



St Peter & St James Hospice

Impact Report 2024-2025

Welcome from the Executive Team

Welcome to our 2024- 2025 Impact Report, which provides information about the year's activities and achievements at St Peter & St James Hospice.

Throughout the year, we have focused our efforts on extending our reach and support for those who need us, whilst developing and maintaining strong and effective relationships with our community and our colleagues in the wider health and care system, with the key aim of enhancing outcomes for patients and those most important to them. In 2024/25, it cost us £6.56m to run the whole organisation, which we were able to meet thanks to income of £6.65m which included £1.28m from fundraising and donations, £178k from Trusts, £1.7m from legacies, £2.1m from retail and £964k from Government funding.

Our Inpatient Unit (IPU) ran at 83% occupancy during the year, with an average length of stay of 12.1 days, and our Specialist Community Palliative Care Team saw an increase in activity of 9%, supporting 937 people, up from 858 in 2023/24. Attendance in our Living Well Centre (LWC) has increased by 19%, with both patients and carers accessing Supportive Care Services in greater numbers. This growth reflects a clear and targeted focus on carer support, which was extended to be available six days per week during the year, making our care and support more accessible. The hospice has supported over 1,000 patients this year, and we are looking to further increase this in the current year, whilst continuing to provide excellent care and support for our patients.

As part of expanding our patient reach, we have innovated to help make the best use of our staff members' time. During this year we became the first hospice to trial specific medically approved AI software for note taking, with the aim of saving time for our clinicians and our community team but also allowing them to give more attention to the patient during visits and appointments.

Quality of Care and Patient Safety are always a top priority for our Clinical Teams, and we have introduced new roles at the hospice, including a Head of Quality to drive our continued focus in these areas. During the year, we received £78k from the first tranche of our £312k share of the £100m the Government allocated to hospices for capital expenditure. We have used this as an opportunity to purchase new high specification mattresses for the Inpatient Unit to increase comfort and help reduce the risk of pressure of patients acquiring pressure sores.



Amanda Fadero
CEO



Helen Mcgee
Medical Director



Andrew Gallini
Care Director



Matthew Dean
Finance Director



Melissa Le Palud
People Director

Report from Chair of Trustees

This financial year ends the year as St Peter and St James Hospice celebrates 50 years of providing specialist care to our community in Lewes, Burgess Hill, Hayward Heath, Uckfield and all of the surrounding villages, moving from our origins as a care home in 1975 to the hospice we are today, providing free specialist palliative and end-of-life care. In the year ended 31st March 2025, we helped over 1,000 patients in our in-patient unit, across the community and through the Living Well Centre, and are looking to grow this moving forward.

Over the last few years, we have seen the hospice sector become much harder to operate in, with hospices across the country struggling to meet rising costs with which Government funding has failed to keep up. In this year, just 14.6% of our operating costs were met by Government funding (excluding capital grants), one of the lowest proportions of any hospice in the country, and we are very heavily reliant on the generosity, dedication and hard work of our community to keep operating.

In November 2024 we held our inaugural Gala Dinner, which helped us raise significant funds, some of which we used to purchase a portable ultrasound scanner. This essential tool enables us to scan patients at the hospice or where they live, whether that's in their own home or a care home, meaning there is no need for a hospital visit.

The end of the financial year marked the end conclusion of our last three-year strategic period, and we embarked on our new three-year strategy, which focusses on financial sustainability, providing palliative care and support to all when they need it, and attracting, developing and supporting a thriving workforce.

The hospice is committed as a key member of the Sussex Hospice Alliance, a group of our specialist palliative and end-of-life partners, to negotiate as one voice with the NHS, regarding funding, and to share knowledge and resources to deliver efficiencies and improve patient care.

I would like to thank all our employees, volunteers, patrons and Trustees for all their hard work and support throughout the year. I would like to give particular thanks to Dr Nicholas Barrie and Andrew Cook who stepped down as trustees part way through the year, after coming to the end of their terms.

I would also like to give my heartfelt thanks all those who have donated, fundraised, given their time, left us a gift in their will, purchased something in our shops or attended our events. Without you, we would not have been able to provide the specialist care we offer to those who needed it over the last 50 years and into the future. The hospice remains an integral part of the community and, with your support, will continue to serve it for generations to come.



Harriet Creamer, Chair



About us

St Peter & St James Hospice provides specialist palliative care to adults living with a life-limiting illness in our community. Our support extends to friends and families too. Our community includes a wider catchment area across East and Mid Sussex with a population of over 260,000 and includes the towns of Uckfield, Lindfield, Haywards Heath Burgess Hill, Lewes and the surrounding villages. We support people to live and die well, according to what matters most to them.

Our mission is to provide the best possible care, in the right place, at the right time, to everyone who needs us. Our employed workforce, kindly supported by dedicated volunteers, are committed to excellence in all they do. St Peter and St James Hospice's clinical services are consistent in ensuring everyone in their care is treated with kindness, compassion and respect, offering responsiveness, flexibility and safety, ultimately providing choice for patients and those most important to them. Our services are free of charge to all those in our community who need our care; however, this is only made possible by the support and continued generosity of our supporters.

Our Services

As a multidisciplinary organisation, St Peter and St James Hospice provides care and support in the Inpatient Unit, through our Specialist Community Palliative Care Team and in the Living Well Centre in addition to through our Supportive Care Team. The table below outlines the range of services available for patients and carers. Our hospice values, Compassion, Collaboration and Empowerment are at the heart of our organisation and define who we are, what we believe and what we stand for.

Service	Description
Inpatient Unit	8 Beds – 24/7
Hospice Community Service	7 Day Clinical Nurse Specialist visiting and advisory service. 2 days Medical Director visiting / support
Living Well Centre	Wide range of activities that take place over 6 days of the week for patients and carers that include: Art, craft, writing and singing sessions, mindfulness as well as a Carers Cafe and bereavement group.
Supportive Care	Counselling, Welfare Support, Carer Support, Complementary Therapies and Rehabilitative Therapies

The year in numbers 2024 - 2025

It costs us £6.2 million
to run the whole
organisation



We supported
over 1,000
patients



We received
683 new
referrals



The average patient
stay on our IPU was
12.1 days



134 patients and
172 carers received
support from our
Living Well Centre



We participated
in a 24/7 hospice
line pilot



The Moore Family

The Moore family, from Newick, have a special connection to St Peter & St James Hospice, who has cared for two generations of their family. James tells their story:

“In 2002, the hospice cared for my Grandfather, Douglas, and sadly in September 2024, we reconnected with the hospice, when my Dad, Graham, who had been battling cancer, spent his last hours at the hospice, with our family by his side.

I think a lot of people don't realise just how much support the hospice offers families. There is the inpatient ward, and the community team, but there was so much more to it for us. When Dad was discharged from the A&E in Brighton, part of our discharge plan included a 24/7 hotline, supported by the Hospice team. Mum has never forgotten their help, Dad had been violently ill, and out they came, in the middle of the worst storm – we couldn't believe they braved that weather!

The next day, we went to the hospice for an assessment and Dr Charlie wanted to admit Dad, a day later we heard the hospice had a bed for him. Helen greeted our arrival with a big hug for Dad and then one for mum, saying: ‘you're in the right place, just be his wife, we'll take care of the rest.’ It was all the small things they did that were actually the big things. Dad couldn't drink at the time, but the Nurse bought him an ice lolly, and he was like a kid in a sweetshop, he loved it. It felt like being at home, but behind the scenes was this amazing support crew. I just remember feeling so glad that Dad was able to have dignity, it was a very calm environment, he died very peacefully. I am so grateful that in those last moments, we were just Father and Son at the end.”

Beatrice and Peter

Dr Beatrice was an 83-year old lady with a history of breast cancer and Progressive Supranuclear Palsy (PSP), who received support from the St Peter & St James Hospice Community Nursing Team from April 2021 until her death in March 2025. Peter tells their story:

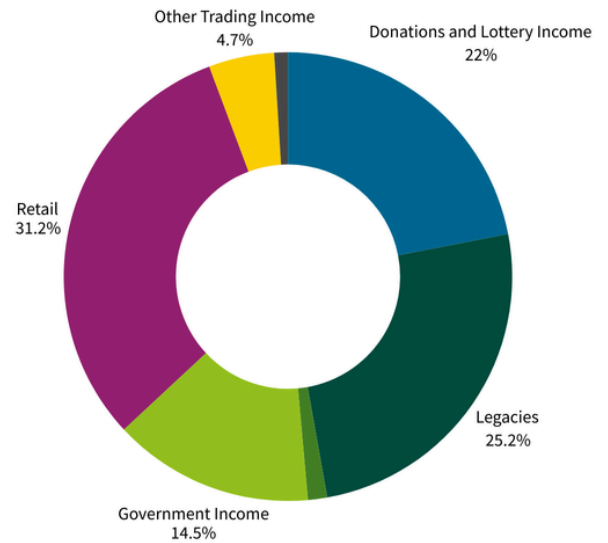
“We were put in touch with the hospice in April, and we started to be supported by one of the community nursing team, Liz Hunt. Beatrice was absolutely certain she wanted to be at home if she could throughout her illness. Initially these were visits every 3 or 4 weeks, and these became more frequent towards the end of her life. There was an immediate connection between Beatrice and Liz, both being from Ireland. Liz was a great support to me too, supporting me and reassuring me I was doing the right things as a carer, especially when Beatrice would tease me for being slow to do the jobs around the house, jobs that she so desperately wished she could still do.

We had massage sessions from the hospice team at home which were always well received. When Beatrice became incontinent, Liz delicately persuaded her to wear incontinence underwear, which saved me many washing loads, and more critically, her dignity. Liz also explained and took us through the Continuing Health Care process, saving us thousands of pounds and saving me from having to potentially sell the house.

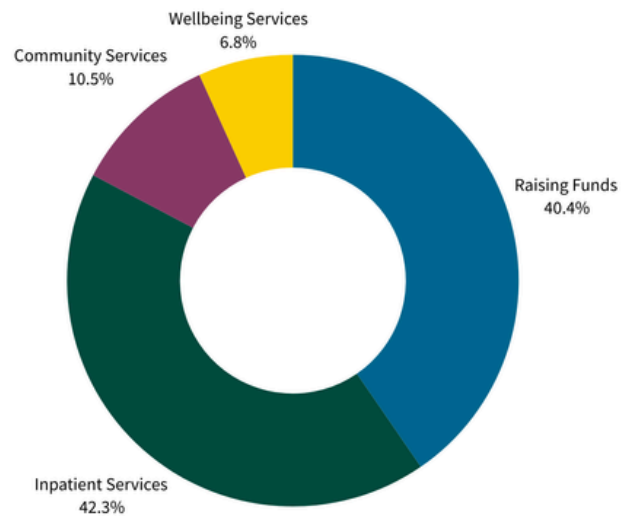
The hospice gave Beatrice what she wanted at the end, to be at home with me and all her children. To the extent a death can be a good death, I think it was.”

Financial Summary

Income split by channel (£'000)	Total funds 2025
Donations and Lottery Income	1,461
Legacies	1,679
Charitable Grants	92
Government Income	964
Retail	2,077
Other Trading Income	314
Investments	65
Total Income	6,654



Expenditure split by channel (£'000)	
Raising Funds	2,650
Charitable Activities	3,905
Expenditure split by channel	
Raising Funds	2,650
Inpatient Services	2,773
Community Services	686
Wellbeing Services	445
Total Expenditure	6,555



We finished the year in a surplus position of £118k, increasing our reserves to £5.96m. This keeps the charity within our reserves policy of holding over 6 months free reserves.

We have continued to rely on the generosity of our community to fund us, as only just over 14% of our income comes from Government funding as per the graph above. Although the fundraising landscape has become more challenging over recent years, both our fundraising and retail departments have continued to grow our income.

Staff costs made up 74% of our total costs, and the cost-of-living crisis has had a significant impact on the hospice, as we have had to raise salaries in order to remain competitive in the charity market and to meet the minimum wage increase. Going forward this is likely to continue, and we will need to grow our income levels in order to meet the rising costs we face.

Financial Summary

CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	As restated Total funds 2024 £
Income from:					
Donations and legacies	3	3,122,492	110,514	3,233,006	2,154,007
Charitable activities	4	855,691	108,332	964,023	1,039,132
Trading activities	5	2,392,210	-	2,392,210	2,143,645
Investments	6	65,619	-	65,619	75,250
Total income		6,436,012	218,846	6,654,858	5,412,034
Expenditure on:					
Raising funds	7,8	2,650,097	-	2,650,097	2,562,109
Charitable activities	9	3,607,216	298,678	3,905,894	3,398,751
Total expenditure		6,257,313	298,678	6,555,991	5,960,860
Net income/(expenditure) before net gains on investments					
		178,699	(79,832)	98,867	(548,826)
Net gains on investments					
		18,657	-	18,657	13,580
Net income/(expenditure)		197,356	(79,832)	117,524	(535,246)
Transfers between funds	21	33,500	(33,500)	-	-
Net movement in funds		230,856	(113,332)	117,524	(535,246)
Reconciliation of funds:					
Total funds brought forward		5,633,050	211,000	5,844,050	6,379,296
Net movement in funds		230,856	(113,332)	117,524	(535,246)
Total funds carried forward		5,863,906	97,668	5,961,574	5,844,050

The Consolidated Statement of Financial Activities includes all gains and losses recognised in the year.

Financial Summary

CONSOLIDATED BALANCE SHEET AS AT 31 MARCH 2025

	Note	2025 £	As restated 2024 £
Fixed assets			
Tangible assets	15	1,927,700	1,941,763
Investments	16	525,099	500,182
		<u>2,452,799</u>	<u>2,441,945</u>
Current assets			
Stocks	17	23,447	18,919
Debtors	18	1,335,761	949,584
Investments		2,014,926	2,503,455
Cash at bank and in hand		674,492	206,438
		<u>4,048,626</u>	<u>3,678,396</u>
Current liabilities			
Creditors: amounts falling due within one year	19	(539,851)	(276,291)
Net current assets		<u>3,508,775</u>	<u>3,402,105</u>
Total assets less current liabilities		<u>5,961,574</u>	<u>5,844,050</u>
Total net assets		<u><u>5,961,574</u></u>	<u><u>5,844,050</u></u>
Charity funds			
Restricted funds	21	97,668	211,000
Unrestricted funds			
Designated funds	21	199,000	199,000
General funds	21	5,664,906	5,434,050
Total unrestricted funds	21	<u>5,863,906</u>	<u>5,633,050</u>
Total funds		<u><u>5,961,574</u></u>	<u><u>5,844,050</u></u>

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

Looking ahead to 2025- 2026

As we mark the milestone of our 50th anniversary of providing care in our community in 2025, within the next financial year we will reflect on our achievements to date, and ensure we fulfil our vision to be a safe, modern, sustainable hospice for generations to come.

To enable us to achieve our three-year plan, we have appointed a CEO to help us deliver on:

- financial sustainability
- providing specialist care and support to all when they need it
- attracting, developing and retaining a highly skilled and engaged workforce.

Part of our financial sustainability plan centres on how we can work with the NHS to both increase our funding and reach more patients. As part of this work, we plan to open four new CHC funded beds, which we anticipate will generate another £270k of NHS funding per year from the NHS, and will allow us to support more patients with longer term needs, at the hospice. We will be able to do this thanks to a £312k grant from the Department of Health and Social Care, our share of the government's £100m payments to hospices for capital spending.

We will continue to adopt new processes and initiatives to ensure we can be agile and forward-thinking, including seeing the results and conclusions of our AI note taking pilot.

We will expand our mechanisms for measurement of our service to ensure we are meeting the needs of our patients, their loved ones as well as our employees and volunteers.



Our grateful thanks to just some of our incredible corporate, community and grant supporters:

- Ansty Football Club
- Ardingly Choral Society
- Brit Insurance
- Burgess Hill Bowls Club
- Burgess Hill Business Parks Association
- Burgess Hill Constitutional Club
- C J Thorne
- Chailey Classic & Vintage Tractor Club
- Charitable Giving
- Chip Chuck Ltd
- Day Lewis Chemist
- Dinnages Garages Ltd
- Ditchling Mummers
- Doodie Stark
- Enterprise Rent-A-Car
- Ernest Kleinwort Charitable Trust
- Extechcloud
- Friends of Sussex Hospices
- Garden Pride Garden and Leisure Centre (Notcutts)
- Gateway Baptist Church
- Hassocks FC
- Haywards Heath & Beech Hurst Bowls Club
- HPS Plumbing
- Just Helping
- Keymer & Hassocks Sports & Social Club
- Lewes Pubs Darts League
- Lewes Town Council
- Lloyds Bank Foundation for England and Wales
- London Mead Community Primary School
- Mid Sussex Bar Billiards
- Mid Sussex Golf Club
- Morrisons Foundation
- Open Gardens
- Orange Square Bar
- Perdido Players
- Plumbase
- Plumpton Races
- Rotary Club of Cuckfield Lindfield and Haywards Heath
- Rotary Club of Lewes
- Southdown & Eridge Hunt Supporters Club
- South-East Rural Charitable Trust
- Southway Junior School
- St James Safe Deposit Co Ltd
- Sussex Masonic Charitable Foundation
- Sussex Police
- The Alan Greenaway Foundation
- The Albert Hunt Trust
- The Brewers Arms
- The Cock Inn
- The Cuckoo Choir
- The Diocese of Arundel and Brighton
- The Heagerty Family Charitable Trust
- The Mrs A Lacy-Tate Trust
- The Neighbourly Foundation
- Triangle Golf Club
- Waitrose
- West Sussex County Council

We would like to extend our gratitude to our major donors, personal challenge fundraisers, community support groups and funds received in memory of a loved one



“The staff made it possible for our family to make the best of our final days together. At his passing, they were a comfort and guide, and I will forever be grateful for all they did for us.”



“I just wanted to thank you for your support. Sometimes, all relatives need is a professional to walk the journey with them, so they know they are not alone, and you were that person to us, so thank you.”



“We came from a crowded busy ward, and we arrive at the hospice for quiet and care to descend upon us. What a wonderful place.”



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