



Highland
Hospice



Facts and Figures

When faced with life shortening illness, death and bereavement, the people of the Highlands deserve the best possible care and support. At Highland Hospice, our ambition is to ensure they receive this.

Hospice care focuses on the individual and puts the needs of them and their families at the centre of decision-making. By managing their pain and other physical symptoms, we help make time and space for reflection, for gaining perspective and for achieving a measure of calm. Crucially, our team also offers advice with the emotional, social and spiritual issues that may arise and works with patients, families and carers at a time of transition to help them enjoy, value and commemorate life.

As well as providing services direct to those in need, we work in partnership with local communities and support professional and unpaid carers by sharing resources and offering training and mentoring, so they can provide the best care they can.

Highland Hospice services are offered free of charge to all those in the Highlands who need them. We are an independent local charity reliant on our community for the majority of our funding.

A Brief History

- Highland Hospice was founded by local nurses Cecilia Bottomley and Flora Mackay in 1985.
- We started to deliver Day Therapy in November 1987 and Inpatient Care in November 1988.
- Our adult bereavement support service was launched in 1994.
- Our new Day Therapy and Education Centre, Netley Centre, was opened in 1999.
- We launched our Helping Hands volunteer befriending service in 2015.
- Our new Inpatient Unit opened in November 2016.
- Crocus Highland child and young person bereavement service became part of the Hospice in 2018.
- We started to deliver social care at home through our Sunflower Home Care service in 2021.

Our Services

We offer the following services:

- Inpatient Care in a 12-bed unit at Ness House on the riverside in Inverness.
- A Rehabilitation and Wellbeing service offering group and one-to-one support to individuals at the Hospice, by Zoom or in their own home as appropriate to their needs.
- Occupational Therapy, Physiotherapy and Aromatherapy for our inpatients and as an outpatient or domiciliary service.
- A rehabilitation service for people with respiratory and neurological conditions to support them living at home and improve their quality of life.
- Patient, Family and Carer Support across the Highlands from our social worker, chaplain, and bereavement team.
- A volunteer befriending and support service for people living at home with their illness in and around Inverness, the Black Isle, and Easter Ross and elsewhere in the Highlands through partnerships with local community-led groups.

- Education and mentoring for healthcare professionals in the community, care homes and local hospitals both one-to-one and through group telementoring via Project ECHO. This includes general education and specific advice on individual patients.
- Social Care at Home in rural parts of the Highlands through partnerships with local communities and the support of NHS Highland.

Who We Support

- In a typical 12-month period we will see around 150 admissions for Inpatient Care with a number of these being for illnesses other than cancer, including neurological conditions, respiratory illnesses, and advanced cardiac failure.
- Patients stay for an average of 20 days and between 27%-30% are discharged home or to an alternative care location.
- Our Rehabilitation and Wellbeing team typically work with 60 – 70 individuals every year.
- We provide around 500 adult bereavement counselling sessions per year and support around 80-100 children and young people through their grief.
- Our specialist staff provide advice and support benefitting a total of 400 – 500 patients across the Highlands and twice as many family members.
- Our Helping Hands befriending partnerships support over 390 individuals living at home and facing isolation and loneliness.
- The Project ECHO service supports over 340 community-based healthcare professionals.

Our Funding

- All our services are provided free of charge to those in need, but they are not free to deliver.
- The total cost of providing our services and undertaking our essential fundraising and retail activities is around £8m per year.
- We receive around £2m of this from the NHS.
- Over £1.5m comes from individuals giving donations, playing our lottery and leaving us a legacy in their will.
- Around £2.5m comes from our 15 shops, By the River Café @ Highland Hospice, In the City Café @ Eastgate Centre, online trading of new and donated goods and Ness Islands Railway.
- The remainder, £2m, has to be generated through our fundraising events and campaigns.

Our People

- There is around 200 full and part time paid staff at the Hospice at any one time.
- There are also around 900 volunteers, half of whom work in one of our 15 charity shops.
- Volunteer roles are very diverse and include healthcare support, reception, patient driving, flower arranging, gardening, fundraising and finance administration, and kitchen work.

Highland Hospice, Ness House, 1 Bishops Road, Inverness IV3 5SB
Highland Hospice is a registered Scottish charity no. SC011227
www.highlandhospice.org

