

## Chairman's Report

Those of us working in the NHS have grown accustomed to change, uncertainty and overspend. It has become a way of life. The year 2005/06 has been more unsettling than most, with the introduction and implementation of new PCT boundaries, different commissioning and funding arrangements, additional waiting time and treatment targets, new IT systems, new NICE guidance for service provision by a government that is determined to cap expenditure in the NHS whilst investing more in the private sector.

One of the joys of CancerCare is its independence from these statutory bodies and their ways of working yet, we are in partnership with them and must ensure that the services we provide are consistent with their requirements and meet the necessary quality standards. Thus, CancerCare continues to work with PCT colleagues towards meeting the implementation of the Guidance on Supportive and Palliative Care for Adults with Cancer that was published in March 2004. Peter Hearne is Chairman of the Baywide Supportive Care Group, and a member of the Palliative Care Group, which means that we are well represented in this work. Guidance on children's services was published in August 2005 and this is another service development in which we are involved. Indeed, the extension to our new Children's and Young People's service was successfully launched during this year and is already reaching its capacity.

We continue to experience an increase in the demand for CancerCare services, partly because of our aging population, longer cancer survival times and a greater awareness of CancerCare amongst our professional colleagues and the general public. This is good but it costs money, and whilst we continue to be prudent in the conduct of our affairs, our expenditure remains high. Happily, people still generously support us and despite changes in the local PCT structures and personnel we have every reason to believe that their support for us will continue in to the future. We rely on a strong volunteer base whose numbers steadily increase and, as always, we are enormously grateful for what they do.

CancerCare in its early years was exploring new ground in supportive care. It had a significant national profile and was the source of a number of educational and research initiatives in the field. There followed a period of consolidation and a concentration on service development for our local population. It is good to see the return of a research culture in this organisation. A research group is now well established and meets regularly. It includes people from St. Martin's College, Lancaster University and the Acute and Primary Care Trusts. The Michelle Kershaw Fellow, Zoe Cockshott, is in post and her research programme is underway.

Lastly, to management and personnel changes over the past year. Susie Bulman and Tessa Garside, two much loved therapists have retired. Mary Swale, the Therapy Services Manager, left in November after two years in which she initiated many of the important processes and procedures which are required

for good clinical governance. Her place was taken briefly by Kara Bishop. We subsequently reviewed and revised the role of Therapy Services Manager and in March 2006 appointed Trudy Johnston and Jennifer Maclennan to work alongside Sue Ruel in a modified management structure which we believe will best meet the increasing complexity of managing Therapy Services in the foreseeable future.

Liz Ingram and my successor as Medical Oncologist, David Fyfe, have joined the Board of Trustees. We have made a number of key appointments to the management team as follows:-

Helen Hartin (Fundraising)

Diane Richardson (Human Resources)

Anne Rawcliffe (Accounts Assistant)

Ros Hinde (Drop-in Co-ordinator Assistant)

Shelley Towers (Administrative Assistant)

In addition we have enhanced the availability of sessional therapists in a number of disciplines to supplement the work of our core team.

As a last word, can I again thank all of you who contribute in your various ways to the running of CancerCare and delivering its range of services to those people and families who need us. I look forward to your continued support in the coming year.

Thank you.

Professor Malcolm McIlmurray  
Chairman

10<sup>th</sup> July 2006

# **SERVICES**

## **Therapy Service**

We again had a busy year, offering 15090 sessions to clients up from 14218 last year. New referrals grew considerably; 742 referrals, which is up from last years figures of 613, an increase of 17%. I think this reflects a growing sophistication in the use of the services on offer, and a greater awareness of the need to remain focused on offering excellence of service balanced with fiscal prudence. The changes set in place previously of offering fewer therapies and maintaining therapist's awareness of clients' readiness for discharge is allowing best use of resources and I am sure that our continued commitment to reaching as many people as require our service as possible will continue.

We continue to offer therapies at the two centres, Slynedales in Lancaster and the Lakes Centre in Kendal. There is also valuable work being done in the Oncology unit in Lancaster, with 453 attendances, at Furness General Hospital, with 455 attendances, and at Barrow-in-Furness with 61 attendances. We continue to support patients in St John's Hospice with 826 attendances there. The immediacy of this outreach work is of great importance, as we are working with people who would not necessarily be able to undertake travelling.

The age range of clients seen at CancerCare is from under 10 to 80+ years old. We think that this reflects our capacity to be supportive of a wide range of people. We continue to offer domiciliary visits for the same important reasons.

We intend to investigate new programmes of therapy to meet the changing needs of clients, as 'expert patients', which reflect the movement towards self empowerment as well as support. We look forward to the challenge of using the expertise we already have in our excellent staff and creating effective and supportive groups for a variety of users.

## **Staffing**

The new management team of Trudy Johnston, Jennifer Maclennan and Sue Ruel is a more flexible response to the increasing size and diversity of the organisation. All three are committed to the development of CancerCare both in the effectiveness of its provision but also in making more visible the excellent work that already takes place.

We recruited 5 new aromatherapists, Susannah Cogger, Diana Fenton, Tracey Benson, Lorraine Grisedale and Frances Richie. Unfortunately Frances has had to leave through ill health but the others are settling in and busy. Bryan Burrows has joined as a dramatherapist in the Children and Young People's Service.

Shelley Towers has joined as an administrative assistant in the therapy services office.

Dinah Brown has joined the external supervisors' team, which currently has a further vacancy. This will be filled in the near future.

Caroline Cattermole has become an assessor.

We have new relief cover for art and craft in Tamsin Whitfield and Glynis Adams.

Rachel Hearne is now offering cover for Woodwork and Jewellery.

Georgie Whittle and Claire Massey are both now working in the Lakes Centre as well as Slynedales.

Between January and April there was no Therapy Services Manager. This time was used to develop a suitable new structure that could take into account the size and diversity of CancerCare.

The Lead Practitioners have been invaluable in the support they offered the therapists in the changeover period. Jennifer MacLennan acted up in the absence of a Therapy Manager and, along with the assessors and all the therapy team, ensured the smooth running of services and client work was unaffected.

Mary Swale had put into place clearer lines of communication and fostered a sense of community that stood CancerCare in good stead during this time. All of the staff, therapists and volunteers were vital in maintaining good practice throughout the management hiatus.

## **Service Development**

There have been positive and exciting new developments that are furthering CancerCare's commitment to best practice and to support high practitioner standards.

- Much hard work went into completing the new, clear and colourful leaflets about each therapy.
- The information DVD is proving very useful in introducing our service and has already been used at conferences.
- The CancerCare Policy Review Group continues to meet: an Infection Control Policy is in place and the Guidelines on Note Taking have been completed. These will be appropriately rolled out during 2006. New Policies and Guidelines will continue to be developed. A Lone Worker policy, a Generic Client Contract and Discharge policy will all be initiated.
- The link project is underway to enhance links with referrers.
- The Research Interest Group is continuing to meet and grow. We are in a good position to respond to the research commitment in the NICE Guidelines, in addition to informing our good practice.
- Zoe Cockshott is underway with her research project through the auspices of the Kershaw Fellowship.
- Professor Helen Leathard's trial research is nearing completion and she is will be presenting her findings. She is keen to stay involved with CancerCare and develop, in time, a broader piece of research.

- The Training Project is identifying practitioner needs and developing both in-house and external training. They have arranged visits to other similar providers to share ideas and practice.
- We are keen to revisit CancerCare's purpose and the best way of supporting this client group whilst acknowledging the excellent work we already do. To this end we will be exploring the creation of a Mission Statement that accurately reflects our work 20+years on from inception
- We intend to look at the kind of groups that are most effective and research the use of some new therapies using evidence based practice to determine their introduction.
- We will re-introduce jewellery and yoga in the Lakes Centre.

## **Fundraising and Public Affairs**

We were pleased to welcome Helen into the Fundraising, PR and Volunteers department last September and her presence has meant that we can expand our activities greatly.

During this last year we have achieved a large amount of press coverage of our activities which has meant that the community is more aware of what we do.

Our Open Garden scheme continues to grow and has proved very popular. It has also generated other fundraising events by visitors to our open gardens. One of the most popular days was when we opened the gardens at Leck Hall.

Some of the highlights of the fundraising year involved sponsored long distance bike rides, including Martin Ashby's Tower ride from Paris to Blackpool, Neil Stirling's trip from Lands End to John O'Groats, and the extra-gruelling non-stop bike ride from Lands End to John O'Groats by Ian Johnston and his supporting team. We enjoyed a beautiful evening at The Ashton Memorial when we entertained The Countess of Wessex, and our Christmas Fair at Leighton Hall was as popular as ever. We would also like to thank everyone else who held an event for us, the numbers of which were too great to name the organisers individually.

We achieved widespread awareness and publicity when we launched our extended Childrens' and Young Persons Service in both Kendal and Lancaster. Attendees included representatives from The Children in Need Appeal, who contribute to this work.

Our Memory ribbons in local schools continue to be popular and are expanding slowly every year, and as usual, Light up a Life brought many people together at Christmas time in our three venues, Lancaster, Kendal and Ambleside.

## **Volunteers and Training**

Where would CancerCare be without our volunteers? I don't think we could exist as we do without them. They are the backbone of our organisation.

A lot has happened in the Volunteer department during the last year. We had a big recruitment drive in Kendal for new volunteers and took on 9 new volunteers who help as receptionist or drivers. They are a great asset to our team in the South Lakeland area.

Lancaster has also seen an increase in new volunteers who have gone into reception, day care and driving.

For the first time ever we had a "thank you" cream tea and presentation of Long Service awards for volunteers. The awards were presented by Professor McIlmurray and the presentation will now be an annual event.

Training has been introduced for volunteers and staff. We have introduced an Induction Day, where every department gives a snapshot of what they do. This also helps to show everyone how we all fit together to make CancerCare the wonderful organisation that it is. A regular Listening Skills course has been added to the training calendar along with a First Aid Awareness training.

A monthly volunteers' newsletter has been introduced. This has been a great success and proven to be a reliable way of communicating.

Iona Price  
Volunteer, Training and Fundraising Co-ordinator

3<sup>rd</sup> July 2006

## **Transport Service**

A strong team of 63 volunteer drivers, an increase of 13 from last year, provides our transport service throughout our North Lancashire and South Cumbria area.

Our drivers are used to bring clients into Medical Daycare at St. John's Hospice and Social Daycare at both CancerCare's centres, the Lakes Centre in Kendal and Slynedales in Lancaster. We also bring clients in for therapy if they have no other means of transport.

Clients, especially ones who are vulnerable, appreciate the personal service and feel safe and for this we thank all the drivers for their patience and time.

Training continues to be an annual event both for back handling and basic first aid.

It is now going to be established practice that a “thank you” to our Drivers and all our other volunteers by way of a Cream Tea will be held annually at Slynedales during the Summer.

Both I, as Transport Manager here at Lancaster, and Mike Cooper at Kendal know the pressure we sometimes put our drivers under. They very rarely say no which says a lot about the commitment of our drivers and the value of the work they do. Thank you.

We look forward to another great year with more new volunteers getting involved.

Pat Johnson

6<sup>th</sup> July 2006

### **Some of the Year's Highlights**

- MAY - Open Garden – Leck Hall
- JULY - Cross Bay Run  
Cross Bay Walk
- AUGUST - Inaugural Volunteer Long Service Awards
- SEPTEMBER - Visit by Countess of Wessex  
Networking Conference with other Northern  
Cancer Support Groups
- OCTOBER - Launch of extended Children & Young  
People's Service
- NOVEMBER - Leighton Hall Christmas Fair
- DECEMBER - Light Up A Life  
Christmas Memories at local schools

# **Treasurer's Report**

## **Finance**

The year's accounts show the excess of expenditure over income of £112k. This overall figure includes the excess spending on restricted funds of £32k which are ring fenced and unavailable for CancerCare's day to day services.

The deficit on the unrestricted funds is wholly due to a planned increase in expenditure on therapy services and to a lesser extent one off spending on upgrades to Slynedales and the Lakes Centre. The therapy spending level increase is recurring and the trustees decided to finance the growth in 2005-6 from reserves ahead of a similar growth in income in 2006-8, which we intend to achieve by more organised fund raising and a further increase in players of the CancerCare Lottery.

The Balance Sheet remains strong, with total assets remaining above £1m. This figure includes the 2 properties (Slynedales and the Lakes Centre) at an historic rather than current market valuation of £580k. A further £64k is held for specific purposes and not available to meet the cost of day to day therapy services. The balance of £367k constitutes the reserve available to the trustees to finance services when income falls below expenditure.

In the last 2 years considerable funds have been devoted to the upgrading of Slynedales and the Lakes Centre, consequently the trustees have decided that the designated reserves for major maintenance are no longer appropriate to the management of reserves. The funds held for this at the start of the year have been transferred to the general reserve fund.

## **And Finally.....**

Our sincerest thanks go to all the individuals and groups who have contributed in so many ways to CancerCare over the past year and have helped us play our part in the wider provision of care and support for local cancer patients and their families. We are especially thankful to the following companies, trusts, foundations and organisations for their support.

The Sir John Fisher Foundation  
Lakeland Limited  
The Staff of Lakeland Limited  
BBC Children in Need Appeal  
Carnforth Round Table  
The Harold and Alice Bridges Charity  
The Jen Burrow CancerCare Appeal  
Windermere Social Club

Windermere Rotary Club  
The Windermere Taverners  
Kendal Arms  
Lancaster & Morecambe Lions  
Reid Hamilton & Co. Ltd.  
Fisher Wrathall  
Howard Hooper Coaches  
Lancashire County Council

Our thanks to you all.

## **CancerCare Management**

**Trustees – serving as Management Committee:**

**Prof. Malcolm McIlmurray, Chairman**  
**Robert Webb, Vice Chairman**  
**Mervyn Bonnett, Treasurer**  
**Bill Howarth, Legal Adviser**  
**Dr. David Elliott**  
**Meg McCaldin**  
**Liz Ingram**  
**Dr. David Fyfe**

**Peter Hearne, General Manager**  
**Mary Swale, Head of Therapies (left November 2005)**  
**Trudy Johnston, Therapy Services Manager (from April 2006)**