

PAPER 7



**The Sara Lee Trust
Charity Number: 1055048**

The Sara Lee Trust Evaluation Report 2019-20

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The Sara Lee Trust Evaluation Report 2019-20

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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 2019-20, highlight key findings, and communicate the resulting action plan for 2020-21. 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 Community 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.
- 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

Annual Highlights

- Overall care provided increased by 6% despite suspension of face-to-face services due to COVID-19 in March and April
- Care delivered in home increased
- Significant growth in counselling services
- Expansion of popular group activities
- I-KNOW-HOW European project to support people affected by cancer remain in and return to the workplace

Increased Provision

The continued investment in therapy capacity has enabled our practitioners to provide record levels of support with continued growth in group activities, care delivered in the home and counselling support.

Expansion of services and group activities

- Partnership with Look Good Feel Better

In May 2019 The Sara Lee Trust launched its partnership with Look Good Feel Better (LGFB) to deliver workshops from its therapy centre in Bexhill. LGFB 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.

We ran five workshops through the year and received great feedback from attendees who told us "It was a very uplifting experience and great fun", "I am a new woman now", "It will really help with confidence and self-esteem", "Great to meet others in the same boat".

- Programme of Information & Support Sessions

At the end of July 2019 we completed our first programme of information and support sessions providing information and opportunities for discussion on a number of important areas highlighted as information/service gaps by our patients including lymphoedema, legal matters, and sex and intimacy. In the Autumn/Winter we ran the programme again, this time at St Michael's Hospice during the afternoon, in order to make it accessible to those who weren't able to travel to Bexhill or who prefer a daytime session.

- New Partnership Project with St Michael's Hospice

In January 2020 we started piloting a CBT drop-in group as part of St Michael's Hospice's Wellbeing Programme. This is a group facilitated by our CBT practitioner to help attendees learn coping skills for anxiety, breathlessness, low mood and other issues that can accompany a



serious illness. The course got off to a strong start with attendees benefitting from the opportunity to develop tools to help improve their quality of life and having follow-up one-to-one sessions as needed.

I-KNOW-HOW

This 3-year collaborative project with partners from Belgium, France, the Netherlands and the UK is about supporting people affected by cancer to help them to remain in / return to an active life and work. Our UK partner, Rother Voluntary Action (RVA), is part of the European team developing coaching models and services to help local employers and other organisations support employees affected by cancer, and the Trust is part of the team developing coaching models for individuals of working age who may be living with cancer, or undergoing or recovering from treatment.

The last year has been focused on information gathering, and we were delighted that so many service users put themselves forward to be interviewed so that we could gather data about the barriers that they have experienced in working with a cancer diagnosis. This data will help inform our coaching models for employees, but also, importantly, help educate employers about the cancer experience and provide them with the tools to support their staff appropriately.

The impact of COVID-19

Since the start of the coronavirus pandemic, and during the lockdown, the Trust has had to take the necessary step of suspending all of its face-to-face services. This decision was taken in order to protect our vulnerable service users, most of whom are in the highest vulnerability category for COVID-19, and shielding at home.

However, we were very quickly able to bring forward our plans to introduce a telephone and video counselling service, which has been scaled up to replace all of our face-to-face counselling at this time. This service is now being offered to all our current service users, as well as all new referrals.

We have also introduced virtual group sessions for mindfulness, gentle yoga, and carers' support, delivered via the Zoom video-conferencing application. This allows service users to benefit both from the sessions themselves, and the ability to spend time virtually with others in the same situation.

Counselling and group support is absolutely vital at this time when many are separated from their loved ones and usual networks. The Sara Lee Trust is determined to continue to help those most in need, and proud to say that we have in fact delivered more counselling hours in the last month than ever before.

Services Delivered

Current range of therapies and activities provided

The Trust provides the following specialist services:

	Service	When	Where
Psychological Services	Counselling & Psychotherapy	Monday-Friday at St Michael's Hospice & Bexhill Therapy Centre. Tuesday at Rye Hub on the Hill	St Michael's Hospice Bexhill Therapy Centre Rye Hub on the Hill Home Visits
	CBT (Cognitive Behavioural Therapy)	Monday & Thursday	Online & Telephone
	Mindfulness Course	Next course to be scheduled	Bexhill Therapy Centre / Online
Complementary Therapies	Acupuncture	Days vary	Hastings Private Clinic Bexhill Therapy Centre
	Aromatherapy	Monday-Friday	St Michael's Hospice Bexhill Therapy Centre Home Visits
	Massage	Monday-Friday at St Michael's Hospice & Bexhill Therapy Centre. Wednesday at Rye Hub on the Hill.	St Michael's Hospice Bexhill Therapy Centre Rye Hub on the Hill Rye Hospital Home Visits
	Reflexology	Monday-Friday at St Michael's Hospice & Bexhill Therapy Centre.	St Michael's Hospice Bexhill Therapy Centre Home Visits
	Reiki	Monday-Friday at St Michael's Hospice & Bexhill Therapy Centre. Monday at Rye Hospital	St Michael's Hospice Bexhill Therapy Centre Rye Hospital Home Visits
Group Activities and Courses	Yoga (beginners courses and drop in maintenance classes)	Monday & Thursday	Bexhill Therapy Centre / Online
	Healthy Cooking Course	Next course to be scheduled	The Pelham Community Hub, Bexhill
	Programme of Educational Events	Next course to be scheduled	Bexhill Therapy Centre St Michael's Hospice
	Look Feel Better Workshop	Bi-monthly Wednesday 6-8pm	Bexhill Therapy Centre St Michael's Hospice

Eligibility and referral criteria

This year, with the help of our Service User Group, we reviewed and revised our eligibility and referral criteria:

Eligibility

Our remit as a charity is to provide services to people affected by cancer and other life-threatening illnesses* in the Hastings & Rother area. The impact of a life-threatening illness varies from person to person and can be experienced at different times, with some needing more support through the course of their treatment, others once treatment is finished.

The high demand for our services means that we can generally only support those who meet the following criteria:

- are receiving palliative or end-of-life care, or
- are in active treatment for a life-threatening illness, or
- are within 2 years of active treatment, if in remission, and
- for whom equivalent mainstream services are not appropriate or adequate

We also accept referrals for carers and loved ones of patients under the same guidelines.

Suitability

Our services prove to be most helpful to those who meet the above criteria and one or more of the following:

- they have emotional or spiritual concerns regarding the illness and its effect on quality of life,
- are coping with the side effects of treatment e.g. chemotherapy/radiotherapy,
- need complementary symptom management e.g. pain, nausea, breathlessness, constipation, diarrhoea, tiredness, sleeplessness, poor appetite, or
- in the case of the patient's loved ones, are coping with the demands of the caring role and/or facing the prospect of bereavement.

Duration & Accessibility

- Patients receiving complementary therapies will be offered an initial block of 6 sessions.
- Carers/loved ones receiving complementary therapies will be offered an initial block of 3 sessions.
- The number of counselling sessions will vary depending on individual need with some people finding just 1 or 2 sessions sufficient and others requiring longer-term psychotherapy.
- Our mindfulness and yoga courses are open to patients and they run for a set number of weeks. Places are limited.
- Our healthy and nurturing cooking courses are open to patients and carers/loved ones, and they run for a set number of weeks. Places are limited.
- Our yoga maintenance classes, natural rhythms group and sanctuary days are open to patients on an on-going/ad-hoc basis subject to them still meeting the eligibility criteria and to availability.
- Our Look Good Feel Better workshops are open to female patients. Places are limited to 1 workshop per patient during a 2-year period.
- Our information & support sessions are open to patients and carers/loved ones, with the exception of certain specific sessions – e.g. Men & Cancer, Lymphoedema, etc.

* **Life-threatening** describes a condition that will most likely be fatal if untreated, and may still be fatal even if treated; as opposed to **chronic**, which describes a condition that is limiting, of long duration and generally slow progression.

Referrals

Our services are accessed by referral from a healthcare professional (e.g. GP, nurse specialist, consultant). To refer patients or family members and carers for our services, please complete our referral form and, where relevant, the home visit needs/risk assessment form. These forms are available on our website and through the DXS clinical referral portal. Referrals should be sent electronically to our secure nhs.net email address: saralee.trust@nhs.net

On receipt of a completed referral form we will do the following:

- Confirm receipt to the referrer using the email address provided.
- Contact the person being referred, provide them with information on our services and a first appointment within three weeks (subject to their availability and ours).

Hours of services provided

In the financial year 2019/20 the Trust provided 6,554 hours of therapy and activities, an increase of 6% on the previous year. Referrals also increased by 6% in the same period. Our services benefitted 881 individuals.

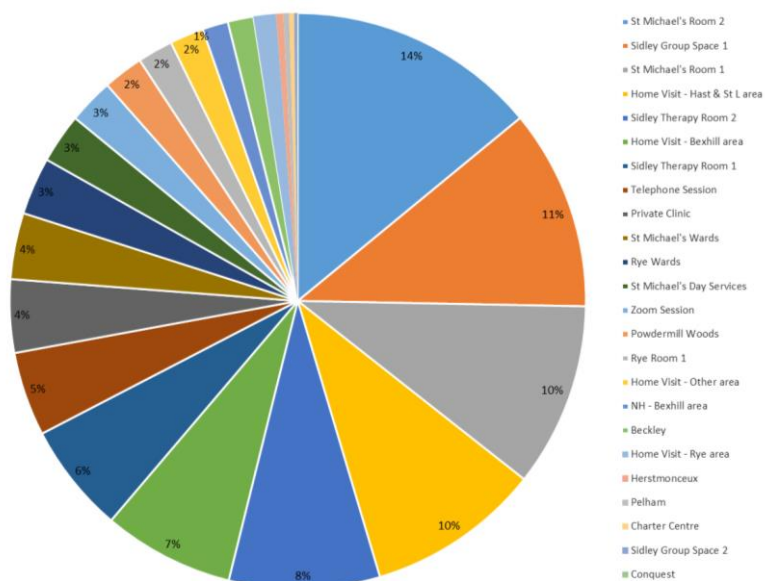
Service	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Acupuncture	11	10	7	12	12	13	11	10	10	11	4		111
Aromatherapy	111	95	111	124	118	85	96	68	99	89	39		1035
Carers' Group		2											2
CBT	23	27	22	6	18	25	15	10	22	20	28	36	252
Counselling	157	135	165	139	199	161	150	141	160	174	162	207	1950
Craniosacral Therapy	12	15	20	18	17	14	8	2	9	17	10		142
Education Sessions	15	35	8				15	9	13	8			103
Healthy Cooking					20	18				14	18		70
Massage	5	10	8	14	11	6	17	18	44	58	25		216
Mindfulness		18				22	40					10	90
Natural Rhythms	30	30	26	8	12	28	14	24	24	18	20		234
Partnership Sessions*	75	58	82		20		12		43	12	7		309
Reflexology	80	76	62	40	67	81	81	48	75	56	24		690
Reiki	26	15	39	36	46	32	29	27	26	27	13		316
Sanctuary Day	36	42	42	60	84	42	42	36	24	36			444
Yoga	56	26	54	57	52	58	50	33	59	61	32	52	590
Total	637	594	646	514	676	585	580	426	608	601	382	305	6554

*Look Good Feel Better / Breathlessness Clinic / MS Mindfulness / CBT Group

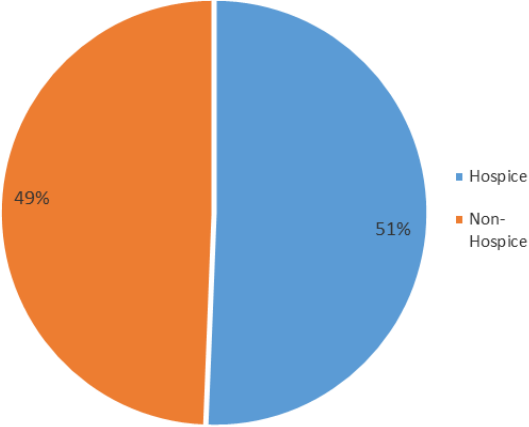
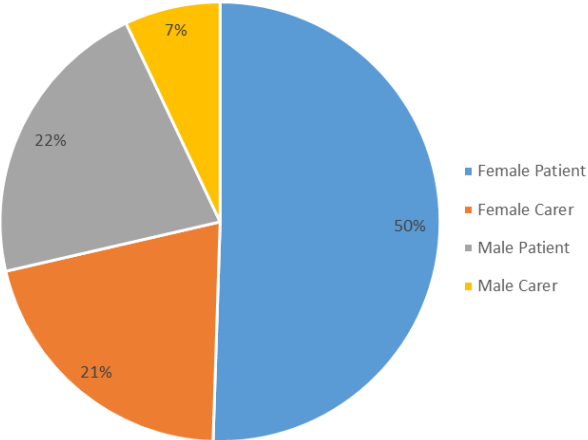
Referrals received

Referrer	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	Total
Hospital / Nurse Specialist	44	40	39	44	29	39	37	24	52	26	24	12	410
Hospice @ Home	40	40	15	29	24	37	28	25	38	32	22	4	334
Hospice / Rye Memorial Hospital IPU	19	21	21	16	20	28	26	32	31	22	19	4	259
SLT Team	40	33	37	26	51	35	68	39	48	39	47	14	477
GP	9	12	15	21	1	14	9	9	17	12	4		123
Hospice Wellbeing Services			2	5	6	5	3			8	5		34
Total	152	146	129	141	131	158	171	129	186	139	121	34	1637

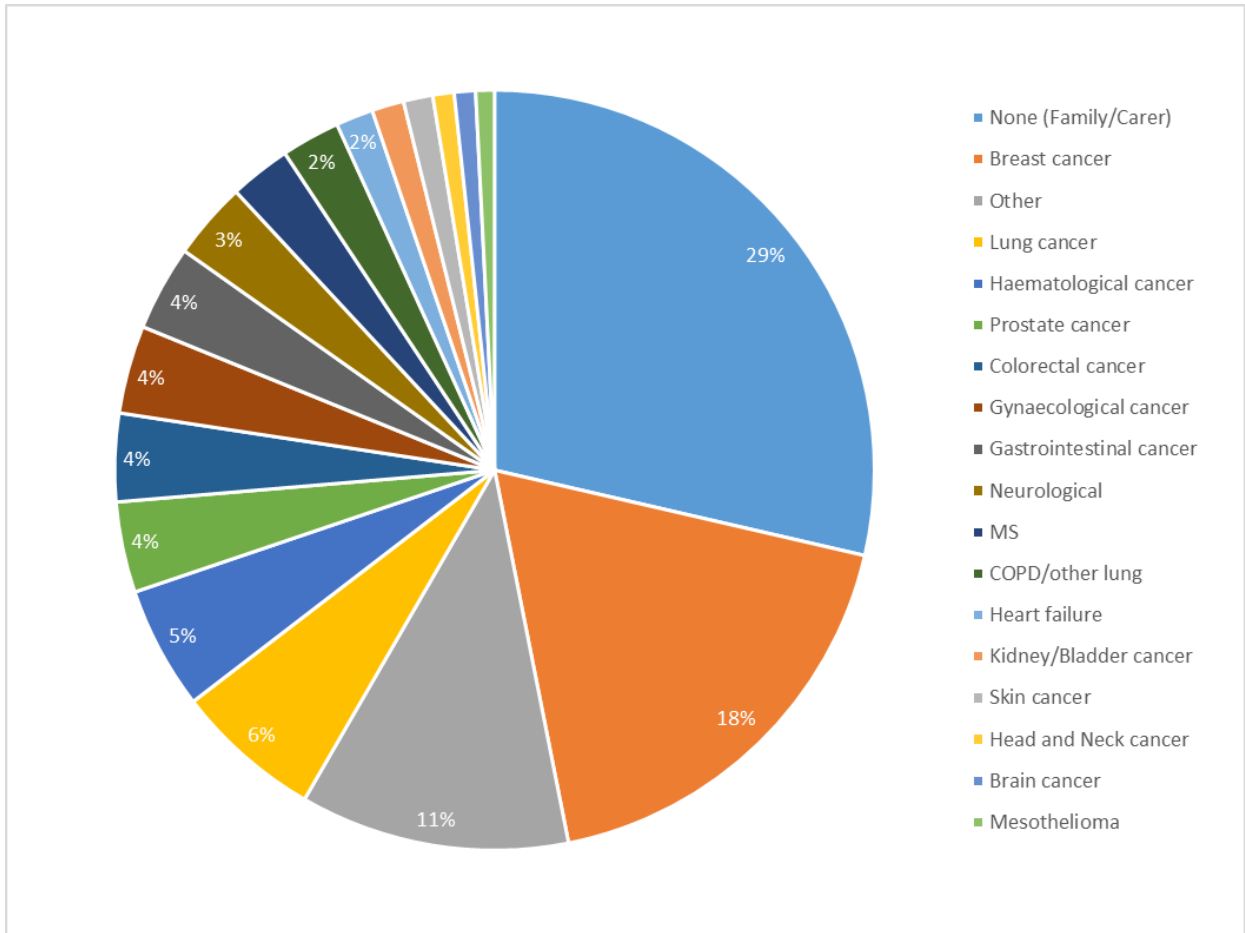
Location of treatments and activities



Who are we providing services to?



Provision of treatments and activities by diagnosis



Stakeholder Views

The Trust has established processes for engaging stakeholder views on its services and care which includes the use of monitoring and evaluation forms as well as annual surveys. The form and content of these are reviewed and agreed on an annual basis in partnership with the Trust Service User Group. The results of these processes are given below, along with a service user case study.

Annual Service User and Referrer Survey

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 survey is hosted and completed online using SurveyMonkey, an off-the-shelf interactive software provider. To ensure the survey is representative, the Trust requires a minimum of 10% of its service users to complete and return it. This is a challenging target given the acute ill health and short prognosis of many of the people we support.

This is the fifth year of asking service users to complete our survey, and the second year of asking referrers to. The results of both surveys are incorporated in this report.

2019-20 Survey Findings

This year 158 **service user** questionnaires were completed compared to 137 last year. 67 of these were electronic entries and 91 paper copies. We sent 469 surveys out, a 35% increase on last year, but with a lower return rate of 34% compared with 39%.

The referrer survey was sent to 78 **referrers** (by email only) which is a similar number to last year, but it was only completed by 11 people, compared with 22 last year.

Significant themes and trends are highlighted in the summary. Further and more detailed analysis is available upon request.

Summary

- There has been a significant increase in surveys being sent out and completed, resulting in more meaningful feedback on our services. It is likely that lockdown has played a part in this: we suspect that being stuck at home meant recipients were more inclined to complete and return the survey.
- It is also clear how the pandemic impacted the care that some service users were receiving. Disappointment at having in-person complementary therapies and counselling suspended due to government guidelines is very evident in the comments, though perhaps less so in the statistics.
- People are generally very satisfied with the care they receive and feel it impacts positively on their health and well-being. Overall 98% of **service users** rated services as Excellent or Very Good, 100% of **referrers** rated services as Excellent or Very Good.

Awareness of and access to our services

- People are being referred for our services more quickly. Only 7% said that they had to wait more than 2 months for a referral from the point of needing the support, as opposed to between 20% and 29% in the last 4 years. This suggests a greater awareness of our services among referrers and service users.

- We asked for feedback on the telephone and online services that have been introduced in response to the Coronavirus pandemic. While clearly not everyone was comfortable with these mediums, many commented that they provided a lifeline through lockdown and it would be helpful if they could continue indefinitely for those who are isolated due to the restrictions of their illness, mobility or caring role.

Related service user comments:

"I would prefer face to face counselling but would be happy to continue with Zoom meeting for as long as necessary."

"Prefer face to face due to lack of privacy at home"

"I find the virtual experience too remote"

"I would find this (telephone/Zoom services) useful as I often can't leave work for long periods for appointments"

"The Yoga classes are something I can participate in at my own level without feeling inadequate"

Impact of our care

- 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 5 years This year **48% of respondents said that our services have reduced their use of mental health services** (including anti-depressant medication or counselling through their GP).
- 75% said that our services helped reduce feelings of anxiety and/or depression. 56% said that they helped improve their confidence and/or wellbeing. 34% said they felt less isolated as a result of using our services. 30% said it helped reduce symptoms/side effects of treatment.
- Referrers' feedback also noted the benefits, with 100% saying our services resulted in improved confidence and/or wellbeing; 91% in reduced feelings of anxiety and/or depression; and 72% in 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.

Related service user comments:

"My link with the Sara Lee Trust is as important to me as the medication which controls my physical symptoms."

"The counselling really helped me process my cancer experience and get through the emotional pain of it all. The mindfulness has just been great, and I practise it more in daily life now."

"...thanks to the Sara Lee Trust and the wonderful people who work there. I have been offered therapies and yoga and counselling and it has been a life saver, literally...So thank you to every one of the therapists and staff who work as a team together for the good of the people in Bexhill and surrounding areas, who are blessed to be able to access what is an essential service in body and mind."

"the Natural Rhythms Group...is a wonderful, supportive group to belong to...very calming and inspiring."

"I find all the therapists and our leader [at Sanctuary Days] wonderful, kind, caring, professional and respectful."

"I would NOT have survived without The Sara Lee Trust. The Mental health support is second to None."

“Aromatherapy was fantastic. I have MND and not only did it relax me but also helped with the physical use of my arm up to 3 days after having treatment.”

“We had a person come to do some counselling which was very helpful at home. It enabled my husband to talk about his death etc. which he would not have been able to do if it was just me.”

“I can’t express how valuable it is to be able to meet people in a similar situation and to have them really understand what I’m going through.”

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. Many also commented how essential it was to them to be able to receive their care in their own home.

Related service user comments:

“Therapy centre in Sidley is a wonderfully welcome venue which is able to provide a calm relaxing confidential setting for counselling and massage. Thank you.”

“Do not feel like I want to go to a hospice for therapy. Not ready to be in a hospice.”

“St. Michael’s, although on a very steep hill for wheelchair users, has a small car park in comparison of the people using the premises.”

“The garden is beautiful and uplifting.”

“Lack of space at Sidley, no proper waiting area.”

Developing our care and services

Our ability to develop the care and services that service users need is dependent, to some degree, on the effectiveness of our monitoring and evaluation processes. This year, for the first time, we asked whether the feedback forms and surveys that we use are easy to understand and whether people believe they are put to good use. The results were largely reassuring with 89% of respondents saying that they found the surveys/evaluations easy to understand and complete and only 1% believing that their feedback was not put to good use.

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.

“Having not been able to return to work since my illness a number of years ago I have found my confidence has significantly reduced, knowledge and the storing information has become difficult with lack of concentration, friendships have dwindled. These problems are making it near impossible to even contemplate returning to work whether it be in an employed or self-employed position. However, I have taken on a volunteering role within Sara Lee which has given me a real boost. It’s being in a ‘safe environment’ with the Trust that gives me security when carrying out my service. This is a ‘must’ requirement when returning to a role in my opinion.”

“My employer had no understanding of what I had and continued to go through, along with Occupational Health, and expected me to return to normal as if nothing had changed, despite it being a life-threatening illness. I felt that I had no alternative other than to give up work for my own health and wellbeing...It was one of the most scariest and difficult decisions to give up full time work, which was a passion, that I have had to make and have still had trouble accepting this situation now needing counselling to help me.”

“My immediate team were very supportive but I still felt duty bound to get ‘back on track’ and also worried about finances.”

“State benefits have been confusing and a disappointment when I needed them.”

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 and compassion fatigue
- Communication training – in particular, managing difficult conversations
- Supervision/support/counselling/therapies for healthcare professionals involved in treating those with life-threatening illnesses

Information

- More information with regards to service availability
- Taster days and regular updates

Service User Monitoring & Evaluation form collection and analysis

Our Monitoring & Evaluation form are used 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	93%
Service users reporting reduced anxiety and depression	79%
Service users reporting reduced use of mental health services	48%
Related comments <ul style="list-style-type: none"> - <i>I just felt able to see things straighter</i> - <i>The massage was very beneficial</i> - <i>I was able to get better without medication</i> - <i>Made me take time out for myself</i> - <i>Very soothing</i> - <i>Excellent counselling</i> - <i>Had been very unsettled and these services helped me through that time</i> 	

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	52%
Service users reporting an improvement to physical health	77%
Service users reporting reduced use of other health services:	
- GP Services	31%
- Accident & Emergency	3%
- Macmillan / Other Nurse Specialist	18%
- Physiotherapist	17%
Related comments <ul style="list-style-type: none"> - <i>Reduce need for counselling or aftercare with Macmillan nurses</i> - <i>Vast improvement with sweats</i> - <i>Excellent advice, improved sleep, mobility and physical health</i> - <i>More able to help myself</i> - <i>Better sleeping</i> - <i>Relaxed through reflexology</i> - <i>Reduced tension</i> 	

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	48%
Service users reporting being more able to look after themselves	37%
Related comments <ul style="list-style-type: none"> - <i>Felt more confident</i> - <i>Very good to talk to someone outside my usual circle</i> - <i>It was good to know this service exists for carers and cared for</i> - <i>Long standing pain alleviated allowing me to twist and turn more easily</i> - <i>Made friends with others who have been through the same</i> - <i>Given me confidence to try other services</i> 	

General Service User Comments

It was very therapeutic and calming to have the massages. Please give a big thank you to Brent.

I received acupuncture sessions with Cat for my night sweats/hot flushes due to my breast cancer therapy. Cat was fabulous, the acupuncture has made a huge difference and I am now symptom free!

Sophie made me feel so welcome. It was an absolute pleasure to receive the massages in such a relaxing, safe environment as the Sidley Centre. She targeted specific areas of discomfort. I felt like a new person when I left. She took her time and was so pleasant. I cannot thank you enough.

The Trust was invaluable. The counsellors were excellent and I felt very supported at this difficult time. I'm extremely grateful.

The support I received from Sara Lee helped me to return to me. The diagnosis, anxiety over results, surgery etc. took something from me which Sara Lee gave me back.

Very relaxing. Polite and caring lady (Kate) carried out massage.

I had three massages, they helped me relax and made me stop worrying for a few hours.

Kate is a lovely, kind, and generous person and an excellent masseuse. She offered me very good advice and the massages were extremely relaxing. I felt privileged to be offered three free massages from the Sara Lee Trust. Many thanks.

The Sara Lee Trust is an amazing resource that has helped me beyond words. I can't thank them enough.

Feedback from a service user regarding her experience of receiving services from the Trust during the coronavirus pandemic.

Some thoughts on my experiences of telephone counselling and yoga and Mindfulness using Zoom.

Well without being able to receive telephone counselling, I'm not sure if I'd have been able to cope with the series of traumas that I'd experienced in a very short space of time. I was in a very dark place having suffered with my own health problems, the sudden death of a close friend in tragic circumstances, my partner becoming ill and (has since been diagnosed with cancer himself). So I found myself as both a patient and a carer to my partner and to the husband of my friend who'd died. Added to this, because of COVID-19, I have been unable to visit my daughter and her family as they live in Hampshire. Equally, she's been unable to visit me - she wanted to come and stay with me because she was so concerned about my mental health and fearful that I would self-harm.

Thankfully, telephone counselling allowed me to pour my heart out and truly express my fears and desperation without worrying that I was further burdening my family and causing them further distress (which would have made my mental health even worse as I'd have felt guilty for worrying them so badly).

Now onto the Zoom experience! Well, what a Godsend that has been.

I had been a regular attendee at the weekly yoga classes until the beginning of this year but, due to my own and my partner's health problems and car issues, I'd been unable to go at all. The therapy centre in Sidley, although purpose-built and welcoming, is some distance away from my home and it would take well over an hour to get there on public transport. Consequently, the online Zoom classes have allowed me to participate once again and get back into the swing of things. It really is the highlight of my week and, even if I don't feel well enough to fully participate in all of the class, I can at least do the breathing exercises and relaxation session. It is, of course, also lovely to be able to see some of my friends almost face to face again as who knows when we can be physically together again in person. The same, of course, applies to the Mindfulness sessions.

One final thought, I think that it would be wonderful if the Zoom yoga sessions could continue, even if only on occasional basis, after we are allowed to socialise safely again. It would be a real boost to those unable to leave home due to ongoing treatment (e.g. chemotherapy) or if we were under the weather and not wishing to pass an illness onto others in the group. This would allow the 'absentee' to be able to continue the yoga practice at their own level and STILL feel included in a group. This is just so important, as some service-users live on their own and can feel so isolated at the best of times.

2020-21 Trust Action Plan (Amended on 10th March 2021)

This action plan sets out the areas of focus for the Trust in the year ahead, as identified by this evaluation process and a separate HR evaluation process. *The plan was initially approved by the Trust Service User Group on the 22nd October 2020 and Board of Trustees (11th November 2020). The plan was revised to take account of material changes to local care pathways as well as other impacts of the global coronavirus pandemic. The updated plan was approved by the Board of Trustees on the 10th March 2021.*

Due to the serious and ongoing impact of the coronavirus pandemic the first set of priorities for the Trust and its team during the period will be focused on:

- **Maintaining safe and accessible services**
- **Adapting our fundraising and income generating activities in response to the changed operating environment**
- **Delivering a sustainable post pandemic future for the Trust**

The action plan reflects some areas of development from the 2019-20 action that are still in progress but on hold due to current restrictions.

Access

- Integrate remote based services into our core service offering to improve support for those unable to access face to face services and activities
- Develop accessible online tools to promote self-care as well as support and care from others
- Further refine referral processes to improve accessibility

Awareness

- Further develop links with key partners and referrers including:

GPs
District Nurse Teams
The Conquest Hospital – Judy Beard Team
Peers including St Wilfrid's Hospice

- Improve awareness of Trust Services through a simplified and more functional website and improved use of social media

Meeting service user need

- As and when restrictions allow:

Increase capacity within the therapy team to increase number of people supported and hours provided.

- Improve our ability to support service users through development / furthering of the following:
 - A Volunteer Support Worker Service
 - Introduce support sessions for families and dependents (i.e. children) into our regular programme of educational events
 - Activities appealing to male patients and carers
 - Support for patients at the Conquest (Judy Beard Unit)
 - Re-introducing Shiatsu to our range of services

- Providing Complementary Therapy support for couples at the SLC
- In person and online support groups (including those to replace Natural Rhythms and Sanctuary Days)
- Establishing Mindfulness groups as a core service (both remote and in person)

Improving the therapy environment

- Develop large group space extension to Therapy Centre, including waiting area.

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

The Trust will:

Communication, engagement and involvement

- 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

- Continue to improve 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.