

Thames hospice

Thank you for taking the time to read this summary of the Thames Hospice Board of Trustees Meeting. Our meeting took place from 2.30 – 6.00pm on 7th December 2017 at Pine Lodge, Windsor.

The thirteen Thames Hospice Trustee attendees at the meeting were myself, Martin Jervis (I am Chair of Trustees), Chris Aitken, Jacinta Ashworth, Stephen Avery, Ken Coppock, Bob Dwyer, Jonathan Jones, Andy Ka, Judith Kinder, Craig Linton, Steve Moore, Margaret Neal, and Lesley Rudd. One trustee, Bruce Montgomery, could not attend due to a prior commitment.

Also in attendance from Thames Hospice staff were Ruth Bartholomew (Finance Director), Juliana Luxton (Head of Governance and Quality - who took the minutes), and Debbie Raven (Chief Executive). Other members of Thames Hospice staff attending were Helen Sermon, (Thames Hospice Senior Counsellor) and Simon Smith, (Team Leader, Patient and Family Support), who were attending the meeting to give a patient presentation, 'Collaboration in Complexity'.

The patient presentation was given so that we could hear about our counselling services. We were told the story of an In Patient Unit patient, with a very young family. It described in some detail the care given by the counselling team to the patient and to their family and wider family. The presentation also touched on 'Memory Boxes'; an initiative the team are currently exploring. The presentation also covered the range of counselling offers at the Hospice including counselling for children and a trial period covering counselling referrals from GPs. Simon also told us how we often collaborate with other hospices, especially when relatives live at a distance from Windsor. Helen advised us that collaborations with other hospices have always worked very well. Debbie Raven also told us about another new initiative, the 'First Steps Group', which the Counselling team has recently set up. This is a session for newly bereaved people.

Simon told us that the Hospice likes to give time to each patient, but sometimes the actual time available with an individual is short. We noted how rapidly prognosis can change, and commented that the counselling team meeting patients early is invaluable to families. We asked how long counselling support for individuals lasted. Helen said that it ran for up to a year after bereavement, before signposting the individuals to another agency.

We asked how much demand there was for bereavement counselling generally. Helen advised us that there are referrals every day. Simon noted that in 2018 new referrals are expected from the community team, and he predicted that the overall numbers of referrals would increase in 2018.

This was a very moving presentation, showing how the Hospice compassionately helps patients and their families. Debbie was proud that the presentation superbly illustrated the holistic

treatment of patients at the Hospice. We all commended the presentation, commenting that it had been very thorough and informative.

Next I presented my Chairman's Report and then Debbie presented her CEO's Report. As part of my report, we review minutes and items from all the board committees in a 'Consent Agenda'; and having reviewed all these items the Board agreed them.

There were several items sent for this Board meeting to review or agree:

- We reviewed and agreed the Annual Responsible Officer Report.
- We agreed the Terms of Reference for two of the Board committees.
- We agreed processes for appointing Trustees.
- We agreed the Hospice's Investment Policy.

We always have certain items that are 'standing agenda' items at every Board meeting.

- We discussed the Thames Hospice lottery and our lottery canvassing programme.
- We reviewed Fundraising Governance.
- We received and reviewed a report from Ruth Bartholomew, the Finance Director.
- Debbie took us through the results against the second quarter of the Hospice Operating Plan (covering July to September 2017). The Board Committees had already discussed the Operating Plan at length at their November meetings.
- We reviewed the Board Assurance Framework (BAF), which, as at every Board meeting, was updated to illustrate the current risks the Hospice faces.

We always review progress of PT5 – our project to move to a new larger Hospice on a site near Bray Lake. Since we received Planning Permission for the new building in July, we have been working on the next stages of the project, which are around preparing for the build to commence and room-level design considerations. We have also been working on plans for the current Pine Lodge site, and working to meet the planning conditions for the new site. This planning is progressing well, with ground investigation works already underway.

We noted that the actions from our last meeting (in September 2017) had been completed, and we monitored the progress made against actions we committed to at the Board meeting a year ago. As usual, all these actions and decisions were completed - or were longer-term strategic decisions that the Hospice continues to progress. We also discussed the newly published Charity Governance Code, to decide how to comply with this guidance from the Charity Commission.

The Board concluded its last meeting of 2017 at 6.00pm, and we look forward to a very exciting 2018.

As ever, I hope this is a useful update – please do let me have any feedback good or bad!

Martin Jervis

Chair of Thames Hospice Trustees