

HOSPICE AT HOME
WEST CUMBRIA

Enhancing life, excelling in care

ANNUAL REPORT & FINANCIAL ACCOUNTS

Incorporating the Directors' Report

2021/2022

www.hospiceathomewestcumbria.org.uk

Registered Charity No. 1086837

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■ VISION

All people in West Cumbria have timely access to personalised high quality palliative and end of life care.

■ MISSION

To be at the heart of our community and provide home nursing, emotional support, complementary therapies and lymphoedema care when and where needed.

Our Charter

We will provide a range of high quality care, support and information for patients, their loved ones and those bereaved.

We will help you live your best life by supporting you with your emotional, physical, spiritual, social and cultural needs and wishes.

We will listen carefully to your wishes and needs throughout your journey and always keeping you and those important to you at the centre of all we do.

We will work closely together and alongside other professionals to ensure we provide you with the support you need to live your life how you choose.

We will deliver care and support where and when you need it.

We will keep you safe.

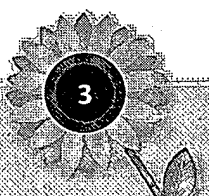
We will ensure we keep your information confidential and private.

We will develop trusting relationships with you and those important to you, enabling you to share your thoughts and feelings in a safe, non-judgemental place.

We will provide support and care from compassionate, kind and skilled professionals and volunteers.

We will welcome everyone regardless of their age, gender, ethnicity, disability or sexual orientation and treat each person with dignity and respect.

We welcome feedback through our service user questionnaire to monitor how well we are keeping to our Charter promises to continually make improvements and develop our services.



OUR STRATEGY FOR 2021-2022

Themes	Service Delivery and Excellence	Presence, Reputation and Inclusion	Sustainability and Growth	Governance and Leadership
Goals	Deliver the best possible care for our patients and their families	Reach more people through working in partnership and raising awareness	Ensure our organisation is sustainable and relevant in the ever-changing external environment	Ensure our organisation is compliant and manages risk
Strategic Objectives	<ul style="list-style-type: none"> • Maintain high quality care in our existing services • Develop services to meet emerging needs and national and local end of life care priorities • Increase use of existing services and facilities to maximise outcomes, reach and early intervention • Engage with and respond to the changing commissioning environment 	<ul style="list-style-type: none"> • Engage with new and existing partners to develop collaborative working • Educate and promote understanding of our organisation within our community and wider stakeholders • Ensure that services reach all those in our communities including hard to reach groups • Celebrate staff and volunteer achievements 	<ul style="list-style-type: none"> • Deliver strategies to maximise income generation, voluntary and corporate support • Explore opportunities to improve efficiency and effectiveness • Implement and work to a suite of performance and financial controls • Implement succession plans that support recruitment, retention and development of skilled staff and volunteers 	<ul style="list-style-type: none"> • Ensure compliance with regulatory standards • Ensure all areas of strategic risk are identified, reviewed and managed • Ensure systems are in place to support our governance framework so that the Board is effective
Ambitions	<ul style="list-style-type: none"> • To work towards being a centre of excellence in Lymphoedema and develop a North Cumbria Lymphoedema service • To facilitate patients being discharged from hospital through a new home care package • Extend bereavement support services across our communities • Provide a business support and single point of access for all palliative and end of life care in north Cumbria 	<ul style="list-style-type: none"> • Be a recognised brand in west Cumbria and beyond • Ensure services are accessible for people with learning disabilities and/or autism • To be the organisation of choice for those wishing to volunteer their time and skills • Develop our digital services to ensure we are inclusive 	<ul style="list-style-type: none"> • Be the charity of choice for legacies and gifts in wills • A sustainable medium term budget and an adequate financial reserve • Develop the trading arm to include e-commerce • Develop donor relationships to maintain engagement with our supporters • Retain and develop staff and be an employer of choice • Develop services around digital technology and agile working practices • Work hard to respond to quickly changing demands 	<ul style="list-style-type: none"> • Drive growth and improvement in the organisation • To be an effective Board with a broad mix of skills and experience

HOSPICE AT HOME WEST CUMBRIA IN NUMBERS

HOME NURSING



262

new referrals
into the service

Community nursing team - 64

Family and friends - 44

Palliative care clinical nurse specialist community teams - 42

Acute hospital Discharge Co-ordinators - 42

Other - 70

87%

of care was provided in
patient's own homes

37%

of referrals were
for respite care

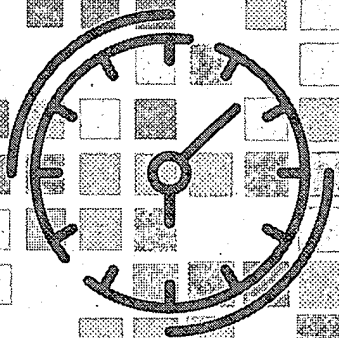
29%

of referrals were
for end of life care

23%

of referrals were to support
planned discharges from hospital

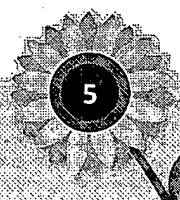
HOURS OF NURSING CARE



We provided **7006**
hours of nursing care:

760 night shifts

104 day shifts

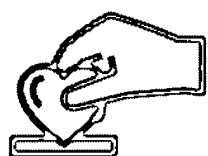


HOSPICE AT HOME WEST CUMBRIA IN NUMBERS (CONTINUED)



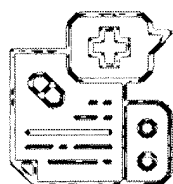
FAMILY AND BEREAVEMENT SUPPORT (FABS)

169 patients, carers and those bereaved were supported
Our FABS team delivered **727** one-to-one support sessions
Our FABS team facilitated **107** group sessions



COMPLEMENTARY THERAPY

Our staff and volunteers delivered **543** complementary therapy sessions



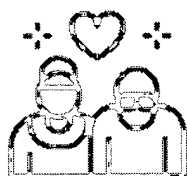
LYMPHOEDEMA

Our lymphoedema team provided specialist advice and support to other healthcare professionals and assessed and managed the needs of **330** patients



CARE AND SUPPORT PROVIDED AT HOME

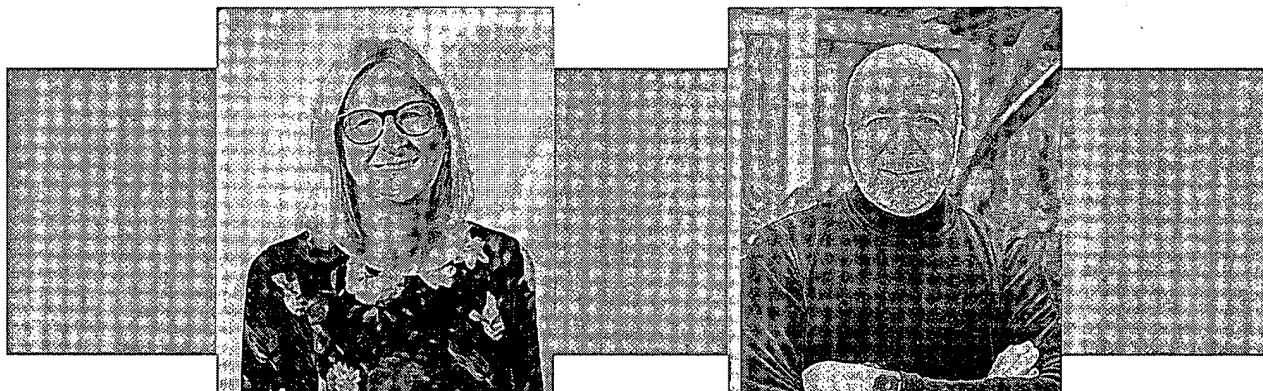
Across all our services **1420** support sessions took place at home



VOLUNTEERS

Our clinical volunteers gave **385** hours of support

JOINT STATEMENT FROM THE CHAIR AND CHIEF EXECUTIVE



Welcome to Hospice at Home West Cumbria's 2021/22 Annual Report and Accounts, which highlights some of the many achievements of the past year.

Firstly, we would like to pay tribute to our former President and Vice President, Lord Frank Judd, who died in April 2021 after a long and distinguished career. Hospice at Home West Cumbria was very close to Frank's heart, and we were very privileged to have his support for many years. Geoff Brown, a former trustee, and good friend of Hospice at Home West Cumbria, also died in May 2021. Both will be greatly missed.

This year Dennis Lydon, a long serving trustee and volunteer came to the end of his term, and Natalie Lewis also stood down as a trustee. We were delighted to welcome two new trustees with a wide range of experience and skills, Paul Skelton and Lee Williams, to the Board.

We are grateful to all the trustees for their time and invaluable contribution, to make this such a wonderful charity for our local communities.

The last couple of years have undoubtedly been some of the most challenging since Hospice at Home West Cumbria was established in 1987, but our focus has remained to ensure that all people in West Cumbria have timely access to personalised high quality palliative and end of life care. We have continued to care for hundreds of patients and their families, providing Home Nursing; Family and Bereavement Support Services; and Specialist Lymphoedema care, and could not have done so without the outstanding commitment and expertise of all staff and volunteers, working as 'one team'.

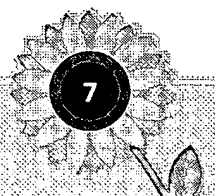
Our fundraising endeavours and contact with our community have been sustained throughout the year. We are proud of our strong reputation and are very grateful for the generous donations, legacies and support for our various fundraising activities which make our work possible. We would particularly like to mention one individual, Gary McKee, who began his astonishing fundraising challenge on New Year's Day, to run a marathon every day throughout 2022. Gary has set a target of £1m to raise by the end of the year, split between Hospice at Home West Cumbria and a national charity. We cannot thank Gary enough and wish him lots of luck.

We always value feedback from patients, carers, families, and service users. This helps shape and improve our services and plans so that we can ensure that Hospice at Home West Cumbria provides the best care and support for all.

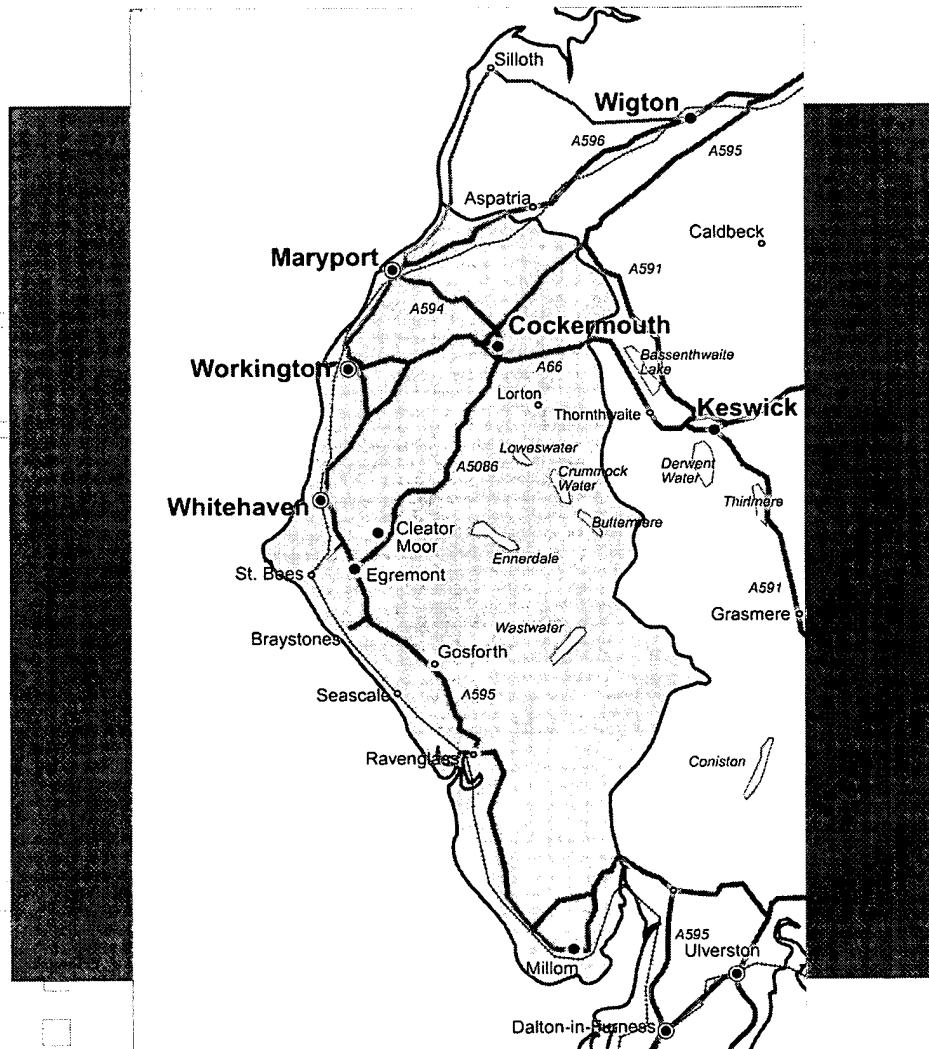
We have set out an ambitious new strategy for the next three years, which focuses on growing our services and reaching as many people as possible. We are looking to launch a new home care service, expand our workforce and attract new volunteers.

We would like to thank all staff, volunteers and trustees for their hard work throughout the year, and to you all for reading our Annual Review, and for helping us to meet our mission of providing excellent, compassionate care every day.

Brendon Cook and Julie Monk
Chair of Trustees and Chief Executive



OUR OPERATING AREA



REFERENCE & ADMINISTRATIVE DETAILS

Registered charity name:	Hospice at Home West Cumbria
Charity registration number:	1086837
Company registration number:	04191126
Head Office telephone number:	01900 873173
Principal office and registered office:	Therapy & Information Centre 10 Finkle Street Workington Cumbria CA14 2BB

TRUSTEES REPORT

INCORPORATING THE GROUP DIRECTOR'S REPORT

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the group for the year ended 31 March 2022.

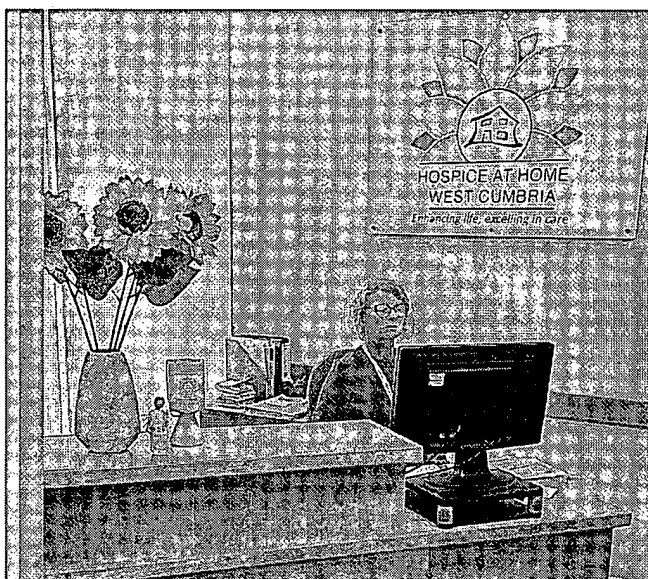
The parent company was incorporated as a company limited by guarantee on 30th March 2001 and accepted as from 1st April 2001 all the assets and liabilities of the unincorporated Trust known as Hospice at Home West Cumbria. The Registered Company number is 4191126 and is registered with the Charity Commission from 31st May 2001 with a registration number 1086837. (Prior to that date the registration number was 518777). The Company is governed by its Memorandum and Articles of Association.

The trustees confirm that they have complied with section 17(5) of the 2011 Charities Act in having paid due regard to the Charities Commission guidance on public benefit. Hospice at Home West Cumbria provides services free of charge to those individuals aged over 18 years with life limiting illness living in West Cumbria. We provide palliative and end of life nursing care directly into people's homes, or an alternative care setting of their choice. We also provide supportive care for families and

carers through our family and bereavement and complementary therapy services. Our care services are available without restriction to all groups in the communities we serve. In addition, we deliver a Specialist Lymphoedema service across our operating area.

The financial statements comply with the Charities Act 2011, the Companies Act 2006 and the Charities Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard (FRS102).

The Board of trustees comprises up to 12 trustees. The Board of trustees meet four times per year and its principal responsibilities are to ensure the financial sustainability of the charity, set the strategic objectives, and monitor performance and risk as set out in the governance handbook. The Board has set out under terms of reference, delegated responsibilities and decision making to four committees. All new trustees are appointed through a robust recruitment process to ensure a balance of key skills on the Board.



PATRON, PRESIDENT & VICE PRESIDENTS

His Royal Highness The Prince of Wales	<i>Patron</i>
Dr Brian Herd	<i>President</i>
Lord Judd of Portsea	<i>Vice President. Lord Frank Judd MP was our President and Vice President for many years but sadly died 17 April 2021</i>
Mrs Mary Todd	<i>Vice President</i>
Mr Richard Stout	<i>Vice President</i>
Dr Robert Walker	<i>Vice President</i>

THE TRUSTEES

Mr Brendon Cook (Chair)	<i>Appointed 11 October 2019 Chair from 3 December 2020</i>
Mrs Joanne Bowe (Vice Chair)	<i>Appointed November 2014 Vice Chair from 3 December 2020</i>
Mr Dennis Lydon	<i>Retired 8 October 2021</i>
Mrs Sian Beaty	<i>Appointed 11 October 2018</i>
Mrs Sarah Taylor-Howe	<i>Appointed 11 October 2018</i>
Mrs Barbara Stephens	<i>Appointed 11 October 2019</i>
Mrs Claire Wilson	<i>Appointed 3 December 2020</i>
Dr Fayyaz Chaudhri	<i>Appointed 3 December 2020</i>
Mrs Mhairi Walker	<i>Appointed 3 December 2020</i>
Miss Amy Lewthwaite	<i>Appointed 3 December 2020</i>
Mr David Harper	<i>Appointed 11 October 2019</i>
Mr Paul Skelton	<i>Appointed 8 October 2021</i>
Dr Lee Williams	<i>Appointment to be ratified at AGM October 2022</i>

COMPANY SECRETARY

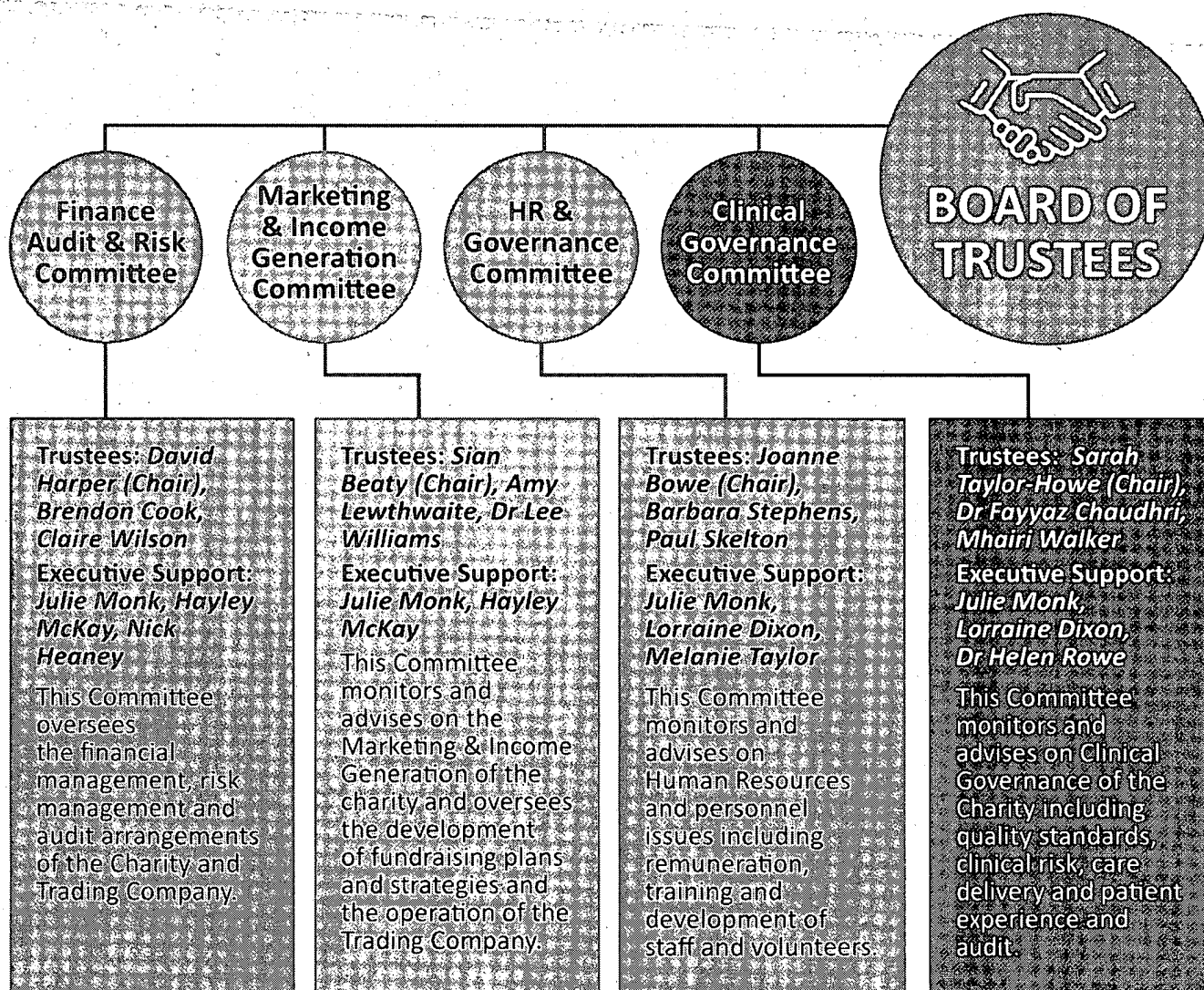
Mrs Carol Robertson	<i>Appointed 11 October 2019</i>
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SENIOR MANAGEMENT TEAM

This team operationally manages the hospice, provides support and guidance to all staff, and supports the Board of trustees.

<i>Chief Executive Officer</i>	Julie Monk
<i>Head of Care & Quality</i>	Lorraine Dixon
<i>Head of Marketing & Income Generation</i>	Hayley McKay

COMMITTEES



GOVERNANCE

The governance arrangements are set out in our governance handbook which includes guidance on the roles and duties of trustees, role profiles, terms of reference for committees, schedule of matters reserved for the Board and a scheme of delegation.

Our trustees are directors of the charity and have duties under company law as well as charity law. They are expected to maintain the highest standards of integrity and stewardship; to ensure that the organisation is effective, open and accountable; and to ensure a good working relationship with the Chief Executive and Senior Management Team.

The most important job of the Board is to lead the Hospice. The Board is concerned with direction, policy and strategy. The management of the Hospice is delegated to paid professional staff

who report progress back to the Board. The Board must ensure that staff have adequate resources to undertake this.

The Board administers the charity and meets a minimum of four times each year. The hospice ensures good governance through an effective committee structure. Each committee meets in between Board meetings and supports the Board with its work. The current structure allows the Board to focus on strategic and big picture issues by delegating responsibility and empowering each committee to examine the detail and provide the precise level of scrutiny that is necessary. By employing this structure, it allows the committees to provide assurance to the Board and supports the flow of solutions, recommendations, and ideas.

TRUSTEE RECRUITMENT AND INDUCTION

Under the requirements of the Memorandum and Articles of Association, the trustees are elected to serve for a period of three years, after which they must be re-elected at the next Annual General Meeting. Trustees cannot serve longer than nine years in total.

Our governance handbook provides guidance on ensuring we have a broad range of skills and experience within our Board of trustees. To do this, we recruit using our skills matrix to ensure that trustees are appointed onto a committee relating to their relevant skill set.

Trustees are appointed following advertisement and interview, and references are taken up before a formal recommendation is made by the Chair, to the Board.

All new trustees participate in an induction programme aimed at building knowledge and understanding of both the role and their responsibilities of a trustee and the work of Hospice at Home West Cumbria.

A Board skills audit is undertaken annually to identify skills gaps and two new trustees have been appointed to our Board in the last 12 months. Trustees have an annual appraisal, conducted by the Chair and Vice Chair. One trustee retired and three trustees were reappointed at our AGM in October 2021.

WHAT WE HAVE ACHIEVED DURING 2021-2022

Endorsed policy and procedure reviews including Health & Safety, Financial Controls, Data Management, Complementary Therapy and Management of Controlled Drugs.

Supported the Chief Executive and HR consultant with the job evaluation process

Held a Board away day to agree a new three-year strategy and identify new opportunities for service growth and development

Appointed two new trustees with a range of experience and knowledge

INVESTMENTS

The assets of a charity must be invested in accordance with the governing instrument and with the Trustee Act 2000 and the charity confirms it has the ability to grant discretionary investment power.

The Board of Hospice at Home West Cumbria has an approved Investment Policy and has delegated investment decisions to the Finance, Audit and Risk committee. The committee has responsibility for monitoring the investment assets and reporting to Board.

The charity has investments with Brewin Dolphin with a specific detailed investment policy including low/medium risk products and the right to exclude those companies that carry out activities contrary to the charity's aims. The fund managers have a discretionary mandate to best invest in suitable products. The committee regularly reviews the information provided by the investment manager.

RESERVES POLICY

The reserves are resources that Hospice at Home West Cumbria has or can make available to spend for any or all of the charity's purposes. The reasons for holding reserves are as follows:

- About 75% of the annual general income has to be raised from charitable sources and this can be unpredictable as to what the charity receives in donations and legacies. Therefore, if income levels are down, having reserves makes it possible for the charity to maintain its hospice services
- The nature of the service, particularly the Home Nursing service, is unpredictable and it has always been the philosophy of the Hospice to try to meet any increase in service if the need arises
- Cessation reserve to ensure that all liabilities can be discharged in the event of cessation
- Working capital reserve to provide working capital in the event that expenditure is needed ahead of income being received
- Opportunity reserve to provide funding for new initiatives or opportunities
- Adversity reserve to protect the charity against unplanned adverse events such as losing key staff, theft, fire or adverse publicity

The aim of the Reserves Policy is to hold nine months running costs as investments and bank balances (£980,000). The bank balances and investments at the year end were £2,478,979 much higher than the stated intention to hold 9 months running costs. This is due to Covid-19 funding and very large legacies received in the last couple of years, and will provide a buffer for years to come where such amounts will not be received.

The charity's cash reserves are held on short term deposits with The Cumberland Building Society. The average gross interest over the financial year was approximately 0.7%. The charity's investments are managed by Brewin Dolphin.

INTERNAL RISK AND CONTROL

The Board has an approved policy on Risk Management and has identified the major strategic, business and operational risks for the organisation. Risk assessments are reviewed quarterly and action plans updated which ensure necessary steps can be taken to manage these risks. For 2021/2022 the strategic risks listed in the risk register are:

1. **Inability to raise sufficient income**
2. **Reliance on volunteers**
3. **Medical malpractice**
4. **Recruitment and retention of key staff**
5. **Inadequate IT systems and data security**
6. **Health and safety non-compliance**
7. **CQC inspection downgrade**
8. **NHS grant changes**
9. **Charity Commission governance and Fundraising Regulator non-compliance**

The Finance, Audit & Risk committee advises the Board on the effectiveness of the control measures in place to manage our risks. The committee has oversight of financial control, governance and risk management across the whole organisation. The committee received reports from the internal auditor on both financial and non-financial matters. Clinical Governance Committee oversees clinical audit responsibilities and other individual risks are delegated to relevant committees of the Board.

A business continuity plan is in place which can be implemented to assess and adapt service



SUPPORTING STAFF AND VOLUNTEERS

TRAINING

Trustees, staff and clinical volunteers are required to complete mandatory e-learning modules and face-to-face training as part of their role to comply with the Care Quality Commission and other regulatory requirements. Training modules are selected for each role and progress against the training matrix is monitored at staff management and committee meetings. Face to face training was on hold due to the pandemic but this is now on track.

EMPLOYEE BENEFITS AND WELLBEING

We take the health and wellbeing of our staff and volunteers very seriously and the Health and Wellbeing Group has reviewed its strategy for promoting and managing the health and wellbeing of our workforce, which includes an extensive list of wellbeing resources.

The organisation has a comprehensive staff and volunteer handbook, is signed up to an employee assist programme, holds regular health and wellbeing sessions, is committed to flexible working, and has an occupational health service.

Some of the benefits our staff have received over the last year include:

- Job evaluation to ensure fair pay
- The introduction of a wellbeing at work assessment
- Education and training opportunities
- Compassion/carer fatigue, and mental health first aid training
- Change management and stress at work training for managers
- Remote working flexibility
- New 'My Health Advantage' mobile app designed to improve mental and physical health

PAY AND PENSIONS

All salaries are set in accordance with the agreed job evaluation process and pay scales. Two pension schemes are in operation. One linked to the NHS pensions for eligible staff, of which there were seven members, and a workplace pension scheme, of which there were 29 members, throughout the year.

STAFF DEVELOPMENT AND SUCCESS OR PLANS

To generate the marriage our resources and invest in the future, whilst balancing the needs with staff capacity and skills, a substantial amount of work has been undertaken to:

- Provide support for the workforce and volunteers, particularly as change is implemented
- Implement succession plans that support recruitment, retention and development of staff and volunteers
- Embed induction recruitment and induction processes for staff and volunteers
- Carry out annual appraisals to identify personal and professional development opportunities

VOLUNTEERS

The business support team worked together to develop a recovery plan to re-engage with our existing volunteers as we came out of lockdown. Our volunteer co-ordinator contacted all volunteers to ascertain the following:

- Which volunteers wished to and were able to return to their roles
- Additional training requirements
- Adjustments to work areas and equipment needed to protect the safety of volunteers and prevent the spread of the virus
- Assurance all volunteers had sufficient support

Although some volunteer roles have not yet resumed, our Volunteer Co-ordinator has placed volunteers in other volunteering roles within the organisation until their preferred roles re-start.

Some volunteers left during the pandemic, but we successfully continued to recruit and were fortunate to have approximately 180 volunteers working with us throughout the year. Around 50% of these volunteers supported service delivery in areas such as clinical services, retail and business support, and required regular training, supervision and management time.

To successfully continue to increase our volunteer numbers a project group was established to develop an action plan for the ongoing recruitment, retention and development of our volunteers. We were aware of gaps

and vacancies for volunteers within our organisation and the first step was to recruit into these positions. An awareness campaign was developed, which included improving the volunteer information on our website, producing new marketing materials and organising recruitment events. At the same time, we reviewed our volunteer recruitment and induction process, evaluated skills gaps and mandatory training requirements, revised existing volunteer role descriptions, and created new volunteer roles.

WHAT'S NEXT?

- We will identify areas of the organisation which require additional volunteer support, developing a targeted recruitment plan
- We will increase the involvement of communities and recruit volunteer community champions
- We will continue to attract new volunteers with a range of skills and experience
- We will reinstate volunteer roles that were put on hold during the pandemic
- We will ensure we celebrate volunteer achievements and gather feedback

"May 2021 saw me returning to Hospice at Home West Cumbria in my role as one of their volunteer receptionists after more than a year away due to Covid-19. I must admit that, as someone who lives with two asthmatics, I had some uncertainty as to whether I should return or not and did so with a great degree of apprehension. On reflection I am so pleased I decided to go back. Everyone seemed so eager to start again and my return soon made me realise the benefits of my volunteering. Even though I only usually volunteer once a week, the effect it has on my wellbeing is huge and that comes from working in such a positive environment and being made to feel valued and appreciated."

"October 2021 saw head office move into their new facilities at Finkle Street next to our reception space. What a great move! It has enabled staff and volunteers to interact even more so. For me it means I can help with any admin and fundraising tasks that the office staff carry out which allows me to feel more involved. I am much more aware of the workload involved in the organisation and running of this charity. Hospice at Home West Cumbria is without doubt an essential lifeline for the people who desperately need their care and support, but it is also so beneficial to those working within it."

Margaret Whitehead, Volunteer Receptionist

ACHIEVEMENTS AND PERFORMANCE -----

CLINICAL SERVICES

2021/22 proved to be a year that continued to test our resilience and determination to pursue clinical excellence. Our clinical teams have worked tirelessly and flexibly to deliver care and support to patients, families and carers amidst recruitment and workforce challenges that have put our business continuity plans to the test.

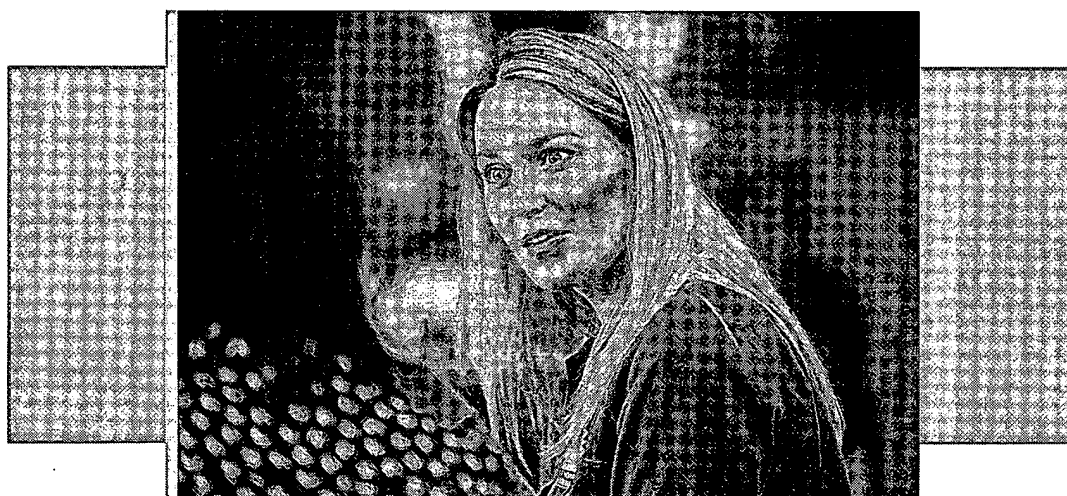
We are proud to say that we have weathered the storms and emerged collectively stronger. With the ongoing pandemic dictating the way we work and live, our staff and volunteers have remained strongly committed and focused to ensure the health, safety and wellbeing of our service users.

By being creative and flexible our teams have progressed new ideas and have truly embraced collaborative working. The clinical admin team became the north Cumbria "Single Point of Access" for referrals to Hospice at Home West Cumbria and Specialist Palliative Care, which is a particular noteworthy achievement.

Referral numbers across all services have increased since 2020/21.

WHAT'S NEXT?

- We will launch a new Support at Home service providing home care which enables people to be discharged from hospital and/or prevent admissions
- We will develop ways in which we can encourage referrals at an earlier stage
- We will increase our engagement and collaborative working through the Integrated Community partnerships and other statutory and voluntary healthcare providers
- We will improve our evidence base, knowledge and understanding of local need in order to plan further service development
- We will explore research opportunities with universities
- We will explore opportunities for developing an advice service
- We will develop our delivery of Lymphoedema services across north Cumbria including education and links with other health services
- We will extend training and education services to care homes and other providers
- We will continue our engagement with the Care Quality Commission and ensure we retain our 'Good' standard



HOME NURSING

The Home Nursing service provides palliative and end of life care and support to patients and their families, predominantly in patients' own homes, but also in care homes and community hospitals.

The care is provided by a dedicated team of highly experienced Registered General Nurses and Health Care Assistants, supported by a senior nursing team, team leader and administrative support. Despite the difficulties with nurse recruitment and the sustained impact from the pandemic, our staff have continued to provide an excellent standard of care and support.

Referrals for our home nursing services have increased by 29% over the year. The number of day visits to patients by our Home Nursing Team almost doubled and night visits remained steady.

Our ambition to expand our home nursing services, based on evidence of a shortage of home care packages in our area, led to the development of a business plan to establish a new home care service. This will enable palliative and end of life patients to be discharged from hospital and/or prevent admissions. Working with corporate partners, our funding bid to the Bedrock Awards was successful in providing funding for start-up costs. The service will be developed throughout 2022 and will

hopefully be launched in the autumn.

To enable our move to agile working, the home nursing staff are now able to access patient information, undertake training and continue with professional development remotely.

SERVICE USER QUOTES

"Hospice at Home have been absolutely amazing. While my husband was on end of life they helped myself and my family through the hardest time of our lives, thank you so much"

"Absolutely amazing, don't think we could of coped without them"

"The service you offer is fantastic and you have all been very caring and supportive"

"In such a short time, the impact you had was massive, we will never be able to thank you enough"

262
new referrals
into service

174
of these referrals
translated into care being
provided. The remaining
patients either had care
declined or died prior to
care being provided

29%
of referrals
were for end
of life care

97%
of care provided
was in patients
own homes

7006
hours of care
was provided

23%
of referrals were to
support planned
discharges from
hospital

37%
of referrals
were for
respite care

760
night shifts

104
day shifts

FAMILY AND BEREAVEMENT SUPPORT

The Family and Bereavement Support Team (FABS) provides emotional support to patients, carers and their families with a range of support options tailored to meet each individual's needs following an initial assessment. The team is made up of experienced staff and volunteers who help people with coping, loss, grief and bereavement.

The FABS service has continued to embed our commitment to inclusivity by continuing to develop additional easy read information both online on our website and in hard copy.

In September 2021 we recruited and trained new FABS volunteers who are now offering one-to-one emotional support to patients, their loved ones and those who are bereaved. The volunteers attended 10 days of face-to-face training over 10 weeks focusing on self-awareness, skills and knowledge; followed by a three-month probationary period. They have joined the established volunteers and together attend monthly meetings and ongoing training sessions. They offer support in people's homes, at our Therapy and Information Centre and in community settings, and are passionate about the support they offer. We have received some excellent feedback from the people who have received their support.

The patient and carer groups were able to meet face-to-face again and we are delivering the

sessions fortnightly. These groups are co-facilitated by our FABS volunteers.

We are continuing to ensure that we are supportive of our carers and are developing additional carer wellbeing sessions. The aim of the sessions is to bring carers together, offering time out of their caring role whilst providing support, guidance and coping strategies.

Our future plans for 2022 include a new bereavement group named 'Grieve Well Together', developing and delivering specialist in-house training sessions, and continuing to work in collaboration with other local hospice teams.

One-to-one support

Offers a safe space to for people to talk and reflect with someone outside their family or friendship group. It can help to alleviate distress and process thoughts and feelings.

Group Support

Our patient, carer and bereavement groups connect people with similar experiences and provide an opportunity to share thoughts, feelings and coping strategies in a supportive and safe environment.

"The support that I have received has been life saving for me"

"It really helps me to express and process my emotions in a very supportive way."

"I am always treated with dignity at a very raw and vulnerable time in my life"

169

service users were supported by the FABS team

727

one-to-one support sessions

229

sessions were undertaken at our Therapy and Information Centre at Finkle Street, Workington

107

group support sessions

128

sessions were undertaken in the patient's own home

COMPLEMENTARY THERAPY

Our Complementary Therapists offer a variety of complementary therapies that are tailored and adapted for the needs of the individual. Therapies may include Reiki, therapeutic massage and reflexology, as well as breath-work approaches to de-escalate anxiety and invite relaxation.

The Complementary Therapy service has continued to embed flexible models of service delivery since 2021, building on adaptations made during pandemic lockdowns.

In August 2021 we expanded our team and recruited a new Complementary Therapist which allowed us to increase our caseload. In addition, we continue to utilise our Complementary Therapy volunteer for two sessions per week at our Therapy and Information Centre. We are currently in the process of recruiting an additional volunteer to support this aspect of the service.

Training in Emotional Freedom Technique (EFT) was completed during the year and we are now able to offer this to service users in the community and at our Therapy and Information Centre. Feedback from clients has been very positive. This innovative development has been shared with other hospice providers, the Care Quality Commission (CQC) and other partners.

Looking forward, the next development for the service is the introduction of aromatherapy through the use of aroma sticks in Autumn 2022. Qualification via The Christie NHS Trust has now been achieved and this new arm to the suite of therapies will offer patients, their loved ones and those bereaved an additional form of support.

SERVICE USER QUOTES

"As a carer we sometimes do not acknowledge our needs and it was lovely to have some time for me"

"During the treatment I did not realise that reflexology would take the tension out of my shoulders and neck. This gives me a great feeling of wellbeing which normally lasts a few days."

"I had a course of Reiki after each session I felt relaxed and at peace...I don't feel as stressed or emotional. I feel like I am starting to engage more in life again."

220

distant Reiki
sessions

155

sessions
undertaken in
patients' homes

323

hands-on
complementary
therapy sessions

54

patients, carers
and bereaved
supported through
Complementary
Therapy

155

sessions in our
Therapy and
Information Centre
at Finkle Street,
Workington

SPECIALIST LYMPHOEDEMA SERVICE

Our Lymphoedema service provides holistic specialist lymphoedema assessment and appropriate treatment (based on patient need) and includes all areas of lymphoedema management. Self-management, education, health promotion and prevention advice are also provided as a means to promoting each patient's quality of life. The service can provide lymphoedema training, education, advice and support for other health care professionals. Staff also take part in advice sessions for patients which are facilitated by external organisations, i.e., Breast Cancer Care.

Patients are seen in their own homes, our Therapy and Information Centre in Finkle Street, Workington and West Cumberland Hospital clinics, care homes and a variety of other settings. Staff also frequently take part in joint visits with other health care professionals. Collaborative working with other health and social care professionals continues to be a key factor of our role to promote best patient care.

Referrals into the service have remained consistent throughout the year. All were seen in a timely manner and within the expected time frame, unless the patient has requested otherwise. The service treats a high number of non-cancer patients, as well as cancer patients.

By October 2021 clinic sessions in our Therapy and Information Centre and at West Cumberland Hospital were recommenced in accordance with Covid-19 guidelines. This allowed our service to offer more assessments and follow up appointments to patients in the safety of a clinic environment.

The referral triage system adopted in the previous year has continued. Telephone consultations as part of initial assessments have also continued as this was identified as an effective means of reducing face to face time, freeing up more time for other patients to be seen.

As lymphoedema treatments are ever evolving, staff have had the opportunity to trial new equipment. This allowed us to identify the benefits of being able to potentially provide these treatments in our future practice if funding can be sourced.

Training and education is an area which the team has continued to focus upon. Towards the end of the year staff were involved with supporting an education session with one of the leading companies who provide compression hosiery. The aim is to do more of this in the future as well as work with other specialist teams to deliver/ share knowledge and skills with other health care professionals.

The team has maintained close links with other lymphoedema services to share experiences, knowledge and develop ways of improving working practice. Doing this means our staff are kept up-to-date on new and developing ideas in the lymphoedema field.

Despite the difficulties associated with Covid-19, the lymphoedema team has been able to overcome the obstacles and concentrate on how to develop the service moving forward so we can continue to deliver high quality specialist care.

104

clinics in Finkle Street
Information and
Therapy Centre

211

new referrals,
204 new patients
(cancer 57, non-
cancer 147)

330

patients over the
year (cancer 96,
non-cancer 234)

256

sessions were
undertaken in
patient's homes

78

clinics at the
West Cumberland
Hospital

235

face-to-face
consultations

INCOME GENERATION

Hospice at Home West Cumbria has a dedicated Marketing & Income Generation Team which facilitates and oversees all fundraising activities, and raises awareness of the vital work we do. The team engages with charity supporters and builds relationships with businesses and members of our community.

Our Fundraising Promise, available on our website, sets out how we ensure fundraising activities are carried out openly and honestly. Our Fundraising Promise includes our commitment to respect supporter's rights and privacy and never put undue pressure on people to make a gift. We are registered with the Fundraising Regulator and confirm that we received no complaints relating to fundraising during 2021-22.

The 1st April 2021 saw local fundraiser Gary McKee run his 60th marathon in as many days, as he continued his challenge to run 110 consecutive marathons to raise awareness and vital funds for Hospice at Home West Cumbria and a national charity. Gary raised £100,000 for both charities over the course of his challenge. We were amazed when later in 2021, Gary approached us to inform us he would be starting his biggest challenge to date - to run a marathon every day for the whole of 2022, aiming to raise £1m for both charities! We look forward to reporting his successes next year.

Although we were through the worst of the pandemic, the effects of it were still being felt in 2021. Due to the uncertainty, we did not plan any large mass participation events, and instead looked to build on the successes of the previous year and worked on developing fundraising activities that supporters could take part in at their own pace. We launched our 'Step Forward for Hospice' challenge in April 2021, encouraging people to sign up to pledge to walk 10,000 steps per day for the month of April, 30 people signed up raising £3,480. We also introduced the 'Hospice Half' in September 2021 where people were invited to run or walk a half marathon distance throughout the month of September. Six people signed up raising £1,216.

Taking advantage of our Western Lake District location, we ran two events with our expert partners, The Lakeland Mountain Guides. The first event, sponsored by Cartmell Shepherd Solicitors, saw 80 supporters climbing the highest peak in England, Scafell Pike. Participants made it to the summit in time for the sunset and raised a toast to loved ones. The event has raised £11,094. The second event was also a challenging fell walk of the epic Buttermere Horseshoe. Sixteen participants raised £4,964.

Our regular giving programme, Friends of Hospice saw a 16% increase in members over the year. We hosted our first Friends of Hospice afternoon in September

2021, which gave members an opportunity to tour our Therapy and Information Centre, and meet staff who thanked them face-to-face for the kind donations they make to us each month.

'Sunflower Tributes Fund' that we launched in 2020, expanded last year to include an additional area for families to upload information about funeral arrangements. Over the year there was 23 pages developed, raising £16,409.

Work to develop our first legacy strategy began in 2021 and we made additional staff investment to ensure we had the resources to fulfil the strategy objectives. We reviewed all of our legacy processes and implemented new ways of working including a digital recording system for any legacy notifications. We have also developed new literature including a Wills Guide for people to pick up or download from our website.

Working life has been changed since the pandemic with many employees mixing working from home and in the office. Despite this, key contacts with businesses were maintained and our Christmas Jumper Day campaign in particular, was an opportunity for organisations to get involved. We had 27 organisations that took part, raising £4,843.

Light up a Life has been an important part of our hospice calendar for many years, providing the opportunity to remember and celebrate the lives of loved ones who are no longer with us, but are always in our thoughts. Traditionally, our Christmas Light up a Life services have been held in local churches and venues across the region. However, as such uncertainty continued, we held another virtual service for 2021 which was available on our website, DVD, You Tube channel and social media. DVDs were sent to all nursing and residential homes across West Cumbria.

WHAT'S NEXT?

- We will continue to be astute to new and emerging fundraising trends and platforms
- We will seek to diversify and extend our range of income streams
- We will work to increase regular giving to give us greater confidence in income projections
- We will continue our work to ensure the successful delivery of the legacy strategy objectives

CHARITABLE TRUSTS AND GRANTS

Grants from trusts, funds and foundations are an essential income stream for Hospice at Home West Cumbria and enable the continuation and growth of our first class care for patients and families affected by life limiting illness. As the Covid-19 pandemic continued to affect some of the ways we had traditionally fundraised, grants became even more important. The past year has been our most successful yet, with many long-term partners remaining steadfast in their support for our vital work, and relationships developed with organisations new to our charity. Overall, we received £266,547.

We received grants for a wide range of projects, from delivering core services such as Home Nursing, and emotional wellbeing and bereavement support, to the refurbishment and operating costs of our Therapy and Information Centre. We also received funding for specialist lymphoedema equipment. We were very grateful to have received income towards our general running costs which help to support the overall success of our charitable aims and objectives.

We are incredibly appreciative of the tremendous commitment from so many funders and truly value every single grant. Their generosity helps to ensure we are able to provide essential palliative and end of life services for our local community when they need it most.

WHAT'S NEXT?

- We will continue to develop our relationships with our charitable trust and grant making organisations
- We will research new prospects for trust funding including multi-year grant opportunities
- We will develop our knowledge and understanding of local need in order to plan for further service developments and evidence for our essential services

TRADING COMPANY

The beginning of the financial year saw our shops still affected by the pandemic with non-essential retail unable to reopen until 12th April 2021. Despite this, our trading company exceeded expected income raising £140,407.

A generous donation of brand new stock meant we could open a pop-up shop for nine trading days, raising just over £1,100. This not only raised income, but it also helped us raise more awareness about the charity, and direct people to our regular shops in Workington, Cockermouth and Keswick.

Generous donations of pre-loved items continued to be gifted to us by people in our local communities and over 23,000 of them were sold in our Workington shop alone.

Online sales continued to grow during the financial year, raising £17,572 and the new team structure we put in place in January 2021 enabled staff as well as volunteers placing items for sale online.

Thanks must go to the many volunteers who give their time each week to ensure our shops and online sales can continue. Without them, our shops simply could not open.

WHAT'S NEXT?

- We will develop a programme to attract new volunteers with a range of skills and experience to enable our trading operations to grow and thrive
- We will explore the potential for branded new goods for sale in store and online including celebratory goods such as wedding favours
- We will look for opportunities to work with other retail partners who may be able to sell donated and branded goods within their premises
- We will develop a plan for incremental increase of online sales platforms
- We will look for new opportunities to develop social enterprise

FINANCE AND BUSINESS SUPPORT

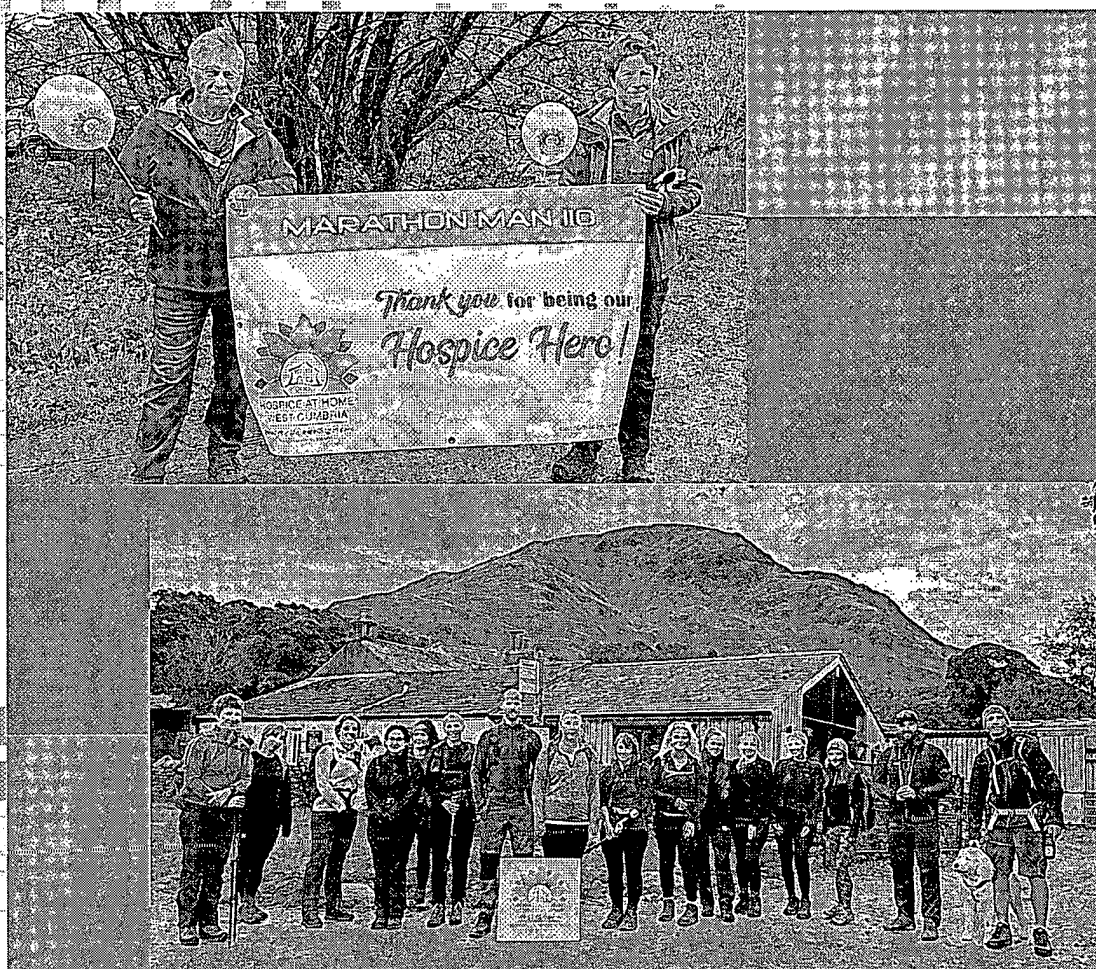
The lease on the building for our head office was due to expire during the year and we saw this as an opportunity to review our properties and look at what we really needed. A blended approach of home and office-based working continued to be successful for us, so we decided to move our head office to our Therapy and Information Centre, saving rental and overhead costs and bringing together clinical and non-clinical teams operating from the same building.

We reviewed our Business Support function and brought together a team responsible for health and safety, buildings management, human resources and volunteering.

We appointed a Finance consultant in May 2021 who worked with the Finance and Senior Management Team to provide expertise to strengthen the charity's financial management. We introduced a new order and invoicing process and carried out a Gift Aid audit, of which we continue to implement the actions.

WHAT'S NEXT?

- We will set medium-term budget forecasts responding to the level of grant received from commissioners
- We will review and agree our investment levels
- We will prudently manage our resources and invest in the future
- We will hold 12 months operating costs as a reserve and have a medium-term sustainable budget
- We will further develop processes to ensure we maximise Gift Aid claims



COMMUNICATIONS -----

At the beginning of the year, we recruited a Communications Co-ordinator to take the lead on our marketing and communications activities. A communications strategy was developed which included a wide variety of projects to build awareness and understanding of our charity.

A six-monthly newsletter was produced for the first time for Spring/Summer 2021 which was sent out to supporters and uploaded onto our website. Each edition of the newsletter gives updates on our clinical service delivery, information about what we have in store over the following months and gives thanks to fundraisers who have supported us over the previous six months. A dedicated newsletter for members of our Friends of Hospice scheme is now also being produced.

Service user feedback remains extremely important to us, and we extended our feedback mechanisms to include both digital and paper questionnaires. Feedback received during the year was 100% positive.

Our social media presence continued to increase during the year with followers on Facebook reaching just over 6,500. Followers on Instagram, Twitter and LinkedIn also increased and we produced our first ever Tik Tok video.

There were over 30,000 visitors to our website with 60.3% visiting directly through our web address, 22.7% using a search engine and 13.5% clicking on links in social media that take them to our website.

In February 2022 we launched a staff and volunteer area of our website. The new feature holds all policies, procedures and template documents, giving quick and easy access to the most up-to-date information.

We held six-monthly all staff meetings in-person which was a welcome return to face-to-face after seeing each other virtually on screens for so long.

Our Chief Executive and Chair of Trustees have regularly met with peers across the North West and North East of England to further develop relationships and understand the wider changes across the hospice sector and commissioning arrangements.

WHAT'S NEXT?

- We will explore new opportunities for marketing and wider promotion
- We will further develop the suite of information about our services
- We will ensure our information reaches the broadest range of people as possible including those groups who are often excluded from services
- We will strive to increase the number of presentations and educational opportunities across our communities
- We will further develop our social media presence and stay astute to new emerging platforms
- We will develop new mechanisms for internal communications to celebrate achievements and gather feedback from staff and volunteers
- We will review our website

INFORMATION TECHNOLOGY -----

Over the course of the pandemic we had to make significant changes to our IT systems to enable us to continue to operate effectively. This has stood us in good stead for this year and we have embraced new cloud-based storage systems and further developed our ability to work from any location. All staff members now have laptop computers and are able to come into our head office and hot desk whenever they need to.

The ending of our office phone contract presented us with an opportunity to look at how we could make changes to complement our new blended ways of working. We have invested in a cloud-based telephony system which allows all staff to have direct dial numbers, straight to their mobile phone or laptop computer.

WHAT'S NEXT?

- We will look at improvements through agile working and assistive technology
- We will work to ensure additional and excellent quality data sets are available

OVERALL INCOME & EXPENDITURE....

£258,420
NHS Core Funding

£140,407
Trading

£11,217
Other Income

£22,546
Investments

£78,156
Legacies

£187,516
Grants

£266,547
Charitable Trusts
& Foundations

£473,760
Donations & Events

£47,399
In Memory

£29,254
Gift Aid

£8,824
Investment
Management

£30,130
Governance

£887
Other

£140,207
Lymphoedema

£111,596
Trading
company

£222,245
Cost of raising
income

**EXPENDITURE
TOTAL
£1,242,541**

£308,529
Family &
Bereavement
Support

£420,123
Home Nursing

PROFESSIONAL ADVISORS

AUDITORS

Saint & Co, Chartered Accountant & Statutory Auditor
*Sterling House, Wavell Drive
Rosehill, Carlisle
Cumbria, CA1 2SA*

BANKERS

National Westminster Bank plc
*31 Pow Street
Workington
Cumbria
CA14 3WY*

INVESTMENT MANAGERS

Brewin Dolphin
*2 Smithfield Street
London
EC1A 9BD*

MEDICAL ADVISOR

Dr Helen Rowe
*Consultant in Palliative Medicine
North Cumbria Integrated Care NHS
Foundation Trust
Workington Community Hospital
Park Lane, Workington, CA14 2RW*

HR ADVISOR

M Taylor Associates Ltd
*The Spa
Renwick, Penrith
Cumbria, CA10 1JL*

HEALTH & SAFETY ADVISOR

Michael Edwards
*Oak Safety Services
75 Oakfields, Burnopfield
Newcastle upon Tyne, NE16 6PQ*

FINANCIAL ADVISOR

Nick Heaney
*CWH Accounting Limited
Mount Pleasant
Heads Nook, Brampton, Carlisle
Cumbria, CA8 9EH*

FINANCIAL REVIEW

During this financial year our total incoming resources for the group, were £1,515,222, of which £71,275 was restricted for specific needs. Total resources expended were £1,242,541, of which £71,275 was spent on restricted projects, resulting in a net resources surplus of £272,681. The surplus at the end of this period has been greatly helped by successful applications to charitable trusts and the generous donations made by individuals in our local communities.

The Balance Sheet shows Total Funds at the Balance Sheet date of £2,697,217, all of which are unrestricted funds.

The assets are held to provide the Objects and Activities stated in the Memorandum of Association of the Charity. The financial position of the Charity as at the Balance Sheet date is considered to be satisfactory.

The Charity is financially dependent upon National Health Funding.

The financial year to March 2022 has been challenging due to continued uncertainty of the external landscape and ambiguity of the ongoing and residual impact of Covid-19 on our operations.

Our Vision and our Mission has continued to be in close focus and driven the need for the Board of trustees to remain resilient, monitoring financial forecasts to ensure that we maintain a professional service. The hospice charity relies on voluntary donations, legacies, fundraising activities and income from our charity shops to fund the care we deliver.

We have received UK Government support which has been extremely helpful. However, if it was not for the ongoing fundraising activities and the fantastic support of people in our West Cumbrian Communities, our reserves would be rapidly depleting. As we continue to navigate our way through the financial and social consequences of the pandemic, including increasing inflation and cost of living, we will persist in our efforts to learn new ways to manage our services and resources, and implement project plans for the long-term benefit of the Hospice.



TRUSTEES' RESPONSIBILITIES STATEMENT

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

AUDITOR

Each of the persons who is a trustee at the date of approval of this report confirms that:

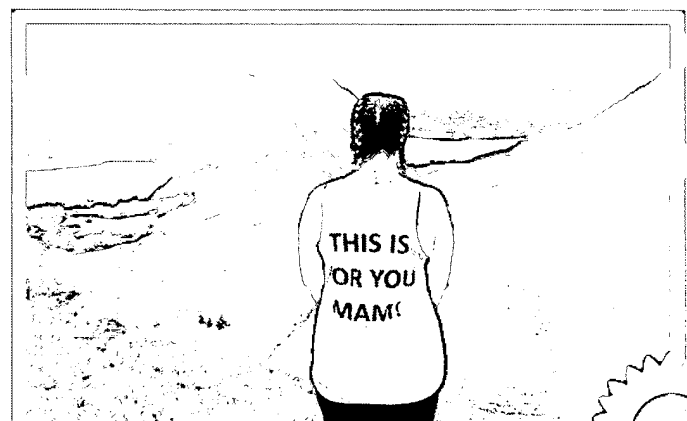
- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report is approved at the Annual General Meeting on 6th October 2022 and signed on behalf of the board of trustees by:

Mr Brendon Cook (Chairman)
Trustee



Hospice at Home West Cumbria

Company Limited by Guarantee

Independent Auditor's Report to the Trustees of Hospice at Home West Cumbria

Year ended 31 March 2022



OPINION

We have audited the financial statements of Hospice at Home West Cumbria (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Hospice at Home West Cumbria

Company Limited by Guarantee

Independent Auditor's Report to the Trustees of Hospice at Home West Cumbria

Year ended 31 March 2022



OTHER INFORMATION

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion, based on the work undertaken in the course of the audit:

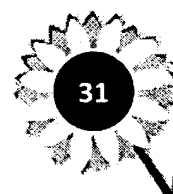
- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

We have nothing to report in respect of the following matters where the Charities Act 2011 requires us to report to you if, in our opinion:

- the information given in the Trustees' Annual Report is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.



Hospice at Home West Cumbria

Company Limited by Guarantee

Independent Auditor's Report to the Trustees of Hospice at Home West Cumbria

Year ended 31 March 2022



AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

effect on the financial statements or the operations of the charity;

- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- To address the risk of fraud through management bias and override of controls, we:
 - performed analytical procedures to identify any unusual or unexpected relationships;
 - tested journal entries to identify unusual transactions;
 - assessed whether judgements and assumptions made in determining the accounting estimates set out in the accounting policies were indicative of potential bias; and
 - investigated the rationale behind significant or unusual transactions.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

The extent to which the audit was considered capable of detecting irregularities including fraud

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with trustees and other management;
- we focused on specific laws and regulations which we considered may have a direct material

Hospice at Home West Cumbria

Company Limited by Guarantee

Independent Auditor's Report to the Trustees of Hospice at Home West Cumbria

Year ended 31 March 2022



AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS (CONTINUED)

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charity's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing

standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the trustees and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

USE OF OUR REPORT

This report is made solely to the charity's members, as a body, in accordance with section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Saint & Co *Saint & Co*
Chartered Accountants & Statutory Auditor
Sterling House
Wavell Drive,
Rosehill
Carlisle,
Cumbria
CA1 2SA

11 November, 2022

Saint & Co is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

Hospice at Home West Cumbria

Company Limited by Guarantee

Consolidated Statement of Financial Activities (including consolidated income and expenditure account) Year ended 31 March 2022

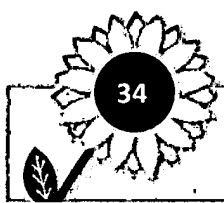


		2022	2021
		Unrestricted funds	Restricted funds
	Note	£	£
		Total funds	Total funds
		£	£
Income and endowments			
Donations and legacies	5	1,017,553	71,275
Charitable activities	6	258,420	—
Other trading activities	7	140,407	—
Investment income	8	22,546	—
Other Income	9	5,021	—
Total income		1,443,947	71,275
Expenditure			
Expenditure on raising funds:			
Costs of raising donations and legacies	10	222,245	—
Costs of other trading activities	12	111,596	—
Investment management costs	11	8,824	—
Expenditure on charitable activities	13,14	827,714	71,275
Other expenditure	16	887	—
Total expenditure		1,171,266	71,275
Net gains/(losses) on investments	17	13,478	—
Net income/(expenditure) and net movement in funds		286,159	—
Reconciliation of funds			
Total funds brought forward		2,411,058	—
Total funds carried forward		2,697,217	—

The consolidated statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

John Jones



Hospice at Home West Cumbria

Company Limited by Guarantee

Consolidated Statement of Financial Position

Year ended 31 March 2022



	Note	2022 £	2021 £
FIXED ASSETS			
Tangible fixed assets	21	189,532	181,107
Investments	22	1,239,213	718,271
		<u>1,428,745</u>	<u>899,378</u>
CURRENT ASSETS			
Stock	23	1,743	1,939
Debtors	24	109,435	380,044
Investments	25	1,192	540
Cash at bank and in hand		1,238,574	1,283,311
		<u>1,350,944</u>	<u>1,665,834</u>
CREDITORS: amounts falling due within one year	26	<u>(82,472)</u>	<u>(154,154)</u>
NET CURRENT ASSETS		<u>1,268,472</u>	<u>1,511,680</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>2,697,217</u>	<u>2,411,058</u>
NET ASSETS		<u>2,697,217</u>	<u>2,411,058</u>
FUNDS OF THE CHARITY			
Unrestricted funds		2,697,217	2,411,058
Total charity funds	30	<u>2,697,217</u>	<u>2,411,058</u>

For the year ended 31 March 2022 the group was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to audit under section 144 of the Charities Act 2011.

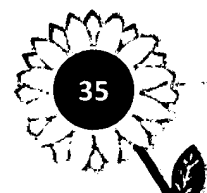
The trustees have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476; and

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 6th October 2022 and are signed on behalf of the board of trustees by:

Mr Brendon Cook (Chairman) Company Registration Number: 04191126
Trustee Charity Registration Number: 1086837



Hospice at Home West Cumbria

Company Limited by Guarantee

Company Statement of Financial Position

Year ended 31 March 2022



	Note	2022 £	2021 £
FIXED ASSETS			
Tangible fixed assets	21	179,529	130,153
Investments	22	1,239,213	718,271
		<u>1,418,742</u>	<u>848,424</u>
CURRENT ASSETS			
Debtors	24	110,562	423,335
Investments	25	1,192	540
Cash at bank and in hand		1,221,519	1,266,899
		<u>1,333,273</u>	<u>1,690,774</u>
CREDITORS: amounts falling due within one year	26	<u>(56,363)</u>	<u>(128,140)</u>
NET CURRENT ASSETS		<u>1,276,910</u>	<u>1,562,634</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>2,695,652</u>	<u>2,411,058</u>
NET ASSETS		<u>2,695,652</u>	<u>2,411,058</u>
FUNDS OF THE CHARITY			
Unrestricted funds		2,695,652	2,411,058
Total charity funds	30	<u>2,695,652</u>	<u>2,411,058</u>

The surplus for the financial year of the parent company was £284,594 (2021: £1,235,364)

For the year ended 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to audit under section 144 of the Charities Act 2011.

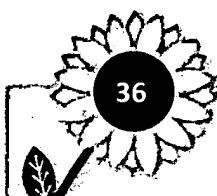
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Mr Brendon Cook (Chairman) Company Registration Number: 04191126
Trustee Charity Registration Number: 1086837



Hospice at Home West Cumbria

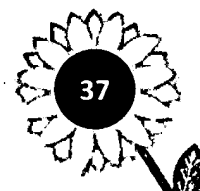
Company Limited by Guarantee
Consolidated Statement of Cash Flows
Year ended 31 March 2022



	2022 £	2021 £
CASH FLOWS FROM OPERATING ACTIVITIES		
Net (expenditure)/income	286,159	1,235,364
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	24,467	20,973
Net (gains)/losses on investments	(13,478)	(122,674)
Other interest receivable and similar income	(22,546)	(17,581)
(Gains)/losses on disposal of tangible fixed assets	3,295	-
<i>Changes in:</i>		
Stocks	196	932
Trade and other debtors	270,609	56,596
Trade and other creditors	(71,682)	(261,114)
Cash generated from operations	477,020	912,496
Interest received	22,546	17,581
Net cash used in operating activities	499,566	930,077
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of tangible assets	(37,118)	(2,784)
Proceeds from sales of tangible assets	1,000	-
Purchases of other investments	(525,889)	(20,955)
Proceeds from sale of other investments	61,844	19,313
Net cash from investing activities	(500,233)	(4,426)
NET INCREASE/(DECREASE) IN CASH AND CASH EQUIVALENTS	(667)	925,651
CASH AND CASH EQUIVALENTS AT BEGINNING OF YEAR	1,305,104	379,453
CASH AND CASH EQUIVALENTS AT END OF YEAR	1,304,437	1,305,104
RECONCILIATION WITH STATEMENT OF FINANCIAL POSITION		
Cast at Bank and in Hand	1,238,574	1,283,311
Cash and cash equivalents within Fixed Asset Investments	64,671	21,253
Cash and cash equivalents within Current Asset Investments	1,192	540
Cash and cash equivalents at end of the year	1,304,437	1,305,104

These financial statements were approved by the board of trustees and authorised for issue on 6th October 2022 and are signed on behalf of the board of trustees by:

Mr Brendon Cook (Chairman) Company Registration Number: 04191126
Trustee Charity Registration Number: 1086837



Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022



1. GENERAL INFORMATION

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 10 Finkle Street, Workington, Cumbria, CA14 2BB.

2. STATEMENT OF COMPLIANCE

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. ACCOUNTING POLICIES

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The parent charitable company satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.

(b) Disclosures in respect of financial instruments have not been presented.

Consolidation

The consolidated financial statements incorporate the financial statements of the company and all group undertakings. These are adjusted, where appropriate, to conform to group accounting policies. As a consolidated statement of financial activities is published, a separate statement of financial activities for the parent company is omitted from the group financial statements by virtue of section 408 of the Companies Act 2006.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Continued overleaf

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022



3. ACCOUNTING POLICIES (CONTINUED)

Significant judgements

The trustees consider there were no significant judgements made in preparing the financial statements. The only area where judgement may be applied is with regards to legacy income. However, this is accounted for in accordance with applicable accounting standards as detailed below.

Key sources of estimation uncertainty

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. The trustees consider there to be no key sources of estimation uncertainty.

Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account (other than those held for investment purposes).

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an

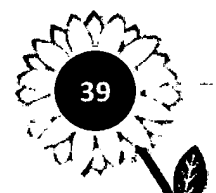
appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted. of general volunteers.

Continued overleaf



Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022



3. ACCOUNTING POLICIES (CONTINUED)

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

NHS Cumbria, together with Cumbria Partnership NHS Foundation Trust, supply a range of facilities to Hospice at Home West Cumbria within its Service Specification and therefore free to Hospice at Home.

Voluntary Help

The Charity is very fortunate in receiving substantial amounts of voluntary unpaid help however this cannot be quantified and is therefore not included in the financial statements.

Operating leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued

amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Donated fixed assets are disclosed at the estimated cost at the date of the gift less depreciation.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	- 1% straight line on property, 5% straight line on improvements
Hospice equipment	- 20% to 25% straight line
Medical equipment	- 20% reducing balance
Shop Equipment	- 20% to 33% reducing balance & 20% straight line

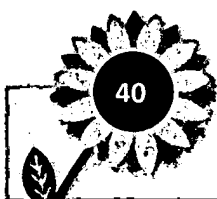
Investments

Unlisted equity investments are initially recorded at cost, and subsequently measured at fair value. If fair value cannot be reliably measured, assets are measured at cost less impairment.

Listed investments are measured at fair value with changes in fair value being recognised in income or expenditure.

Cash held in the "Income Account" within the investment portfolio has been classified as current investments since it is considered to be a short term, highly liquid investments.

Continued overleaf



Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022



3. ACCOUNTING POLICIES (CONTINUED)

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares or preference shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost

less impairment.

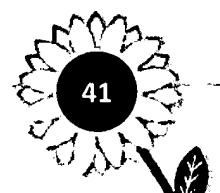
Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

4. LIMITED BY GUARANTEE

The Charity is Limited by Guarantee. Every member of the Charity undertakes to contribute such amount as may be required (up to £1) to the Charity's assets, if it should be wound up while he is a member or within one year after he ceases to be a member, for payment of the Charity's debts and liabilities contracted before he ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributors among themselves.



Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022



5. DONATIONS AND LEGACIES

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
DONATIONS			
Donations & events	473,760	—	473,760
Charitable Trusts	266,547	—	266,547
Gift Aid & Tax Recoverable	29,254	—	29,254
In Memoriam	47,399	—	47,399
Collecting Boxes	6,196	—	6,196
LEGACIES			
Legacies & Bequests	78,156	—	78,156
GRANTS			
NHSE Hospice UK Funding	—	71,275	71,275
Allerdale Locality Funding (Lymphoedema)	96,491	—	96,491
CPFT Admin Support	19,132	—	19,132
NHS CCG Grants	—	—	—
Government grant income	618	—	618
	<u>1,017,553</u>	<u>71,275</u>	<u>1,088,828</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
DONATIONS			
Donations & events	582,934	—	582,934
Charitable Trusts	125,046	—	125,046
Gift Aid & Tax Recoverable	30,725	—	30,725
In Memoriam	29,568	—	29,568
Collecting Boxes	2,270	—	2,270
LEGACIES			
Legacies & Bequests	633,220	—	633,220
GRANTS			
NHSE Hospice UK Covid Funding	—	196,898	196,898
Allerdale Locality Funding (Lymphoedema)	83,156	—	83,156
CPFT Admin Support	15,779	—	15,779
NHS CCG Grants	23,420	—	23,420
Government grant income	8,604	—	8,604
	<u>1,534,722</u>	<u>196,898</u>	<u>1,731,620</u>

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022



6. CHARITABLE ACTIVITIES

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
National Health Funding	258,420	258,420	309,420	309,420

7. OTHER TRADING ACTIVITIES

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Charity Shop sales	137,246	137,246	69,125	69,125
Gift aid income	—	—	860	860
Promotional goods	3,161	3,161	1,007	1,007
Other operating income	—	—	153,514	153,514
	140,407	140,407	224,506	224,506

8. INVESTMENT INCOME

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank & Treasury interest receivable	5,605	5,605	4,239	4,239
Investment Portfolio Income	16,941	16,941	13,342	13,342
	22,546	22,546	17,581	17,581

9. OTHER INCOME

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Staff holiday purchase scheme	5,021	5,021	6,364	6,364

10. COSTS OF RAISING DONATIONS AND LEGACIES

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
MIG salaries	160,135	160,135	127,377	127,377
MIG employer's NIC	13,303	13,303	10,495	10,495
MIG pension costs	7,535	7,535	6,552	6,552
MIG depreciation	—	—	636	636
MIG advertising, website & printing	13,920	13,920	12,400	12,400
MIG Light up a life	623	623	2,631	2,631
Windermere House (Unit 1)	—	—	1,106	1,106
MIG general costs	26,729	26,729	27,828	27,828
	222,245	222,245	189,025	189,025

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022



11. INVESTMENT MANAGEMENT COSTS

	Unrestricted Funds	Total Funds 2022	Unrestricted Funds	Total Funds 2021
	£	£	£	£
Portfolio management	8,824	8,824	6,194	6,194

12. COSTS OF OTHER TRADING ACTIVITIES

	Unrestricted Funds	Total Funds 2022	Unrestricted Funds	Total Funds 2021
	£	£	£	£
Shop expenses	110,568	110,568	150,626	150,626
Support costs	1,028	1,028	950	950
	111,596	111,596	151,576	151,576

13. EXPENDITURE ON CHARITABLE ACTIVITIES BY FUND TYPE

	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Home Nursing Care	208,311	71,275	279,586
Lymphoedema	72,495	–	72,495
FABS	136,520	–	136,520
Support costs	410,388	–	410,388
	827,714	71,275	898,989

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Home Nursing Care	89,368	196,898	286,266
Lymphoedema	70,426	–	70,426
FABS	118,959	–	118,959
Support costs	354,355	–	354,355
	633,108	196,898	830,006

14. EXPENDITURE ON CHARITABLE ACTIVITIES BY ACTIVITY TYPE

	Activities undertaken directly	Support costs	Total Funds 2022	Total Funds 2021
	£	£	£	£
Home Nursing Care	279,586	140,537	420,123	421,748
Lymphoedema	72,495	67,712	140,207	131,340
FABS	136,520	172,009	308,529	267,310
Governance costs	–	30,130	30,130	9,608
	488,601	410,388	898,989	830,006

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022



15. ANALYSIS OF SUPPORT COSTS

	Home Nursing		FABS	Total 2022	Total 2021
	Care	Lymphoedema			
	£	£	£	£	£
Staff costs	113,060	48,545	119,630	281,235	276,304
Premises	8,686	8,935	25,779	43,400	27,922
Communications and IT	180	1,664	5,138	6,982	16,400
General office	7,183	3,246	9,557	19,986	9,842
Human resources	11,428	5,324	11,905	28,657	14,277
Governance Staff Costs	—	—	—	—	4,458
Governance Statutory Audit	9,591	4,796	9,591	23,978	2,900
Governance General Office	780	390	780	1,950	1,577
Governance Premises Costs	—	—	—	—	675
Governance Legal and Professional	1,680	840	1,680	4,200	—
	<u>152,588</u>	<u>73,740</u>	<u>184,060</u>	<u>410,388</u>	<u>354,355</u>

16. OTHER EXPENDITURE

	Unrestricted Funds	Total Funds 2022	Unrestricted Funds	Total Funds 2021
	£	£	£	£
Loss on disposal of tangible fixed assets held for charity's own use	887	887	—	—

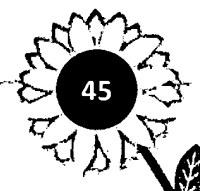
17. NET (LOSSES)/GAINS ON INVESTMENTS

	Unrestricted Funds	Total Funds 2022	Unrestricted Funds	Total Funds 2021
	£	£	£	£
Unrealised gains/(losses) on listed investments	12,172	12,172	119,378	119,378
Gains/(losses) on other investment assets	1,306	1,306	3,296	3,296
	<u>13,478</u>	<u>13,478</u>	<u>122,674</u>	<u>122,674</u>

18. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation of tangible fixed assets	24,467	20,973
Operating lease rentals	15,824	27,721
Fees payable for the audit of the financial statements	4,400	3,000
Fees payable to the auditor for other services	928	850



Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022



19. STAFF COSTS

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022 £	2021 £
Wages and salaries	843,983	819,530
Social security costs	62,550	59,826
Employer contributions to pension plans	56,474	58,620
	<u>963,007</u>	<u>937,976</u>

The Bank Nurses provide Home Nursing as and when required.

The average head count of employees during the year was 41 (2021: 43).

The number of employees whose remuneration for the year fell within the following bands, were:

	2022 No.	2021 No.
£60,000 to £69,999	<u>1</u>	<u>1</u>

20. TRUSTEE REMUNERATION AND EXPENSES

No remuneration was paid directly or indirectly out of the funds of the charity to any Trustee or to any person or persons known to be connected with them.

No reimbursement was made to any Trustee in respect of their position as Trustee.

21. TANGIBLE FIXED ASSETS

Group	Freehold property £	Fixtures and fittings £	Medical equipment £	Shop equipment £	Total £
Cost or valuation					
At 1 April 2021	213,638	113,372	19,063	18,461	364,534
Additions	14,304	7,950	14,934	–	37,188
Disposals	–	(23,669)	–	(7,498)	(31,167)
At 31 March 2022	<u>227,942</u>	<u>97,653</u>	<u>33,997</u>	<u>10,963</u>	<u>370,555</u>
Depreciation					
At 1 April 2021	63,932	96,093	11,621	11,781	183,427
Charge for the year	11,075	7,404	4,475	1,513	24,467
Disposals	–	(21,606)	–	(5,265)	(26,871)
At 31 March 2022	<u>75,007</u>	<u>81,891</u>	<u>16,096</u>	<u>8,029</u>	<u>181,023</u>
Carrying amount					
At 31 March 2022	<u>152,935</u>	<u>15,762</u>	<u>17,901</u>	<u>2,934</u>	<u>189,532</u>
At 31 March 2021	<u>149,706</u>	<u>17,279</u>	<u>7,442</u>	<u>6,680</u>	<u>181,107</u>

Hospice at Home West Cumbria

Company Limited by Guarantee
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Year ended 31 March 2022



21. TANGIBLE FIXED ASSETS (continued)

Tangible fixed assets held at valuation

The freehold property of the group was valued at current market value in October 2014 by T. J. Grisdale MRICS of Grisdales Estate Agents who are external to the charity.

In respect of tangible fixed assets held at valuation, the aggregate cost, depreciation and comparable carrying amount that would have been recognised if the assets had been carried under the historical cost model are as follows:

				Freehold property £
At 31 March 2022				
Aggregate cost				482,409
Aggregate depreciation				(147,162)
Carrying value				335,247
At 31 March 2021				
Aggregate cost				468,105
Aggregate depreciation				(128,063)
Carrying value				340,042
Company	Freehold property £	Fixtures and fittings £	Medical equipment £	Total £
Cost or valuation				
At 1 April 2021	159,080	68,616	19,063	246,759
Additions	45,018	7,950	14,934	67,902
Disposals	—	(10,789)	—	(10,789)
At 31 March 2022	204,098	65,777	33,997	303,872
Depreciation				
At 1 April 2021	44,381	60,604	11,621	116,606
Charge for the year	8,347	4,316	4,475	17,138
Disposals	—	(9,401)	—	(9,401)
At 31 March 2022	52,728	55,519	16,096	124,343
Carrying amount				
At 31 March 2022	151,370	10,258	17,901	179,529
At 31 March 2021	114,699	8,012	7,442	130,153

Tangible fixed assets held at valuation

The freehold property of the group was valued at current market value in October 2014 by T. J. Grisdale MRICS of Grisdales Estate Agents who are external to the charity.



Hospice at Home West Cumbria

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Year ended 31 March 2022



21. TANGIBLE FIXED ASSETS (continued)

In respect of tangible fixed assets held at valuation, the aggregate cost, depreciation and comparable carrying amount that would have been recognised if the assets had been carried under the historical cost model are as follows:

	Freehold property £
At 31 March 2022	
Aggregate cost	458,565
Aggregate depreciation	(129,147)
Carrying value	329,418
At 31 March 2021	
Aggregate cost	413,547
Aggregate depreciation	(111,240)
Carrying value	302,307

22. INVESTMENTS

Group and Company	Cash or cash equivalents £	Listed investments £	Other investments £	Total £
Cost or valuation				
At 1 April 2021	21,253	646,613	50,405	718,271
Additions	–	470,576	55,313	525,889
Disposals	–	(60,536)	–	(60,536)
Other movements	43,418	(5,017)	17,188	55,589
At 31 March 2022	64,671	1,051,636	122,906	1,239,213
Impairment				
At 1 April 2021 and 31 March 2022			–	–
Carrying amount				
At 31 March 2022	64,671	1,051,636	122,906	1,239,213
At 31 March 2021	21,253	646,613	50,405	718,271

All investments shown above are held at valuation.

Financial assets held at fair value

Valuations are prepared by Brewin Dolphin. Valuations are generally prepared on the basis of the middle market price at the close of business on the valuation date, and as supplied by external information providers. For certain securities, the price may be on a different basis e.g. last trade or bid price.

The historical cost of investments held at 31 March 2022 was £1,129,631 (2021: £620,391).

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022



23. STOCKS

Group only	2022	2021
	£	£
Charity shops bought in stock	<u>1,743</u>	<u>1,939</u>

24. DEBTORS

	Group		Company	
	2022	2021	2022	2021
	£	£	£	£
Trade debtors	5,955	79,944	5,955	79,944
Amounts owed by group undertakings	–	–	27,697	104,026
Prepayments and accrued income	67,473	236,414	67,473	236,414
Other debtors	36,007	63,686	9,437	2,951
	<u>109,435</u>	<u>380,044</u>	<u>110,562</u>	<u>423,335</u>

25. INVESTMENTS

Group and Company	2022	2021
	£	£
Other investments - Cash account	<u>1,192</u>	<u>540</u>

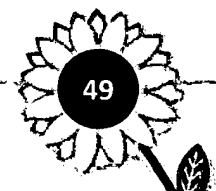
26. CREDITORS: amounts falling due within one year

	Group		Company	
	2022	2021	2022	2021
	£	£	£	£
Trade creditors	23,680	17,851	20,317	17,378
Accruals and deferred income	18,632	104,825	18,632	104,825
Social security and other taxes	17,576	–	16,992	–
Other creditors	22,584	31,478	422	5,937
	<u>82,472</u>	<u>154,154</u>	<u>56,363</u>	<u>128,140</u>

27. DEFERRED INCOME

Group and Company	2022	2021
	£	£
At 1 April 2021	78,529	354,996
Amount released to income	(78,529)	(354,996)
Amount deferred in year	<u>1,713</u>	<u>78,529</u>
At 31 March 2022	<u>1,713</u>	<u>78,529</u>

Deferred income relates to funding received in advance of performing services, and income received in advance for events taking place in the next financial year.



Hospice at Home West Cumbria

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Year ended 31 March 2022



28. PENSIONS AND OTHER POST RETIREMENT BENEFITS

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans for the group was £56,474 (2021: £58,620) and for the company was £55,270 (2021: £55,629).

29. GOVERNMENT GRANTS

The amounts recognised in the financial statements for government grants are as follows:

Group	2022 £	2021 £
Recognised in income from donations and legacies:		
Coronavirus job retention scheme	618	8,604
Recognised in income from other trading activities:		
Coronavirus job retention scheme	—	13,879
Coronavirus local authority grants	—	103,839
Company	2021 £	2020 £
Recognised in income from donations and legacies:		
Coronavirus job retention scheme	618	—

30. ANALYSIS OF CHARITABLE FUNDS

Unrestricted funds

Group	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2022 £
General Funds	2,411,058	1,443,947	(1,171,266)	—	13,478	2,697,217
General Funds	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2021 £
General Funds	1,175,694	2,092,593	(979,903)	—	122,674	2,411,058
Company	At 1 Apr 2021 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2022 £
General Funds	2,411,058	1,330,786	(1,059,670)	—	13,478	2,695,652
General Funds	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2021 £
General Funds	1,175,694	1,941,017	(828,327)	—	122,674	2,411,058

Unrestricted funds are used for the ongoing charitable activities.

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
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30. ANALYSIS OF CHARITABLE FUNDS (continued)

Restricted funds

	At 1 Apr 2021	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2022
Group and company	£	£	£	£	£	£
Restricted Funds	–	71,275	(71,275)	–	–	–

	At 1 Apr 2020	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2021
Restricted Funds	£	£	£	£	£	£
Restricted Funds	–	196,898	(196,898)	–	–	–

Restricted funds received and spent in 2021/22 related to the NHSE Hospice UK Capacity Grant funding. The NHSE awarded funding to allow the hospice to make available bed capacity and community support from December 2021 to March 2022 to provide support to people with complex needs in the context of the COVID-19.

31. ANALYSIS OF NET ASSETS BETWEEN FUNDS

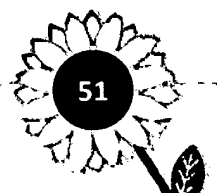
Group	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Tangible fixed assets	189,532	–	189,532	181,107
Investments	1,239,213	–	1,239,213	718,271
Current assets	1,350,944	–	1,350,944	1,665,834
Creditors less than 1 year	(82,472)	–	(82,472)	(154,154)
Net assets	2,697,217	–	2,697,217	2,411,058

Company	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Tangible fixed assets	179,529	–	179,529	130,153
Investments	1,239,213	–	1,239,213	718,271
Current assets	1,333,273	–	1,333,273	1,690,774
Creditors less than 1 year	(56,363)	–	(56,363)	(128,140)
Net assets	2,695,652	–	2,695,652	2,411,058

32. FINANCIAL INSTRUMENTS

The carrying amount for each category of financial instrument is as follows:

Group and company	2022 £	2021 £
Financial assets measured at fair value through income and expenditure		
Investments	1,174,542	697,018



Hospice at Home West Cumbria

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Year ended 31 March 2022



33. OPERATING LEASE COMMITMENTS

The total future minimum lease payments under non-cancellable operating leases are as follows:

Group	2022 £	2021 £
Not later than 1 year	11,008	13,560
Later than 1 year and not later than 5 years	15,178	23,000
	<u>26,186</u>	<u>36,560</u>
Company	2022 £	2021 £
Not later than 1 year	1,008	3,560
Later than 1 year and not later than 5 years	2,678	500
	<u>3,686</u>	<u>4,060</u>

34. CONTINGENCIES

At 31 March 2022 the charity was entitled to legacy income from three different benefactors, all of which were residual legacies dependent on property sales. Since the amounts were uncertain at the year end, the income has not yet been recognised in the financial statements. The charity expects to receive a total of around £114,000 for these legacies.

35. POST BALANCE SHEET EVENTS

Since the year end a combination of factors has led to a decline in the market value of many investments. The Charity estimates that the investments held at the year-end have declined in value by around £70,000 in the period up to the date of this report.

Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022



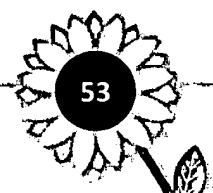
35. RELATED PARTIES (continued)

Subsidiary Undertakings

The charity has one trading subsidiary undertaking; Hospice at Home West Cumbria Trading Ltd (Company Registration Number 06199137). The company is a single member private company limited by guarantee, with the single member being Hospice at Home West Cumbria. The company is included in the consolidated accounts. The company is registered in England and Wales. The address of the registered office was Upper Floor Cumbria House, New Oxford Street, Workington, Cumbria, CA14 2NA. The principal activity of the subsidiary is that of charity shops, where a profit is made this is donated to the parent charity.

The results of the subsidiary are as follows:

	2022	2021
	£	£
Turnover	140,407	70,992
Other operating income	—	153,514
Expenditure	(140,407)	(224,506)
Gross assets as at 31st March	53,806	130,040
Gross liabilities as at 31st March	53,806	(130,040)



Hospice at Home West Cumbria

Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2022

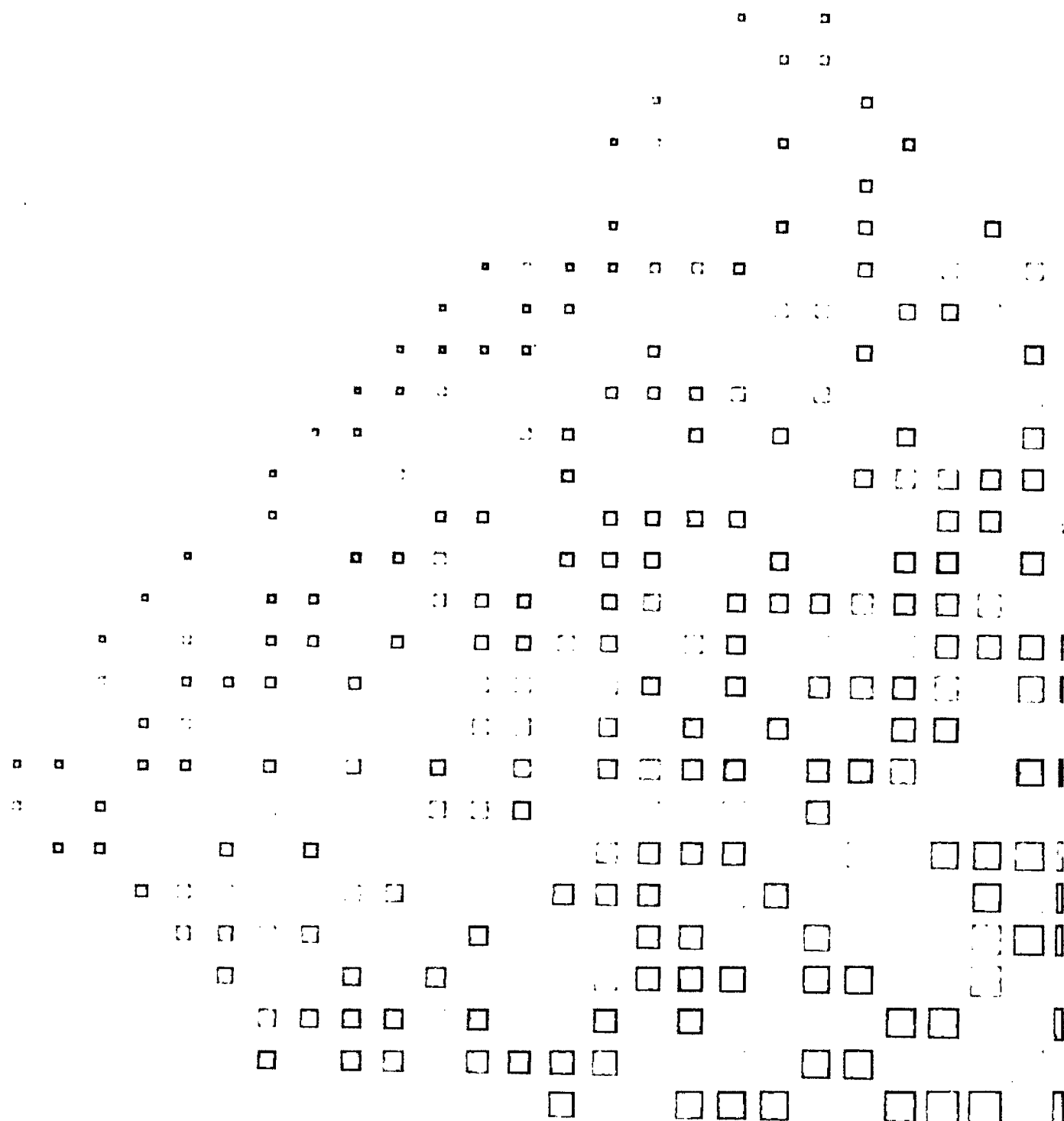


36. RELATED PARTIES

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the group. The total compensation paid to key management personnel for services provided to the group was £197,857 (2021: £198,897).

The charity received donations totalling £2,942 without conditions from trustees or other related parties.

A member of the key management personnel of the charity, Lorraine Dixon, is also a director of Steven Dixon Plumbing and Heating Services Limited, along with her husband. This company provided plumbing services to the charity for a total of cost of £60 (2021: £388).





Hospice at Home West Cumbria is a company limited by guarantee

Registered Company No. 4191126 registered in England and Wales

Registered Charity No: 1086837

Registered with the Care Quality Commission

Certificate No: 1-183623894



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