



CAYMAN HOSPICECARE
We're About Life

2015

Annual Review

for the year ending 31st December



We're about *life*

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Our vision and mission

Our vision

A country where no one is alone with life threatening major or terminal illnesses because Cayman HospiceCare is able to support them and the people around them in a holistic way.

Our mission

- To deliver a comprehensive package of care to focus on making the end of life journey as comfortable as it can be
- To tailor our services to meet the desires of our patients
- To support carers, family members and professionals in order to understand the wishes of our patients so we can work towards a common end
- To provide all our services free to the patient and their family.

Our year in review

Beneficiaries

In 2015, we had 77 people referred to Cayman HospiceCare (CHC). Many of our referrals have illnesses which will lead to their deaths in a matter of weeks, but by no means all of them. For some, they may be exceedingly weak following chemotherapy, or may have uncontrolled pain because they don't have access to doctors and the right medication. It could be that our staff at CHC provide support for a few weeks, or assist someone get access to the right types of help so they can live independently again.

It is only natural that some patients die, and we yearn to make this passing as comfortable and easy as we can, by listening carefully to how our patients would like to be helped. We had 33 patients die under our care during 2015.

Our clinical team's backbone is speciality trained hospice and palliative care nurses, alongside care takers, and led by a Medical Director and Clinical Manager. The range of services we provide is very broad based on the skills of both our paid staff and our extensive range of volunteers. Our major work is in the provision of nursing care and support which involves keeping patients clean and comfortable, with appropriate medication given at the right time and in the right format. These require around 180 patient visits a month. We also provide a good deal of help for the people caring for patients, whether this might be moral support, educational, emotional or other practical help.

We have also been providing supportive care to patients on Cayman Brac and Little Cayman – this is a relatively new area for us. Our nurses fly over as needed to ensure care is going according to patients' needs and that they are pain free and comfortable. Cayman Airways has kindly donated the transport to facilitate these trips. We are working with nursing and medical staff at the Faith Hospital who we previously trained, and this is a new partnership supported by the Cayman Islands Health Services Authority on the Brac.

Our list of services provided by volunteers in 2015 includes:

- social work
- counselling (individual and family)
- physiotherapy
- massage therapy
- companionship
- assistance to run errands or prepare simple meals
- yoga
- music therapy (partially funded)
- art therapy
- Reiki
- acupuncture
- animal therapy.

We have a few case studies and quotations to give you a flavour of the work that we have done over the last year.

Homecare case study

A patient with end stage kidney disease was admitted from hospital for terminal care. The family had decided they wanted only comfort care for their 92 year old mother. We helped the family to get her back home from hospital. They had lots of family support and round the clock nursing care from private caregivers. We visited twice a week at first, providing education to the family and support to the private care givers. As there was a large family, we spent much of our time ensuring that everyone understood what was happening, what was the plan of care and that they all accepted this plan. The patient was not eating or drinking much and deteriorated quickly, so we then visited daily to ensure she was comfortable. She required minimal medication and she died three weeks after referral to CHC, surrounded by her family and friends in her own home.

Case study from Cayman Brac

Faith Hospital called on us for assistance with a patient who had chronic and incurable disease and was being cared for at home. The patient wanted to die at home and the family were committed to making this happen. A CHC nurse visited weekly to support the pain management and help educate the family on what to expect and how to provide care. Faith Hospital nurses made any necessary home visits and provided dressing changes and other care. The family knew they could call on the CHC nurses day or night and this was great support. We helped get a hospital bed to the Brac for the patient's use at home and the patient died at home as planned.

Villa case study

A 72 year old man was admitted to the villa after returning to the islands for end of life care. He had end-stage prostate cancer. His family had no place to care to him and they were very grateful to have the option of the villa for their loved one to spend his final days. His friends and family visited around the clock and patient received the comfort and care he deserved for the short while he had left to live.

Testimonial about Cayman HospiceCare

"My husband Michael became terminally ill last year, and during the final stages of his life, Cayman HospiceCare assisted me with his care. The hospice nurses and caregivers were incredibly helpful during this very difficult time. I will always be grateful for their assistance both in Michael's care and support given to the whole family after he passed away. I consider these nurses now 'friends'. Thank you Cayman HospiceCare."

Testimonial about music therapy

"Music therapist, Julianne has been about three times to see Miss Elizabeth. The latter is very much up and down, and when she is in one of her low days, Julianne has seemed to cheer her up and got her singing. Whether it is 'I'm forever blowing bubbles' or 'How great thou art', clearly Miss Elizabeth enjoys the visits and they seem to raise her spirits. Julianne has a nice way with her, too, and we appreciate her visits."

Facilities

Our main office at Conch Shell House is the hub of our organisation. Here we have administrative and management staff, and our clinical team of nurses and assistants. The property is large enough that we can store all clinical equipment as well as run group meetings and training sessions.

Our place of work though, is as varied as it comes. It might be a visit to a coffee shop for a chat, or a ward round with one of the specialists at the Cayman Islands Hospital, or going to someone's bedroom at home. We most prefer if we can support people to stay at home for their end of life care, and it is our most frequent request. Of the 33 patients that died in 2015, 25 of these were able to do so in their own homes.

However, some people's homes are not suitable for this and we are able to offer the use of a villa at the Pines Residential Home where inpatients can stay. The villa is also used to give patients respite care, where either they or their carers might just need a break or a holiday to recharge their batteries. We are hugely indebted to the All Foundation for continuing to support us in the rental costs of this facility and we have had four patients stay at the villa in 2015.

Staff

Although our numbers go up and down from time to time, during 2015 we have aimed to have one Medical Director, four trained nurses, two caretakers, and two operations and fundraising staff. These titles are easy to write but hide the huge amount of collaboration and sharing that goes on between the clinical, operations and fundraising teams, because the staff are in the organisation for it to succeed in every way: delivering first class care, having the facilities to back this up, and the resources to underline the organisation.

There has been a good deal of change at CHC for the staff. Our non-clinical manager of many years left to move to pastures new in 2015 and we were exceedingly lucky to have her replaced by Danielle Coleman who has jumped right into her role, running before her feet touched the ground. We have also seen our part time nurse return to the UK, and added a number of volunteer positions (including a coordinator) to enhance our range of services.



Fundraising

A major part of our Operations and Development Director's role is to coordinate our fundraising efforts. CHC is only able to provide its services through the generous donations of people in Cayman and further afield. We have operating costs of around KY\$650,000 per year which, as with any clinical organisation, are largely staff costs and the rental of both Conch Shell House and the CHC villa. To this end we have to work hard to maintain our income.

We held several key events throughout 2015 to maintain our profile and raise funds:

1. Watercolours calendar and original picture auction (\$50,000)
2. The Big Bash party at Ristorante Pappagallo (\$70,000)
3. Annual flag day weekend (\$32,000)
4. Giant Christmas card (\$25,000)
5. Light up a Life Christmas event (\$12,000).

Major project – a new building for our patients and Cayman Hospice Care

A multipurpose facility, combining both administration and an inpatient unit under one roof has been a dream of CHC for many years. In 2014, fundraising efforts by Derek Haines made this become much closer to a reality. Derek ran six marathons in a year, culminating in the final run in December at the Cayman Islands Marathon to raise money for our new facility. CHC and the Cayman Islanders will be forever grateful for this fantastic effort, together with the support from the Rotary Club of Grand Cayman who were behind Derek every step of the way. Derek raised just over US\$1.3 million, and this has subsequently been added to by an anonymous donation to bring the total to over US\$1.6 million.

The new Hospice building will be at the heart of the care which Cayman HospiceCare provides throughout the Cayman Islands. The hospice building will be an invaluable base for the hospice nurses and caregivers to work from as they serve residents throughout the three islands. The new multi-purpose facility will provide a base not only for our community based programme, but also house a four bed residential hospice. Residential hospices recognise the unique expertise of those directly involved in the care of the terminally ill. They harness a team of professional health care providers and trained volunteers, equipped to deal with the complex medical, emotional and social needs of the terminally ill and their loved ones.

Dart has become a major donor and donated the land for the new building. There were a few hurdles to overcome in regard to zoning and such, but in December 2015, those were resolved and our road sign was put in place to let the community know the location of the new facility. The land is located just off West Bay Road (behind Coconut Joes).

With the land finalized, our next major in-kind donor, John Doak, could finalise the conceptual drawings for the new building. John is quite far evolved on the plans with feedback from all stakeholders and we hope to be able to submit the drawings for planning approval by the end of March.

BCQS has joined the new building team and committed as a major in-kind donor, taking ownership for the project management of the new build. We have also received several pledges for donations in-kind (such as windows, doors, and air conditioning systems) the details of which will need to be ironed out during the preparation for construction. Once the plans are finalized we will go out to the community with the drawings and confirm the other donations that have previously been committed to.

The funds raised by Derek Haines have been safely maintained in a separate account by the Rotary Club of Grand Cayman and no funds have been drawn to this date. We are in process of moving the signatories and accountability for the funds to the remit of Cayman HospiceCare which should be concluded in the next month. The funds will be maintained at Butterfield Bank under full financial control and oversight of the Board of CHC and its Treasurer, Erwin Dikau.

CHC is keen to move forward with the building, but at the same time, recognises that the building must be fit for purpose, which includes being appropriately designed to fit our operating expense envelope and also consider future developments and services. We hope that

construction will start in mid-2016 where the full dream of Cayman HospiceCare can come to fruition.

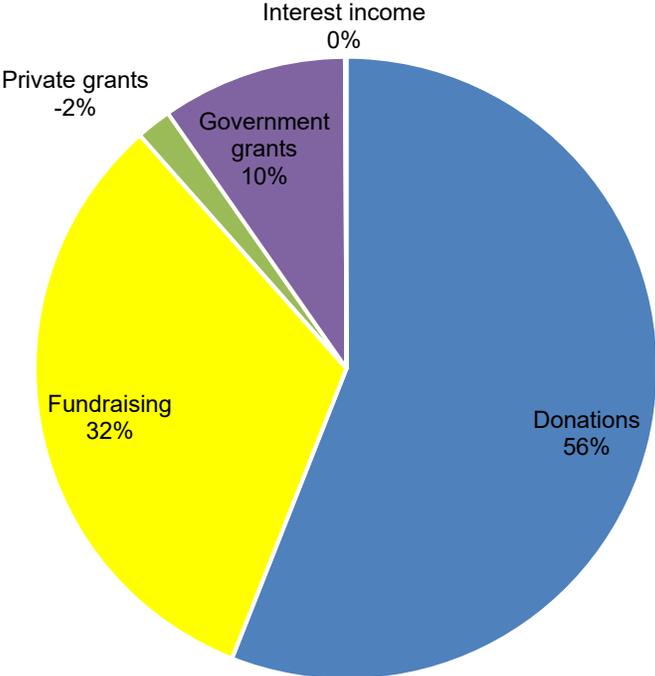
We are forever grateful to Derek and all his hard work for getting us to where we are today and where we will be in the future.

Financial review

Where our money comes from

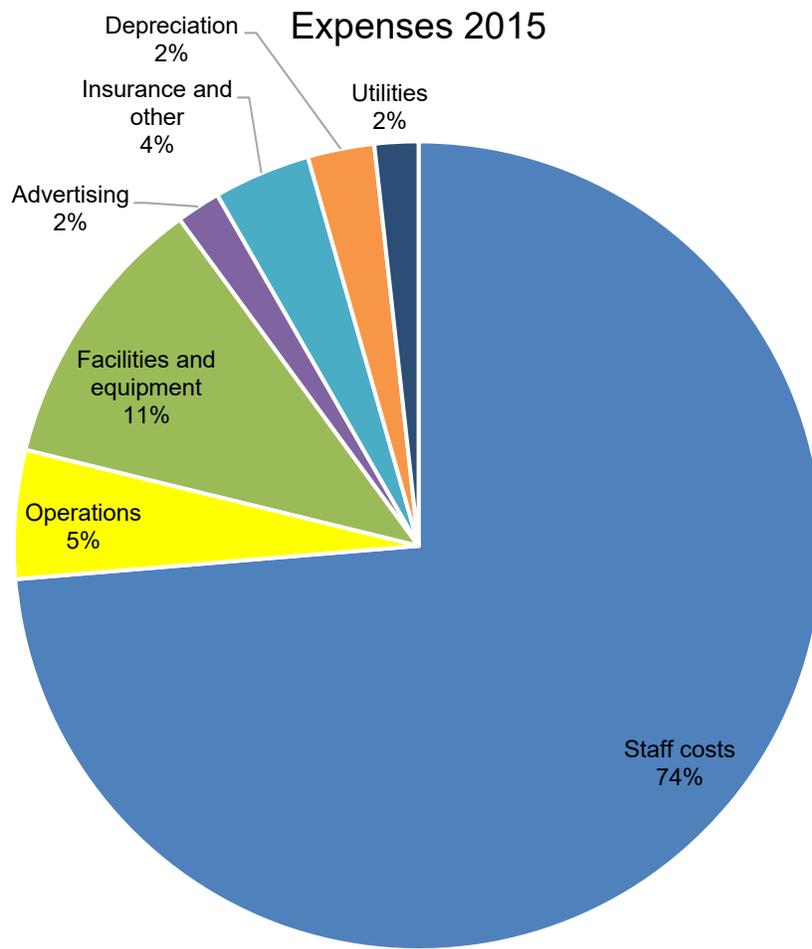
Revenue	2015	2014
Donations	295,549	424,468
Fundraising	171,519	159,082
Private grants	-9,607	-12,441
Government grants	50,825	54,412
Interest income	440	564
Total revenue KYD	508,726	626,085

Revenue 2015



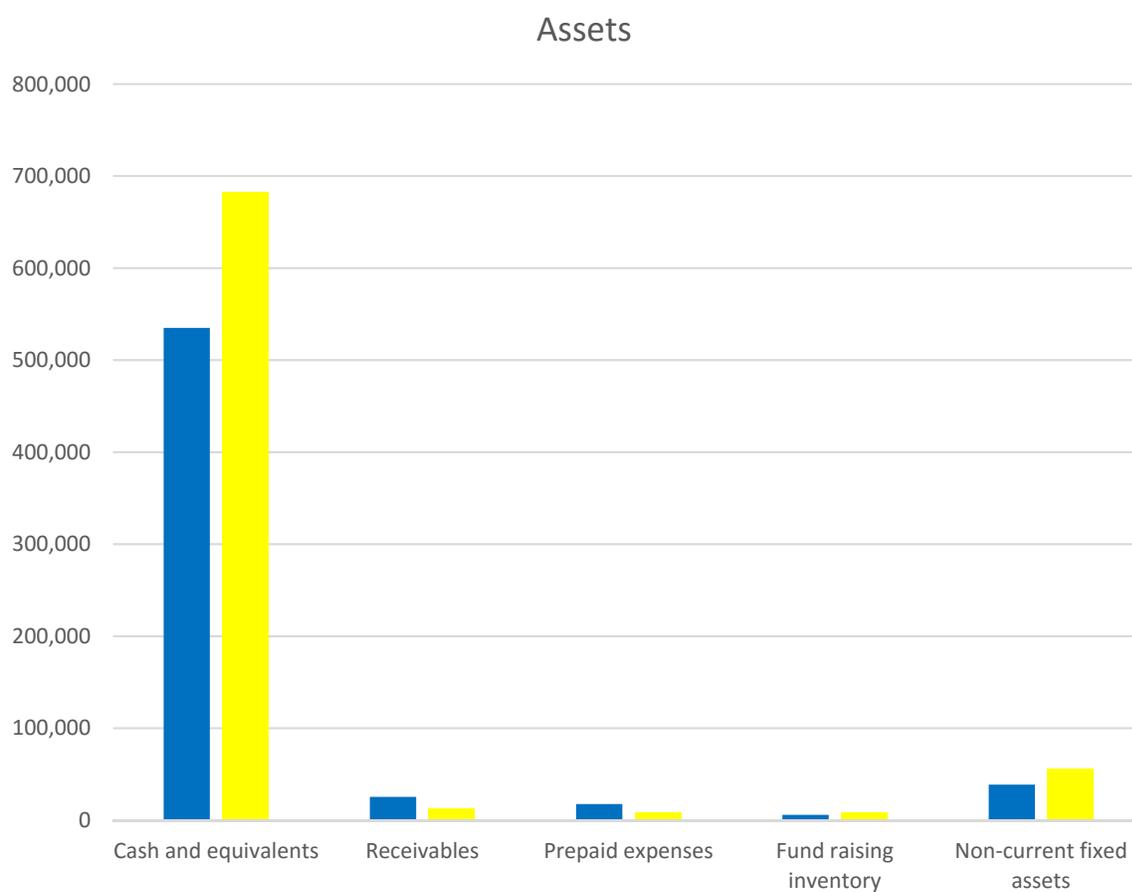
How we spend our money

Expenses	2015	2014
Staff costs	482,942	492,161
Operations	33,656	42,391
Facilities and equipment	72,972	68,240
Advertising	11,563	24,218
Insurance and other	25,375	30,211
Depreciation	17,461	16,933
Utilities	11,460	11,380
Total expenses	655,429	685,534



Our reserves

Assets	2015	2014
Cash and equivalents	535,037	682,505
Receivables	25,413	12,706
Prepaid expenses	17,682	8,060
Fund raising inventory	5,985	8,278
Non-current fixed assets	38,838	56,299
Accounts payable and accrued liabilities	25,906	24,096



Financial comment

The Board of CHC is keenly aware that we are running a deficit. This has come about as we lost some significant donors as fall out from the economic downturn of 2008. Our strongest desire is to continue to provide high quality palliative services free to our patients. We believe this is just 'the right thing to do' for end-of-life and palliative care.

We have a programme of fundraising ideas we hope to implement over the next 18 months to improve our income stream and we have every hope our position will improve following this. It needs to be stressed in this report that this is fundamentally a clinical service being provided, and this specialised care has very real costs to meet.

We are investigating whether insurance companies will pay for their members to receive treatment, and have had some limited success, but there is no existing model for this in Cayman and we have been trying not to add burden to our patients when many of them have only weeks to live.

Board of Directors

1. Alan Brooks
2. Eric Bush
3. Susan Craig
4. Berna Thompson-Cummins
5. Robin Dalsheimer
6. Erwin Dikau (Treasurer)
7. Chris Duggan (Chairperson)
8. Wanda Ebanks (Secretary)
9. Joey Hew
10. Ginny Hobday (Medical Director)
11. Brian Hurley
12. Joe Imperato
13. Diana Joseph
14. Christina Kirkaldy
15. John Lee
16. Nancy Lewis
17. Neal Lomax
18. Bruce Putterill
19. Roy Tatum
20. Elizabeth Watkins (Deputy Chair)

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Web address

www.caymanhospicecare.ky

Facebook page

www.facebook.com/Cayman-HospiceCare-132522363463750

Thank you – chair Chris Duggan

This report has been prepared to give an in depth picture of Cayman HospiceCare for 2015. We are passionate about helping others through the work this organisation does. I would like to thank you for your time in reading and invite you to contact me if you feel you could help in any way.