



The Sara Lee Trust
Charity Number: 1055048

The Sara Lee Trust Evaluation Report 2018-19

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The Sara Lee Trust

The Sara Lee Trust is an established charity in Hastings and Rother that aims to significantly improve the quality of life of local people, including loved ones and carers, affected by cancer and other life-threatening illnesses by providing free psychological and counselling support, complementary therapies, and therapeutic group 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 Trust's aims are to:

- develop capacity to fully meet local need and reduce local health inequalities
- provide services of the highest quality that best meet patient needs
- deliver care in the most appropriate setting for the patient
- ensure long-term sustainability

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 2018-19, highlight key findings, and communicate the resulting action plan for 2019-20. 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, 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, I-KNOW-HOW)

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

Highlights

- Overall care provided increased by 22%
- Increasing community reach through continued growth in care delivered in the home
- Development of Cancer Aware training programmes
- Launch of Educational Programme of Events
- New partnerships with Look Good Feel Better and The MS Society
- Launch of I-KNOW-HOW European project to support people affected by cancer remain in and return to the workplace

Increased Provision

Investment in the growth of our service provision has led to a significant 22% increase in care provided. The key areas of growth are in group activities and 1-to-1 care provided in the home.

Our Monitoring & Evaluation process has clearly evidenced the benefit of group activities. There is an overwhelming need for activities that give people the opportunity to gain tools that can help them to be more independent and improve their quality of life, while at the same time meeting and learning from other people who are going through something similar. Yoga classes, in particular, have been so popular that we have increased the number of courses provided and introduced two new “maintenance” classes to enable some of the individuals finishing their beginners course to continue a safe practice on a regular basis.



Healthy Cooking Group

A Healthy Cooking group piloted at the end of 2018 was very successful and resulted in a further course being run, with a third currently being scheduled. This 6 week course is for patients and carers wanting to explore healthy cooking and eating during treatment and recovery. It is run by a former service user who used nutrition as an extra support to help her through her own cancer journey.

When someone is going through a life threatening illness, it can be difficult to find an easily tolerated and healthy diet. A common issue with cancer, in particular, is that treatments often affect taste and appetite. This can possibly result in loss of weight or a deficiency in essential nutrients, leaving patients feeling weaker at a time when they need more strength and energy. For others, treatment can result in unwanted weight gain.

The format for the course is as follows:

- Weekly sessions last two hours, including a break.
- Cooking equipment and aprons are provided for the session, as well as the ingredients used.
- Part one: Presentation of the meal/dish to cook with demonstration, information about the nutritional value and benefits of the ingredients, healthier ways of cooking etc.

- Part two: Participants prepare the dish in pairs/small groups, helping each other and adapting the recipe to their taste.
- Finally, the participants take home what they have cooked and the recipes.

The group has been a great success and we look forward to developing it further in the year ahead. A Healthy Cooking Taster Session was also included in the first Programme of Educational Events.

Plans for New Group Space

The success of the groups has also presented us with a new problem of not having sufficient space to sustain the growth of our services. To this end the Trust has acquired a piece of land adjacent to the therapy centre on which to build a larger multi-purpose group space. Planning permission has been secured and we are now applying for funding for this development.

“Pioneering change within our community”

Our patients 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. We know that this lack of cancer aware beauty and massage services can have very detrimental consequences.

The Trust aims to change this with the introduction of accredited training programs designed to help appropriate local therapy businesses develop the confidence and skills needed to provide massage and other therapies to people affected by cancer. The first of these innovative new training programmes was delivered to the team at The Rye Retreat, with others soon to follow.

We have also developed a short training session 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 addresses another long standing need highlighted through our patient and stakeholder forums: how to support loved ones when communication is difficult or simply not possible. This training is being rolled out to local nursing homes and Hospice volunteers.

Supporting the wider Trust team

We recognise that supporters of the Sara Lee Trust – whether in volunteering or employed roles – are likely to come into contact with people who are unwell, dying, bereaved or caring for someone who is ill. When this happens, it’s not unusual to feel helpless, awkward or lost for words. To this end we have designed a leaflet aimed at helping our supporters manage these situations more confidently.

The leaflet works alongside our ‘Care for a Cuppa’ sessions which take place through the year at our shops and other places of work. These sessions offer an informal but confidential space to chat about experiences with colleagues over a cup of tea or coffee, and are sensitively facilitated by one of the Trust’s counsellors.

Programme of Educational Events

The 2018/19 financial year saw the introduction of our first programme of educational events. This sixteen week programme provides information and opportunities for discussion on a number of important areas highlighted as information/service gaps by our patients. The first programme included the following topics:

- Gentle massage

- An introduction to mindfulness
- Stitch and craft for waiting rooms
- Aromatherapy in the home
- Young women and cancer
- Sex and intimate relations for women affected by cancer
- Making plans for the end
- Body image
- Writing therapy
- Healthy cooking
- Lymphoedema
- Stoma support
- Creative therapy
- Men and cancer
- Hair loss
- Music Therapy
- Legal Matters

Each topic will be reviewed on an ongoing basis and the programme refined to best meet need and demand. Regular educational events will form an important part of our service provision looking forward, potentially offered at different times and locations in the future.

I-KNOW-HOW

In January we received news that we have been successful in our application for ERDF funding for the I-KNOW-HOW project. This is a 3-year collaborative project with partners from Belgium, France, the Netherlands and the UK, to develop models to support people affected by cancer to help them to remain in / return to an active life and work. Our local partner, Rother Voluntary Action (RVA), will be developing coaching models and services to help local employers and other organisations support employees affected by cancer, while we will be responsible for developing coaching models for individuals of working age who may be living with cancer, or undergoing or recovering from treatment.

Employment and financial issues, along with the search for meaning and purpose, have always been areas of concern for a large number of the people we support. Building specialist knowledge and resources in this area, and partnering with RVA on the employer side, will give us the opportunity to offer meaningful, practical and psychological support to these people in the future, and to contribute to positive change on a local, regional, national and European level.

Partnerships

The Sara Lee Trust is now working in partnership with **Look Good Feel Better** (LGFB) to deliver workshops from its therapy centre in Bexhill. Look Good Feel Better is an international cancer support charity that helps boost the physical and emotional wellbeing of people undergoing cancer treatment. LGFB run free confidence boosting workshops across the UK for women, men and young adults undergoing treatment for any type of cancer. Each group session is led by trained volunteers and is a chance to meet others in a similar situation, as well as learning useful skills and techniques to manage the side-effects of cancer treatment. This partnership enables us to provide much needed services to improve confidence and body image among local people affected by cancer.

The Trust has developed a number of other service based partnerships in the period, including with the MS Society, to improve the provision of therapy care locally.

Services Delivered

In the 2017-18 financial year the Trust provided 6164 hours of therapy and activities, a 22% increase on the last financial year. 876 individuals benefitted directly from our services, 144 more than last year.

Current range of therapies and activities provided

The Trust provides the following specialist services:

	Service	When	Where
Psychological Services	Counselling & Psychotherapy	Monday-Friday	St Michael's Hospice Bexhill Therapy Centre Home Visits
	CBT (Cognitive Behavioural Therapy)	Monday & Thursday	Home Visits
	Mindfulness Course	Thursday afternoon. Next course starts October 2019	Bexhill Therapy Centre
Complementary Therapies	Acupuncture	Days vary	Hastings Private Clinic
	Aromatherapy	Monday-Friday	St Michael's Hospice Bexhill Therapy Centre Home Visits
	Craniosacral Therapy	Days vary	Bexhill Private Clinic
	Massage	Monday-Friday	St Michael's Hospice Bexhill Therapy Centre Home Visits
	Reflexology	Monday-Friday at St Michael's Hospice & Bexhill Therapy Centre. Thursday at Rye Hospital	St Michael's Hospice Bexhill Therapy Centre Rye Hospital Home Visits
	Reiki	Monday-Friday at St Michael's Hospice & Bexhill Therapy Centre. Monday & Thursday at Rye Hospital	St Michael's Hospice Bexhill Therapy Centre Rye Hospital Home Visits
Group Activities and Courses	Natural Rhythms (weekly drop in group)	Wednesday morning	Powdermill Woods, Battle
	Sanctuary Days (monthly retreat day)	One day a month. Dates available on request.	Beckley or Herstmonceux venues
	Yoga (beginners courses and drop in maintenance classes)	Monday & Thursday	Bexhill Therapy Centre
	Healthy Cooking Course	Current course runs on Monday evening	The Pelham Community Hub, Bexhill
	Programme of Educational Events	Days and times to be scheduled for Autumn/Winter 2019/20	Bexhill Therapy Centre St Michael's Hospice
	Look Good Feel Better Workshop	Bi-monthly Wednesday 6-8pm	Bexhill Therapy Centre St Michael's Hospice

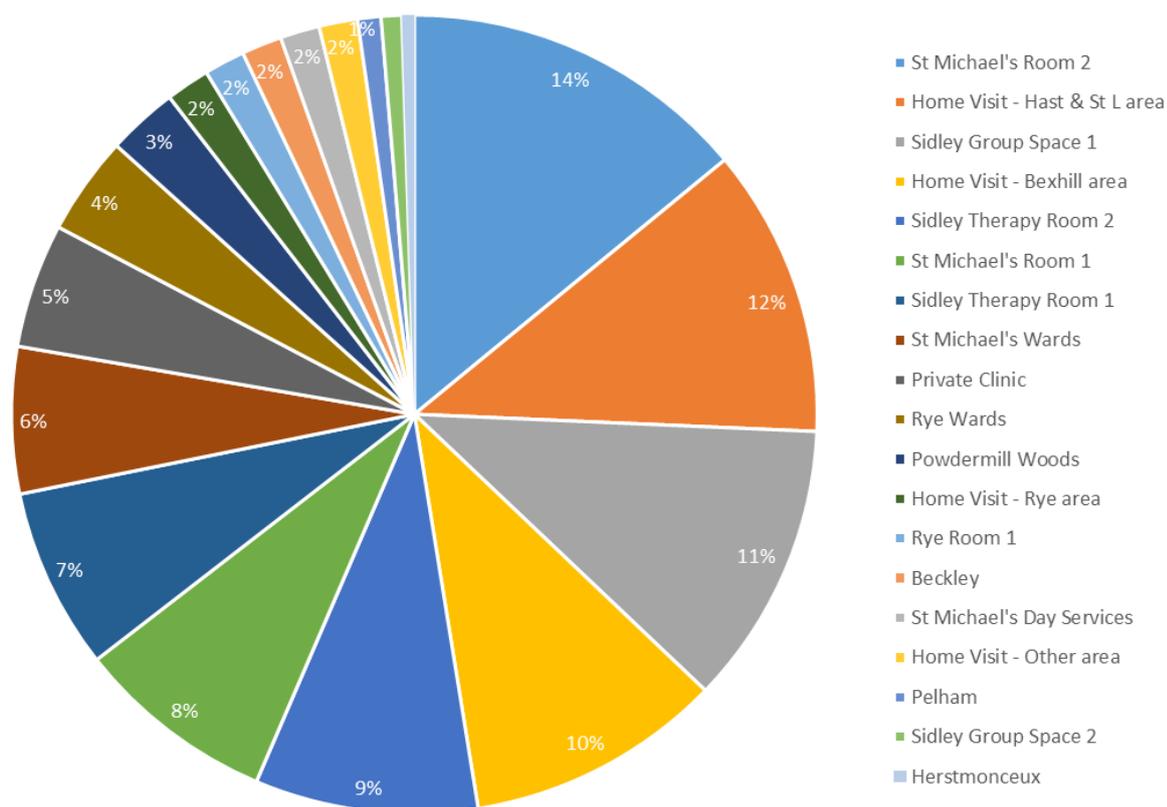
Hours of services provided

Service	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Acupuncture	11	7	14	12	10	7	14	8	13	8	7	12	123
Aromatherapy	66	60	69	89	71	94	92	68	124	79	89	99	1000
Carers' Group		11	5	3	3	3	1	2	5	2	2		37
CBT	7	4	9	5	3	7	10	11	19	13	21	14	123
Counselling	141	139	128	135	134	133	155	104	146	144	141	122	1622
Craniosacral Therapy	9	9	11	17	19	18	15	8	10	16	16	11	159
Education Sessions												29	29
FAB Clinic				3	3	4	2	1	4		1		18
Healthy Cooking							34	16			12	40	102
Massage	20	31	28	44	23	18	19	16	14	7	11	6	237
Mindfulness		24	44			22	38	1	16	38	36	22	241
Natural Rhythms	28	16	22		36	24	32	28	28	16	30	32	292
Pink Ribbon Pilates							6	4	4				14
Reflexology	78	87	60	71	88	100	72	60	92	66	73	84	931
Reiki	33	27	32	29	25	31	19	17	31	26	37	31	338
Sanctuary Day	42	48		54	42	36	36	30	36	48	30	48	450
Yoga	32	14	27	37	37	46	50	32	54	48	45	26	448
Total	467	477	449	499	494	543	595	406	596	511	551	576	6164

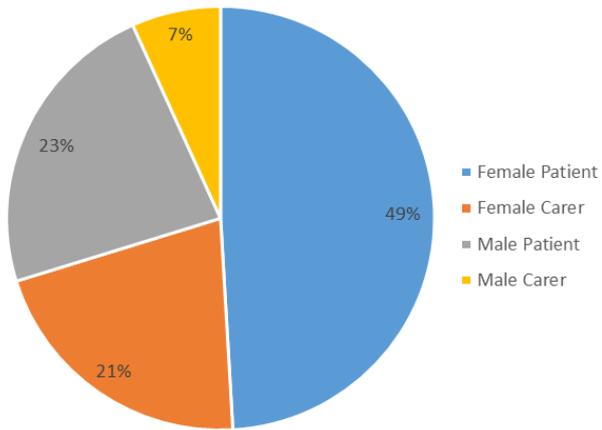
Referrals received

Referrer	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Hospital / Nurse Specialist	32	43	28	39	31	40	27	27	43	35	32	34	411
Hospice @ Home	24	34	32	47	27	34	27	19	46	35	31	40	396
Hospice / Rye Memorial Hospital IPU	34	26	15	20	19	28	35	30	40	21	37	22	327
SLT Team	11	17	31	19	28	17	23	11	13	16	52	70	308
GP	5	2	5	5	5	6	14	4	8	10	8	10	82
Hospice Wellbeing Services	2	1	2								3		8
Total	108	123	113	130	110	125	126	91	150	117	163	176	1532

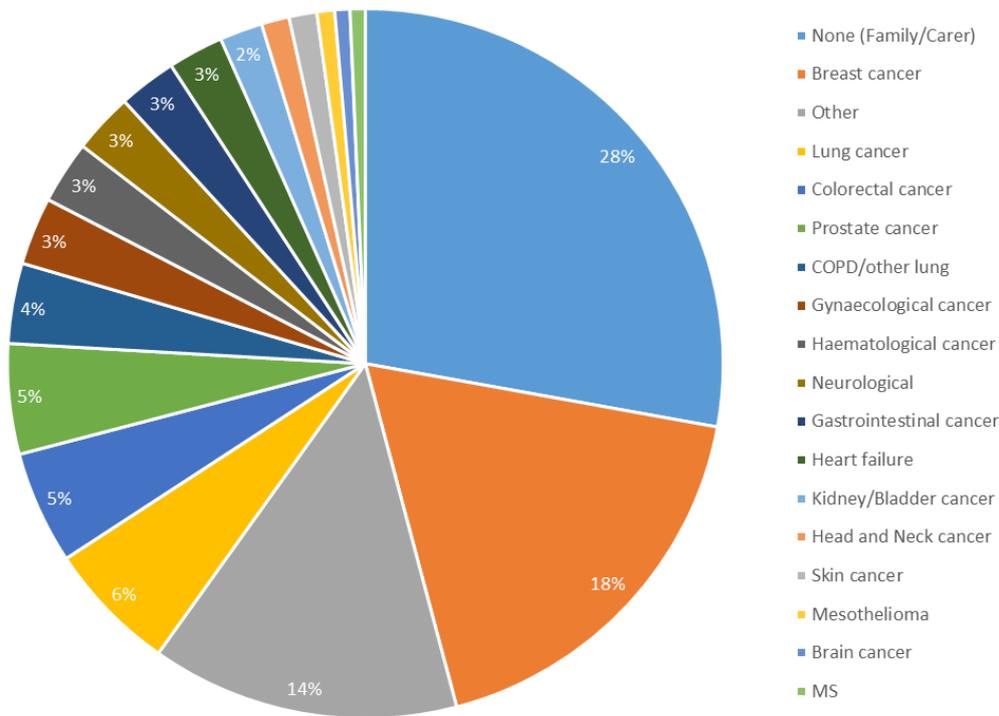
Location of treatments and activities



Provision of therapies and activities by service user type



Provision of treatments and activities by diagnosis



Stakeholder Views

The Trust has an established process for engaging stakeholder views on its services and care, with a comprehensive survey being undertaken annually during May. The form and content of this is reviewed and agreed on an annual basis in partnership with the Trust Service User Group. Alongside this annual survey, we are continually soliciting feedback from service users through our Monitoring & Evaluation Form. The results of both processes are given below, along with a service user case study.

Annual Service User and Referrer Survey

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.

This year a survey was also sent to referrers asking for their feedback on our services and the results are incorporated in this report.

The Action Plan resulting from the 2017-18 Service User Survey and Trust Evaluation has been well progressed with many items now complete. Details are provided in the 2018-19 Trust Service Evaluation Report and items that are still in progress have been included again in the 2019-20 Action Points detailed at the end of this report.

2018-19 Survey Findings

This year 137 **service user** questionnaires were completed compared to 81 last year. 43 of these were electronic entries and 94 paper copies, compared with 30 and 51 respectively last year. We sent 347 surveys out, a 200% increase on last year, but with a lower return rate of 39% compared with c.50% in previous years.

For the first time a survey was sent to 73 **referrers** (by email only), this was completed by 22 individuals.

Highlights

- There has been a significant increase in surveys being sent out and completed, resulting in more meaningful feedback on our services.
- People are generally very satisfied with the care they receive and feel it impacts positively on their health and well-being. Overall 97% of **service users** rated services as Excellent or Very Good, 100% of **referrers** 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 (e.g. 14% reported a reduced use of A&E, up from 1% in 2016). These figures have increased dramatically over the last 4 years and reflect, in part, the increase in our range of services which enable us to meet the varying physical, psychological, emotional and social needs of the people we support.
- There has been a slight reduction in the time that people are having to wait for a first appointment. This is pleasing to see, given the high demand for our services and the trend over the last few years of waiting times increasing.
- Some of the most useful feedback came from the open-ended text options. In particular, we gained insight into service users' experience of trying to return to the workplace following cancer treatment, which will prove helpful for our I-KNOW-HOW project.

Awareness of and access to our services

- 87% 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. Efforts to promote our services more widely are proving effective with an increase in the number of people becoming aware of us through a Sara Lee Trust charity shop, van or fundraising event.
- 49% of people were referred within 2 weeks of needing our support. 86% said they were seen as soon as they thought it was necessary. This shows a very slight improvement on last year.
- 68% were offered an appointment within 2 weeks of referral, compared to 61% last year. 28% had to wait for 2 weeks or more, compared to 36% last year. Clear improvements, despite the growing demand for our services, but still reflecting longer waiting times than 2017 and 2016.
- 77% of referrers felt patients were seen within a good or acceptable time frame, 9% reported that patients are having to wait too long for their first appointment.

Related service user comments:

"I wasn't aware I was being referred until I received a call from Sara Lee. Not sure when I was referred."

"Being able to fit in times [can be challenging] when you can only attend lunch times due to work commitments."

"Excellent to be able to access the services for free!"

Impact of our care

- 65% of patients said our support reduced their use of other health services. A significant 38% reported reduced use of Macmillan Nurses, 37% of Mental Health Services, 34% of GP Services, 27% of Physiotherapy and 14% of A&E. Steady increases in all areas, year on year.
- 65% said that our services helped reduce feelings of anxiety and/or depression. 56% said that they helped improve their confidence and/or wellbeing. 32% said they felt less isolated as a result of using our services. 39% said it helped reduce symptoms/side effects of treatment.
- Referrers' feedback also noted the benefits, with 89% saying that our services reduced feelings of anxiety and/or depression in their patients; 78%, improved confidence and/or wellbeing; and 72%, reduced isolation.
- 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:

"I began to feel normal again and my anxiety issues are no longer a problem."

"The mindfulness course became a life saver to me. It supported me on my return to work. The tools from the course continue to support me now."

"I have found the reflexology given to be most therapeutic. Debbie has helped a great deal over the time to ease my pain. I have a terminal illness of mesothelioma and I believe the reflexology has helped with aiding me to live more comfortably."

"No-one prepares you for how it leaves you feeling afterwards and there is no book to read with acknowledging its side effects. I call my sessions with Michael, my "therapy sessions." He has been extremely valuable to me the past 7 months. He continues to help me improve my

communication of emotions, helping me re-build my life after such knockbacks. Always making me feel comfortable, at ease and giving me that re-assurance that I have desperately been lacking since diagnosis."

"Though sceptical, the acupuncture result was astounding and hot flushes dramatically reduced."

"I simply couldn't have got through the agony of my mum's final year without the amazing counselling I received. It kept me sane. The best part was being able to have a safe place to unleash all my feelings and emotions, then re-pack them so that I could manage a little easier- THANK YOU SO MUCH."

"At my request, my consultant explained the likely timescale of this final stage of my prostate cancer. this has helped me to plan what is probably my last year, to resolve some old issues, and to experience many new things while I remain active. My counselling sessions [...] over the past 6 months have been invaluable in helping me to do this, equal in my mind to the medical help I have received (which itself has been superb). Thank you for providing such a safe, professional service. I am very fortunate in so many ways. "

"Total discretion, understanding and empathy."

"Safe confidential environment - very much patient led."

"The therapies I received have helped me come to terms with my treatment and diagnosis. I have made new friends who I don't have to explain my anxieties with as they have trodden in my footsteps. I have been given confidence to exercise in a safe environment, knowing that my tutor knows my limitations."

Facilities

Though respondents were generally satisfied with the facilities they used, a few indicated room for minor improvements, and some highlighted transport as an ongoing issue.

Related service user comments:

"The Pelham kitchen – quite a small space."

"We found the Therapy Centre at Sidley a bit of a challenge to locate."

For the Sara Lee Centre option: "Just requires larger rooms to enable more people to join classes."

"Parking at St. Michaels was sometimes a problem."

Developing our care and services

A current area of focus for the development of our services is supporting people affected by cancer in remaining in or returning to work and/or resuming active living. To this end we asked service users a number of questions about the factors that created barriers to their ability to work. This data will feed into a larger project. Some of the open-ended feedback was very enlightening:

"I was unable to work due to employers changing working pattern and the lack of support from line manager so I resigned. But I also am not feeling ready for fresh challenge due to fatigue, lack of confidence, concentration and going through menopause due to cancer treatment."

"I have found that it's colleagues who made my return to work difficult. At a meeting I was informed by one of them, your cancer is gone get over it."

“Support from my GP would have helped enormously, and she wanted to support me but the appointments system made it extremely difficult to see her, tried for 7 months...you have to be up early to telephone! I wasn't really able to do that.”

“My cancer diagnosis did not prevent me from returning to work after treatment. If it was not for my employers, I would be happily continuing my job I had carried out for 15 years. Very unfortunately for me, my employers changed my working pattern as soon as I returned to work from cancer treatment. I experienced lack of empathy wholeheartedly from my employers when all I needed was security and reassurance when returning to work after such an ordeal. At that time, I did not have the head space to look for a new job as taking on a new job/challenge was too much for me to cope with.”

“Although not actually in employment, I am self-employed [...] I've had, and continue to have, excellent help but I'm continuing to participate fully in the running of the business. Sara Lee's support has been wonderful and has helped me maintain my hands-on participation.”

“My experience of not being able to work has left me feeling incomplete, lost and not valuable, even though I have had tremendous help from Sara Lee it doesn't fill the gap I have in my life now.”

“I have had cancer 3 times. I did eventually return to work in 2017 after #2 and then last year it returned. I had some time off for treatment but generally I tried to carry on as I live alone and have no financial security. I have been signed off work for the past 6 weeks due to a mental health breakdown. I am scared about returning as I have lost all confidence.”

We asked referrers what they need or want from The Sara Lee Trust. They told us they would like:

Support and training

- Training re. stress management working with clients with life-limiting illnesses
- Communication training
- Supervision/support/counselling/therapies for healthcare professionals involved in treating those with life-threatening illnesses

Easier referral process

- Easier IPU referral process
- More communication regarding when services have started and finished for a patient, and feedback on how they went

More Information

- More information with regards to service availability
- Printed Information to be available for distribution by healthcare professionals.
- Educational events for clinical staff about CBT & complementary therapies for people with life-limiting illness

Other comments

“Referral process is good.”

“Thank you so much for existing. I have been so grateful to be able to refer carers on to you for much needed emotional support and a break for their caring role. Often the carers I work with are grieving for a loved one before they die and don't have a space safe for them to express

their feeling, before I was aware of your service I was unable to refer my clients onto anyone and I felt I was doing them a disservice.”

“A wonderful service that we are very lucky to have locally”

“...feedback [from patients] is that contact is made quickly, which reassures them to know that support for them is on the way.”

Service User Monitoring & Evaluation form collection and analysis

Our Monitoring & Evaluation form has now been rolled out across our services to evaluate outcomes and capture essential feedback. 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, voluntarily and anonymously.

Outcome 1 - Improved mental wellbeing for local people living with life-threatening illness, and their family and carers.	
Service users reporting improved confidence and wellbeing	91%
Service users reporting reduced anxiety and depression	79%
Service users reporting reduced use of mental health services	45%
Related comments	
- Reflexology calming and helps reduce stress levels	- Regained confidence which helped general wellbeing
- When you are feeling really low from all the trauma, it gives you a lift with therapy	- This has helped more than medication
- Love the relaxation	- I feel much calmer now
	- Mindfulness has given me the tools to manage my treatment with a better frame of mind

Outcome 2 - Improved physical health for local people living with life-threatening illness, and their family and carers	
Service users reporting a reduction in symptoms/side effects of treatment	56%
Service users reporting an improvement to physical health	73%
Service users reporting reduced use of other health services:	
- GP Services	32%
- Accident & Emergency	8%
- Macmillan / Other Nurse Specialist	23%
- Physiotherapist	12%
Related comments	
- Reduced tension	- Reflexology helped with my chronic sinusitis
- Renewed my energy	- Less hot flushes, better sleep
- Improved sleep and helped mood	- Severe hot flushes due to hormone treatment helped with acupuncture
- Breathing improved and reduction in pain	

Outcome 3 - Increased independence and reduced isolation for local people living with life-threatening illness, and their family and carers.	
Service users reporting participation in new social networks and/or making new friends	36%
Service users reporting feeling less isolated	49%
Service users reporting being more able to look after themselves	37%
Related comments	
- Makes me think to rest	- Such a supportive group and fun too!
- Overall confidence to "go out there" gained	- The appointments gave me a focus and a sense of purpose
- Good to be with people who've had similar experience	- I have made two wonderful friends

General Service User Comments:

"Invaluable services and therapy treatments to help me adjust and not sink into depression after shock of diagnosis and impact on my life."

"The mindfulness course provided a real lifeline when I needed it most. Not only did the course give me the skills to accept and live with my illness and change in circumstances but it provided me with confidence again and a new set of friends. The environment was safe and supportive."

"I have benefitted enormously at the hands of Semra for my reflexology sessions. My anxiety and depression have noticeably declined and I am positive that this has meant I am less stressed, more relaxed and am at last benefitting from a good night's sleep!"

"The Health Eating Project has put "life back into my kitchen" enabling the family to understand more about the importance of eating while going through cancer."

"I had never had counselling before and was sceptical – however I was wrong as it has been a great help."

"It has been so very good for me, the compassion and care and support, not to feel alone."

"My treatment helped me cope with being back at work when still not feeling good, it also helped with the everyday back pain that I have."

"Had acupuncture with Cat - she is fabulous. She is empathetic & really caring - a very special lady."

"Reiki complementary therapy was a wonderful therapy for me and my wife. Fiona was a brilliant therapist it has helped us considerably. Thank you Sara Lee Trust."

"Suffering from anxiety and fear of cancer recurrence, the counselling helped me so much by talking, sharing my fears, it has enabled me to be my normal self again. Cannot thank them enough."

"CBT has equipped me with skills to view life differently, help me assess what is really upsetting me and reduced my general anxiety that was escalated on finding out I had breast cancer."

"Every cloud has a silver lining and this was mine."

"The 8 week mindfulness programme has been a really positive experience. I have always felt comfortable since the start. Been looking forward to the session and I will miss it now. Have got tools and ideas to take away & use in my day to day life."

"Excellent service, my counsellor gave me the confidence to talk my problems through with others and lifted my anxiety."

"Wonderful people who were so professional. Created a light when I was in a dark tunnel."

"I found the complementary therapy and counselling invaluable in helping me in coping with my illness and the stress and isolation with it. I am very grateful for the services."

"The tutors were very calm and said things that challenged my preconceived ideas. Very nice therapy venue (Sidley)."

"The counselling I received by Liza was truly remarkable and extremely beneficial in the short and long term. My counsellor enable me to feel completely at ease. I felt she was empathetic, warm, honest and knowledgeable. I was treated with respect, dignity and warmth. I was given time and the follow-up and safeguarding aspects of counselling were excellent. Liza is truly excellent I found her sessions invaluable, especially during my chemotherapy treatment. Thank you from the bottom of my heart."

"I have received 2 x 6 week courses of reflexology and both times they have reduced or totally stopped my hot flushes due to my cancer medication."

"Using the Trust has helped me come to terms with being a full time carer for my husband. The Therapy Centre is a wonderful place to be – so relaxing."

"At a point in my life where I felt at a loss to understand and process what had happened to me, Sara Lee's services gave me hope and optimism to find a way forward. Cannot speak highly enough of the professionalism and kindness with compassion that I am being supported."

Case Study

A case study demonstrating how the Trust has made a difference to people through the service it provides.

Names and identifying details have been changed to protect the privacy of our service users.

Harry was a 71 year old man who had been diagnosed with terminal prostate cancer. At the point of diagnosis the disease was advanced with numerous metastases resulting in severe bone pain and he was given just a few weeks to live. Because pain medication made Harry so drowsy he was reluctant to take it, determined to squeeze every last drop out of the life he had remaining. However, his mobility quickly deteriorated and he was no longer able to get out for the country walks that he had always so enjoyed.

Harry and Doreen, his wife of 50 years, declined counselling, saying that “talking about it wouldn’t fix anything” but they agreed to some gentle aromatherapy massage in the home from Sara Lee Trust therapists, Amanda and Beth. After a short assessment, to which Harry gave terse and impatient answers, the sceptical clients assumed their positions in armchairs in the living room overlooking the garden. The couple reluctantly submitted to having a gentle hand and arm massage with scented oils to help them relax. It was summer and the garden was in full bloom.

“I planted those roses in the autumn,” said Harry. “I won’t be here to see them next year.”

“You’ve always had green fingers,” said Doreen. “Tell the girls about that time you won every vegetable category in the village show.”

Harry didn’t need asking twice and proceeded to talk about his various awards for growing vegetables and, even more proudly, about Doreen’s domination of the flower arranging category. They went on to reminisce about the garden in their first home and then the move to their current home when they started a family. The next hour passed in nostalgic chat about the children and the grandchildren, the holidays and the pets they’d shared.

“What a life!” commented Amanda as the time was coming to an end.

“It’s been nice to reflect back on it,” admitted Doreen. “And whatever it is you’ve been doing with my hands and feet, I don’t think I’ve ever felt so relaxed.”

“You two can come again,” added Harry with smile.

Appointments were booked and for the next few weeks Amanda and Beth returned weekly to provide massage. Over time, the couple opened up more and more, discussing plans for Harry’s funeral and talking about how Doreen would cope without him.

“We only do this when you two come,” Doreen told Amanda and Beth. “It makes it easier somehow.”

“And it’s the one time in the week when I’m not in pain,” added Harry.

It is unusual for a service like ours to provide couples massage – a treatment more typically associated with honeymooners – but we have seen an extraordinary benefit in some of the people who receive it; couples who perhaps can’t leave the home, have never experienced massage before and aren’t used to opening up about their feelings and, in particular, the sadness of their anticipated separation when one of them dies.

Although their experience of receiving massage didn’t take away Harry and Doreen’s deep sadness, it helped them to reflect on their life together in a positive way and to make practical plans for the future. Harry died just two days after a visit from Amanda and Beth. In this last session Harry and Doreen sat peacefully looking out onto the garden where autumn leaves were beginning to fall, while their feet were massaged. Harry didn’t say much but he held his wife’s hand throughout.

2019-20 Trust Action Plan

This action plan sets out the areas of focus for development of Trust in the year ahead, as identified by this and the separate HR evaluation process. It also includes items in progress carried forward from the 2018-19 Action Plan. *[The following recommendations were presented as part of the overall Trust Action Plan to the Board of Trustees in November 2019. These were accepted and approved as formal actions for implementation in 2019-20.]*

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.
- Review referral process.

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:
 - Job coaching service
 - Rolling programme of information and support events
 - Activities appealing to male patients and carers
- Raise awareness in the community and within local business 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 (inc. other healthcare professionals, 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

- Develop large group space extension to Therapy Centre.
- Review Sanctuary Day venues (ongoing)

HR

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

The Trust will:

Communication, engagement and involvement

- Provide regular updates covering all Trust operations and activities to all team members
- Ensure departmental team meetings are held on a regular basis
- Continue to review contractual standard terms and conditions (for employed team members) and the working environment with a view to making enhancements where practical and possible, to include:

Pay scales

Organisational sick pay scheme

Stress at work

Internal career pathways

- Further refine the staff and volunteer annual surveys to enable better benchmarking and identification of key themes
- Improve access to information and feedback processes including surveys

Training and Development

- Improve access to Training and Development opportunities for all team members
- Introduce basic IT and social media awareness sessions

Working environment

- Introduce measures to improve storage facilities and the general working environment across Trust retail sites

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.