Registered Managers Report for the AGM June 22nd, 2021

At our last AGM in October, I reported on a challenging seven months and I didn’t know what the next six months would bring. I certainly didn’t expect us to be holding another ‘virtual’ AGM. I was right when I said that I could rely on the nurses to continue to provide as much care and support as is possible in these challenging times. I thank them for their continued support and hard work.

January was our busiest ever month, providing 475 hours of care to 14 patients. We have now supported more than 1,000 families.

This is some of the feedback we’ve received since October:

- I am so grateful for the exceptional care you gave to my husband in his final days. All the nurses showed such wonderful compassion and kindness. Thank you so very much.

- The care that my mother received during the final week of her life was absolutely outstanding. I cannot thank the staff enough for the respect and compassion given to her.

- You don’t provide a service you provide sensitive, caring, respectful support to people at the hardest point in their lives and help establish a feeling of calm and peace in the storm.

- It had been his wish to die at home but I honestly don’t think that would have been possible without your support.

- World class, Faultless, excellent.

Sam continues to improve the smooth running of the nursing team and shows endless patience with the considerable technical issues that occur on a regular basis. Sam is now Operations Manager in recognition of her growing responsibilities.

Jo Cowley has taken up the post of Clinical Governance Lead for the team. Jo has been a bank nurse since January 2019 and has been our Nominated Individual for our CQC Registration since July 2019. Jo brings her expertise within healthcare governance and management to the charity.

We have welcomed four new team members Ann Franklin and Michele Booth have joined us as Nurse Coordinators and Clare Caple and Judi Houston as bank nurses. They all bring with them a wealth of experience and we welcome them to the team.

Nurse meetings and training have remained virtual. We have introduced some smaller group supervision meetings. We miss face to face meetings and look forward to a time when it is safe to do so.

As nurses we could not provide care without the never-failing support of the Directors, the fundraising group and our wonderful local community. Thank you all.

Jenny Nolan

17th June 2021