

Impact Report



Time to Care Now & Always



St Margaret's
Hospice Care

Welcome from our Chief Executive

Because of you - our community of supporters, volunteers, fundraisers, and partners - St Margaret's Hospice was able to reach thousands of people across Somerset this year with care, comfort, and compassion.

Behind every number is a person: someone's mum, son, friend, or neighbour. Our teams worked tirelessly not only to provide exceptional end-of-life care, but also to bring warmth, hope, and connection to families, moments, helping them to live well for as long as possible, making memories, surrounded by those they love.

In the last twelve months, we have continued to evolve – working at pace to extending hospice care in the community, supporting carers and families, empowering volunteers, and building stronger links with our partners. This Impact Report celebrates you - the people who make this possible.

Thank you for helping us ensure that every moment counts.

Joanna Hall
Chief Executive, St Margaret's Hospice Care



Your Impact at a Glance



5,680 people received direct care and support from St Margaret's Hospice



Over **£11 million** raised through fundraising, retail, and grants



1,662 patients supported through our Community Nursing Services



761,345 transactions were carried out in our 31 charity shops



412 family members received emotional or bereavement support



24 education and training sessions delivered to healthcare professionals



1,079 volunteers donated their time, skills, and compassion



90% of patients preferred to be cared for at home or in the community

Every number tells a story of dignity, care, and human kindness and you helped make that possible

Delivering Outstanding, Compassionate Care

Every day, our nurses, doctors, and clinical teams deliver specialist care across our In-Patient Unit and in people's homes. We ensure pain is managed, symptoms are controlled, and dignity is preserved.

But compassionate care is about more than medicine - it's about presence, understanding, and time. Because of our care, families felt less alone. Fear softened. Worry became manageable. In the hardest moments, there was steadiness.

“The hospice gave us more than care — they gave us peace. They helped us make the most of every moment.”

Family member

Our Community Nursing and Multi-disciplinary Service expansion was supported by a grant from the Hinkley Point C Community Fund, which helps local organisations manage the impact of increased traffic and access challenges linked to the site's development. This funding enabled us to reach more people in remote and coastal areas, ensuring no one misses out on vital hospice care.

We also enhanced referral pathways and increased collaboration with local health services, ensuring earlier and easier access to support.

This year we:

- **Provided support over the phone with over 25,000 calls** to patients and their family members and carers
- **Gave 24-hour specialist care** in our In-Patient Unit to 213 individuals
- **Delivered 6,938 consultations** to support individuals to manage symptoms through our Therapy Services, which include physiotherapy, occupational therapy, and complementary therapies such as Reiki and reflexology
- We were thrilled to receive a glowing report from the Care Quality Commission and were **rated as an outstanding hospice**. And this is very much down to the people who deliver and enable that care. But compassionate care is about more than medical expertise – it's about presence, understanding, and time. Our teams sat with families, listened when there was fear, and brought calm, when there was worry.

How the hospice helped James dance again

James has lived a full and adventurous life. From growing up on the family farm to serving in the Royal Navy, and later working on farms in Zambia, his life has taken many paths.

However, his greatest passion emerged later in life – dancing. With his wife Jane, he danced across the world and even helped set up a salsa class in Bridgwater with his daughter. *“I've had some really good times dancing,”* he says.

But in 2015, a routine GP appointment changed everything. James was diagnosed with advanced prostate cancer that had spread to his ribs and spine. A tumour pressing on his spinal cord affected his mobility, his hands and his confidence. *“It's a bit like a bereavement,”* he says. *“Because the person you were no longer exists.”*

James was referred to St Margaret's Hospice in May 2025. A visit from Community Nurse Mary brought reassurance and practical support, including help accessing benefits that allowed him to manage daily tasks more easily.

Soon after, James began attending the Sunflower Centre. *“My whole social life had ended,”* he says. *“I just wanted to meet people again.”* Through physiotherapy, Lymphoedema care and complementary therapies, James rebuilt strength, confidence and eased pain.

With St Margaret's support, James has returned to the dance floor. Dancing again with Jane meant everything. He has reclaimed a vital part of who he is - and for that, he is deeply grateful.



Emotional and Spiritual Support

And our care did not stop at the patient – we prepared families for managing grief and supported them before, during and after death.

Grief, loss, and uncertainty affect every family differently. Our bereavement teams, counsellors, and spiritual care team provided emotional and spiritual support to ensure no one faced those feelings alone.

Our counselling service supported adults and children through more than 2,500 individual and group sessions, helping people of all ages find strength and hope after loss.

This year we:

- Supported **167 family members and carers** with emotional and bereavement care
- Delivered **child bereavement workshops** in partnership with schools
- **Provided spiritual care** and listening for patients of all faiths



Community Connection and Volunteering

St Margaret's Hospice is woven into the fabric of Somerset. From Glastonbury to Yeovil, our volunteers, retail teams, and supporters make hospice care possible through time, passion, and kindness.

Over 1,000 volunteers supported our work - from charity shops to patient transport, from gardening to befriending. Their dedication ensures we remain deeply rooted in our community.

We also worked with schools, local groups, and workplaces to build understanding around death, dying, and bereavement - encouraging open conversations and compassion-led communities.

This year we:

- Welcomed **120 new volunteers** across clinical and retail roles
- Delivered **community awareness sessions** in 10 towns
- Benefited from an extraordinary **4,352 hours of volunteer support** each week.

Something for everyone - volunteering at St Margaret's

When Kit Whiteley first walked through the doors of St Margaret's Hospice more than three decades ago, she never imagined how important it would become to her life.

Kit began helping on the wards in the evenings while her eldest son was at Cubs. Over the years, she's taken on many roles - from supporting fundraising events like the Colour Run to gathering patient and family feedback. *"I'd sit with people and talk about how they felt about the hospice, or what they knew about it before they came here."*

She even tried flower arranging. *"I was hopeless at that!"* she laughs.

More recently, Kit has spent some time volunteering at the Sunflower Centre - St Margaret's day hospice. *"It's a great team - lots of fun, lots of laughter. I decided to stay."*

At the Sunflower Centre, days begin with a warm welcome, tea and conversation, before activities shaped around what patients feel able to do. *"To sum it up in one word - it's fun,"* Kit says. *"It's like a little home."*

Alongside her time at the Sunflower Centre, Kit has continued her role as a patient experience volunteer, continuing to listen and learn from those St Margaret's cares for.

She would recommend it to anyone. *"If you like working with people, I can't think of a better thing to do,"* she says. *"There really is something for everyone."*



Innovation and Education

We continue to lead the way in hospice innovation using learning, technology, and collaboration to reach more people, more effectively.

Through our Education and Learning Programme, we trained hundreds of healthcare professionals in end-of-life care, ensuring our expertise reaches far beyond our-walls.

We also continued to invest in developing the next generation of healthcare professionals through our apprenticeship and placement programmes. Working in partnership with the NHS and local universities, we hosted placements for student nurses, nursing associates, counsellors, and paramedics, with plans to extend to physiotherapy and occupational therapy. We reintroduced preceptorships for newly qualified nurses and celebrated the graduation of our first Student Nurse Associate, now working in our In-Patient Unit.

Alongside this, our Advanced Care Practitioner development work is helping to grow clinical expertise and leadership within palliative care – supporting nurses to expand their skills and deliver even greater autonomy in patient care.

This year we:

- Delivered **24 professional education sessions** to external healthcare teams
- **Trained 375 professionals** in palliative and end-of-life care
- **Implemented new digital tools**, including Virtual Reality Headsets to support patient relaxation and care coordination.



Fundraising

As a charity, every pound we receive is a gift of trust. We take that responsibility seriously. We're committed to financial sustainability - ensuring that every donation, sponsorship, grant, and a gift left in a Will is used wisely to deliver long-term benefit.

Our income generation teams work tirelessly to adapt, innovate, and build sustainable relationships with you – our donors, partners, and supporters. Each pound raised directly fuels patient care, family support, and education across the county.

Thanks to the creativity and compassion of our supporters, last year was another year of growth and innovation in fundraising.

We celebrated 45 years of delivering care and support for our community, raising our voice, and generating vital funds. We stood together with our community for our fireworks spectacle in November and watched in awe as 100 supporters completed our hospice to hospice ultra challenge in September! We undertook an audacious fundraising challenge in June, which saw our community rally round and raise £190k in just 36 hours – proving that every moment really does count!

This year your:

- Generosity saw over 20,000 donations raising **£1.3m**
- **Loved ones were celebrated and remembered** through a range of inspiring fundraising activities and events
- Participation in the **Weekly Prize Draw raised £400,000** and we celebrated a rare £10,000 rollover winner!
- **We welcomed over 10,000 people** at our hospice events
- **Legacy pledges and gifts in Wills generate in excess of £2.5m** to help safeguard hospice care in Somerset.



Retail

Our network of 31 hospice shops continues to provide both essential income and vital visibility for our charity, turning pre-loved items into care, comfort, and compassion.

Retail is not just about sales, it's about sustainability, connection and the social value we bring to our community. Every donation of clothes, books, or furniture helps fund patient care and keeps usable goods out of landfill.

Our shops have become community hubs – places where people connect, volunteer, and find purpose. They offer companionship, provide affordable essentials, and help reduce isolation and financial hardship. Through partnerships like our collaboration with Abri Housing Association, we now supply home starter packs for new tenants, ensuring families can settle safely and with dignity.

This year, we also made progress on our sustainability goals - from energy-efficient buildings to ethical retail practices. Our new recycling initiatives saved 1.5 million kilograms of preloved items from going to landfill, and our retail network continues to champion sustainable fashion and reuse.

This year we:

- **Reduced our carbon footprint by 12%** across operations
- **Recycled 98%** of retail stock donations
- Expanded our eBay and online retail platforms, **achieving £215,000 in digital sales** - a 22% increase from the previous year.

“When someone buys from our shop, they’re helping fund a nurse’s visit or a counselling session – and that’s what motivates our whole team.”

Retail Manager, Bridgwater



Finding friendship on the high street

When Mary Peto moved from Surrey to Somerset nearly 20 years ago, she didn't know many people. That changed one day when she walked into St Margaret's shop in Langport and asked if they needed volunteers. *“They did – and I’ve been here ever since.”*

Volunteering quickly became a source of friendship and belonging. *“The people are really nice,”* Mary says. *“It’s lovely to know you’re supporting such an amazing cause.”*

Over the years, Mary has helped across the shop, but her heart belongs to the children's section. *“I love children, and children’s books,”* she says. *“I sort them, display them, and save the wintery ones for Christmas – because I think it’s so important for children to read.”*

Christmas is Mary's favourite time of year, and each December, she makes it her mission to find homes for every teddy bear in the shop. *“I can’t bear the thought of them being left behind,”* she smiles. *“I always tell customers, ‘We can’t let this bear spend Christmas alone!’”*

She describes the shop team as *“like a little family”* and encourages others to get involved. *“If you’re feeling lonely, come down and volunteer. Even a few hours a week – you’ll always be welcomed.”*

Care at St Margaret's takes many forms. Sometimes, it's found in a smiling volunteer behind a shelf of children's books, helping to make a difference one day at a time



The People Behind the Impact

Our people are the heart of St Margaret's - clinicians, volunteers, fundraisers, administrators, and supporters.

Every person plays a part in making hospice care possible. From the nurse holding a hand at 3am to the shop volunteer greeting a customer with a smile, every act of kindness ripples through our community.

"It's not just what they do, it's how they make you feel. Every person here treats you with dignity and love."

- Patient family

We're proud of our diverse team, our supportive culture, and our commitment to staff wellbeing. Together, we're building a hospice community rooted in compassion.



How Your Support Helps

Your generosity keeps hospice care free for everyone who needs it.

Every pound you donate makes a difference:

£30 could pay for a family to stay overnight in our Sunflower Suite to remain close to their loved one

£75 could pay for a patient to receive a Complementary Therapy treatment to manage their symptoms

£150 could pay for a Nurse to visit a patient in the comfort of their own home

£450 could pay for a course of 5 physiotherapy sessions

£1,200 could pay for 24 hours of specialist care on our In-Patient Unit

In 2024–25, 70% of our funding came from community donations, retail, and fundraising. Only 30% came from the government.

Every gift, large or small, ensures our doors and hearts stay open.



Time to Care – Now & Always

At St Margaret's, hospice care is about taking the time to care – getting to know our patients, listening and tailoring a personalised approach. This means combining excellent medical and nursing care with holistic support that recognises the practical, emotional, social, and spiritual needs of each individual.

In 2025, we launched a five-year strategy to ensure sustainable, high-quality end-of-life care that is accessible, tailored and available earlier, so more people in Somerset can live and die well. Our values – compassion, collaboration, and ambition - guide everything we do.

We will be compassionate, collaborative and ambitious – always caring, working together, striving for better.

- **Compassionate:** We are compassionate - Kindness and care for everyone, every day.
- **Collaborative:** We are collaborative - One organisation, working together for one goal.
- **Ambitious:** We are ambitious - Striving for better, now and into the future.

“What the hospice has done is instilled my belief that compassion is alive and well. That compassion – it’s the brightest light ever. It’s a medicine in its own right.”

Richard Harbury

How will we achieve this?

We are determined to evolve and enhance our care for our community, but we know we can't do this alone. We will strengthen our partnerships with the NHS, local authorities, and voluntary sector organisations; amplify our message locally and nationally and use our resources effectively to support patients earlier in their journey, safeguarding our care for future generations. Our new strategy is therefore underpinned by three guiding principles:

Strategic Priorities:

- **Raising Our Voice:** We aim to change perceptions about hospice care, making it clear it's not just for the very end of life. We'll expand outreach, especially to underrepresented communities, through events, digital campaigns, and partnerships.
- **Enhancing Our Care:** We'll innovate to meet Somerset's changing needs, focusing on early engagement and equipping patients and families to make informed choices, reducing unnecessary hospital admissions.
- **Stewarding Our Resources:** We'll invest in our people, infrastructure, and technology, and seek new ways to sustain funding. Ongoing research and quality improvement will keep us at the forefront of evidence-led care.

By following these principles, St Margaret's will continue to support everyone in Somerset who needs hospice care, now and in the future.



Thank You

None of this would be possible without you - our donors, volunteers and staff, fundraisers, partners, and friends.

Whether you ran a marathon, gave a donation, volunteered your time, or shared our story - you made this impact possible.

Together, we make every day matter.

Every smile, every moment of comfort, every dignified goodbye — it all happens because of your kindness.

As we move forward, we do so with gratitude, hope, and purpose. Thank you for standing beside us.

www.st-margarets-hospice.org.uk

Please note that these messages and price points have been developed from our Audited accounts 2024/25.



St Margaret's
Hospice Care



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