



The Sara Lee Trust
Charity Number: 1055048

The Sara Lee Trust Evaluation Report 2017-18

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The Sara Lee Trust

The Sara Lee Trust is an established charity that aims to significantly improve the quality of life of people living with cancer and other life threatening illnesses (and their carers and family members) in Hastings and Rother (East Sussex), through the provision of free psychological and counselling support, complementary therapies, and therapeutic group support and activities.

The Trust is the only provider of this combined range of specialised services in the region, and is also the dedicated provider of these services for St Michael's Hospice (St Leonards on Sea) and The Rye, Winchelsea and District Memorial Hospital (Rye).

The Evaluation Process

The Trust is committed to developing the services it provides to best meet its users' needs. Essential to achieving this core aim is effective and ongoing monitoring and evaluation.

Monitoring is how the Trust measures progress, identifies problems, and makes modifications and interventions accordingly. This is enabled by a number of tools and mechanisms including: bi-monthly performance reports covering referral and appointment activity; significant event monitoring; regular attendance at multidisciplinary team meetings; and the holding of regular meetings of the therapy team, service user group, operational team and Board of Trustees.

Whilst monitoring is an ongoing process, the aim of our annual **evaluation** is to step back, reflect on the year, and learn from our experiences and the information obtained, to make our operations more effective and efficient in the longer term. The aim of this report is to summarise the evaluation process for 2017-18, highlight key findings, and communicate the resulting action plan for 2018-19. The action plan will serve as a road map in the ongoing monitoring process for the year ahead, and a benchmark against which to evaluate our progress at the end of the year.

Our monitoring and evaluation processes also cover reviews of other regular Trust reports which include:

- Trust performance reports
- Financial statements and reports
- Corporate governance and HR reviews
- Relevant external updates (e.g. legislative changes, Information Commission and Charity Commission guidance)

All stakeholders including staff, service users (including family members and carers), volunteers, local partners and the wider local community are actively involved in the monitoring and evaluation processes through a variety of forums, regular events and feedback mechanisms which include:

- Service User Group
- Annual Surveys including Service User, Staff and Volunteer surveys
- Focus group reviews
- Feedback forms and case studies
- Board of Trustees
- Specific project groups / committees (e.g. Big Lottery Fund Project Board)

Data collected

This report takes account of a wide range of feedback and information from key stakeholders, including patients, their carers and family members, staff, referrers, volunteers, community partners, and regional and national organisations to help evaluate and contextualise our service.



TRUST SERVICE USERS

- Quantitative data on service provision via. EMIS clinical system
- Results of annual service user survey
- Feedback from Service User Group (pictured above)
- Complaints/suggestions forms and other feedback
- Monitoring & Evaluation form data



THE SARA LEE TRUST

- Referral and appointment activity data via. EMIS clinical system
- Results of annual staff and volunteer surveys
- Therapy team meetings
- Therapy team personal development plans
- Operational and strategic meetings
- Performance reports
- HR reports



LOCAL HEALTH AND SOCIAL CARE PROFESSIONALS

- Survey of local referrers
- Multidisciplinary team meetings
- Letters of support from local referrers
- GP and Secondary care activity data
- Local partner service feedback



THE WIDER COMMUNITY

- Feedback back from volunteers, local community groups and organisations including 1066 Pink Ladies, The Pelham, The Heart of Sidley, Sidley Surgery, local church organisations and traders
- Open forums at visioning events (inc. the Trust AGM)



REGIONAL & NATIONAL DATA

- Learning from South East Counsellors in Palliative Care Group and the National Association of Complementary Therapists in Hospice and Palliative Care (NACTHPC)
- ONS Data
- Public Health Statistics (Local area indices of deprivation)

How this information is evaluated and used

Quantitative data on operational areas including service provision is compared to that of previous years to measure growth year-on-year, and track themes and patterns relating to seasonal and other variations. Data from our monitoring and evaluation sources and surveys, along with other feedback from service users, staff, volunteers, referrers, stake holders and community groups, is analysed to highlight key areas of achievement and areas for improvement.

These findings are shared with the Service User Group, Trust therapy and operational teams, and Board of Trustees. Recommendations for improvement and development are collated through these discussions by the Trust operational team, resulting in a Trust Action Plan which identifies the areas of learning and plans for improvement, and also highlights areas of best practice to support internal development and recognise good performance.

The Trust Action Plan is presented at the Trust's AGM and made publicly available via our website. Where appropriate, specific highlights and action points are shared with service partners and colleagues, in the interests of promoting best practice and improving partnership working. This includes sharing findings and developing plans through the following forums, initiatives and channels:

- Meetings of the Forum for South East Counsellors in Palliative Care
- The National Association for Complementary Therapists in Hospice and Palliative Care
- The Trust's bi-monthly newsletter, sent to various stakeholders including local healthcare professionals and Trust volunteers
- Regular meetings with the Hospice multidisciplinary team to explore ways of working in partnership to develop group activities and other opportunities

Service Delivery – The year in review

Summary highlights:

- Overall care provided increased by 15%
- Number of people supported increased by over 30%
- Care delivered in the home increased by 41%
- Opening of new Sara Lee Centre in Sidley
- New range of services introduced
- Services increasingly service user led
- Improved monitoring and evaluation
- Introduction of EMIS/N3 clinical system
- Development of Cancer Aware training programs

Increased Provision

A successful Big Lottery Funding bid resulted in a part-funding of three new posts for the next five years. A complementary therapist, counsellor and centre coordinator joined the team towards the end of 2017 to provide services from the new therapy centre. The funding also enabled us to recruit a sessional yoga teacher and six new volunteers.

Two of the volunteer therapists are working on the wards at St Michael's Hospice; one on the wards at The Rye, Winchelsea and District Memorial Hospital; one from a clinic in Hastings; and one provides home visits in the Bexhill area. The new volunteer counsellor is providing Tuesday evening appointments from the St Michael's Hospice counselling room. They are each well qualified in the therapies they provide (which include acupuncture, aromatherapy, counselling, reiki and reflexology) and have relevant experience in cancer and palliative care. They are an important addition to the team, helping us to manage the ever increasing demand for services.

New Sara Lee Therapy Centre

The new Sara Lee Therapy Centre opened in July 2017 providing the following facilities:

- Secure and tranquil therapeutic garden and outside area
- Safe and secure parking and drop off zones
- A safe and private counselling room
- Calm and welcoming therapy rooms
- Larger rooms for therapeutic group activities

The Centre in Sidley is now fully operational with our full range of services available across the working week. The development of the centre is fundamental to the Trust's long term objective of improving access to its services and reducing local health inequalities.

Improved Range of Services

Since the start of the year the Trust has been working hard to introduce a number of new services and activities which have been specifically tailored for people affected by life threatening illness. All have been developed directly as a result of service user feedback and include:

- Yoga
- Pink Ribbon Pilates (for rehabilitation from breast cancer surgery)
- Mindfulness Group
- Carer's Support Group
- Reiki

Monitoring & Evaluation

A new Monitoring & Evaluation form has been developed to capture essential feedback and evaluate the following key outcomes:

- Improved mental wellbeing for local people living with life-threatening illness, and their family and carers.
- Improved physical health for local people living with life-threatening illness, and their family and carers.
- Increased independence and reduced isolation for local people living with life-threatening illness, and their family and carers.

The form is provided to service users at the end of their block of sessions, along with an SAE, so that they can return it easily and anonymously. We started trialling the form in September 2017 which helped us to refine it for ease of use and readability, with input from our Service User Group. The form is now being used widely across our services and is providing meaningful outcome data which we report on monthly.

Training and Development

A regular Staff Induction & Awareness Session continues to be run to help team members and supporters improve their knowledge of the history and vision of The Sara Lee Trust, and to understand how people may be impacted by a life-threatening illness and how the Trust can support them. The session also aims to build confidence in talking about illness and dying when dealing with the people we support.

Monthly group supervision of the therapy team continues to be provided by Karen Aylward. These sessions provide an important opportunity for all practitioners to reflect on their work, to get support with the inevitable emotional impact, and learn and practise new skills and ways of dealing with challenging situations.

This year we introduced a monthly peer supervision group for the counselling team to supplement the individual supervision that they all have. As the counselling team has grown from a single practitioner (Joy Oakley) in 2014 to seven practitioners today, this has proved a welcome opportunity to learn and gain support from each other.

Therapy team training this year has included a full day of training focussed on self-care in June 2017. The day included a session from Dr Mursheda Chowdhury, Hospice Medical Director, on the medical approach to caring for people at the end of life, followed by sessions on different aspects of therapist self-care.

IM&T Development

The Trust has introduced a purpose designed and nationally recognised clinical system, called EMIS, across our service based activities. EMIS operates on the national NHS broadband system (N3) and delivers enhanced security and strong reporting capabilities.

Every member of the therapy team has a tablet which they use to access the EMIS Mobile app and record patient contact data. This also gives them access to MS365 which houses the appointment calendars and their Sara Lee Trust email account.

Cancer Aware Training Programmes

Service users have often told us about embarrassing and disappointing experiences of being turned away from beauty salons and spas because they are recovering from or undergoing treatment for cancer. Often therapists feel inadequately qualified to work with people affected by cancer and are fearful of "doing or saying something wrong". Feedback indicates that this lack of cancer aware beauty and massage services can have very detrimental consequences including:

- People not accessing the support & care services that they find so beneficial, often leading to deteriorating health and well-being outcomes, reduced independence and increased isolation.

- People not declaring their illness which can lead to exacerbation of their condition and / or unwanted and negative side effects when therapy is provided.

The Trust aims to change this with the introduction of training programmes designed to help appropriate local therapy businesses to develop the confidence and skills to provide massage and other therapies to people affected by cancer. All participants will be fully qualified therapists and the training will provide them with the guidance and tools to adapt their therapies to work safely and appropriately with people who have cancer or a history of life-threatening illness. Therapists trained through these programmes will participate in regular updates and have access to advisory support. Once completed, the therapists will be able to provide "cancer aware" therapy services and publicise the training undertaken with and accredited by The Sara Lee Trust. Through this development we aim to ensure that more local people can access therapies and beauty treatments regardless of the state of their health.

We are also developing further short training sessions to help non-therapists (i.e. carers, family members and loved ones) gain confidence in communicating with people about cancer and other life-threatening illnesses and to provide safe, gentle hand massage. This will address another long standing need highlighted through our patient and stakeholder forums: how to support loved ones when communication is difficult or simply not possible. We hope that in the long term these developments will contribute to making our community and local businesses more cancer aware.

Services Delivered

In the 2017-18 financial year the Trust provided 5071 hours of therapy and activities, a 15% increase on the last financial year. 732 patients and family/carers benefitted directly from our services, 169 more than last year.

Current range of therapies and activities provided

The Trust provides the following specialist services:

- Specialist counselling, psychotherapy and Cognitive Behavioural Therapy (CBT).
- A range of complementary therapies including: acupuncture, aromatherapy, craniosacral therapy, reflexology and reiki.
- Weekly and monthly therapeutic groups (Natural Rhythms and Sanctuary Days).
- Yoga, mindfulness and carers' support groups

All services are delivered in accordance with local and national guidelines.

Our services are delivered in the following locations:

- **The wards** at both St Michael's Hospice and at Rye, Winchelsea and District Memorial Hospital.
- **Day Services** at St Michael's Hospice.
- **Dedicated trust therapy and counselling rooms** at St Michael's Hospice, The Rye, Winchelsea and District Memorial Hospital and Sara Lee Therapy Centre, Bexhill.
- **In the homes** of those unable to attend our treatment rooms.

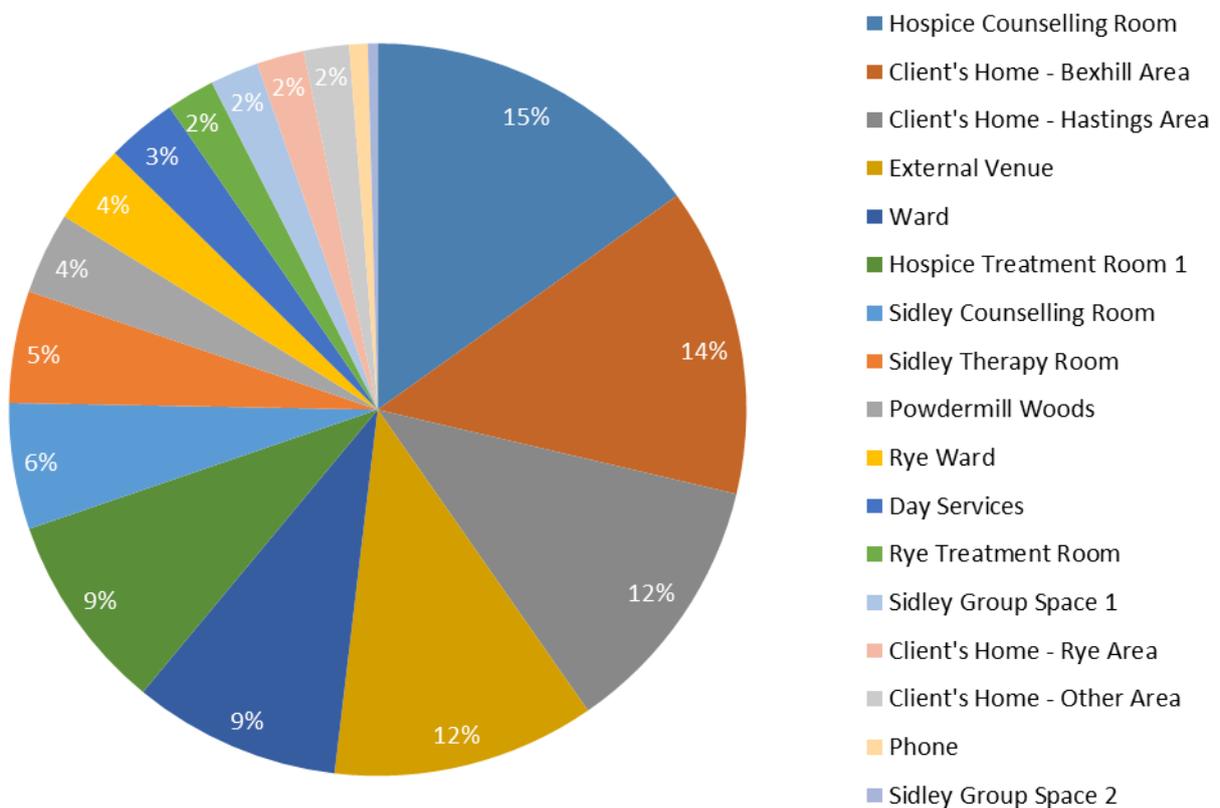
Hours of services provided

Location/Service	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Hospice	257	264	265	267	220	246	309	210	295	241	336	253	3163
Acupuncture	5	4	5	6	6		4			1	5	6	42
Aromatherapy	70	62	57	46	42	43	63	32	51	29	51	52	597
CBT	6	6	7	7		1	9	3	8	4	9	3	62
Counselling	62	70	50	92	75	77	85	72	99	105	102	72	960
Craniosacral	12	12	12	10	5	7	18	5		3	8	6	97
FAB clinic	5		5		7		5		7		4		33
Massage	16	16	17	33	27	7	8	17	37	22	37	26	263
Natural Rhythms	8	8	4	2	6		2	2		2	6	4	44
Reflexology	51	74	67	55	30	69	83	38	60	47	53	37	661
Sanctuary Day	18	6	24	6	12	36	24	36	24	18	36	18	258
Shiatsu	5	5	18	12	8	6	8	6					66
Reiki					2	1	1		1	3	5	8	21
Yoga									9	8	7	13	37
Carers' Group											6	4	10
Mindfulness Group											7	5	12
Other	146	157	115	118	145	96	127	100	117	101	123	133	1478
Acupuncture	14	11	16	17	12	3	6	10	9	8	9	4	119
Aromatherapy	12	10	10	13	9		4	2	3	10	5	13	88
CBT	5	2	1	1	4	7	3	3	2	1	2	1	31
Counselling	47	47	31	43	40	32	39	31	45	39	42	28	464
Craniosacral	5	13	15	13	14	2	3	7		2	2	7	82
Massage	1	1	1	1	1		3	2	2				13
Natural Rhythms	26	28	16	10	18	24	36	22	42	2	18	28	270
Reflexology	5	10	9	7	10	13	18	12	8	14	12	4	119
Sanctuary Day	24	30	12	12	36	12	12	12		12	18	30	210
Shiatsu	7	6	5	2	2	3	3						28
Pink Ribbon Pilates									3	6	5	5	19
Yoga									4	7	5	10	26
Mindfulness Group											6	3	9
Rye	52	41	52	33	16	28	49	12	42	31	36	38	430
Aromatherapy	5	2	9	3	5	5							29
CBT	4												4
Counselling	9	8	6	8	5	5	10	3	7	3	4	3	73
Massage									8	1	6	8	23
Reflexology	27	25	25	22	6	17	33	9	19	24	21	14	242
Sanctuary Day	6	6	12				6						30
Reiki						1			9	3	5	13	30
Total	455	463	432	418	381	369	484	323	455	372	495	423	5071

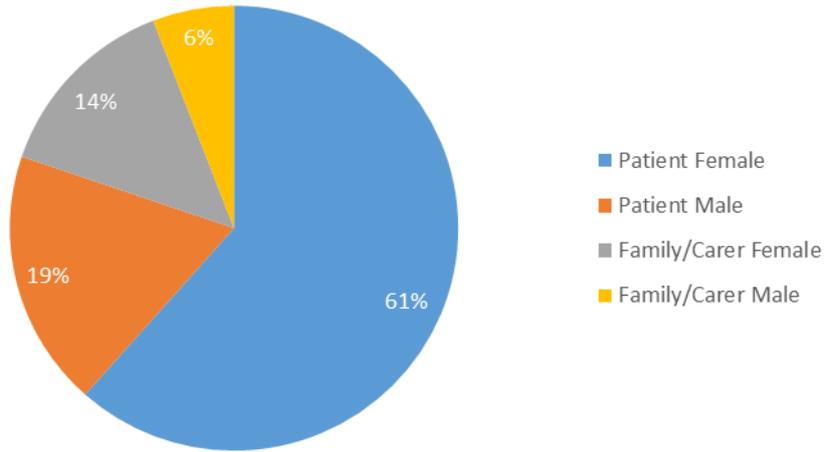
Referrals received

Referrer	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Nurse Specialist	19	25	36	38	36	30	40	6	37	31	54	46	398
Ward	27	27	29	28	26	24	23	22	31	32	19	22	310
H@H	26	44	34	19	27	17	26	26	20	10	23	9	281
SLT Therapist	2	4	7	1	3	6	5	5	8	7	7	6	61
Doctor	1	1	4	5	11	3	12	3	7	3	4	5	59
Day Services	3	3	3	2	9	2	5		13	1	3	2	46
Other	1	2	1	2	5	2	3		4	6	3	3	32
Total	79	106	114	95	117	84	114	62	120	90	113	93	1187

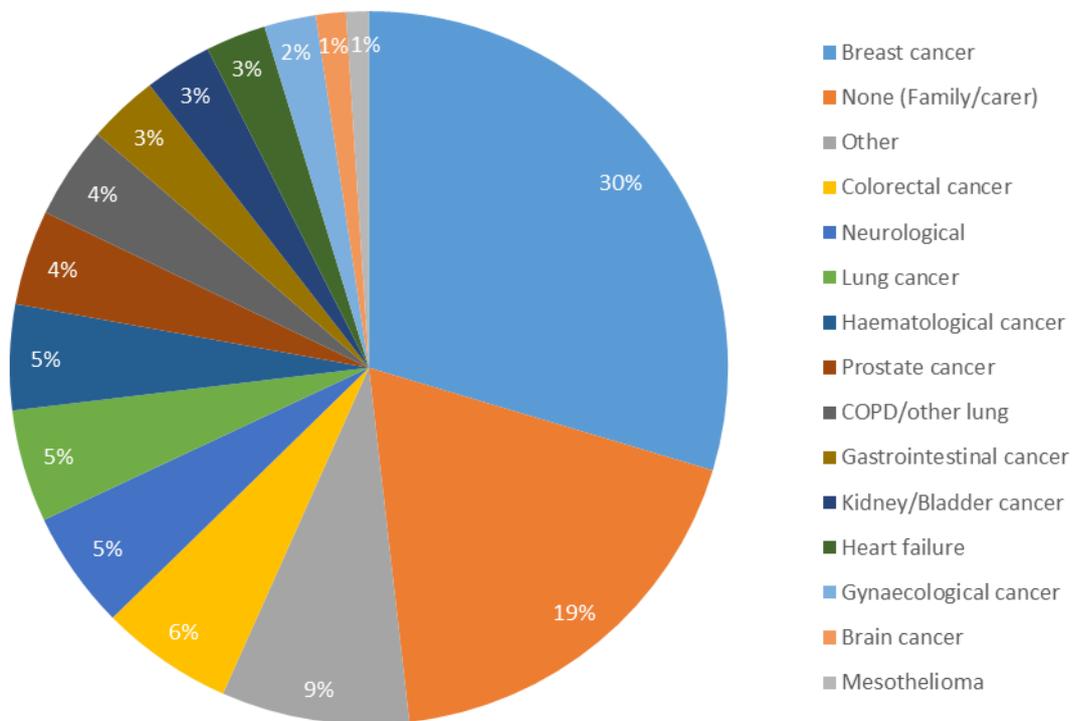
Location of treatments and activities



Provision of therapies and activities by service user type



Provision of treatments and activities by diagnosis



Service User Views

The Trust has an established process for engaging service user views on its services and care, with a comprehensive survey being undertaken annually during May. The form and content of the Service User Survey is reviewed and agreed on an annual basis in partnership with the Trust Service User Group.

The introduction of the new monitoring and evaluation form will significantly improve patient feedback and our understanding of the impact of our care. This in turn will lead to more effective evaluation and service planning in the future.

Data collection and analysis

The survey is hosted and completed online using SurveyMonkey, an off-the-shelf interactive software provider. Aggregation of data and the provision of detailed analytical reports are provided as standard by the provider. To ensure the survey is representative, the Trust requires a minimum of 10% of its service users to complete and return the annual survey. This is a challenging target given the acute ill health and short prognosis of many of the people we support.

2017-18 Survey Action Plan review

The Action Plan resulting from the 2016-17 Service User Survey and Trust Evaluation has been well progressed with many items now complete, as detailed earlier in this report. Items that are still in progress have been included again in the 2018-19 Action Points detailed at the end of this report.

2017-18 Survey findings

This year 81 questionnaires were completed compared to 72 last year. 30 of these were electronic entries and 51 paper copies, compared with 38 and 34 respectively last year. We sent out a similar number of emails with the web-link but a much greater number of paper copies, in response to service user feedback that paper copies were appreciated and more likely to be completed. Similarly to last year, the return rate was around 50%.

Highlights

People are generally very satisfied with the care they receive and feel it impacts positively on their health and well-being. Overall 97% rated services as Excellent or Very Good.

People report that accessing support from the Trust results in reduced use of other services such as their GP, Mental Health Services and A&E. These figures have increased dramatically over the last 3 years and reflect, in part, the increase in our range of services (inc. yoga, mindfulness, carers' support group) which enable us to meet the varying physical, psychological, emotional and social needs of the people we support.

People are waiting longer for their first appointment than in previous years, this is as a result of increasingly stretched capacity across the therapy team. Referrals have gone up by 41% in 2017-18. During this time we have increased capacity as and when funding allowed, but this was not sufficient to meet existing or growing need.

Awareness of and access to our services

81% of respondents were guided to our services by a health professional, with the remainder finding out about us through word of mouth, Trust promotional events and our charity shops.

49% of people were referred within 2 weeks of needing our support compared to 37% last year. 85% said they were seen as soon as they thought it was necessary compared with 76% last

year. These improvements reflect an increased awareness of our services among referrers. This follows the objectives set out in the 2017-18 Action Plan and the Trust's 5-Year Plan to promote awareness of our services.

61% were offered an appointment within 2 weeks of referral, compared to 75% last year. 36% had to wait for 2 weeks or more, compared to 18% last year. This is a result of increasingly stretched capacity across the therapy team.

"Always had appointment to suit my needs - I am working."

"The lady that came to see my mum for Reflexology and massage was excellent but it was only for a limited time. However mum can apply again after so many weeks."

"Although information of your services is online many people don't access it in this way. More paper information needs to be placed out in more public places around Hastings and Bexhill. It is however very well presented at the Hospice and Sidley Therapy Centre."

"Groups should be advertised online."

Our care

Respondents felt their initial experience with the Trust was supportive (99%), informative (97%), helpful (100%) and easy to access (94%).

Our therapists were described as supportive (100%), caring (99%), informative (94%), helpful (97%) and knowledgeable (96%).

These scores reflect the high calibre and ongoing development of our team and the consistency of our person-centred approach.

Related service user comments:

"At a difficult time when my husband was very ill and after he died I was treated with gentleness and sensitivity. It meant so much to me."

"From the moment I had contact with the Trust, I felt reassured."

"I found the team to be very supportive, they are dedicated and engaging, good listeners and they really care for our well being. I felt relieved on the first appointment that I found the exact support I was looking for."

"Contacting the centre can be a little confusing if you want to contact the team or therapist directly- to cancel an appointment for example."

"Both the therapist and counsellor have been amazing, very supportive, I was NEVER made to feel like I shouldn't be there. Thank you."

"Everyone I have been in contact with at the trust including when I dropped things off at 5e Hastings shop, have been warm, kind and positive. How refreshing."

"Very knowledgeable in the area of expertise, insightful and very professional."

Impact of our care

76% of patients felt our support reduced their use of other health services, an increase from 54% last year. 37% reported reduced use of Mental Health Services, 31% of GP Services, 31% of Macmillan Nurses and 8% of A&E.

78% said that our services helped reduce feelings of anxiety and/or depression. 64% said that they helped improve their confidence and/or wellbeing. 42% said they felt less isolated as a result of using our services. 31% said it helped reduce symptoms/side effects of treatment.

These indicators underline the importance of our services in improving mental and physical health in the people we support, and the lack of alternative comparable, accessible services to meet this essential need. The figures also highlight the significant impact that our services have

on reducing isolation and increasing independence, evidence that reinforces the success of our group activities and the need to develop and deliver more.

Related service user comments:

"They have helped my condition so much."

"Able to support my family in a more positive way."

"Looking back, I don't know how I would have got through treatment and recovery without the Sarah Lee Trust. Talking therapy helped me most because I found myself very much alone at the time. My counsellor listened to all my worries & fears & also enabled me to get a better perspective on my life so that I felt more confident about moving on."

"Has helped me to look forward and reevaluate my life. Also, I've loved the yoga therapy as it has helped both my mind and my body."

"I'm a carer for my wife. I still have a full time job as well. Life is hard for my wife who has cancer, but it is hard for me too. But thanks to Sara Lee, it makes life that much easier for us both."

"It has helped me to have a life back again when I thought all was too overwhelming to carry on."

"I go to Natural rhythms and Sanctuary days and find them wonderful. I felt very lonely before I went to these group days but now feel there are people out there that want to help and ease your long journey your on or been on."

"As a service user Sarah Lee has improved my well being and I know it has kept me out of hospital and away from my doctors waiting room."

"The NHS may have cured my cancer but the Sara Lee Trust has healed my mind!"

Facilities

The new Therapy Centre in Sidley has been welcomed by new and existing service users who praise its comfort, accessibility and atmosphere. A few people indicated room for minor improvements to this and other of our venues, and some highlighted transport as an ongoing issue.

Related service user comments:

"Room was always very clean and presentable. Always warm enough and not noisy. Ambiance excellent."

"Sidley is a beautiful venue, but very hard to access if you live in Hastings and don't have transport."

"I cannot drive because of brain tumour so increased access to transport provision would greatly benefit me."

Developing our care and services

We asked for feedback on plans to run a program of events in 2019 to cover areas of interest for people affected by cancer and other life-threatening illnesses. There was a strong interest in sessions on 'Using Aromatherapy in the Home', 'An introduction to Mindfulness', 'Healthy Eating', 'The Impact of Illness on Intimate Relationships', 'Sewing and Crafts' and 'Body Image'. These have been taken on board and the program is currently in development.

Case Study

A case study demonstrating how the Trust has made a difference to the life of an individual and their family through the service it provides.

Names and identifying details have been changed to protect the privacy of the patient and her family.

Mike, 59, had been diagnosed with metastatic prostate cancer five years ago and with treatment he had been able to live a full life and continue working in his job as a builder. A traditional man of few words, he was used to being the main breadwinner for his family and prided himself on supporting his wife, children and also his aging parents. In the last year the cancer had spread and he was told that the only treatment available was palliative chemotherapy, which he accepted but did not tolerate well. His mobility deteriorated, and he was very self-conscious about his extreme weight and hair loss. For the last six months of his life he was house bound and for the last month or so he was bed bound. During this time he became increasingly dependent on his wife, Yvonne, and, though he felt guilty about it, he would not let anyone else attend to his personal care. Although Mike would not talk about his illness or plans for the future, he was insistent that he did not want to go into hospital or the hospice, and his wife shared his determination to keep him in the family home that he had built with his own hands.

Though she said she “would not have it any other way”, the burden on Yvonne was huge. She had to stop working in a job she loved to care for Mike full time, she was sleep deprived from having to help him during what were always restless nights, and historical problems with her back were exacerbated from the physical toll of helping her husband to stand and walk, and latterly to move him in the bed.

Yvonne would never have been able to afford complementary therapies or counselling, nor would she have believed she was worthy of such time and attention being given her to seek this out for herself. But she was referred to us and received regular free support leading up to the time of her husband's death. This was always provided in the home as even with cover, she said she would not have been able to relax if she left Mike. Initially Mike did not want any support from us for himself, but it pleased him to see Yvonne getting the benefits of the complementary therapy which helped with her back pain and gave her a rare hour of relaxation every week, and he was glad that she had the chance to talk to her counsellor about the emotionally painful things he found it impossible to discuss, and to work on strategies for coping at this difficult time. Eventually, he too came to accept a referral for complementary therapy and found reflexology provided him with some relief from increasing pain and discomfort.

By the time of Mike's death, Yvonne was harrowed with exhaustion but she took some comfort in knowing that she enabled Mike to maintain his dignity and to spend valuable time with his children and grandchildren in the last month of his life, in the home he had built. Though the Sara Lee Trust Community Therapy Team were not able to change the trajectory of Mike's disease and that fact that he was dying, they were able to help this couple have some control and choices at the end of his life.

Feedback from other Stakeholders

A number of health and social care professionals depend on our service to provide essential care and support to the patients in their care. Here a number of them provide feedback on their experience of referring patients to us over the last year:

“As a regular referrer I feel The Sara Lee Trust provides an invaluable service for our hospice patients and their families. I would consider it an essential component of the multidisciplinary care we give and can recall many occasions where the therapies have had a positive impact. The feedback I have received from patients has been nothing but positive and as far as I can tell the referral process works very well.”

Isae Kilonzo

Associate Specialist in Palliative Medicine

St Michael’s Hospice

“I have referred many of my cancer patients to your service and am very grateful for the service you provide. The counselling services for patients and relatives are very appreciated as sometimes talking to someone outside the hospital loop is much easier. My patients also appreciate the lovely therapies that are provided and a little relaxation and feeling of self-worth are just some of the benefits my patients experience.

I would like to thank the service and we in this area are very lucky to have you. I know my colleagues in Eastbourne would love to have a service like yours for their patients too.”

Anita Blackford

Clinical Colorectal Nurse Specialist

East Sussex Healthcare Trust

“Just to say that I’m always happy to refer patients to SLT, knowing that referrals are picked up promptly, and knowing that patients and their families really appreciate and benefit from the support they receive from you. It would be good to be updated about new services which are being provided so that as a referrer I know what is available.”

Tess Seward

Community Nurse Specialist

St. Michael’s Hospice

“The Sara Lee Trust is a local organisation which provides support for palliative patients and their families who are struggling with their diagnosis and the impact this is having on their daily lives. It is a great resource which I have found particularly useful in terms of the counselling service which is offered. Apart from the counselling, many patients comment on the positive effect of the complementary treatments such as massages.”

Karen Angel

Macmillan Specialist Dietitian

East Sussex Healthcare Trust

“I see people at work with a wide range of extremely complex life limiting conditions. The problems are usually progressive, and people are not expected to improve and as time goes on this can become very wearing for the individuals, and their carers.

The Sara Lee Trust has been a valuable service from my point of view in that I can sometimes suggest the service to help support the people to make things a bit easier, and some time for themselves to focus on themselves as people, rather than just some aspect of their medical condition. It has also been invaluable in being able to offer something for the partners, or carers too, recognising their importance in helping with the well-being of the ill person.

Sara Lee has also been able to offer some counselling support, meaning that people don't have to wait for long periods through other similar service providers.

The referral process is quick and easy, with a good acknowledgement system, and service provided quickly where appropriate. They are also able to offer home visits, which is most useful.

I have been referring people to Sara Lee, patients and carers for complimentary therapies and counselling for some time, and find the service really valuable. It is unique in this aspect. I always hear good feedback, and they can provide the additional help alongside whatever I need to be doing also. It is also nice to have a different centre to attend, rather than a hospital or clinic. Thank you for your continuing support.”

Yvonne Roberts
Specialist Speech & Language Therapist
Irvine Unit, Bexhill Hospital

“As always the service has been highly valued by the patients I have referred. Those who have received a home visit have appreciated this service. It is easy to refer to you and the acknowledgement of referral is reassuring.”

Gill Butcher
ESHT Macmillan Lung Cancer CNS
Conquest Hospital
East Sussex Healthcare NHS Trust

“I am happy with the referral service for our patients. Patients are contacted promptly and seen quickly.”

Maggie Barrett
Macmillan Gynae Oncology CNS

“I have one patient who I believe is having some counselling there (early stages) which appears to be helping her, and was certainly the right-intervention-right-time in her hour of need.”

Dr Jason Barrow
Little Common Surgery

“I find referral form and home visit form clear and easy to navigate, and it’s great that you confirm it’s been received. Feedback from those who have been referred are that it’s an excellent service. I really hope it continues as it’s invaluable. Thank you for all that you do.”

Hannah Gould
Speech & Language Therapist
East Sussex Speech & Language Therapy Service for Adults
East Sussex Healthcare NHS Trust

2018-19 Trust Action Plan

This action plan sets out the areas of focus for development of Trust services in the year ahead, as identified by this evaluation process. It also includes items in progress carried forward from the 2017-18 Action Plan.

Services

Awareness and access

- Continue to identify areas and groups with unmet need, including by comparing outcomes against local demographics.
- Continue to develop awareness of Trust services within local minority groups or groups with particular / significant barriers to access.
- Explore solutions to transport issues, introducing a leaflet of transport options including community transport services, discounted taxi rates, etc.
- Continue to develop our website information portal and ensure new therapy leaflets and other services literature is widely available, across our retail units and at fundraising and other events.

Meeting service user need

- Increase capacity within the therapy team to increase number of people supported and hours provided.
- Improve our ability to support service users through the development of the following services:
 - Healthy Cooking Course
 - Rolling program of information events
 - Activities appealing to male patients and carers
- Raise awareness in the community and within local businesses about how to support people affected by cancer and other life-threatening illnesses
 - Develop and deliver accredited training to help appropriate local therapy businesses to develop the confidence and skills to provide massage and other therapies to people affected by cancer.
 - Develop and deliver further short training sessions to help non-therapists (i.e. carers, family members and loved ones) gain confidence in communicating with people about cancer and other life-threatening illnesses and to provide safe, gentle hand massage.

Improving the therapy environment

- Review Sanctuary Day venues (ongoing).
- Review group space options with capacity for larger numbers.

HR

The following actions were agreed through the Trust's annual HR evaluation process.

The Trust will:

- Continue to develop and foster an environment of team engagement and inclusion across all operations and activities
- Provide strong, clear and supportive leadership across all areas
- Support Team Leads to investigate further into views regarding the consensus key points raised as a result of the survey including:
 - Pay scales
 - Organisational sick pay scheme
 - Stress at work
 - Ongoing training
 - Ongoing IT competence
- Consider possible options for improvement and / or reform of the above
- Refine the team annual survey to enable clearer reporting
- Roll out an annual volunteer survey

Monitoring

The action plan will be monitored monthly with formal reporting to the Board required on a two monthly basis. A full review will be undertaken annually as part of the yearly Trust evaluation process.