It’s been a momentous 12 months for The Donna Louise, celebrating our 20th year as a registered charity and the opening of the Denise Coates Foundation Building. Since our early days as a ‘Hospice at Home’ only service, through to the present day, it’s safe to say we couldn’t have come this far over the last two decades without you. While 2019 has been an exciting and significant year so far, financially speaking, 2018 was tough. Since registering as a charity in 1999, The Donna Louise has faced some difficult times, but thanks to the generosity of people like you, we’ve been able to continue supporting hundreds of families across Staffordshire and South East Cheshire, every year, who are facing every parent’s worst nightmare, the heart-breaking knowledge that they will almost certainly outlive their child.

When you read the family stories later in this report, you’ll understand why the thought that The Donna Louise might not be there one day for the families who rely on us is just unthinkable. Thankfully, our financial position is more stable than it was 12 months ago; however the fundraising climate continues to be a challenge so financial sustainability remains a key priority. From respite stays to family fun days, sibling support and end of life care, your continued commitment is what enables us to make every moment count for the families who depend on our services – without it, we simply could not and would not exist.

Thanks to significant funding from the Denise Coates Foundation, we’ve been able to create an incredible much needed facility and service for young adults. In Spring 2019, we were delighted to welcome Denise Coates CBE to officially open the Denise Coates Foundation Building, home of the Denise Coates Foundations Service for Young Adults at The Donna Louise.

The service provides specialist palliative and end-of-life care, as well as day care and overnight respite for young adults in a world where no other such suitable services exist for them. It facilitates independent living as much as possible, and offers a wide range of emotional support therapies. Some of our young adults have already enjoyed their first stay and, though still in the ongoing development stages, this wonderful new facility means they and their families face an uncertain future safe in the knowledge that The Donna Louise will now be there for as long as they need.

Raising funds for the existing children and family service has become more and more difficult. With less than 9% of our funding coming from government sources, as well as a growing demand for our services, we are more and more reliant on the support of the local community to raise the £3.6million needed to run our services each year. On top of this, we’ve also invested heavily in a new lottery initiative and an expanded retail offering. In the last 12 months, we’ve opened three new shops and welcomed 6,000 new players to our weekly lottery – strategic investments which will help secure the long-term future of the organisation by reducing our reliance on voluntary income. In turn, this will make a huge difference in ensuring we can continue offering the vital services that local families so need and rely on.

We are incredibly proud of the team here at The Donna Louise and we firmly believe that the passion and dedication of both staff and volunteers is what gives the organisation its superpower. As custodians of The Donna Louise, the public trust us with their hard-earned money so that, together, we can give children with life-limiting conditions the chance to play, laugh and smile, just as every child should, and to live their life to the fullest, however long or short their life may be.

We are always overwhelmed by the incredible lengths to which our supporters will go in order to support the children, young people and families supported by The Donna Louise. So, on behalf of all them, thank you for making all this possible.

Helen Inwood, Interim Chair

Simon Fuller, Chief Executive
Within minutes of birth, Freddie was whisked away and taken straight to intensive care, only to be discharged 10 days later with doctors concluding that he was a perfectly healthy baby boy.

But on returning home, parents, Jo and Dan, knew something wasn’t quite right. Jo explains, “As soon as we got home we knew something was wrong. We quickly noticed his spine wasn’t growing properly, we were struggling to feed him properly and he had severe reflux.”

After a misdiagnosis, doctors were at a loss as to what was causing these problems for Freddie, and as time went on the curves in his spine became worse, he was frequently vomiting and was beginning to suffer from muscle wastage. At 6 months old, a member of the hospital’s home support team suggested that Freddie come to The Donna Louise; a thought that really worried Jo and Dan.

“I thought, ‘we don’t need a hospice.’ I thought it was only for children who were going to die. But I was wrong – it’s so different to what I imagined it to be. Having a child with rare and complex needs is so isolating; it can really feel like you’re on your own, not knowing other families who are going through the same thing. Walking into The Donna Louise, it’s full of other families like us! I finally felt like Freddie belonged to something and somewhere.”

Cheeky chap, Freddie has been a familiar face at The Donna Louise for the last 2 years. And at just 3 years old he is a happy, determined and larger-than-life character who doesn’t let anything stop him!

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Meet Freddie

Freddie was 2 years old before he received a diagnosis – Central Core Disease. This means that Freddie has dislocated hips, scoliosis to the spine, restrictive lung disease, and muscular problems. As a consequence, he can move his legs, but can’t walk, and has very weak hips. He also has to be fed through a tube. Spending a long time in a plaster cast, he wasn’t allowed to get dirty, or wet, or have all the fun that other children his age had. But coming to The Donna Louise changed that...

“When Freddie came out of the cast, he was afraid of water and sand and wouldn’t touch it. The amazing team at The Donna Louise enabled him to learn and enjoy so many new sensory activities through texture and touch, and really tailored it to what he needed. Freddie’s physical development has come on so much since we started coming - he’s become so much stronger and even took his first crawling steps thanks to the physios at the hospice!”

Coming to The Donna Louise really is special for all of the family with Freddie bringing along his Nan and Grandad to the play groups and family fun days! And for Jo, she finds support and friendship with lots of other parents:

“It’s so helpful talking to other parents going through similar things and to share advice. It’s a community of people who understand what we’re going through and it’s such a comfort knowing there’s somewhere to turn to. The Donna Louise has really welcomed our whole family - I only wish we’d come sooner!”
TO BE FIT FOR THE FUTURE
By focussing on a range of deliverables, including innovative and standard practices, we will continue to ensure that children, young people, and their families continue to receive the most efficient and effective palliative care and respite service. This includes ways to secure on-going, planned, and sustainable income, and developing the organisation’s infrastructure to meet and support demands and on-going regulatory compliance.

AIMING FOR EXCELLENCE
We want to be the best we can, offering a ‘centre of excellence’ for children and young people’s palliative care. We have developed a programme of continuous improvements to ensure the organisation maintains excellent service delivery and outcomes as well as fostering innovation and creativity.

OUR VALUES
EXCELLENCE
Passionate in delivering the best care and to giving our best, every day.

OPENNESS
Creating new possibilities and embracing new ideas.

TRUST
Building relationships, earning trust, and working to keep it.

RESPECT
Respect is our foundation to caring, appreciating each other and making everyone feel welcome.

TOGETHERNESS
Making a difference by working and achieving together.

MAKING CONNECTIONS
We recognise and value the role of children, young people, and their families in the delivery of services, as well as those of professionals, staff and volunteers who work with us to provide an excellent palliative care service at the hospice and at home. We have strong relationships with many corporate partners and could not continue without the generous donations from them and members of the public.

We work closely with other children’s hospices across the UK to share expertise and knowledge. Representatives across the Charity are involved in a number of committees, forums, and steering groups for Together for Short Lives (formerly ACT and Children’s Hospices UK), helping to contribute to the hospice movement in the UK. We want to continue to build and strengthen our partnerships with all our key stakeholders, involving and enabling them to influence and contribute to our service planning and delivery.
Three year-old Lottie is a bright, bubbly and independent little girl who loves nothing more than singing and socialising. And no matter what she might be going through, she always has a big smile on her face.

When Lottie was just a few weeks old, mum, Jamie-Leigh, had a feeling that things weren’t quite right, and that Lottie wasn’t developing as she should be. After numerous hospital visits and tests, the diagnosis came; Chromosome Deletion 13Q, and Freeman Sheldon Syndrome, two extremely rare conditions, meaning Lottie suffers with epilepsy and severe reflux, and needs to be fed through a tube. She also has a lowered immune system, bone abnormalities and heart problems.

When Jamie-Leigh and dad, Richard, received Lottie’s diagnosis, Jamie-Leigh explained, “We suddenly felt like we had the world on our shoulders and I had to give up my career so that I could give Lottie the care she needed. When we’re not going to and from hospital, it’s a constant challenge to get the therapies and equipment that Lottie needs, and it means that she can’t take part in activities that other children her age can.”

After meeting one of the Doctors from The Donna Louise at the hospital, it was suggested that they come along to the hospice;

“To begin with, I was very scared by the word hospice – I thought it was a sad place, but when we saw it, it was a totally different world. It’s a safe environment and the support network it’s given us is amazing. We could be having the worst day ever, and really be struggling, and then a phone call comes asking if we’d like to come for respite. Any time we need help or advice, I know I can call the hospice and they will help as much as they can. We’ve had so much support from Angela, the Social Worker; thanks to her, we’ve now had access to an Occupational Therapist at home who has helped us get hoists fitted. It’s made such a difference - now I can move Lottie around much more easily.”

As well as practical support from our care team, Jamie-Leigh explains how meeting other parents at the hospice has helped her;

“Being able to have a conversation with other parents who are going through the same thing and know how I’m feeling is so important. They can share advice on the best routes to go down and it’s a space where someone listens and I can vent.”

For Lottie, coming to The Donna Louise is a chance to laugh, play and get messy! Jamie-Leigh tells us, “Lottie loves coming to The Donna Louise. She loves being creative, getting involved in play activities, especially messy play, and interacting with other children. It gives her time to have fun and be a child, and when she comes home, she’s relaxed and happy.”

And for Jamie-Leigh and dad, Richard, they can have some much-needed time together to rest and relax, safe in the knowledge that Lottie is having lots of fun back at the hospice, and getting all the care and attention she needs.

“It gives us chance to sleep!We very rarely get a full nights’ sleep, especially if Lottie has been in hospital. I don’t know how we’d cope as a family unit if The Donna Louise was no longer here - I’d feel broken.”

Everyone who supports the hospice is doing so much to help – you’re enabling us to be a family so that we can carry on to the next day.
EMOTIONAL SUPPORT

- Counselling
- Bereavement support
- Men’s Group
- Youth Group
- Art, Music and Play Therapies
- End of life care

“Our beautiful son Harry was born on 14th November 2013. He arrived 7 weeks early and was whisked to the Neonatal Intensive Care Unit. He spent 10 weeks in hospital, but sadly this was only the beginning. As time went on, Harry was diagnosed with many conditions.

“There was a kidney problem, which Harry had 2 major surgeries to address, and then came terrible seizures. We were told Harry’s brain hadn’t formed properly and that he had a condition called Polymicrogyria, a condition which affects brain development, as well as other brain issues. They discovered holes in his heart and sadly he also had extensive and critical Pulmonary Vein Stenosis - a rare and serious condition where there is a blockage in the blood vessels that bring blood from the lungs back to the heart.

“By the time Harry had his first birthday it’s safe to say, as parents, we were broken. Broken at the suffering our little boy was enduring. Broken with the fact there was nothing any medical professional could do to make him better. It was at this point that The Donna Louise came into our lives.

“Harry hated hospitals and we tried our best to stay at home as much as possible with him. But a couple of days before his 3rd Birthday he became very ill. In our hearts we knew his little body couldn’t fight anymore. So we asked if Harry could pass away at The Donna Louise.

“There, we had the most beautiful, quiet and calm three days giving Harry all the love and hugs that he so deserved before he gained his angel wings at 11.30 pm on Friday 18th November 2016. He was three years and four days old.

“Harry was so incredibly loved by everyone. He was such a beautiful and brave little boy.

“We would like to thank The Donna Louise for everything they did, and still do, for us. We ask everyone to support them, for families now and in the future that will need them, just as we did.”

Written by Harry’s mum, Kerry.
WHOLE FAMILY SUPPORT

- Parents & Carers Group
- Siblings Group
- Pamper Days
- Complementary Therapy

Milo loves coming to The Donna Louise. It’s an exciting trip for him and his family, it’s marked on the calendar and they all count down the days until their little holiday! Parents, Laura and Adam, and 10 year-old sister, Rowan, stay in a family suite at the hospice and enjoy movie nights with popcorn. Having the chance to spend this special time together as a family is incredibly important as Milo’s complex health needs consume daily life.

Milo was born with Down’s Syndrome and a severe heart condition; he spent the first 7 months of his life in hospital and had 2 open-heart surgeries. During this time, Laura and Adam practically lived separate lives as they balanced spending time at the hospital and trying to keep life as normal as possible for Rowan, who was only 4 at the time. Since then, the family have lived on a knife-edge managing Milo’s health. One day in the future, he will need a mechanical valve transplant but this operation carries huge risks and will not be performed until he becomes poorly enough that the benefits will outweigh the risks. And these valves will not last forever; Milo faces a lifetime of open-heart surgeries.

Laura juggles 3 to 4 appointments with different services each week and works part-time as a midwife. Milo must be supervised at all times as he has no sense of danger. Life is a struggle, and yet when a friend first suggested The Donna Louise her first thought was “No, no...that’s not appropriate for Milo. We can cope.”

When Laura eventually called the hospice she still wasn’t sure it was for them; “We felt guilty and I had to persuade Adam. We felt that Milo wasn’t poorly enough and that a hospice was just for the end. But the first time we visited it felt so lovely. We were still nervous and it took us a year to feel ok about using the service and a further year for us to tell other people - we felt there was a stigma attached to using a hospice. But we don’t feel guilty now; it is not a sign of weakness. As a family, we’ve used all the services the hospice offers – they really have helped us so much.”

Social Worker at The Donna Louise, Angela, has helped the family to get a Disability Social worker after being repeatedly refused. This now means that all professionals involved in Milo’s care have bi-monthly meetings and much better communication. Jane, from the hospice counselling team, has been hugely helpful to Laura and worked with her during the transition back to work after a career break to care for Milo.

The Donna Louise is a special place for Rowan too. Being the big sister of a child with complex needs can be tough, and siblings like Rowan often have to grow up quickly. Laura explains, “She has to be very mature for her age, but when she comes to the sibling group she can be a child, have fun and talk to other siblings who are going through the same things as her. It’s taught Rowan compassion, kindness and patience.”

We would be absolutely lost without the support of The Donna Louise and we really look forward to coming, it’s a break for the whole family. The hospice really is about love, support and fun.
We made a promise to be there for our young adults, no matter where or when, for as long as they need us. And, thanks to the extraordinary support of the Denise Coates Foundation, that promise has become reality.

Back in December 2016, we were delighted to announce exciting plans to build a new multi-million pound young adult facility which would house a dedicated young adult service. Without this service, the future for more than 40 young people currently in our care looked bleak, with no appropriate care services available to them.

Fast-forward to Spring 2019, when we welcomed Denise Coates CBE to formally open the Denise Coates Foundation Building. The newly-commissioned service, named the Denise Coates Foundation Service for Young Adults at The Donna Louise, now operates from this stunning purpose-built building which was designed by young adults, for young adults.

Rather than a milestone to look forward to, approaching adulthood has historically been a time of great stress and uncertainty for the families who rely on our services, as much of the support they have counted on, often since early childhood is no longer available. The opening of the Denise Coates Foundation Building was a hugely momentous occasion for The Donna Louise and presents us with a wonderful opportunity to continue transforming the lives of the young adults who rely on our services.

The new service provides specialist palliative and end-of-life care and support, as well as day care and overnight respite. It facilitates and encourages independent living as much as possible, and offers a wide range of emotional support therapies.

With a 21st birthday party, movie nights, shopping trips and make-overs, our young people have already made the most of all that this fabulous building has to offer!

Chloe, who had her birthday party in the building, told us, “We’ve had a great time just doing things that other young people get to do! If I didn’t have this place I’d have to go to a care home – it means so much to me that I can keep coming to The Donna Louise - It’s allowed me to be myself.

I’m so excited that the Denise Coates Foundation Building is now open - I really don’t know what I would do if the hospice wasn’t here anymore – there’s always someone there and now I know that they’ll always be there too; that’s such a wonderful feeling!”

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For young people like Andy, knowing that he can continue accessing care and support at The Donna Louise, all thanks to the generous support of the Denise Coates Foundation, brings light to what would have otherwise been an anxious and stressful future.

Just months away from his 18th birthday, Andy Speke has grown up with The Donna Louise. A future that, until recently, was filled with worry, is now exciting and comforting, knowing that he can keep coming to the hospice when he needs some time out from the stresses of everyday life.

Andy was diagnosed with Spinal Muscular Atrophy Type 2 when he was just 2 years old; a condition which affects his physical abilities to move and walk, and causes his muscles to weaken.

His Nan, Bev, tells us, “It was horrendous when Andy was diagnosed. They gave us the worst possible scenario and told us he wouldn’t live to be a teenager. But, thanks to medical advances, things have changed and he’s still going strong.”

“Andy was 8 when he first came to The Donna Louise. We didn’t want to go at first – I thought ‘we don’t need a place like that.’ To me, a hospice meant a sad place that was all about end of life. When Tracey came to see us and then invited us for tea, it was the biggest shock of our life! Thanks to The Donna Louise, Andy’s made so many friends with others his own age who understand how he feels.”

Since that first visit nearly 10 years ago, the hospice has become a home from home for Andy – a place where he has fun, feels safe and has made strong and lasting friendships.

As The Donna Louise no longer discharges young adults once they reach the age of 19, Andy can now look to the future safe in the knowledge that he will always have a place to spend time with friends his own age, as well as having many of the support services that he’s come to depend on, still available to him. He explains, “I’ve made so many friends at the hospice – it’s such a relief to know that I can carry on coming here once I’m eighteen. If it hadn’t been for the new building and service, I don’t know what we’d have done - I’d have worried so much.”

For Andy, and for many of our young people and their families, approaching early adulthood was uncertain and stressful, with many of the childhood services no longer available. Bev explained, “Andy kept saying, ‘what will we do without The Donna Louise?’ Without it, Andy would’ve been more isolated than ever, and we’d have had to rely on carers. When we found out the service was expanding and that there would be a new building, it was amazing – he can’t wait to spend time there!”
The new Denise Coates Foundation Building, which opened in Spring 2019, was designed with young people like Andy at its very core. He was one of a group of young people who worked with designers to explain exactly what they needed and what they wanted the new building to represent.

When Andy came along to the official opening and saw the new building for the first time, he said “I can’t believe how spacious it is! Finding one room that can fit several wheelchairs in all at once is amazing – we’ve now got loads of space to we can all hang out together!

Having this building won’t just help me – it'll help my whole family. Being able to continue spending time at The Donna Louise is such a help to my Nan and Grandad and means we can all have a break.

And for nan, Bev, she can relax safe in the knowledge that all the things she and Andy have relied on for the last 10 years will remain the same, and that Andy will continue getting the support, friendship, fun and laughter that The Donna Louise has given him;

Growing up is scary for any young person. Approaching the age where support services end is like getting to the edge of the cliff and dropping off, with no idea where you’ll land. We really wouldn't know what to do without it. It really is amazing, and will make such a huge difference for Andy, and for so many other families like us in the years to come.
Isaiah loves coming to the hospice. It means he can have dedicated one-to-one attention with someone other than me, and can take part in lots of different therapies and activities which help him relax. All of the care staff, doctors and nurses at the hospice are all working together for him and really see the whole picture.
Isaiah was just four months old when he had his first seizure, and soon after, it was confirmed he was suffering with infantile spasms, a type of seizure disorder. But this was only the beginning for Isaiah and his mum, Naomi...

More than two years on, three year old Isaiah has only very recently received a firm diagnosis for his extremely rare and complex condition. Diagnosed with CACNA1E, he is one of only thirty known children world-wide to have this condition, and given its rarity, there is still very little research and knowledge available. It means that alongside frequent and more extreme seizures, he has severe neuro-developmental disorder, as well as dystonia, an uncontrollable movement disorder which causes his muscles to contract, resulting in painful, repetitive movements. He can’t swallow safely without the risk of food and liquid going down his windpipe so has to be fed through a tube, as well as severe visual impairment and problematic sleep.

Naomi explains, “Isaiah’s condition means a very different and challenging life; I’m a carer forever and my life is centred on Isaiah and his needs. Life is a never-ending pattern of hospital appointments and referrals, as well as constant battles to get Isaiah the equipment that he needs. There’s not much time for fun, and for him to just be a child.”

But despite it all, Isaiah is a happy and sociable little boy who takes everything in his stride. Isaiah and Naomi have been coming to The Donna Louise for nearly two years, and whether he’s enjoying the sound of the twinkling piano in the music room, or mesmerised by the bright and colourful lights of the sensory area, it gives him time to have fun, to smile, and to be a child.

“Coming to The Donna Louise for the first time was daunting; I always thought it was just for children with cancer, but my eyes were really opened to the care that was available to us. I now know that I can take Isaiah to the hospice, where it enables me to have a break from being a carer and we can just enjoy spending time together to make happy memories. It’s a chance to get some sleep, to talk to other parents who understand how I’m feeling, and to be around people who listen, while knowing that Isaiah is having loads of fun and receiving amazing care.”

Thanks to the Social Worker at The Donna Louise, Angela, Naomi and Isaiah have been able to access practical help and support...

“Angela has played an amazing role in helping us access funds and support for Isaiah’s needs. It’s been a long, difficult and stressful process to get things like house adaptations, but thanks to Angela she’s helping us find ways to get there.”

Summing up The Donna Louise in three words, Naomi said, “magical, inspirational and caring!

“It’s a bright happy place with lots of love and care. It’s like a big family, and a welcoming home.”

And to everyone who donates or fundraises for The Donna Louise, Naomi says, “Unless you are in this position, you probably wouldn’t know just how much help it is to families like ours and how very grateful we are. We’d be lost without them…”

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256 families with brothers and sisters cared for in 2018/2019

1,049 hours supporting families in their home and in hospital and

1,527 nights of respite stays provided
Although income appears to have significantly outstripped expenditure in FY18/19, unfortunately, we are not as rich as we look. Within the fundraising income for FY18/19 sits £1,953,339 received from the Denise Coates Foundation towards the construction of the Denise Coates Foundation Building, but accounting standards requires that we exclude this asset from the expenditure. Significant up-front investments in lottery and retail have also skewed the fundraising expenditure figures, but will greatly reduce our reliance on voluntary income in the future. With cost-cutting measures and generous support, despite a difficult year, we have been able to improve our depleted reserves position.
Almost 900 runners took part in our 10k & 5k Family Fun Run and together they raised a fantastic £29,000 and still counting!

Our third Christmas Jumper Day raised a jaw-dropping £33,001

The PHENOMENAL team at SDL Group raised an astonishing £180,000 to support the hospice! As sponsors of last year’s #ONEINAMILLION campaign, they threw down the challenge to their teams to raise £75,000, with the company promising to match this contribution, pound for pound! And wow, did they smash it!

7 year-old Rosie baked up a storm in the kitchen to sell cakes to her neighbours, raising a wonderful £30

Rosie’s cakes have funded a tasty, home-cooked meal for 3 family members when they stay at the hospice.

That’s enough to fund respite stays for 22 families!

That’s enough to fund more than 10 months of care from one of our nurses!

£180,000 will give over half of our families an overnight respite stay at the hospice. That’s a chance to relax, recharge their batteries and spend time together as a family.

The Donna Louise simply would not, and could not exist without you, our brilliant supporters. You continue to amaze us every day by raising or donating money to support the children and young adults, and their families.

Whether you’ve run a marathon, jumped out of a plane, climbed a mountain, sent us a cheque or give us a regular gift through direct debit, your support is helping us continue to make every moment count for the families who rely on our services…

THANK YOU!
That's given 88 families the security blanket of knowing there's someone to talk to through counselling sessions.

Janey and Niki raised an incredible £2,703 by running New York Marathon in aid of The Donna Louise!

That means the hospice is always neat, tidy and welcoming without costing us a penny.

Enough to give 2 families an overnight respite stay at the hospice, or in the family home.

The annual Weston Christmas Light display raised an incredible £26,760

This has helped fund a learning disability nurse and provide 2 ‘sign and symbol’ communication workshops for staff.

20 Helping Hands groups came to the hospice, clocking up 840 hours to paint, clean, weed and tidy.

That's given 88 families the security blanket of knowing there's someone to talk to through counselling sessions.

Mike McNeill summited Africa’s highest peak, Mount Kilimanjaro, raising an amazing £2,663.
Without our amazing volunteers, The Donna Louise would not be here today; back in the late 90’s, a group of committed and like-minded volunteers recognised that there was no support for local families facing every parent’s worst nightmare. They soon began exploring ways to bring a much needed children’s hospice to the local area, officially registering as charity in January 1999.

And since then, volunteers have continued to form the back-bone of the organisation, doing everything from cleaning, gardening and pamper sessions, to helping shape our strategic future. We are lucky enough to have a team of almost 200 volunteers who continue to play a huge role within the hospice, in our shops, at our events and out in the local community. They clock up thousands and thousands of hours every single year to keep every aspect of the hospice going.

Volunteering really is a family affair for Ann, Dave and their granddaughter, Hannah. Ann has been here since the very beginning, with her husband, Dave, soon joining her. They’ve done everything from ironing and helping at events to becoming collection box agents. Ann is now 76 and still loves how happy volunteering makes her and says that it “keeps her young”!

Ann and Dave’s 17 year old granddaughter, Hannah, also started volunteering for the hospice 9 years ago. She explains, “I can’t really think of one particular favourite thing about The Donna Louise because everything about it is amazing! I love the fact that I am making a difference and the feeling that you get from helping others.”

With so many different volunteering opportunities in our shops, at the hospice or out in the community, we’re always looking for new people join the team; whether you can spare a few hours each week, or just the odd day here and there, you can make a huge difference and we’d love to hear from you!

Call us on 01782 654440 to find out more.
“I’m proud to be a patron of a charity which is making such a huge difference to the lives of so many families. The children and young adults who rely on The Donna Louise are a real inspiration and I’m honoured to be able to support them.”
Robbie Williams

“Any parent knows how difficult it is when your child is unwell. To be the parent of a child or young adult with very complex medical conditions requires an inner strengthen which is hard to imagine. To be able to lend my support to these families as Patron of The Donna Louise is a privilege.”
The Lord Stafford DL

OUR VICE PATRONS
William Alderton
Julie Arkle
Christopher Barry
David Brookfield
Dr Gordon Carpenter
David Carr OBE
David Milburn
John Tyler

OUR CHAIR
Helen Inwood (Interim)

OUR CHIEF EXECUTIVE
Simon Fuller

Company Secretary – Sindy Jones
Bankers – Barclays Bank PLC
Auditors – Geens Chartered Accountants
Legal Advisors – Knights Professional Services Ltd

OUR TRUSTEES (FY18/19)
David Gladman
Amanda Harrison
Jonathan May
Sue Read (Chair)
James Rushton
Ian Wain
Valerie Wood
Helen Inwood
Karen Gladman
Lynne Ingram

OUR EXECUTIVE TEAM
Director of Care Services – Dot Gillespie
Director of Income Generation – Nathan Walton

IMPACT REPORT 2018/2019
CONTACT US

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Fundraising enquiries and support:
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