Annual Report
2018
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Introduction

Life is precious. Our time here is short - so as much as possible, we use the time given to us by living life to the full. However if end-of-life comes earlier than anticipated it can have devastating effects on those affected and their loved ones. Navigating dying, death and bereavement are something few are prepared for or know how to go about. The Irish Hospice Foundation works to help people facing end-of-life, and those left behind, to live life in dignity and comfort to the end.

Dying, death and bereavement have been the focus of the Irish Hospice Foundation’s (IHF) work for the last thirty years. Our mission is to strive for the best care at end-of-life and in bereavement, for all. Since establishment in 1986 the IHF has positively and substantively influenced the landscape in bereavement and end-of-life care in Ireland. We campaigned for a national network of dedicated in-patient based hospice care beds, supporting the establishment of hospice home care teams. This evolution of specialist palliative care services has enabled a much larger portion of the population to access palliative care. Yet we know that demand for services will continue to rise – by 2030 the number dying in Ireland will have risen from 29,000 to 38,000 per year. Much more needs to be done to ensure people receive excellence kin care at end-of-life.

As the majority of us in Ireland will die in acute hospitals and residential care settings, the IHF has developed and implemented quality improvement and training programmes to optimise care and supports for end-of-life across these healthcare settings. Our Design and Dignity programme has now seen over 40 spaces in acute hospitals transform to provide oases of calm in busy hospital environments. Our Hospice Friendly Hospitals programme continues to work with acute hospitals to ensure that end-of-life, palliative and bereavement care are central to the everyday business of hospitals. These initiatives aim to enhance the quality of remaining life that patients at end-of-life experience and help to support those left bereaved. Our advocacy work in the same period has ensured that health and social policy making stays cognisant of the needs of the dying and bereaved, sometimes overlooked in a health service under near continuous financial strain.

The story of the Irish Hospice Foundation is one of positive impact on the societal challenges that arise from dying, death and bereavement. It is a story of an organisation which has changed end-of-life care in Ireland for the better. It is a story of better standards of care for the dying that enable them to make best use of the time life left available to them. It is a story of focused efforts to assist the bereaved with resources and information that can help them through the darkest hours and offer understanding and support.

This Annual Report will tell you how our work progressed in 2018. How it built on the work of previous years and how it is focused on what is further needed in the years ahead. We hope you will find the journey life affirming. Thank you for your support.
Message from our Chairperson and CEO

At the Irish Hospice Foundation (IHF), we believe ‘Dying is Everyone’s Business’. Our vision is for an Ireland where everybody has access to the best of care at end-of-life. Care that is appropriately resourced, consultatively planned for with patient wishes openly discussed and respected.

In 2016, the IHF asked the people of Ireland to ‘Have Your Say’ about what was needed for a good death and healthy grieving. Nearly 3,000 people responded and so the People’s Charter on Dying, Death and Bereavement in Ireland was born.

Through 2018 we asked people in Ireland to endorse and support our People’s Charter and in doing so people helped us to:

- Ensure the health care system delivers best palliative, end of life and bereavement care in all care settings
- Ensure everyone has access to the best care at end of life and in bereavement delivered through a political and public policy commitment to a strategic, responsive, population-wide approach to end-of-life issues

The People’s Charter came directly from the people of Ireland and it is through the support of the Irish public that we exist. This support underpins all of our work and we extend a tremendous thank you to those who have given their fundraising support to the IHF. Powerful campaigns like Never Forgotten which generated great coverage and interest in the issue of bereavement, also raised much needed funds for our work. Our direct donors provide a backbone of funding that enable us to invest in quality improvement programmes in nursing home, hospitals, communities and homes. Volunteers, who run our special events, provide a continual income stream for which we are very grateful.

2018 was a good year for the IHF with a strong financial performance and increased delivery and impact of our programmes. We continually work to address a number of core issues which we have identified. We know there remains inconsistency in end-of-life and palliative care services. As the population grows, the numbers facing death will increase by 31% to 38,000 per year by 2030. Ireland needs to be ready for this increase to ensure that everyone can access excellence in end of life care as envisaged by a hospice approach.

In 2018, we campaigned for equity of service – everyone should have access to a high standard of end-of-life care and bereavement support. This is especially true of the midlands and the implementation of the HSE Three Year development Framework for Palliative Care.

The IHF continues to fund the invaluable Nurses for Night Care service, providing 2,013 nights of care. The cost of this service has risen from €40,000 in 2007 to a staggering €650,000 in 2018. Demand for this service continues to grow and, despite a commitment for increased funding, the service only received 8% funding.
from the State in 2018. Our Hospice Friendly Hospitals programme continues to go from strength to strength and is now co-funded by the HSE. In 2018 we delivered three network meetings, developed new resources and opened new Rosabel’s and Design & Dignity rooms.

Our work in nursing homes is increasing – this is a setting where approximately 25% of the population die. In 2018 our CEOL programme delivered three network meetings. We also developed new materials on compassionate end of life care for staff and patients in acute hospitals.

For over 30 years, we have worked to address inconsistencies in bereavement services. Every year, 29,000 people die. Each person who dies leaves on average ten people bereaved; yet bereavement continues to be very poorly understood and services vary in standard and accessibility. We believe everyone should be able to access sensitive, consistent bereavement support if needed.

We continue with our work to develop a national framework for quality bereavement services drawing together a national forum of 50 bereavement organisations to assist this process. Our hugely well attended Living with Loss event in November, featuring Niamh Fitzpatrick as speaker, shows the depth of need and desire for support in those experiencing bereavement.

End-of-life and palliative care is delivered by people to people. Caring for a person at end-of-life requires empathy and skills. Staff in all care settings; hospitals, care homes, community settings and hospices need support, training and development in order to help patients and their families through dying death and bereavement.

In 2018 we continued to train and support health staff in bereavement care, communications skills and quality improvement for excellence in end-of-life care. We delivered outreach training to 1,755 health professionals alongside bespoke programmes of training in national state agencies. Our Masters programme saw 64 students delving into bereavement and loss – thus building a high standard of specialist bereavement care across Ireland.

Talking about dying death and bereavement is understandably difficult. For over 30 years, the IHF has led national conversations about dying death and bereavement in Ireland.

Many people are poorly prepared for their own death and also lack the confidence to support the bereaved. We believe more conversations to support those facing dying, death and bereavement in Ireland are wanted; people should know their end-of-life wishes will be respected and that there will be supports available to those facing bereavement. The Think Ahead programme and our public engagement activities aim to support Irish people to understand and engage with the concept of dying and bereavement. Our newly created functions in Public Engagement and Research add expertise and capacity to expand the IHF message and ensure the robust underpinning of our Advocacy and Healthcare programmes.

We cannot do our work alone and we acknowledge the great support from the board and our volunteers who support our mission. In 2018, we welcomed the appointment of new Board members, Susan O’Reilly, Jean Callanan and Gina Quinn. Final mention goes to our staff who are highly committed and we appreciate the dedication and professionalism they bring to all that they do.

Jean McKiernan Sharon Foley
Chairperson Chief Executive Officer
Our Income

HOW WE SPENT OUR FUNDS IN 2018

- 11% Public Engagement
- 21% Education, Training and Bereavement
- 36% Healthcare Programmes
- 32% Fundraising

WHERE OUR INCOME CAME FROM IN 2018

- 47% Donations
- 11% Legacies
- 7% HSE Grants
- 3% Other Public Funding
- 3% Other Grants
- 21% Other Fundraising Income
- 8% Training & Education Income
Achievements and Performance

During 2018 we continued to work for more consistent palliative and end-of-life care services throughout the country, to deliver training for staff working with those facing death, to highlight and seek to address inadequacies in bereavement care and to promote more public conversations on dying, death and bereavement.
Healthcare Programmes

Our healthcare programmes are designed to innovate and support improvements of all kinds in end-of-life care settings, both directly and by providing funds and grants. We also seek to facilitate collaboration and foster relationships with those working in these areas.

Hospice Friendly Hospitals

With 43% of all deaths occurring in hospitals, the Hospice Friendly Hospitals (HFH) programme was set up to ensure that end-of-life, palliative and bereavement care are central to the everyday business of hospitals. We continue to provide expert advice, guidance and resources to staff working in hospitals through our support hub and we organised three acute hospital network meetings around the country with, on average, 30 hospitals represented at each meeting.

The work of the Joint Oversight Group between the IHF and HSE to support the embedding of HFH within HSE structures continued with the publication of a new information booklet, ‘When someone you care about is dying in hospital – what to expect’, which was launched in September. The new booklet is the direct result of one of the key findings of the Ombudsnan’s ‘A Good Death’ report citing poor communication as a common feature of complaints received about end-of-life care. The Oversight Group also led the update of the ‘Final Journeys’ training programme which seeks to empower hospital staff to become more competent, confident and comfortable dealing with patients and families and enhance their communication skills so they are better able to support people nearing end-of-life. The revised programme will be rolled out across the country in 2019.

Six projects were formally opened as part of the third phase of Design & Dignity which seeks to improve the physical environment of hospitals and is operated by the IHF in conjunction with HSE Estates. A fourth phase of the project commenced in September and this aims to support a number of new projects across the country. University College Cork completed an evaluation of Design & Dignity during the year which highlighted the positive impact the programme has had on the end of life culture in acute hospitals and on families, staff and patients.

Nurses for Night Care

The majority of people living in Ireland want to die at home and we enabled over 660 people to do this by providing a total of 2,013 nights of nursing care in 2018. As well as providing clinical expertise, compassion, comfort and continuity of care to people in the last few days of their life, this service also gives much needed relief and expert advice to family members in this period of grief and loss. The HSE has provided some funding towards this vital service since 2016 but we were disappointed at the reduction in funding to €100,000 in 2018. This was despite a recommendation in their Palliative Care Services Three Year Development Framework 2016 to 2019 for the provision of 50% statutory funding for the service.

We would like to thank our partners, the Irish Cancer Society, whose nurses deliver this service on our behalf.

Provided a total of 2,013 nights of nursing care
Compassionate End of Life (CEOL)

Every year over 7,500 people in Ireland die in nursing homes and other residential care settings. CEOL is a quality improvement programme that provides staff in these settings with the skills to continuously review, reflect and improve the care they provide at the end of life for residents, their families and the staff themselves. CEOL is now active in over 40 care centres and during 2018, we provided the CEOL programme and refresher training to 104 staff. An additional 185 staff from residential and intellectual disabilities care services received ongoing training and support through six regional network meetings held in Dublin and the midlands.

Paediatric Palliative Care

To assist advocacy in Paediatric Palliative Care, the IHF hosted a full day roundtable meeting in March for an alliance of children’s palliative care providers. Priorities for progress were agreed and following this, we led a delegation to meet the Minister for Health and presented a pre-budget submission. As a result of this meeting, we received a commitment to reform the National Development Committee on Paediatric Palliative Care to advance the identified priorities. Following significant advocacy, the appointment of Ireland’s second paediatric palliative care consultant was confirmed in 2018 and Dr. Fiona McElligott took up post in Temple Street Children’s University Hospital in February 2019. This position will be funded by the IHF for one year.

Primary Palliative Care

For most people, the majority of healthcare is provided by community-based health and social care professionals. Our Primary Palliative Care Programme seeks to address the delivery of palliative care as a core part of this service. In 2018, we continued to advocate with the HSE and Department of Health for the inclusion of palliative care into the new GP contract. We also continued to advocate for improved access to specialist palliative care advice outside normal working hours and we carried out a baseline audit of out of hours calls made by GPs to specialist palliative care consultants.

Palliative Care for All

The Palliative Care for All Programme seeks to extend access to palliative care for people with life limiting illnesses other than cancer. We were delighted to launch two information booklets in 2018 that address planning ahead in the context of living with COPD and advancing neurological illnesses. ‘Planning for the future with COPD’ was developed in collaboration with COPD Support Ireland and a group of seven people living with COPD. We also partnered with the Neurological Alliance of Ireland and a person living with Multiple Sclerosis to launch the booklet ‘Planning for the future - Information for people who have an advancing neurological illness’.

As a result of our collaboration with other illness specific organisations and our participation on the HSE subgroup to prepare codes of practice for advance healthcare directives, we held a seminar in October 2018 to explore issues in relation to the Assisted Decision Making (Capacity) Act 2015 and its impact on their work as health and social care professionals.

Rosabel’s Room to Heal

In conjunction with the IHF, ‘Rosabel’s Rooms’ was established during 2018 by parents Suzanne McLean and Gary Monroe, in memory of their beloved daughter Rosabel Monroe, who died suddenly and unexpectedly in 2017, aged sixteen months. The project aims to facilitate the development of family-friendly bereavement suites in hospital emergency departments around Ireland, to provide direct financial support to families, when a child dies and, over time, to ensure required therapeutic supports are made available for individuals impacted by child loss. Nine families received direct financial support during 2018 while work commenced on the renovation of a family room in University Hospital Galway.

Grants

Many families experience financial hardship as a result of life-limiting illness and the IHF seeks to alleviate some of this burden through its Hardship Fund which can be accessed by hospice and palliative care professionals on behalf of their adult patients. Twenty two families across Ireland received financial support towards funeral expenses, heating expenses and nursing costs in 2018.
Education, Training and Bereavement

We seek to improve hospice, palliative, Education and Training and bereavement care through the provision and promotion of education and training as well as innovating, supporting improvements, facilitating collaboration and fostering relationships in bereavement care.

Education and Training

We continued our extensive end-of-life and bereavement care outreach training programmes which included new work in supporting homeless agencies and drug and alcohol support services around end-of-life care. During 2018 we trained 1,755 health and social care professionals in 137 workshops across 24 counties.

We continued working on existing national contracts with the HSE including communication training for the National Cancer Control Programme and bereavement training for the National Office for Suicide Prevention.

A total of 34 postgraduate students were enrolled on the MSc Loss & Bereavement programme Year 1 and Year 2 during 2018 and a further 30 students registered for the Professional Certificate in Children and Loss.

We welcomed 429 people to our training rooms at Nassau St to attend our 21 workshops on aspects of loss and bereavement with 98% of participants rating the workshops as excellent or good. Outreach complicated grief training also continued through the year as did the supervision of previously trained therapists.

In honour of our founder, we have agreed with UCD’s School of Nursing, Midwifery and Health Systems to sponsor the Dr Mary Redmond Medal which will be awarded to the postgraduate student, completing the Graduate Diploma in Palliative Care, with the highest grade on the ‘Psychosocial, Spiritual and Therapeutic Issues in Palliative Care’ module and we look forward to the inaugural award being presented in 2019.

Our support for palliative care education in Uganda continued with the completion of one Anne Merriman Scholarship and the awarding of a new one. The scholarship contributes to the training of a palliative care nurse. We also funded a palliative care nurse in Uganda via Hospice Africa Ireland.

Bereavement

Our Dublin ‘Living with Loss’ public
information evening drew an audience of 350 people with guest speaker Niamh Fitzpatrick sharing her personal experience of the sudden death of her sister Dara and her first year of bereavement.

Bereavement information is a core bereavement support and we continued throughout the year to maintain our website www.bereaved.ie and we distributed 17,000 leaflets about bereavement across the country.

In July we held our Bereavement Forum, a gathering representing 50 organisations that provide bereavement supports around the country. We presented the results of a commissioned study entitled ‘Enhancing Bereavement Care in Ireland’ which recommends that organisations work together under a common framework to make sure that society is more understanding of grief, and that when people need help they can access the most appropriate and best type of support.

The Irish Childhood Bereavement Network website (www.childhoodbereavement.ie) was transformed during 2018 and it continues to be a user-friendly resource for professionals and for families with any concern around children and young people who are bereaved. In advance of Bereaved Children’s Awareness Week in November, we held a preparatory workshop in September and developed new materials. During the week itself, local events were held in 18 locations and we hosted a national seminar for 110 delegates in Dublin. We were delighted to include the voice of bereaved children through the O’Toole sisters who set up Jacinta’s Smile, a sibling bereavement support service, and of bereaved fathers who sought to help their children with thanks to Tom Kennedy and John Fitzsimons. The seminar focused on ways to implement the ‘Standards for Supporting Bereaved Children and Young People - an Improvement Framework’.

Evaluations were outstanding with 100% of attendees agreeing that this was an excellent format to highlight the issue of children’s grief.

Dr Anne Dodd graduated in 2018 having completed her PhD research under the Therese Brady Scholarship scheme funded by the IHF. Her research examined how Irish psychiatrists, psychologists, psychotherapists and counsellors approach the diagnosis and treatment of complicated grief. The research will help direct how support in this area develops in Ireland.

Our bereavement work was presented at a range of national and international conferences throughout 2018 including those hosted by the European Family Bereavement Network, the European Association of Palliative Care Reference Group on Public Health and Palliative Care, Everyday Compassion, the Institute of Guidance Counsellors, Kaleidoscope and the International Stillbirth Alliance.
Communications and Public Engagement

Our public engagement programmes seek to increase awareness on issues relating to dying, death and bereavement.

Advocacy

Our advocacy in 2018 was strategically informed by the results of the 2016/17 Have Your Say Survey and the tenets of The People’s Charter on Dying, Death and Bereavement in Ireland. Our advocacy followed a cross-departmental approach and eight meetings were held with different Ministers/Ministers of State to progress issues such as the economics of bereavement and funeral poverty, Think Ahead, the Assisted Decision-Making (Capacity) Act 2015 (ADMA), palliative care services and the recommendations of the ‘Finite Lives’ report which examined State services around dying, death and bereavement. The full commencement of the ADMA, was the legislative focus of our advocacy.

Our Pre-Budget Submission launch was attended by 32 Members of the Oireachtas, Ministerial Advisers and Ministers of State. The submission recommendations were grouped into four themes – Grieve Well – bereavement policy and the economic impact of bereavement; Choice and Services – advocating for structured investment in adult and children’s palliative care services, sustainable funding for Nurses for Nightcare; Time to Prepare – resourcing of the ADMA and Think Ahead; and Dignity at End of Life – seeking ongoing support for the Hospice Friendly Hospitals and CEOL programmes.

Public Engagement

In 2018 we appointed a dedicated Public Engagement Officer with the objective of increasing engagement in talking, thinking and planning for end of life with multiple stakeholders. Using Think Ahead as a tool we began a series of Café Conversations with older peoples groups in their communities to illustrate the advantages of planning ahead for a time where they may not be able to make decisions for themselves.

In a partnership initiative with Clare Older People’s network, Age Friendly Ireland and Clare County Council, we commenced the Getting your house in Order workshop series for older people which dealt with legal, health, and end of life planning combined with audience interaction, opportunities for questions and answers over a half day. This programme will run on into 2019.

Our collaborative work with the Alliance of Age Sector NGO’s took a great step forward in November when we hosted a Café Conversation to address the impact of dying, death and bereavement. The Café Conversation served as a forum for reaffirming an already strong and successful network of collaboration to foster sustainable partnerships with these organisations especially around the subjects of dying, death and bereavement.

Media

The IHF had a strong media presence across national and regional media throughout the year including significant coverage on Ireland AM, Newstalk, the Irish Independent and the Irish Times. IHF spokespeople and advocates shared powerful personal stories in the national media. These included Niamh Fitzpatrick at our ‘Living with Loss’ event and John Fitzsimons during Bereaved Children’s Awareness Week. Our fundraising programmes continued to generate media interest with strong campaigns around our annual cycle, which was fronted by Paul Kimmage and the Camino Walk, endorsed by Aengus Mac Grianna.

Digital

Our social media platforms added over 3,500 newly engaged followers during the year. Our Facebook followers exceeded 10,000 with double digit percentage growth while LinkedIn saw a 95% increase. We also commenced the redesign of the IHF’s website which will refresh the look and feel of our web presence and provide a platform for aligned digital communications and marketing activities.

Research

To develop a credible and robust evidence base for the work of the IHF, we invested in a programme of research during 2018 and appointed a new Research Manager. Work commenced on the review of existing routine datasets to build a comprehensive data picture of dying, death and bereavement in Ireland. We also completed our first phase of a Grief at Work survey which found that compassion from employers and colleagues was the most important factor for employees with a personal bereavement.

10,000+ Facebook followers

70,000 Think Ahead Forms in circulation
Fundraising

We are hugely reliant on voluntary donations to enable us to continue our work. The generosity of the public, together with the funds we now receive from State agencies, means we can continue to make a difference across the country.

Individual Giving

We are fortunate to have a loyal group of people who choose to donate to us on a regular basis. Their combined income continues to be the backbone of our fundraising and we are grateful to each and every person that gives via their bank account, credit card or salary. In 2018, hundreds of new donors joined us to ensure we can maintain this vital, sustainable income channel. Many of our donors are also taxpayers and we continue to benefit from the Revenue Commissioner’s Charitable Donation Scheme, which can increase individual donations by up to 45%.

Our annual raffle saw over 91,000 tickets sold, and our thanks go to our sponsors the Marker Hotel and Marks & Spencer as well as everyone that bought and sold tickets on our behalf. Once again, our year ended with our ‘Never Forgotten’ campaign with hundreds of people remembering their loved ones. These messages will once again be handwritten into our beautiful memorial book. We are so grateful to journalist Laura Kennedy who shared her personal story for this campaign following the loss of her mother.

Legacies

Legacy giving continues to be an important part of our income and we were truly grateful to be remembered in a number of wills this year.

Events

Our biggest event of 2018 was our Cycle Challenge. 74 cyclists travelled a new route across Croatia, Slovenia and Italy. The event was once again sponsored by our long-standing friends in Kingspan while Paul Kimmage and his daughter Evelyn, drove our publicity campaign and pedalled all 600km with the rest of our cyclists. Our second Camino event saw 28 participants walk over 100km of the ‘French Way’. Many walked in memory of others bringing a special poignancy to a wonderful week in Spain. Our voluntary Special Events Group worked hard throughout the year and brought us another successful Race Day at Leopardstown, a BBQ in Fitzwilliam Lawn Tennis Club and our second ‘Never Forgotten’ lunch at Christmas.

Supporters from all over the country continued to support us by fundraising in their own communities. These included a team of 23 who rowed the length of the Shannon, the Club Land Rover challenge in Wicklow, an international Choral Evening in Dublin, the Cara Bundoran Run and Killian Devlin’s challenge of running 100 marathons in 100 weeks. Our huge thanks to everyone that got involved with these events and all the raffles, cake sales, coffee mornings, sports days and other fun activities that were held.

91,000 raffle tickets sold

Hundreds of new donors joined in 2018
Corporate Giving

Our corporate partners continued to support us and encourage staff, customers and clients to support our cause. The Kilkenny Group donated the proceeds of their Christmas wrapping service to us, Shaws Department Stores fundraised at their locations throughout the country, Boormalt Ireland held a family day and the Irish Travel Agents Association nominated us as their charity at their awards ceremony in Dublin’s Mansion House. Fanagans once again sponsored our ‘Living With Loss’ event and generous donations were received from our friends Mason, Hayes and Curran, Deloitte, Fexco, the Shelbourne Hotel, the Ulster Bank Staff Charity Fund, EI Electronics, MACE, Lloyds Pharmacy, Frank Keane Motors and Eli Lilly.

Volunteering is another important support for us and we would like to thank those at UPS, Atricity, A&L Goodbody and Fidelity International and so many others for lending a hand when we needed it.

Trusts, Foundations and Grants

We have seen increased support through grant-giving and philanthropy which comes both from within Ireland and overseas. This important income stream often supports specific programmes such as Nurses for Night Care. The State is also an important source of funding for us and we would like to thank our partners in the HSE, Tusla the Child and Family Agency, Pobal and the Department of Rural and Community Development for supporting our work.

Retail

We continue to sell a range of goods both online and in-store. Our partnership with Watermark Cards continued with our range of Christmas cards available in shops nationwide. Our sunflower wedding favours, handmade by volunteers, adorned the tables of nuptials across the country while our unique Reindeer Food kept Rudolph and his friends well fed over the Christmas period.
Governance

2018 Governance Initiatives in the Irish Hospice Foundation

The Irish Hospice Foundation has good governance as a core operating principle and is committed to maintaining and improving standards wherever possible or required by legislative change. This ongoing commitment to stronger governance has also been informed by our engagement with the Carmichael Better Governance Awards.

In 2018 the IHF Senior Management Team and Board undertook a programme of quality improvement in governance, commencing with the annual Board evaluation in June. Membership of the board was reviewed against a skills and experience framework. Gaps identified were filled with the appointment and induction of three new board members and the quality of the Board pack was also improved. The Board’s subsequent annual reflection day focused on mission, vision and strategy for the organisation.

Ongoing commitment to excellent Board and Executive communications was reflected in the very successful traffic light system which reported on progress against targets set in business plan. In addition, a streamlined framework for measurement of metrics in the business plan was identified for future reporting. Our financial processes were further documented and updated into one document.

Executive Governance Initiatives

At Executive level, the IHF reviewed its Code of governance against the new Charity Regulator code published in November. This comparison showed a strong compliance rate and initiated the required programme of actions to address and implement the new regulatory standards in advance of the January 2020 compliance deadline. It showed a consistent dedication across the IHF to ensure its governance standards have been consistently improved, maintained to the highest industry standard and an affirmation of the dedication of management and board to achieving this.

Communicating Our Approach

Each year service user engagement is regularly reviewed by the IHF to ensure continuous quality improvement initiatives are identified. In one such initiative the data collated from the very successful 2017 public consultation process ‘Have your Say’ was used to direct the formation of a new public engagement function.
Board and Other Corporate Information

We are governed by a Board of voluntary non-executive Directors, none of whom are paid. The Board of Directors met five times during the year.

There are four sub-committees of the Board which are all chaired by Board members and are comprised of Board members, IHF executives and, on occasion, external members. These sub-committees are appointed by the Board to take delegated responsibility for specific areas. The four sub-committees are the Finance and Remuneration Committee (chaired by Mr Geoff Moore), the Fundraising Committee (chaired by Ms Jean McKiernan), the Audit, Risk and Governance Committee (chaired by Mr Tony Condon) and the Education and Training Advisory Committee (chaired by Ms Gina Quin).

The Board reviewed the sub-committee structure during 2018 and agreed the creation of the new Education and Training Advisory Committee. The Policy and Services Advisory Committee was disbanded and will be replaced by a Research and Policy Advisory Committee from 2019.

The tenure of Directors and attendance at eligible meetings during 2018 is set out below:

<table>
<thead>
<tr>
<th>Name</th>
<th>Tenure as at 31st December 2018</th>
<th>Board</th>
<th>Finance and Remuneration</th>
<th>Fundraising</th>
<th>Audit, Risk and Governance</th>
<th>Education and Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms Jean McKiernan</td>
<td>8.1 years</td>
<td>5 of 5</td>
<td>5 of 5</td>
<td>5 of 5</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Ms Jean Callanan</td>
<td>0.2 Years</td>
<td>1 of 1</td>
<td>-</td>
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<tr>
<td>Mr Tony Condon</td>
<td>4.7 Years</td>
<td>5 of 5</td>
<td>-</td>
<td>4 of 5</td>
<td>2 of 2</td>
<td>-</td>
</tr>
<tr>
<td>Ms Mary Harney</td>
<td>7.6 Years</td>
<td>4 of 5</td>
<td>-</td>
<td>1 of 5</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Ms Ita Mangan</td>
<td>1.9 Years</td>
<td>4 of 5</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Mr Geoff Moore</td>
<td>2.7 Years</td>
<td>4 of 5</td>
<td>5 of 5</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Prof Susan O’Reilly</td>
<td>0.5 Years</td>
<td>2 of 2</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Dr Brendan O’Shea</td>
<td>1.1 Years</td>
<td>5 of 5</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>0 of 1</td>
</tr>
<tr>
<td>Ms Gina Quin</td>
<td>0.4 Years</td>
<td>2 of 2</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1 of 1</td>
</tr>
<tr>
<td>Ms Anne-Marie Taylor</td>
<td>1.9 Years</td>
<td>5 of 5</td>
<td>-</td>
<td>-</td>
<td>2 of 2</td>
<td>-</td>
</tr>
</tbody>
</table>
Board nominations are delegated to a sub-committee, comprised of three Board members. When considering new Directors, the Board has regard to regional and gender mix as well as the requirement for any specialist skills necessary and seeks to include representatives from the hospice movement and the palliative care sector. A Director’s term of office is three years and Directors may serve two terms. The Board may, in exceptional circumstances, appoint a Director for a third consecutive term of office.

Chief Executive
Ms Sharon Foley

Company Secretary
Mr Andrew Caffrey

Company Number
114617

Charity Number
CHY 6830

Charity Registration Number
20013554

Registered Office
Morrison Chambers
Nassau Street
Dublin 2

Auditors
Mazars
Chartered Accountants and Statutory Audit Firm
Block 3
Harcourt Centre
Harcourt Road
Dublin 2

Bankers
Allied Irish Banks plc
Bank of Ireland
Ulster Bank

Solicitors
Eugene F. Collins
Temple Chambers
3 Burlington Road
Dublin 4
Financial Activities And Corporate Governance

The following summary accounts have been extracted from the statutory financial statements of the Irish Hospice Foundation for the year ended 31st December 2018.

These statutory financial statements, on which the auditors, Mazars, Chartered Accountants & Statutory Audit Firm, expressed an unqualified opinion, have been filed with the Companies Registration Office following the Annual General Meeting on 11th June 2019 where they were approved by the Members and signed on their behalf by Jean McKiernan, Chairperson and Geoff Moore, Director. The detailed auditors report and financial statements are available to download at www.hospicefoundation.ie or can be obtained from our office at 32 Nassau Street, Dublin 2.

The financial statements have been prepared in accordance with FRS 102 ‘The Financial Reporting Standard applicable in the UK and Republic of Ireland’ (FRS 102). The financial statements have also been prepared in accordance with Statement of Recommended Practice (SORP) (Revised 2015) ‘Accounting and Reporting by Charities’.

Overall, the IHF recorded net income for the year of €766,350.

Total income reduced by 18% on the prior year. Income from donations and legacies fell by 22% as a significant legacy of €1.3m was received in 2017. While a number of legacies were received during 2018, overall income from this source fell by €880,135. Grant income fell by 8% due to the scheduled termination of philanthropic funding for our Nurses for Nighcare programme. Other fundraising income fell by 18% due to the end of a successful three year retail partnership and the transfer of coordination of Sunflower Days to local hospice groups in 2017.

Total expenditure reduced by 0.5% on 2017. Expenditure on raising funds fell by 4% as there were no costs associated with the coordination of Sunflower Days in 2018. Healthcare Programmes’ costs reduced by 3% as expected expenditure in Paediatric Palliative Care was deferred until 2019. This was partially offset by increased investment in staff to extend our Hospice Friendly Hospitals and CEOL Programmes. The annual review of the allocation of support and governance costs coupled with an increase in rent led to an 8% increase in expenditure on Education, Training and Bereavement while Public Engagement costs increased by 2% due to the commencement of our programme of research.

The Board has delegated responsibility to the Audit, Risk and Governance Committee to manage the audit relationship and to ensure that there is a strong framework for accountability and governance within the organisation, to examine and review all systems and methods of control, both financial and otherwise, including risk analysis and risk management and to ensure the charity is complying with all aspects of the law, relevant regulations and good practice.

The Foundation became compliant with all provisions of the Governance Code for Community, Voluntary and Charitable Organisations in Ireland in 2015. Compliance was reconfirmed by the Board in 2018 and is reassessed every three years with the next review due in 2021. The Company is also compliant with the ‘Guidelines for Charitable Organisations on Fundraising from the Public’, issued by the Charities Regulatory Authority. An initial review of the Charities Governance Code issued by the Charities Regulator in November 2018 was carried out and found that the Company was already materially compliant. A full review is scheduled and the Company expects to confirm full compliance in 2019.

We were also delighted to be shortlisted, for the second year in a row, for the Carmichael Centre Good Governance Awards for Non-Profit Organisations in the €5 million to €15 million category.

Of the net funds at 31st December 2018 of €5,146,721, €540,358 is attributable to restricted funds. The IHF’s unrestricted funds at the end of the year were €4,606,363 of which €2,020,000 were designated by the Board to finance investment in new strategic projects including two new centres for innovation in palliative and end-of-life care and bereavement care and that are, as a result, not available for general usage. The balance of €2,586,363 represents funds which are available for the general purposes of the IHF. The Company has an agreed policy to hold a minimum of the equivalent of six month’s expenditure plus an additional €500,000 to manage cash-flow requirements within any given year in general unrestricted reserves. Based on 2018, the minimum level required in general unrestricted reserves is €2,368,433. The Finance and Remuneration Committee has considered the reserves level and has agreed that it is adequate for current purposes and in line with the reserves policy of the Company.
Statement of Financial Activities  
for the financial year ended 31st December 2018

<table>
<thead>
<tr>
<th></th>
<th>2018 Unrestricted Funds</th>
<th>2018 Restricted Funds</th>
<th>2018 Total Funds</th>
<th>2017 Total Funds</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Income from Donations and Legacies:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Donations</td>
<td>1,893,816</td>
<td>225,829</td>
<td>2,119,645</td>
<td>1,990,105</td>
</tr>
<tr>
<td>Legacies</td>
<td>444,321</td>
<td>38,265</td>
<td>482,586</td>
<td>1,362,721</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td><strong>2,338,137</strong></td>
<td><strong>264,094</strong></td>
<td><strong>2,602,231</strong></td>
<td><strong>3,352,826</strong></td>
</tr>
<tr>
<td><strong>Income from Charitable Activities:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants</td>
<td>50,000</td>
<td>553,569</td>
<td>603,569</td>
<td>659,218</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td><strong>3,122,696</strong></td>
<td><strong>1,380,521</strong></td>
<td><strong>4,503,217</strong></td>
<td><strong>5,507,737</strong></td>
</tr>
<tr>
<td><strong>Expenditure</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Expenditure of Raising Funds:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fundraising Costs</td>
<td>(914,884)</td>
<td>(269,801)</td>
<td>(1,184,685)</td>
<td>(1,232,217)</td>
</tr>
<tr>
<td><strong>Expenditure on Charitable Activities:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthcare Programmes</td>
<td>(505,712)</td>
<td>(859,807)</td>
<td>(1,365,519)</td>
<td>(1,405,311)</td>
</tr>
<tr>
<td>Education, Training and Bereavement</td>
<td>(733,909)</td>
<td>(39,065)</td>
<td>(772,974)</td>
<td>(713,981)</td>
</tr>
<tr>
<td>Public Engagement</td>
<td>(410,630)</td>
<td>(3,059)</td>
<td>(413,689)</td>
<td>(404,306)</td>
</tr>
<tr>
<td><strong>Net Income and net movement in funds for the year</strong></td>
<td>557,561</td>
<td>208,789</td>
<td>766,350</td>
<td>1,751,922</td>
</tr>
<tr>
<td><strong>Fund balances at beginning of year</strong></td>
<td>4,048,802</td>
<td>331,569</td>
<td>4,380,371</td>
<td>2,628,449</td>
</tr>
<tr>
<td><strong>Fund balances at end of year</strong></td>
<td>4,606,363</td>
<td>540,358</td>
<td>5,146,721</td>
<td>4,380,371</td>
</tr>
</tbody>
</table>

There are no recognised gains or losses other than the income and expenditure as stated above for the two financial years.
### Fixed Assets

<table>
<thead>
<tr>
<th></th>
<th>2018 €</th>
<th>2017 €</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tangible Assets</td>
<td>13,417</td>
<td>7,110</td>
</tr>
</tbody>
</table>

### Current Assets

<table>
<thead>
<tr>
<th></th>
<th>2018 €</th>
<th>2017 €</th>
</tr>
</thead>
<tbody>
<tr>
<td>Debtors</td>
<td>325,442</td>
<td>392,020</td>
</tr>
<tr>
<td>Cash at bank and in hand</td>
<td>5,083,962</td>
<td>4,595,491</td>
</tr>
<tr>
<td></td>
<td>5,409,404</td>
<td>4,987,511</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Creditors: Amounts falling due within one year</th>
<th>2018 €</th>
<th>2017 €</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(250,334)</td>
<td>(561,283)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Deferred Income</th>
<th>2018 €</th>
<th>2017 €</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(25,766)</td>
<td>(52,967)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Net Current Assets</th>
<th>2018 €</th>
<th>2017 €</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5,133,304</td>
<td>4,373,261</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Assets less Current Liabilities</th>
<th>2018 €</th>
<th>2017 €</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5,146,721</td>
<td>4,380,371</td>
</tr>
</tbody>
</table>

### Reserves and Funds

<table>
<thead>
<tr>
<th></th>
<th>2018 €</th>
<th>2017 €</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restricted Funds</td>
<td>540,358</td>
<td>331,569</td>
</tr>
<tr>
<td>Unrestricted Funds</td>
<td>4,606,363</td>
<td>4,048,802</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Reserves and Funds</th>
<th>2018 €</th>
<th>2017 €</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5,146,721</td>
<td>4,380,371</td>
</tr>
</tbody>
</table>
2018 Year in numbers

Our Social Impact:

- **2.1 million** people benefit annually from the work of the IHF care

**662** families received support from our Nurses for Nightcare

**70,000** Think Ahead forms in circulation

**2,300** trained in bereavement and communication

**137** Training Workshops Held

**29** families received financial support through hardship funds

**6** new Design & Dignity family spaces opened

**289** staff participated in CEOL Training

**17,000** bereavement leaflets distributed

**42** Nursing Homes participating in Compassionate End of Life (CEOL) quality improvement