

**THE
KIRKWOOD
SUPPORT
LIFE.**

2022–23

IMPACT REPORT

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SUPPORT
LIFE**



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Through thick and thin, giant hugs and bottomless mugs, The Kirkwood Support Life for anyone affected by a life limiting illness, every step of the way.

SUPPORT LIFE

More than just our mission or our motto, **Support Life** is our solemn promise and our call to arms. Painted on walls, emblazoned on posters, and written in our hearts, it is our daily reminder that the best way to approach death is through an abundance of life. That's why no matter how difficult, delicate, or dire the circumstances, The Kirkwood will always do whatever it takes to make life worth living.

AN EVER GROWING MOVEMENT

The Kirkwood are a movement of people. A thriving, vibrant and vital community spread right across Kirklees. From our patients and our employees to our donors, volunteers and supporters, every single one of them is part of 'The Kirkwood Movement'.

It takes every one of the 30,036 members of The Kirkwood Movement to create the impact you will read about in this report. As we continue to face uncertain times, we'll need others to rally to the cause in the future. In growing The Kirkwood Movement, we will reach those who don't yet access the care they deserve at the end of life, and we will ensure the resources are there to deliver it, even in times of scarcity.

In short, it takes you...

Join

Visit our website to discover when and where we are looking for employees or volunteers and find out all the ways you can help to fundraise. Or learn more about becoming a 'Support Life Champion' in your own community and advocate on our behalf to help The Kirkwood Support Life.

Belong

We are more than 30,000 unique individuals from every corner of Kirklees, from every community, every background and every identity. But we share the same goal: to make sure those living with an illness in our community can live the best life possible, for however long they have, spend time with those they love, doing the things that are important to them, and have the best chance of being where and with whom they choose at the very end of life.



Change local lives, and your own

However you contribute, you will be part of giving something truly special to people in your town, village or street. You'll be giving them chance to live the very best quality of life possible, to die with dignity, and to know those they love will be supported to live on and live well. And when you do that, you'll feel proud of what you've achieved as part of The Kirkwood Movement.

You'll know you have made your community better for those in need. You'll meet new friends who share your values. You'll improve your skills and experience. And (most importantly) you'll have fun!

By working together, we will make sure care is available to anyone affected by a life limiting illness today, and that care will continue to be available for those diagnosed tomorrow.

Take the first step – join The Kirkwood at
thekirkwood.org.uk





30,500

individuals, made up of patients, family members, carers, volunteers, employees, partners and supporters make up The Kirkwood Movement.

+10%
since 2021–22

16,782

individuals helped The Kirkwood Support Life by supporting one of our fundraising initiatives.



Husband and wife team, Dr Sharmala Ramalingam & Dr Kumar Marimuthu, battled the elements on their ascent to Everest Base Camp in aid of The Kirkwood.

+16%
since 2021–22

30,326

items were listed for sale on our eBay Store during 2022–23 thanks to generous donations from supporters.

15,457

The number of plays in our weekly lottery draw. Players helped us to raise an amazing £862,083 in 2022–23.

11,423

of our supporters asked us to Gift Aid their shop donations, helping us to raise an extra 25%.



998

volunteers are offering their valuable free time to help The Kirkwood Support Life.



65,389

hours were donated by our dedicated team of volunteers in our 18 shops and donation centres last year.

6,380

hours were spent volunteering in our clinical services, supporting patients in our In-Patient Unit and keeping our hospice's services running smoothly.

83

different roles are available for anyone hoping to volunteer for The Kirkwood, with opportunities to suit anyone with a little time to help.



Oliver's Story



Scan me to watch the video ↗

“I held Mum’s hand and told her I loved her. If I hadn’t have gone, I wouldn’t have had that special moment with her.”

Siblings, Oliver and Sophie Watson, from Heckmondwike, were heartbroken following the death of their mum, Suzanne, at the age of just 53. Now they’re keeping her memory alive through a very special fundraising event.

Having overcome breast cancer in 2018, just two years later, Suzanne was told the news that cancer cells had been discovered in her lymph nodes and were spreading. She spent her last days being cared for by The Kirkwood in our In-Patient Unit.

For Oliver and Sophie, who were in their late teens and early twenties at the time, the news of their mum’s condition was hard to comprehend. They were fearful of what the future

may hold for their family.

“I didn’t want to go and see her like that. I have had anxiety, so my sister Sophie visited regularly and kept me up to date.” said Oliver.

After a bit of reassurance and support from his sister, Oliver decided that he didn’t want to wait until it was too late and went to visit his mum.

“I held Mum’s hand and told her I loved her.” said Oliver. “It was the best thing I could have ever done, like a weight

lifted off my shoulders. If I hadn’t have gone, I wouldn’t have had that special moment with her.”

Suzanne died later that day.

Oliver and his family were offered support and counselling from The Kirkwood Counselling team, but Oliver respectfully declined. He says that “he finds it hard to talk” and instead sought comfort and support from his friends and family.

Keen to show his gratitude for the care

and compassion offered to his mum, discussions began about ways he and his family and friends could give something back to The Kirkwood.

They discussed taking on the Three Peaks challenge, but it didn’t feel quite right to Oliver and his group of friends, so they continued to brainstorm ideas.

Eventually, they decided to organise their own fundraiser – a charity football match.

Their first challenge was securing a venue

to host the match. Oliver and his team set up a Go Fund Me page and a Facebook event page to keep their supporters up to date with how they were getting on. They went on the hunt for a location and, thanks to Sophie who had a contact at the club, managed to secure Littletown FC in Liversedge.

With the location set, the siblings logged on to their fundraising pages to announce the update and were shocked by

what they discovered. Their original target of raising £700 had already been shattered – the total had already grown to an astonishing £2,500!

With their efforts reaching far beyond anything they had envisioned, they decided it was time to call in help. They contacted The Kirkwood Fundraising team.

“The Kirkwood were amazing, they were there for us 100%, organising buckets and tubs to



help us collect on the day and supplies for the event.” said Oliver.

On the day of the big match, crowds gathered, eagerly awaiting the kick off in a game which would see the winners take home the Suzanne

Watson trophy.

The event was a huge success raising a grand total of £5,000 in memory of Oliver and Sophie’s beloved mum. Oliver has now made this special remembrance match an annual event.

THE DIFFERENCE WE MAKE

Our support began as a hospice, but today it is a promise: to support the life and legacy of all of those affected by a life limiting illness.

We help those in our care to live well and make the most of every single day. We make the complex simple by focussing on what's important. And we support families and loved ones to live on – and live well.

We're here for local people across our community whenever and wherever they need us, helping to improve their quality of life in the ways that matter most to them.

Through thick and thin, giant hugs and bottomless mugs, we Support Life for anyone affected by a life limiting illness here in Kirklees.

Over the next few pages, we'll highlight the impact your support has on everyone who relies on our care here in Kirklees.

+22%
on 2021–22

2,570

patients, carers and relatives benefitted from a service that The Kirkwood provided in 2022–23.

1,890

The number of patients supported to maintain their quality of life by The Kirkwood last year.

+26%

Since the end of the last decade, the average number of patients supported by The Kirkwood each year has increased by 26%.

1,410
PATIENTS WERE SUPPORTED BY THE KIRKWOOD NURSES IN THEIR OWN HOMES OR CARE HOMES

15,242
CALLS MADE TO THE KIRKWOOD ADVICE LINE
1,202 CALLS WERE OUT OF HOURS

78%
OF THE KIRKWOOD EMPLOYEES LIVE IN KIRKLEES

CARING FOR PEOPLE SINCE **MARCH 1987**

16,782
INDIVIDUALS SUPPORTED ONE OF OUR FUNDRAISING INITIATIVES

OVER 30,000
PEOPLE HAVE BENEFITTED FROM THE KIRKWOOD'S SERVICES SINCE 1987

2,570
PATIENTS, CARERS AND RELATIVES BENEFITTED FROM ONE OF OUR SERVICES IN 2022-23

795 COUNSELLING
SESSIONS WERE UNDERTAKEN TO HELP FAMILIES AND LOVED ONES WHO HAD BEEN BEREAVED

OVER 15,000
PLAYERS TOOK PART IN OUR WEEKLY LOTTERY DRAW

£2.9 MILLION +
RAISED FROM OUR SHOPS



18 SHOPS
37 EMPLOYEES
445 VOLUNTEERS
4 DONATION CENTRES

2,286
HOME VISITS WERE MADE TO PATIENTS BY THE KIRKWOOD NURSES

95% OF PEOPLE
RATED OUR CARE AS OUTSTANDING OR EXCELLENT

DID YOU KNOW?
GIFTS IN WILLS HELP THE KIRKWOOD FUND THE CARE OF 1 IN 4 PATIENTS



Impact Event

WE OFFER WELLBEING
SESSIONS FOR PATIENTS, FAMILIES AND CARERS IN LOCAL TOWNS AND VILLAGES RIGHT ACROSS KIRKLEES



989 PATIENTS
WERE CARED FOR AT THE VERY END OF LIFE IN 2022-23
WE HELPED 90% OF PATIENTS IN OUR CARE TO AVOID DYING IN HOSPITAL



998 VOLUNTEERS
335 EMPLOYEES

71,769
HOURS DONATED BY OUR DEDICATED TEAM OF VOLUNTEERS

The Kirkwood Memory Walk



Gala Dinner



Light Up a Life

THE KIRKWOOD SUPPORT LIFE



WE'RE HERE FOR YOU AS SOON AS YOU RECEIVE YOUR DIAGNOSIS

Whether you are newly diagnosed and want a friendly chat about what the future may hold or are looking for support to manage your condition, we are here for you.

Over the past 12 months, our 24/7 Advice Line has taken over 15,000 calls, offering vital advice and support to patients, families and carers with a wide range of needs – at any stage of their illness. And our Care Co-ordination team has helped over 1,200 people gain access to practical support and services that make a positive impact on their quality of life.

Whenever you need us, The Kirkwood are here to help, providing compassionate care for anyone affected by a life limiting illness, **every step of the way.**

15,242

calls were made to our 24/7 Advice Line by patients, family members, carers and healthcare professionals in 2022-23.

1,203

of the calls to our 24/7 Advice Line were made outside normal working hours and answered by our dedicated team of In-Patient Unit Nurses.

1,272

patients were supported by our Care Co-ordination team in the past year.



FOCUSSING ON WHAT MATTERS TO YOU

We're here to help all those in our care to live well and make the very most of the time they have left – however long that may be. Through a range of vital care and support services, we help people to improve their quality of life in the ways that matter most to them.

With COVID-19 restrictions further easing in 2022, The Kirkwood Nurses were able to increase the number of visits they made to patients and their families – at home and in care homes. And as we began to support more and more people in their own communities again, we stepped down the frequency of our virtual consultations – but importantly, we made sure we continued to offer a blend of face to face and virtual services that met the needs of local people.

14,051

phone contacts were facilitated with patients, families or healthcare professionals by our Community Nurses in 2022-23.

2,286

home visits were made by The Kirkwood Nurses last year, helping patients to remain in their preferred place of residence.

1,410

patients were supported by The Kirkwood Nurses in their own homes or care homes.

+47%
on 2021-22

+13%
on 2021-22

Debs Hanson, Clinical Nurse Specialist for Care Homes



262

new referrals were made to The Kirkwood's Care Home Clinical Nurse Specialist, who helps people living in care homes here in Kirklees to access high quality palliative and end of life care in a place of their choosing.

“We could not have got through this difficult journey without your advice, guidance, and support Debs. Thank you. We will never forget it.”

272

video calls and virtual consultations undertaken to support patients, carers and families.

Despite stepping down the majority of our COVID-19 restrictions, we continued to offer virtual consultations to patients where appropriate throughout 2022-23.

232

COMMUNITY TEAM

23

COUNSELLING TEAM

17

SUPPORT & THERAPY TEAM

DID YOU KNOW?

We care for people in their own homes right across Kirklees

Here in Kirklees, it's The Kirkwood that provide specialist palliative care for people at home and in care homes. Many believe this service is offered by other charities like Macmillan Cancer Support.

138

individuals took part in one of our community based wellbeing sessions in venues across Kirklees last year.

30

Over 30 people from across Kirklees, including patients, carers and supporters regularly join The Kirkwood Chorus on Friday afternoons.





THE VERY BEST END OF LIFE CARE

As those in our care approach the end of life, the weight of illness and the uncertainty about what the future holds can be overwhelming. If and when that time comes, we ensure our patients and their families have access to the very best care.

With boundless dedication and unwavering commitment, our team of healthcare professionals help those in our care to improve their quality of life – in the ways matter most to them.

We understand that each person is unique, with their own priorities and wishes, so our care is tailored around the needs of the individual. Wherever possible, we help those in our care to fulfil their wishes and make the choices that are right for them at the end of life.



989

patients were cared for at the very end of life by The Kirkwood in 2022–23.

190

more people were cared for at the end of life last year than the previous five year average.

698

patients in our care died in their usual place of residence and not in hospital.

90%

We helped the vast majority of patients in our care to avoid dying in hospital.

DID YOU KNOW?

95%

of people who provided feedback about their experience of The Kirkwood's care told us our services were excellent or outstanding.

SUPPORTING PATIENTS & THEIR LOVED ONES

Through difficult times, getting the right care and support is vital. The Kirkwood offer a safe space for patients and those coming to terms with bereavement to navigate complex feelings, express their emotions and accept the grief they feel.

We help our patients, their families and those who care for them during illness and in bereavement too.

Thanks to the support and guidance of The Kirkwood's compassionate and team of counsellors, those in need can begin to find solace, gain a greater understand of their emotions and begin to embrace life once more.

1,243

pre-bereavement contacts were made by our Counselling team to help patients and those they care about last year.

+17%
on 2021-22

795

counselling sessions were undertaken to help families and loved ones who had been bereaved

+50%
on 2021-22

668

service users accessed some form of support from The Kirkwood Counselling Team.

+50%
on 2021-22



Josh's Story



Scan me to watch the video ↗

“The bereavement support has been absolutely essential for me, as a dad, to get a handle on my own grief and to feel like I am moving forward.”

When Josh Hemingway accessed The Kirkwood’s bereavement services after the devastating death of his wife, Liane, he discovered just how important bereavement support can be.

After being misdiagnosed three times, Josh’s wife, Liane, was diagnosed with bowel cancer in September 2021. But despite going through a range of treatments, which seemed to work in the short term, her symptoms kept returning.

In Spring 2022, an operation revealed that Liane’s cancer had spread to her surrounding tissues and organs and couldn’t be removed. There wasn’t

going to be a cure.

“Right away, The Kirkwood came to see us.” said Josh. “We didn’t realise at first, but they were essentially talking about end of life care. But it was much more than that. They could help us with medication, they could see us whenever we needed, there was a 24/7 advice line. They were a safety net for us.”

By mid-August, Liane’s condition had worsened and The Kirkwood team

recommended she be admitted to the In-Patient Unit.

“The ironic thing was that the best care Liane ever received was in the last week of her life, and it was from The Kirkwood. We’d grown used to long waits but with The Kirkwood that didn’t happen.

“The Kirkwood offered a more holistic view of treatment for Liane. I was so glad we brought her to The Kirkwood’s In-Patient Unit. It was so

comforting to know we had that there. The support The Kirkwood offered was immediate and quick, a lot quicker than what we got in hospital.

“There was lots of dialogue and conversations; the staff made it clear what was happening and what was going to happen, and for that I’ll always be grateful.”

Sadly, Liane died just a day after being admitted to our In-Patient Unit.

“After Liane died, I needed some time to come to terms with everything. I felt very numb. Almost paralysed. Everyone said I needed to talk to somebody.

“I’d had a number of phone calls from The Kirkwood Counselling team telling me that they were always here. They always said to me, ‘Please don’t feel like you can’t access our Bereavement support services, you must feel like you can!’”

“I finally went to see them, and it was the best decision I have ever made. The bereavement support has been absolutely essential for me, as a dad, to get a handle on my own grief and to feel like I am moving forward – that I have strategies for daily life.

“The Kirkwood means a new start at life. And a new start for me and my family.”



SOCIAL, ECONOMIC & ENVIRONMENTAL IMPACT

The Kirkwood are driven by a passion to improve the lives of everyone in our community, in ways that make a real difference. From our patients to their families, and from our volunteers to our employees, we strive to make a positive impact on everyone's quality of life.

We find meaningful ways for our workforce and supporters to build a stake in their community. We give back to those who choose to join our team by developing their skills and improving their future prospects. And we bring people from all walks of life together. Uniting them behind one common goal – to support the life and legacy of all those who rely on our care.

We are as passionate about the future of our community as we are about the patients in our care, and we are committed to reducing our impact on the environment wherever we can.

This year, we have continued to work hard to reduce our impact on the environment, create opportunities for volunteers and employees to join our movement and bring people from all walks of life together to Support Life.



335

The Kirkwood employed 335 individuals across the charity in 2022-23, in various areas including; clinical, medical, support services, income generation and retail.

78%

of our employees live right here in Kirklees, helping to make sure care is available for people in their local community.

14-91

We offer opportunities for volunteers of all ages and from all backgrounds. Our youngest volunteer is currently 14 years old, whilst our eldest is 91.

18

THE KIRKWOOD SUPPORT LIFE

Our shops and Coffee Shop provide job and volunteering opportunities, and make a positive impact on their local high streets.

213

tonnes of clothes kept out of landfill sites – and that doesn't include items we sell in our shops!

170,000

bags of clothes and other donations were accepted by our shops, reducing waste and creating sustainable lifestyle options for our local community.





Getting in touch

Connect with The Kirkwood

& 24/7 Advice Line

01484 557 910

The Kirkwood Main Reception

01484 557 900

Fundraising

01484 557 911

Website

thekirkwood.org.uk

Email

info@thekirkwood.org.uk

Address

The Kirkwood
21 Albany Road
Dalton, Huddersfield
HD5 9UY

Kirkwood Hospice is a Company Limited
by Guarantee in England (No. 1645888)
and a Registered Charity (No. 512987)

**THE
KIRKWOOD
SUPPORT
LIFE.**



Are you living with or affected by a life limiting illness like cancer, COPD, heart failure or Parkinson's? Whatever your condition, if you or someone you care about needs our help, we're here for you 24 hours a day.

For advice and support, Connect with The Kirkwood
on: 01484 557 910 or visit: thekirkwood.org.uk