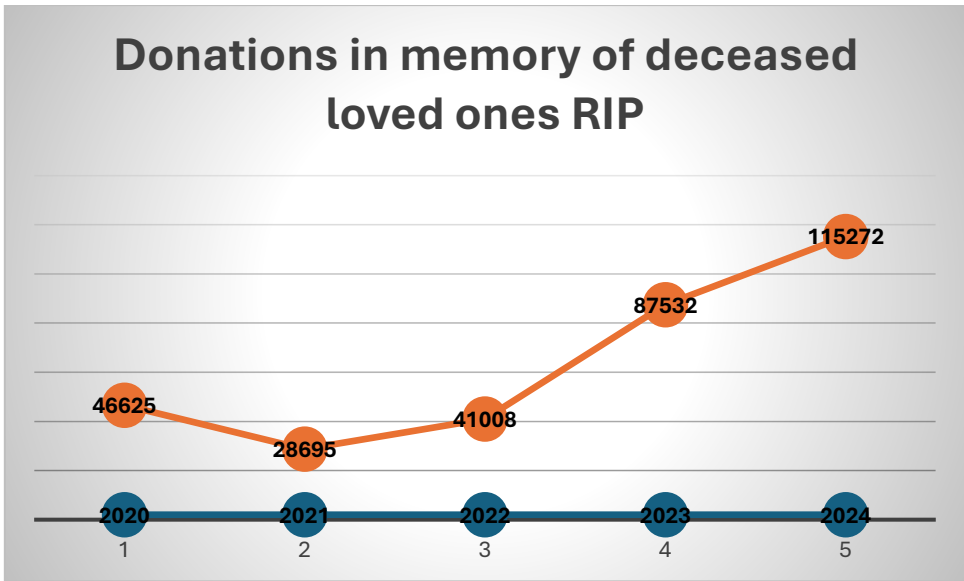
General Donations & Fundraising



Note1: This data excludes Income from other categories detailed below

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.

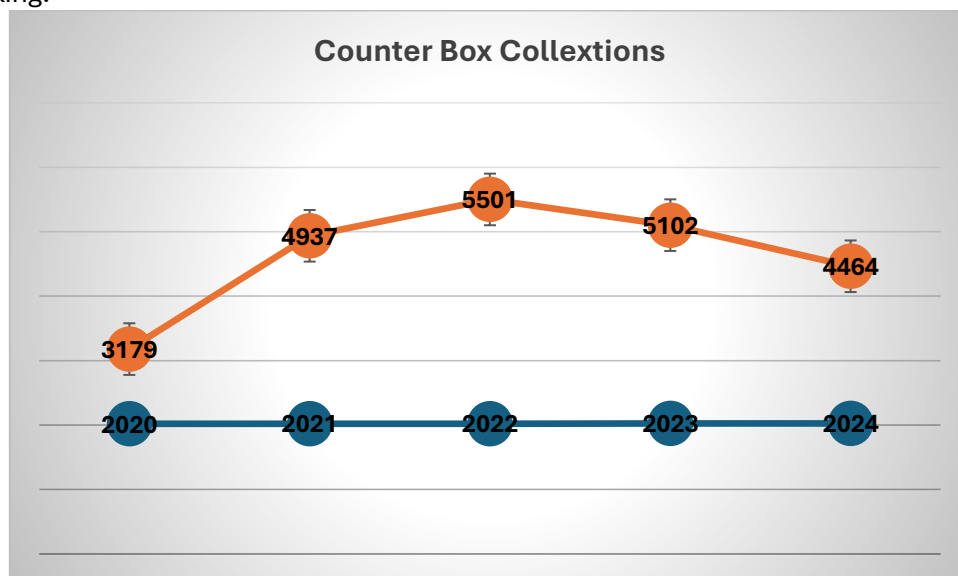


Note 1: 2020 reflects the peak COVID-19 Pandemic period

Note 2: Oak Ward inpatient unit opened in Sept 2023

Counter boxes

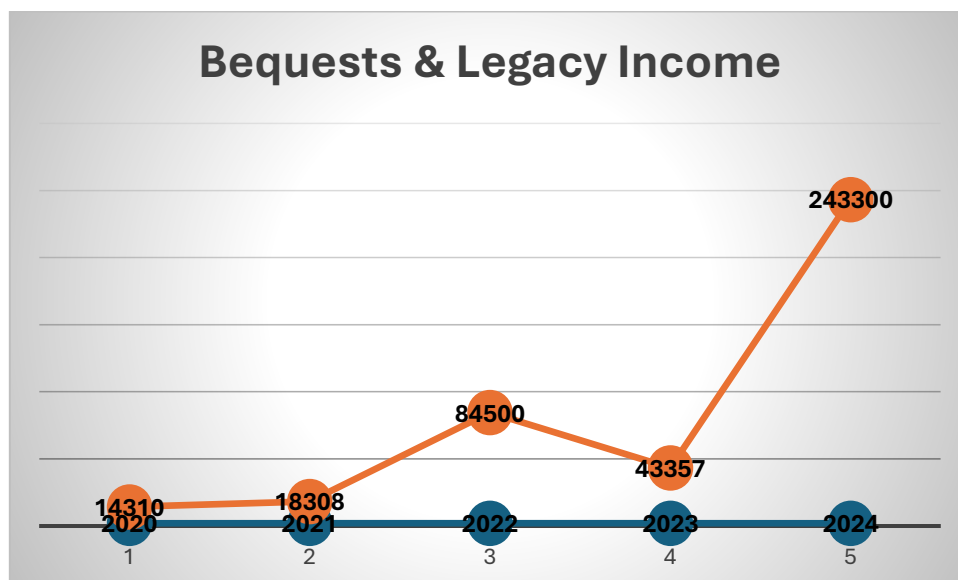
Many local businesses throughout the city and county facilitate our Counter Box collections and a dedicated Group of Volunteers kindly collect this Income and deliver it to us for counting and banking.



Note: 2020 income was impacted by COVID 19 Pandemic

Wills & Legacies

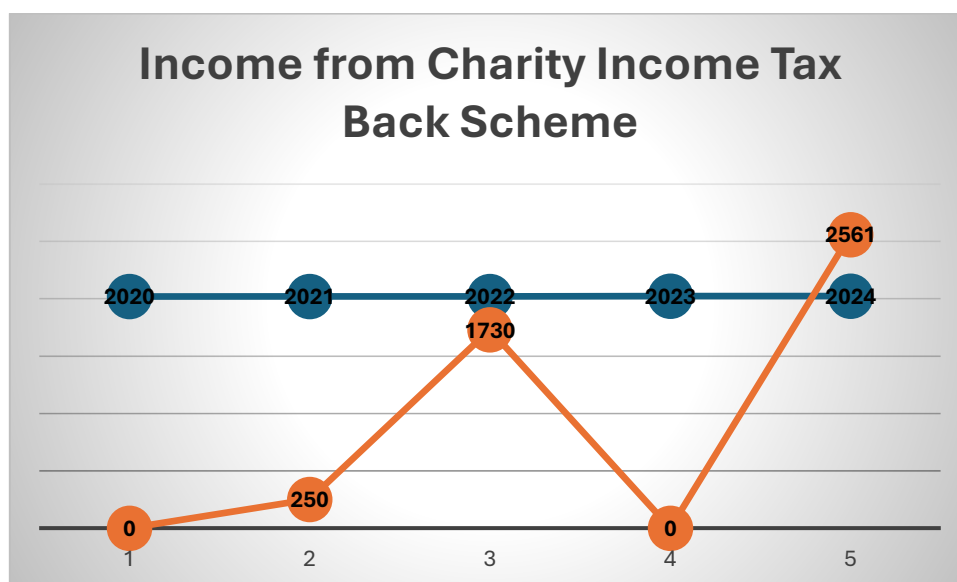
Each year WHM receives Income from this source. We are very grateful to all whom consider making these bequests to support the continued development of Specialist Palliative Care Services.



Note: WHM benefited from a number of legacies in 2024 including one very large legacy.

Charity Tax Back Scheme

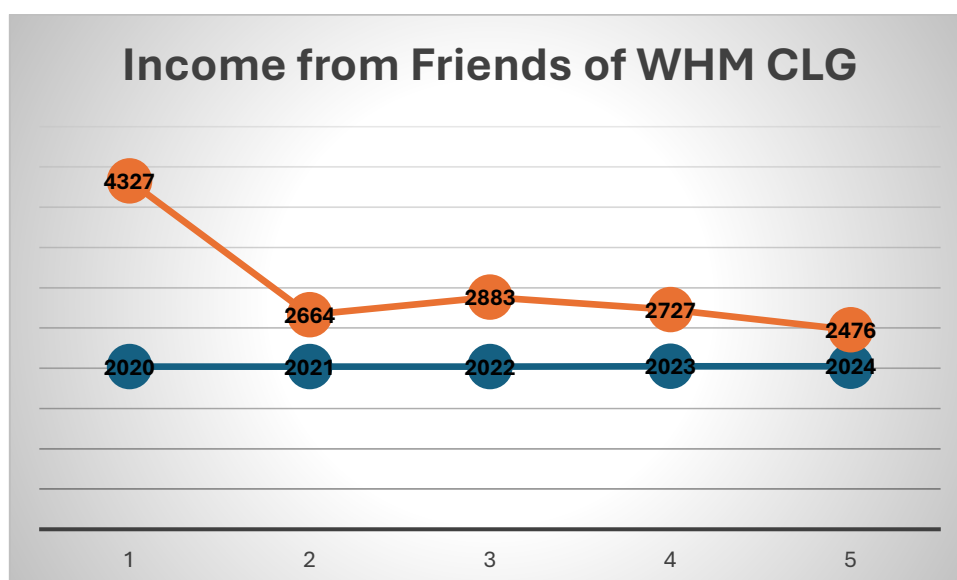
Under the terms of the Charitable Donations Scheme (CDS) WHM can claim a refund of 31% of tax paid on each donation from individuals who donated €250.00 or over in the year from the Revenue Commissioners. The Donor is required to complete an Enduring Certificate – CHY3 Cert if the donation is made each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



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 and in 2023 no Certificates were returned .

Income from Friends of WHM

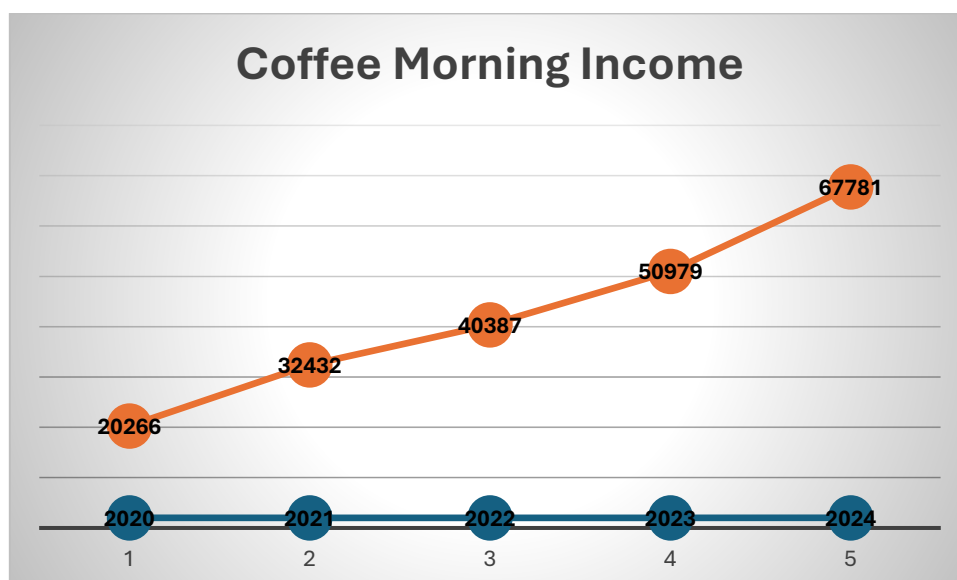
This income is received via monthly Standing Orders/Direct Debit payments. We are very grateful to these donors many of whom have continued their donations over many years.



Review of Income Trends for Annual Fundraising Events

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

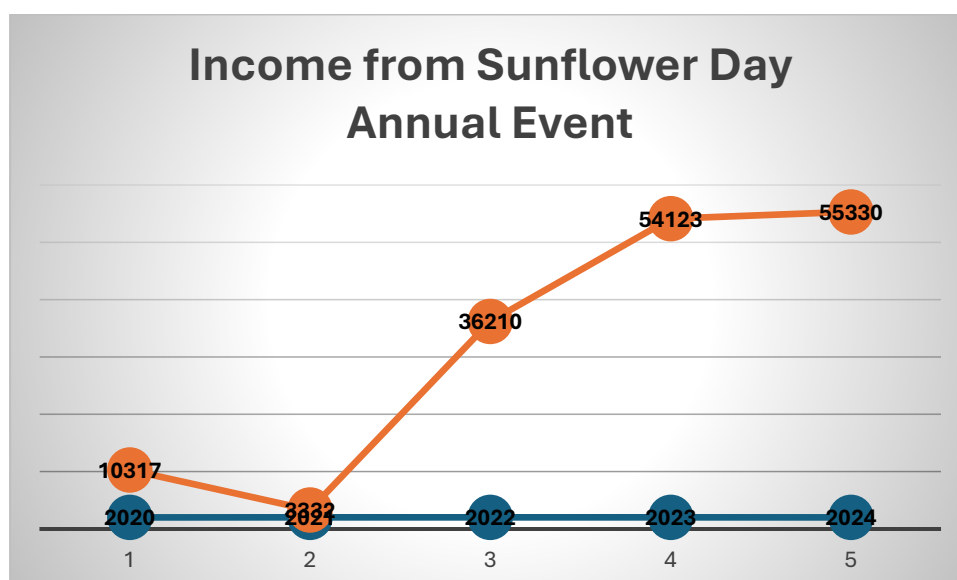
National Coffee morning is held each September, and this event is organised in partnership with Together for Hospice and with support of our local volunteers. WHM gratefully acknowledges its many local Coffee Morning Hosts and local businesses many of whom have been hosting this event for years. All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



Note: Recovery trend post impact of COVID Pandemic sustained with year on year increase

National Sunflower Day

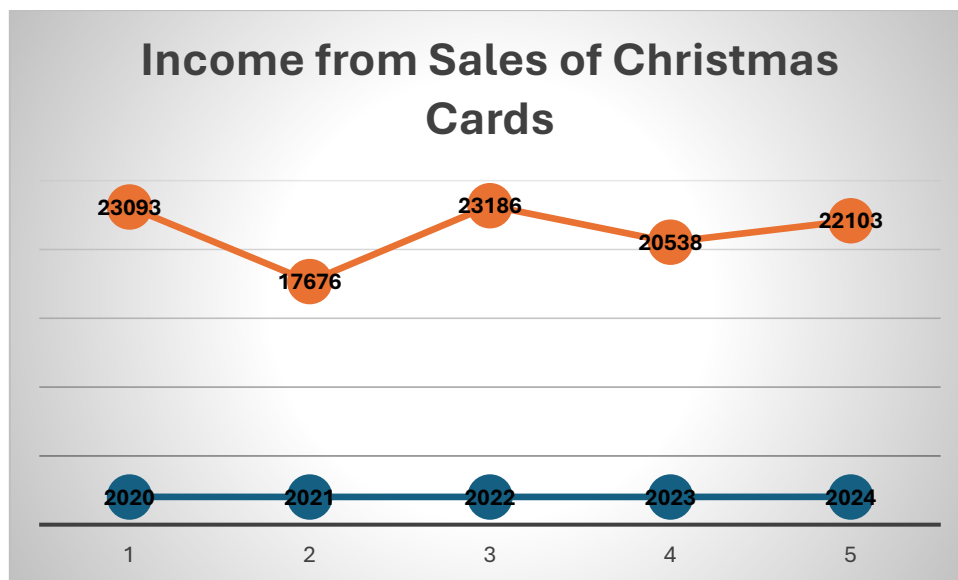
Sunflower Day is held each June. This is a national campaign by Together for Hospice and managed locally by WHM Team.



Note 1: 2021 Data is from CHAMP Report bases on an online campaign only-as there was no street collection due to COVID 19 restrictions.

Sales 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.

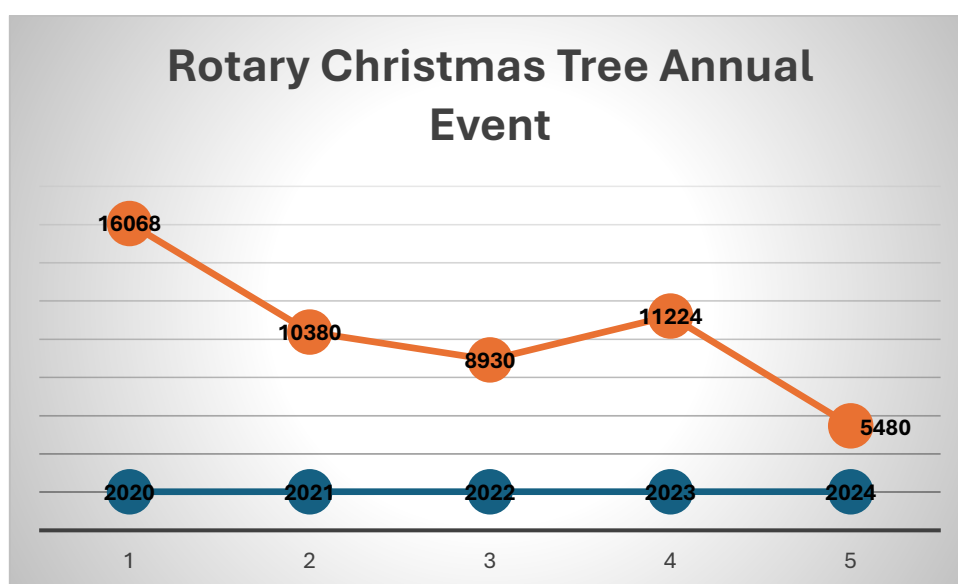


Rotary Club Christmas Memorial Tree Income Trends

Waterford Rotary Club Annual Christmas Tree Appeal commenced in 1997 to help raise funds for the development of our 20 bed Hospice locally. Since 2021 overall income from this event has been divided between WHM and Solas Cancer Support Centre.

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

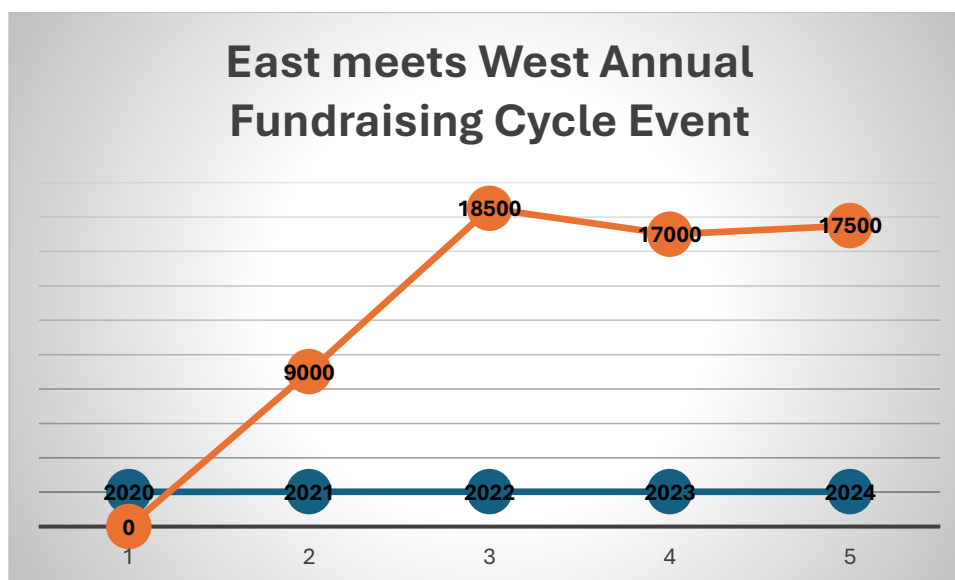
<https://www.waterfordhospice.ie/memorialtree>



Note1: Overall Income being divided by 50% since 2021

East meets West Lions Club Annual Cycle

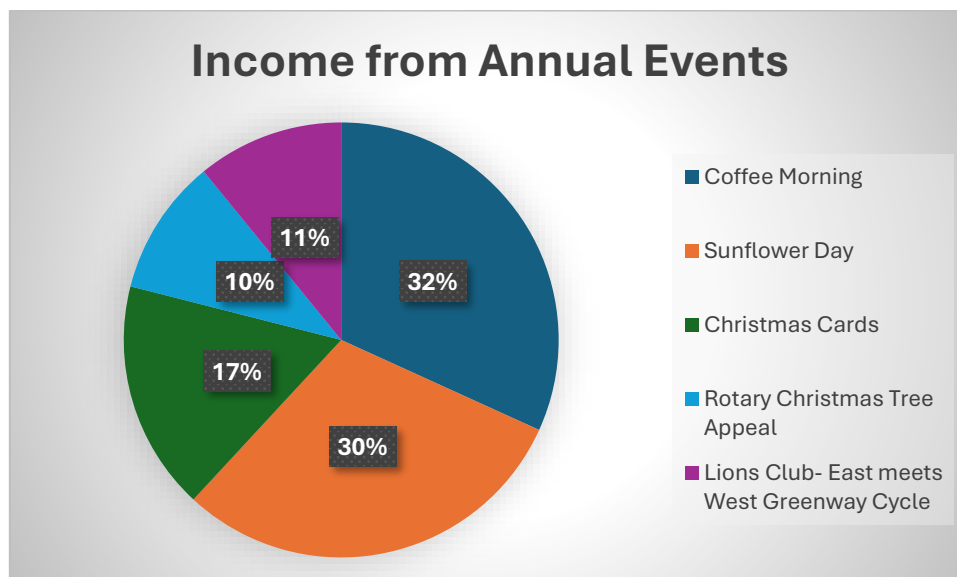
Waterford Lions Club organises this Annual Event which takes place on Waterford Greenway with both Lions Clubs and their participants meeting at Kilmacthomas. WHM acknowledges both Waterford and Dungarvan Lions Clubs and their supporters, coordinators, and participants in this event.



Note: There was no event in 2020 due to COVID-19 Pandemic

Overall Summary of Income from Annual Events

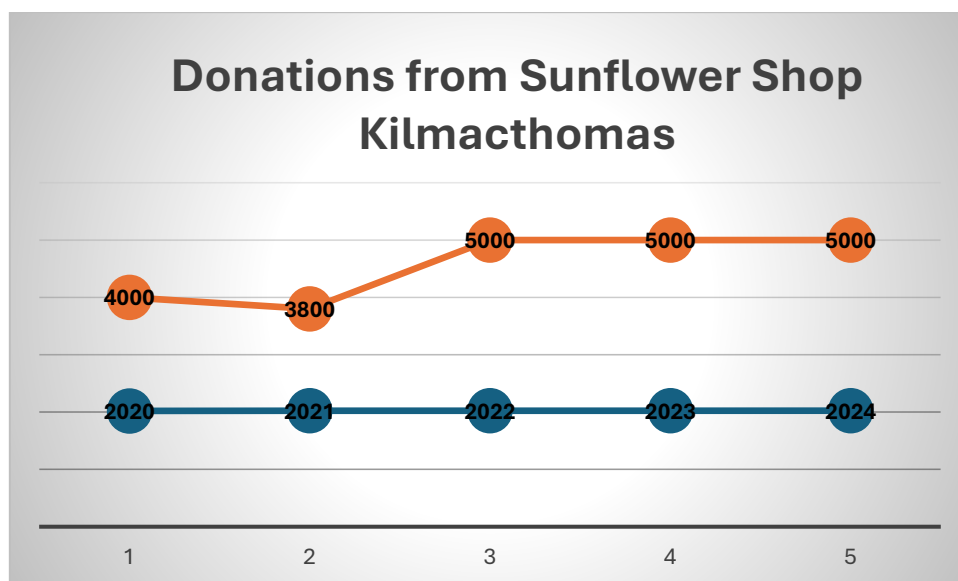
This Table demonstrates Income proportions for main Annual Events for the 5 year period 2020-2025



In addition to these Annual Income streams we wish to acknowledge the many donors and organisers of fundraising events in 2024 and previous years all of which 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

Sunflower Shop – Kilmacthomas

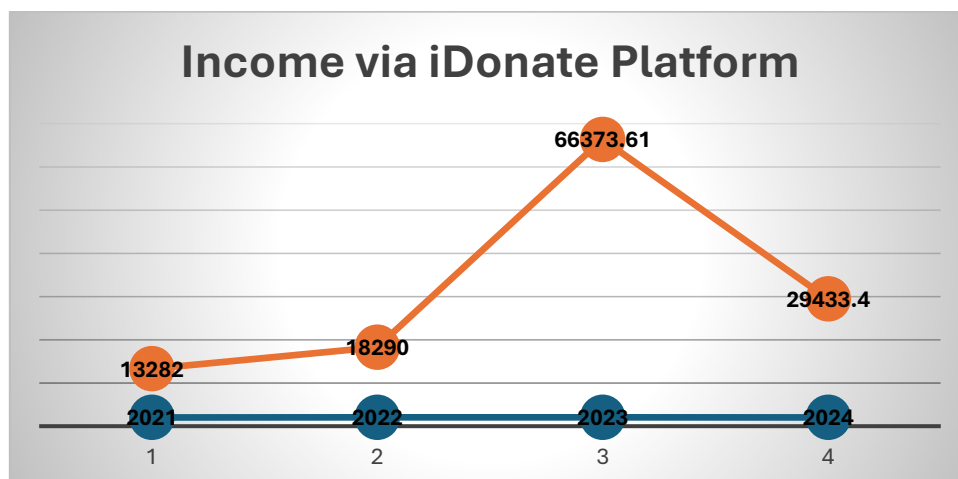


Note 1: The Sunflower Shop also supports all our Annual Fundraising Events and Income from same is included separately under each event.

Note 2: Data is from CHAMP

iDonate.ie Fund Raising Events

An iDonate Account was commenced in 2021.

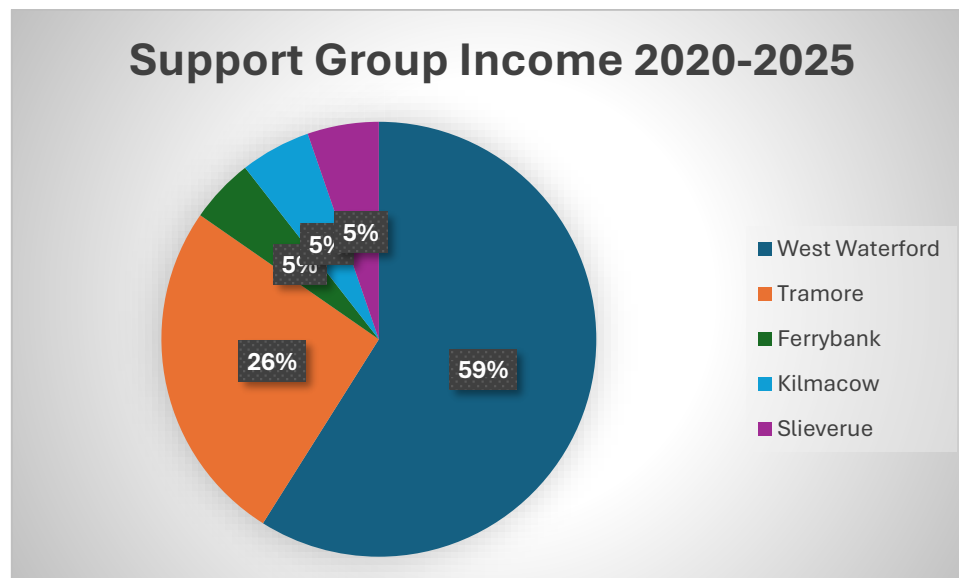


Note: Fundraisers are increasingly using platforms such as this to run Fundraising events and WHM encourages use of same to optimise receipt of cashless income

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 work and commitment of our Support Groups down through the years has been invaluable. We wish to acknowledge all involved and look forward to their continued support in the years ahead.



Donations – Corporate, Club, and Special Events

The following are some of the many donations received in 2024

- Sean Carey (has been donating annually, total to date €19,134.33) - €2,000
- POD Festivals Ltd - €500
- Kildalton College - €441.55
- Dermot Queally - €5,000
- Abbey Community College Waterford - €562.47
- Carne Group - €2,000
- Croppy Boy Committee - €6,000
- Carrick on Suir Motor Club - €1,500
- Ball Beverage Packing - €3,000
- Kickstart Scooter Club - €1,440
- New Ross Golf Club - €1,000
- Slieverue National School - €450.20
- House of Waterford Crystal (proceeds from employee raffle) - €955.15
- Suir Clean - €500
- Vage Car Club - €1,500
- St Senan's Athletics Club - €3,985
- St Angelas Secondary School - €500
- PPI Adhesive- 2,141.40 (donates annually, €15675 to date)
- Dunbrody Archers - €600

A pictorial sample of some very generous donations following Fundraising Events



Clonroche Poulpeasty Vintage Club presented a cheque total €24,144.00



Our Chairperson Barbara Murphy accepted a cheque from Dr. Mark Rowe, Waterford Health Park following an event including a live podcast



Our Chairperson Barbara Murphy was delighted to travel to Dungarvan to meet with The Dalton Family and their friends from Modeligo, Colligan, Touraneena, Dungarvan, Kilgobinet, Ballymacabry and other areas who organised a phenomenal fundraiser in memory of their mother, sister and friend Nell Dalton RIP. The West Waterford Support Group also participated in the planning of this event



We were also delighted to accept a cheque – proceeds from the Glenmore Tractor Run in memory of a friend who had passed away on Oak Ward



Our chairperson travelled to Kilmacthomas to accept the proceeds of the 2024 East Meets West Greenway cycle



Teresa Barrett our Volunteer of many years and friends on Sunflower Day 2024 at Waterford Shopping Centre Lisduggan



Ciara & Sinead together raised €10,137.48 for Waterford Hospice in memory of their sister Niamh O'Connor RIP. Sinead ran a marathon and raised €5308, and Ciara organised a 'A Night For Niamh' in Bank Lane which raised €4829.48



Louis Murray and his sister sold their teddy bears at the Corbally Market in memory of their Auntie RIP



Frances Barrett makes and sells handcrafted items and donates the proceeds to us- Frances and a former Trustee Mai Walsh at Christmas 2024 at Ardkeen Quality Food Store

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. The advice and support of the Board is acknowledged and appreciated. As has been the practice the management team were supported by regular meetings with the Chairperson(s) and had access to the advice and support of individual Board Trustees as related to their specific areas of expertise. A schedule of Board Meetings was in place for 2024

Charities Regulator

As a registered charity 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 and the Annual Report was filed on time consistent with the Annual Oct deadline.

Companies Registration Office

The requirements of the Companies Registration Office (CRO) were maintained and the Annual Accounts were filed by M.K. Brazil and Co. Auditors and Accountants on our behalf.

Payroll and Accounting Services

RKD Accountants formerly APBS Payroll & Accounting Services continued to undertake these functions on behalf of WHM as has been the arrangement since the transfer of governance for the Community Specialist Palliative Care Team to the HSE in May 2021. Financial performance is reviewed at each Board Meeting.

Annual Plan and Annual Budget

An Annual Plan was approved for 2023 and incorporated an Annual Budget for 2023. Progress was monitored at each Board meeting

Annual Audit

M.K. Brazil Auditors & Chartered Accountants conducted Annual Audit 2023 and produced the Annual Accounts & Financial Reports which were adopted at AGM 2024 and subsequently published on our website, and filed with the Companies Registration Office

Codes of Conduct

Signed records of Codes of Conduct for Employees and Volunteers are maintained in compliance with the Charities Governance Code.

Insurance

Insurance policies were renewed in June 2024 as standard. Additional Insurance was purchased for Sunflower Day which is our only Cash Collection annually.

Risk Management

The Risk Register was reviewed at each Board Meeting and risks were reviewed, prioritised and addressed ongoing. Adare HR were retained to assist with Employer and Health & Safety legal requirements.

Policies, Procedures and Guidelines

In addition to the existing core Policies including

Child safeguarding Statement	Vulnerable Adults Policy
Financial Controls Policy	Fundraising Policy
Donor Charter	Complaints Policy

Standard operating procedures are developed internally as required

Communication with Stakeholders

Support Groups

A Newsletter is issued to our Support Groups and all stakeholder who opt in for same on the CHAMP System. This ensures communication updates including how donations are used to ensure patient comforts etc is available to all

The Work of each Support Group in their local areas is gratefully acknowledged.

Social Media

Our social media accounts continue to be 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](#)

Education and Training

SQ completed the Waterford Chamber of Commerce Regional Leaders Programme in April 2024

The following online Training & Seminars were attended

- SQ: Dealing with Difficult Situations in Volunteer Programmes 5th June – 3hrs Online- The Wheel

Manual Handling Training

- Patient Manual Handling 20.11.2024 –Melanie Dale & Grainne Delaney
- Non- patient Manual Handling: , Sheila and Cara 05.11.2024
- PS attended Webinar on Pensions Auto-enrolment 27.11.2024

Memberships

To support our knowledge base and provide access to updates in respect of the Charity Sector and local Community WHM retained membership of

- Waterford Public Participation Network (PPN) - provides regular Grant Funding updates and Newsletters.
- The Wheel
- Waterford Chamber of Commerce

Risks and Challenges

The Risk register was reviewed at each Board Meeting and actions were taken to ensure compliance with legal and regulatory requirements

Risk in respect of security and continuity of the organisation as well as increasing workload concerns were mitigated by the decision in Q4 to recruit an additional part time employee at Grade 111 Clerical Officer grade and e were delighted to welcome Cara Harte to the team in May 2024

The Board approved the retention of Adare HR to assist with review and finalisation of the Dept Safety Statement and work is ongoing in respect of same.

The Board intends to publish its Strategic Plan in early 2025 setting the priorities for the years ahead and a specific commitment to focus on increasing Supports to patients and families in their own homes in the Community as well as continuing to develop the range and level of supports for patients and families in the SEPCC.

Plans for 2025- Next Steps

- Continue provision of Home Carer Support Hours for patients and families in the Community.
- Further enhance access to Complementary Therapy Services ensuring access not only in SEPCC but also in satellite centres commencing with West Waterford (Dungarvan) and improve access to Complementary therapy in the home for patients known to Waterford Community Specialist Palliative Care Service
- Expand community access to Cranio Sacral Therapy
- Continue Hairdressing Services for patients known to SEPCC.
- Continue access to Chiropody Services for Inpatients and for patients in the community
- Fund Beautician and Nail care Service if/as requested by inpatient Unit
- Continue and potentially expand Therapy Dogs Service
- Continue maintenance of the outdoor gardens, courtyards maintenance of the Indoor plants.
- Continue to Fund monthly costs of Garden Maintenance, Daily/Weekly Newspapers, Coffee Beans and Coffee Cups, Additional Food and Beverages for inpatients, provision of nightwear and toiletries, Activity Packs, Books on Bereavement for children and families.
- Continue to fund Once off requests for funding consistent with our updated Charitable Objects as requested by SEPCC
- Continue to purchase Mouth Care treatment Packs for patients know to the Community Specialist Palliative Care Service
- Progress commencement of a Counselling Service for patients & families with non-malignant diagnoses in partnership with the SEPCC

Collaboration with WHA/Réalta

- Continue to fund the Healing Sounds Programme in the inpatient unit
- Continue Funding the Creative Arts Programme in the inpatient unit and Day Services Unit if the latter is commenced by SEPCC #

Collaboration with Deise Women's Shed

- Continue supporting Blankets of Hope Programme for IPU

Annual Bereavement Service

- Continue to support Bereavement Service costs for this Annual event
- Fund Booklets on Bereavement Services as developed by SEPCC Staff

Volunteer Service

- Develop and commence a Volunteer Service to support SEPCC Clinical Services, including in the IPU and support Day Services. This may include *inter alia* the requirement for Patient Transport and Meet & Greet services