

# The City Bridge Trust

## Investing In Londoners: Application for a grant



### About your organisation

Name of your organisation: <b>St Luke's Hospice (Harrow and Brent)</b>	
If your organisation is part of a larger organisation, what is its name?	
In which London Borough is your organisation based? <b>Brent</b>	
Contact person: <b>Mrs. Amanda Ziegler</b>	Position: <b>Trust Fundraiser</b>
Website: <b><a href="http://www.stlukes-hospice.org">http://www.stlukes-hospice.org</a></b>	
Legal status of organisation: <b>Registered Charity</b>	Charity, Charitable Incorporated Company or company number: <b>298555</b>
When was your organisation established? <b>21/06/1987</b>	
<b>Aims of your organisation:</b> <p>Established in 1987, St Luke's is the local hospice serving the richly diverse London boroughs of Harrow and Brent, an ageing population of over 450,000. We provide high quality hospice care to adults with life limiting illnesses, free of charge, with the aim of enhancing their quality of life and supporting their families and carers</p> <p>We care for people suffering from cancer (around 85% of patients) and also those with other serious progressive illnesses, such as motor neurone disease, heart, lung and kidney failure enabling them to achieve the best possible quality of life during the final stages of their illness. Our care includes the treatment of physical symptoms and also considers emotional, psychological, spiritual and social needs and the needs of the whole family.</p> <p>We aim to cater for the needs and wishes of the individual in large decisions like whether they would prefer to be cared for at home or in the Hospice, or day-to-day matters eg. meals.</p>	
<b>Main activities of your organisation:</b> <p>St Luke's looks after people whose illnesses are no longer curable. We aim to enable them to achieve the best possible quality of life during the final stages of their illness. Care is provided by:</p> <ul style="list-style-type: none"><li>-Our 12 bedded In Patient unit which offers 24hour nursing and medical care supported by patient and family support, physiotherapy and complementary therapy services. Patients are admitted for symptom control, respite or end of life care.</li><li>-Day Care Unit where a team of doctors and nurses are available to help patients with their symptoms. Patients can also access care from our social work team/complementary therapists/physiotherapists.</li><li>-Patients own homes. The Specialist Community Palliative Care team consists of doctors, nurses and social workers who provide expert advice to patients, GPs and district nurses.</li></ul>	

Hospice at Home provides personal care packages which may include washing/transferring/toileting as well as supporting carers.  
 -Patient and Family Support which provides counselling and psychological support to patients and families and bereavement support.

**Number of staff**

Full-time:	Part-time:	Management committee members:	Active volunteers:
<b>85</b>	<b>0</b>	<b>12</b>	<b>800</b>

**Property occupied by your organisation**

Is the main property owned, leased or rented by your organisation?	If leased/rented, how long is the outstanding agreement?
<b>Owned</b>	

**Grant Request**

**Details of grant request**

Under which of City Bridge Trust's programmes are you applying? <b>Older Londoners</b>
Which of the programme outcome(s) does your application aim to achieve? <b>Carers aged 65 years and over better able to access support, advice and respite</b>
Please describe the purpose of your funding request in one sentence. <b>TO EXPAND AND DEVELOP SERVICES TO SUPPORT GREATER NUMBERS OF OLDER CARERS IN HARROW AND BRENT</b>
When will the funding be required? <b>01/03/2014</b>
How much funding are you requesting? Year 1: <b>£60,000</b> Year 2: <b>£55,000</b> Year 3: <b>£45,000</b> <b>Total: £160,000</b>
Do you plan to continue the activity beyond the period for which you are requesting funding? If so, how do you intend to fund it? <b>St Luke's Hospice Trustees are committed to the expansion of support to Carers within our local community. After the grant has expired any gaps in funding towards our carers service will be met through a rolling programme of applications to Charitable Trusts and Foundations.</b>
If you need any planning or other statutory consents for the project to proceed, what stage have the applications reached? <b>Not necessary. Revenue project.</b>

## Summary of grant request

A grant is requested that will enable Carers aged 65 years+ in Harrow/Brent better access support, advice and respite.

### Project need:

- Our Hospice serves a diverse ageing population (54% BME) however, as people are living longer their networks are diminishing .
- The Commission into the Future of Hospice Care(2013) highlights evidence of large numbers of older people living in poverty and social exclusion who are left behind on the margins of a relatively prosperous society. Brent is within the 15% most deprived UK boroughs.
- St Luke's Carer service evaluations (events/surveys/focus group) indicate issues leading to breakdown of care packages relate to social, rather than medical issues. Carers indicate that they often wish to remain at home with the person they care for, but can become socially isolated/depressed and would benefit from someone visiting.

### Project delivery will involve:

Expanding and developing St Luke's current support to carers which enables them to identify themselves as carers and provides:

- information sessions/resources
- trained healthcare assistants to stay with the patient so that carers can attend their own appointments/have a break
- social events which enable carers to be less socially isolated

Mobilising Carer Support Networks: We plan to develop a social model for a carer service based on identifying, establishing and mobilising personal, professional and community support networks. It will involve:

- Recruiting/training/supervising 25 Community Support Volunteers and 25 Community Link Volunteers representative of our diverse community who will offer psychosocial support to service users in the Hospice and in their homes
- developing service specific resources for families/carers/patients e.g. support/visitor planning calendars and task lists to help them manage and balance social visits and access support
- mobilising members of their social network who might be able to help with these identified tasks and needs
- challenging/redefining the social and personal narrative of caring that often promotes the role of carer as a burden

Developing a training programme for hospice staff and volunteers will raise awareness of the project and train them to use new resources and consider the concept of informal/family/community support networks within their practice.

Developing links with local community/faith/hard to reach/marginalised communities/local authorities to make them aware of availability of end of life care services.

Project Aims: Through this work we plan to build on the Compassionate Communities model which aims to encourage, establish and strengthen partnerships that support community capacity building and resilience in issues surrounding dying/death/bereavement. This has been piloted in rural settings but we will pioneer it in an urban area.

We are the right organisation to deliver the work:

North West London Hospital Trust acknowledge that our local community would benefit from the support of volunteers from a range of backgrounds. They say St Luke's is best

placed to carry this out as it has links with local support groups/health related agencies. This is supported by evidence of previous successful projects eg. Bereavement service/Hospice at Home funded by City Bridge

Meeting the Trust's programme outcome. Through our project:

Carers 65 years+ will be better able to access support, guidance and respite which will enable them to care for patients more effectively, reduce anxiety levels and reduce unnecessary A+E visits.

Carers will be less socially isolated by attending events at the hospice and through support from Volunteers at home.

More end of life patients from our BME community will have access to end of life care

Principles of good practice:

We will involve service users in the planning/delivery of the service. Achieved by developing consultation group, surveys/feedback gained from events.

Building links with people from faith/cultural/community groups/hard to reach/marginalised communities - central to the success of the project

Training/supervising 50+ Volunteers

## Outputs and outcomes

What are the main activities or outputs you want to deliver? Please include no more than 5. By activities or outputs we mean the services, products or facilities you plan to deliver. If you plan to deliver work over more than one year you should include activities over the full grant period requested. Try to be specific.

**Expanding activities within St Luke's current carers service including:**

**Providing information sessions, resources and social events (eg. information sheets, newsletters, support sessions and regular social events at the Hospice)**

**Providing trained healthcare assistants to stay with patients so that carers can attend support sessions and their own appointments**

**Developing service specific resources for carers and patients to enable them to mobilise their support networks and manage help required eg. tasks lists, visiting planning calendars.**

**Establishing an assessment tool to identify and access support networks**

**Developing a training programme for Hospice staff/volunteers to use resources and raise awareness**

**Developing a programme to recruit, train and supervise up to 25 Community Support Volunteers and 25 Community Link Volunteers to offer psychosocial support to service users in the Hospice and in their homes.**

**Develop a programme of outreach activities to enable us to build links with faith and cultural groups and those who are hard to reach. Will include:**

**Liaison with community groups and identifying and training link workers who will visit the hospice and coordinate support required.**

**Developing links with Social Services (Personalisation) and Local Authority Housing Teams in order to make the project sustainable in the future (eg. linking it to management of personal budgets for carers to attend support events at St Luke's Hospice)**

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What main differences or outcomes do you hope the activities you have described above will achieve? Please include no more than 5. By differences or outcomes we mean the changes, benefits, learning or other effects that result from the work your project would deliver. These might be for individuals, families, communities or the environment.

**Carers aged 65 years+ will have better able to access support, advice and guidance which will enable them to care for the patients more effectively and reduce anxiety levels.**

**Educating and providing guidance to Carers will reduce the number of unplanned hospital admissions and enable patients to remain independent at home for longer**

**Carers will be less socially isolated as a result of attending events at the Hospice and being better supported in their own homes through the support of Community Support Volunteers and Community Link Volunteers.**

**25 Community Support Volunteers and 25 Community Link Volunteers will be better trained and equipped to provide support to Carers. This will support the Community Communities Network Model.**

**Greater numbers of hard to reach older people from St Luke's ageing BME Community will be more aware of support available from our Hospice and availability of end of life care in Harrow and Brent.**

## Who will benefit?

### About your beneficiaries

How many people will benefit directly from the grant per year?

**1,000**

In which Greater London borough(s) or areas of London will your beneficiaries live?

**Brent (50%)**

**Harrow (50%)**

What age group(s) will benefit?

**65-74**

**75 and over**

What gender will beneficiaries be?

**All**

What will the ethnic grouping(s) of the beneficiaries be?

**A range of ethnic groups**

**White (including English/ Welsh/ Scottish/ Northern Irish/ British; Irish; Gypsy, Traveller or Irish Traveller; Any other White background)**

**Mixed/ Multiple ethnic groups (including White and Black Caribbean; White and Black African; White and Asian; Any other Mixed/ Multiple ethnic background)**

**Asian/ Asian British (including Indian; Pakistani; Bangladeshi; Chinese; Any other Asian background)**

If Other ethnic group, please give details:

What proportion of the beneficiaries will be disabled people?

**61-70%**

## Finance details

Please complete using your most recent audited or independently examined accounts.

Financial year ended:	Month: <b>December</b>	Year: <b>2012</b>
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Income received from:	£
Voluntary income	1,709,000
Activities for generating funds	2,613,000
Investment income	72,000
Income from charitable activities	1,322,000
Other sources	0
<b>Total Income:</b>	<b>5,716,000</b>

Expenditure:	£
Charitable activities	3,546,000
Governance costs	61,000
Cost of generating funds	2,211,000
Other	0
<b>Total Expenditure:</b>	<b>5,818,000</b>
<b>Net (deficit)/surplus:</b>	<b>(102,000)</b> <i>gm</i>
<b>Other Recognised Gains/(Losses):</b>	<b>95,000</b>
<b>Net Movement in Funds:</b>	<b>(7,000)</b> <i>gm</i>

Asset position at year end	£
Fixed assets	4,744,000
Investments	1,336,000
Net current assets	702,000
Long-term liabilities	<del>329,000</del> 0 <i>gm</i>
<b>*Total Assets (A):</b>	<b>6,782,000</b>

Reserves at year end	£
Endowment funds	197,000
Restricted funds	254,000
Unrestricted funds	6,331,000
<b>*Total Reserves (B):</b>	<b>6,782,000</b>

\* Please note that total Assets (A) and Total Reserves (B) should be the same.

### Statutory funding

For your most recent financial year, what % of your income was from statutory sources? 21-30%
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### Organisational changes

Describe any significant changes to your structure, financial position or core activities since the date of your most recent accounts:  None
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## Funding required for the project

### What is the total cost of the proposed activity/project?

Expenditure heading	Year 1	Year 2	Year 3	Total
Community Carers Project Co-ordinator	12,500	12,625	12,814	37,939
Hospice Volunteer Coordinator	4,000	4,040	4,100	12,140
Patient and Family Support Service Manager	14,400	14,544	14,762	43,706
Clinical evaluation (Director of Patient Services)	1,575	1,560	1,613	4,748
Administration Lead	4,896	4,944	5,018	14,858
Hospice Day Care Nurse (to attend carer events)	3,960	3,999	4,058	12,017
Education team and external training facilitators	20,000	20,075	17,688	57,763
Event costs and information resources/capital items	12,500	12,500	12,500	37,500
Volunteer expenses and personal alarms	3,500	3,500	3,500	10,500
<b>TOTAL:</b>	<b>77,331</b>	<b>77,817</b>	<b>76,053</b>	<b>231,201</b>

### What income has already been raised?

Source	Year 1	Year 2	Year 3	Total
Charitable Trusts/Foundation currently being approached. No funding to date.	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
<b>TOTAL:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### What other funders are currently considering the proposal?

Source	Year 1	Year 2	Year 3	Total
Several charitable trusts being approached to support this project	0	0	0	0
Including: February Foundaton, Childwick Trust, Mason Le Page	0	0	0	0
James Tudor Foundation	0	0	0	0
	0	0	0	0
<b>TOTAL:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

### How much is requested from the Trust?

Expenditure heading	Year 1	Year 2	Year 3	Total
Community Carers Project Coordinator	12,500	12,625	12,814	0
St Luke's Volunteer Co-ordinator	4,000	4,040	4,100	0
Patient and Family Support Service Manager	10,000	10,000	8,000	0
Clinical Evaluation	1,575	1,575	0	0



Admin Lead	4,896	4,944	5,018	0
Training costs	16,000	11,000	4,000	0
Event Costs	5,000	5,000	5,000	0
Information resources	2,500	2,500	2,500	0
Volunteer expenses/personal alarms	3,500	3,500	3,500	0
<b>TOTAL:</b>	<b>59,971</b>	<b>55,184</b>	<b>44,959</b>	<b>160,114</b>

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### Previous funding received

Please list the funding received by your organisation from the following statutory sources during the last THREE years.

	2010 £	2011 £	2012 £
City of London (except City Bridge Trust)	0	0	0
London Local Authorities	7,500	7,500	22,500
London Councils	0	0	0
Health Authorities	1,370,000	1,307,000	1,266,000
Central Government departments	271,000	0	0
Other statutory bodies	51,000	6,000	0

### Previous grants received

Please list the grants received by your organisation from charitable trusts and foundations (other than City Bridge Trust) during the last THREE years. List source, years and annual amounts. Please include the 5 largest only.

Name of Funder	2010 £	2011 £	2012 £
Wolfson Foundation	0	0	50,000
St James's Place Foundation	0	0	40,000
Clothworkers Foundation	30,000	0	0
Kingsbury Charity	10,000	12,500	12,500
Childwick Trust	10,000	0	15,000

### Declaration

I confirm that, to the best of my knowledge, all the information I have provided in this application form is correct. I fully understand that City Bridge Trust has zero tolerance towards fraud and will seek to prosecute and recover funds in every instance.

Please confirm: Yes      Full Name: **Amanda Lenore Ziegler**

Role within                      **Trusts and Foundations Fundraiser**  
Organisation: