



# Weldmar Hospicecare

## Impact Report 2024–25





Welcome to our latest Impact Report, which is a snapshot of our work during 2024-25. Me and my colleagues get to see the difference that is made every single day, but for many of our supporters and funders who enable us to continue this great work, this is not the case.

Our Impact Report gives you an insight into the invaluable difference that we are able to make to families across Dorset, whether through hands on clinical care, our holistic services or emotional and practical support.

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It's also important for us that we share how we funded this vital care, and the challenges and obstacles that we needed to overcome throughout the year. Most importantly this publication is our way of demonstrating how you make a difference to people throughout Dorset—something that we remain exceptionally grateful for.

You enable us to continue to be here for people when they need us most. On behalf of all of our families who accessed our care throughout 2024/25, and for those who will need us in the future—a huge thank you.

**Caroline Hamblett**  
**CEO Weldmar Hospicecare**



## Our Values

- We care for the people we support, who support us, each other and ourselves.
- We act with integrity by building relationships based on being honest and fair with open communication.
- We are warm and welcoming to everyone.
- We are adaptable, always seeking ways to improve and develop as a charity and as individuals

## Our Vision:

All people in Dorset living with a life limiting illness being able to access the palliative care services they need, when and where they need them.

## Our Mission:

- To provide the highest quality care for patients living with a life limiting illness
- To offer support to families and others affected by the patient's illness
- To be an active and constructive partner in the health and social care community in Dorset
- To provide our services free of charge
- To provide excellent working conditions and development opportunities for our staff and volunteers

**“ Weldmar Hospicecare provides specialist end of life care for adults in Dorset who have a life limiting illness, and support for their loved ones ”**





# Our strategy on a page

## What we do

As an independent charity, we provide personalised advice, care, and support to people in Dorset who have complex needs at the end of life, supporting both the patient and those important to them

## How we do it

In line with our Values, we work with people at the end of life to explore what matters to them, by listening to their priorities and delivering the best individual care for them, whether they are at home, in the community, or at our hospice

## To do this we will

### **Concentrate on our key services**

We'll continue to provide and develop outstanding community care, inpatient hospice care, and day services within Dorset.

### **Be a great place to work**

Develop existing and future staff and volunteers through education,

training, and opportunities, building a sustainable workforce for the future, with an open, honest and professional culture based on our Values.

### **Deliver the very best care**

Our Clinical Plan will ensure that we utilise our resources effectively, adapting to new technologies and opportunities, and extend our working partnerships with other organisations

### **Engage and influence the local community**

Continually educate existing and potential supporters about our services and the difference we make to people's lives, in order to grow loyalty and income, both now and in the future

### **Continue to be financially viable**

Continue to focus on the most effective ways to raise the funds we need to provide all of our services, consistently adapting to increasingly challenging fundraising and retail markets

# Preparing for challenges and change

In April 2024, Weldmar Hospicecare projected a £1 million deficit for the 2024/25 financial year. This challenging forecast was driven by a surge in demand for our services, the increasing complexity of patient care needs, and a difficult fundraising environment. Despite these pressures, we remained steadfast in our commitment to maintaining all patient and family services, having seen fellow hospices facing similar difficulties forced to make cuts.

A significant challenge emerged in November 2024 when NHS Dorset announced the termination of £400,000 in Fast Track Funding at the close of the financial year. This funding had previously covered 40% of the operational costs for our Weldmar at Home service, which provided crucial hands-on care for individuals in their last four weeks of life. This news was widely reported in local media.

In line with our core value of Adaptability, Weldmar responded by developing an innovative model for community-based care. In April 2025, we launched our Specialist Hospice at Home Service. This new, blended model effectively integrates

the skills and expertise of our Weldmar Community Nurse team with Weldmar at Home. The cumulative statistics presented on the following page reflect the combined impact of these two teams throughout the 2024/25 financial year.

We are delighted to have worked constructively with NHS Dorset to retain our core funding for all other end of life care services moving forward.

In addition, in December 2024, we welcomed the government's announcement of additional funding for hospices, earmarked for improvements to infrastructure, facilities, and IT systems. While this does not address the broader challenge of long-term sustainable funding for hospices, it provides a valuable opportunity. We have developed plans to invest this funding in enhancements to our Inpatient Unit, specifically focusing on the creation of a new Outpatient Suite. This new suite will offer additional wellbeing support spaces, counselling rooms, and an expanded complementary therapy suite, further enhancing the holistic care we provide.



a snapshot of our

# YEAR IN CARE

1st April 2024 – 31st March 2025

**1,859**

people cared  
for overall

**2,130**

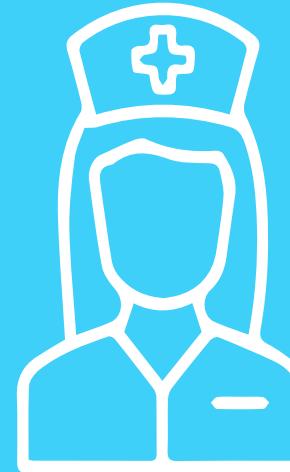
patients receiving  
care at home

**15,169**

telephone contacts

**11,497**

face to face visits



## In the Community

**10,008**

Hours of care  
provided by Health  
Care Assistants

**117**

average  
days  
of care

**172,727**

miles travelled by  
community teams

a snapshot of our

# YEAR IN CARE

1st April 2024 – 31st March 2025

## Patient & Family Support Services

**197**

counselling referrals

(37 patients, 68 relatives pre-bereavement, 92 relatives post-bereavement)

**16**

referrals for spiritual support

**83**

referrals for carer support



**110**

attendees to Wellbeing Support Sessions

## 24 Hour Advice Line



**2,130**

calls handled

(a 75% increase on last year)



average length of stay

**15** days

**179**

admissions

## Inpatient Unit

**27%**

of patients were able to return home following treatment

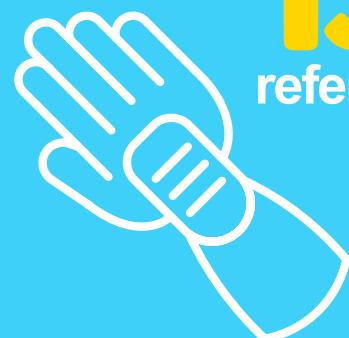
a snapshot of our

# YEAR IN CARE

1st April 2024–31st March 2025

## Occupational Therapy

**136**  
referrals

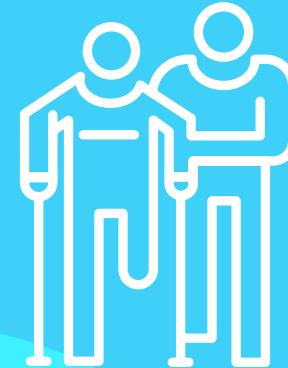


**1,620**  
treatments provided

## Complementary Therapy

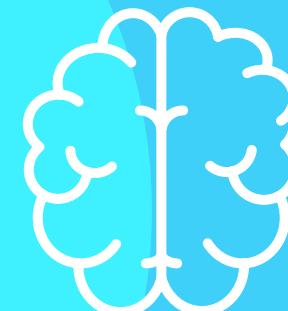


## Physiotherapy



**149**  
referrals

**MND**  
Nurse  
(Motor Neurone  
Disease)



**55**  
patients  
cared for



# Stampede by the Sea

We prepared for our first ever art trail, Stampede by the Sea. Throughout the year we engaged with local schools, businesses, and artists to create a trail of almost sixty brightly decorated elephants for the trail, that started in March 2025 around Bridport, West Bay and Lyme Regis. The objective of the trail was to raise both vital funds and awareness for the charity.

# Highlights of the year for Weldmar

*Clockwise from right:* Our thirty hour long Making Every Moment Matter appeal raised £330,000! The programme of refurbishments at our chain of charity shops continued with refurbishments at sites including Swanage and Weymouth; As we continue to lobby for more sustainable funding, we had visits from West Dorset MP Chris Loder (*pictured*) and South Dorset MP Lloyd Hatton either side of the 2024 general election; In May, the Hogsback Chapter returned to help make more memories for patients and loved ones; We held our first ever Weldmar Abseil in May, set to become a new annual fundraiser; Our final Music by the Lake event took place in July, with around 1,500 revellers enjoying the three day festival of brilliant tribute acts



# Highlights of the year for Weldmar *(continued)*

*Clockwise from right:* Weldmar Staff Nurse Lucinda supported the charity by cycling from Land's End to John O'Groats; Martin Clunes was once again the special guest at our annual Summer Fete in September, raising a 'Weld Record' £28,000! Weldmar introduced the use of a new IT system to ensure efficiency and cost effectiveness in prescribing medicines; Donkeys Albert and Snoop brought Christmas joy to our Inpatient Unit in December; Weldmar joined forces with hospices around the UK for a television campaign encouraging supporters to leave a gift in their Will; Annie Hunter became the first nurse to qualify through the new Weldmar Scholarship, and became a Staff Nurse at our Inpatient Unit.





# Geoff's story

A year-long quest for answers culminated in a life-altering diagnosis for Geoff Hall: Motor Neurone Disease (MND). The news, he admits, was "shellshock." Yet, amidst the devastation, Geoff has found solace and exceptional care with Weldmar Hospicecare's MND Clinic, where he feels he "couldn't be in better hands." From his very first visit, he was introduced to a team dedicated to making him feel welcome, informed, and supported every step of the way.

Geoff speaks of those involved in his care, such as MND Nurse Charissa Bartram, with a genuine fondness, emphasizing how they make him feel completely at ease, almost as if he's "part of the team." As his symptoms progress, Charissa visits him regularly, and Specialist Occupational Therapist Jane Smith has conducted thorough home assessments, leading to the recent installation of ramps and fitting of a wheelchair - tangible signs of Weldmar's proactive and thoughtful support.

The emotional impact of Geoff's diagnosis extended to his wife, Susan, who initially grappled with fear at the words "Motor Neurone Disease" and the concept of a "hospice." Yet, her experience at Weldmar shattered those

preconceptions. She discovered a place brimming with positivity, a beacon that has kept them both going. For Susan, Weldmar is a lifeline, offering invaluable reassurance as she navigates her role as a carer. The ability to ask questions and alleviate nagging doubts at any time of the night or day is, she says, profoundly comforting.

“

**I'm lucky, because I've got Susan and I've got the team. Weldmar's support means an awful lot to me. I can get quite negative sometimes, but there's so much support it's difficult to stay negative. My journey isn't frightening. There's always someone to talk to, and always an answer.**

”

Click [here](#) to read the full story on our website.

# Alfie's story

In 2022, Alfie, a Royal Navy serviceman, returned home to Dorset to heartbreaking news: his mother, Tracy, had been diagnosed with pancreatic cancer. Tracy, ever selfless, even apologised to the doctor delivering the news, a moment that resonated deeply with Alfie as it highlighted her extraordinary selflessness.

After chemotherapy proved ineffective, Tracy was referred to Weldmar Hospicecare. Alfie explains that the Weldmar nurses were a "massive thing" for his mum, who was initially unsure what to expect. Their loving and caring nature quickly earned Tracy's trust, leading her to agree to come into the Inpatient Unit. Alfie knew immediately it was the right place for her. He recognised that despite the family's best efforts, their care simply couldn't compare to the specialised support offered by Weldmar.

Alfie, alongside his two sisters, Carly and Stephanie, stayed with Tracy for eight days at the hospice, making use of the relatives' room for rest. For Alfie, it's the people at Weldmar who truly stand out and inspire his desire to give back. He describes them as "angels," astonished by their profound care and love. They made his family

feel like they were the only ones there, extending their compassion not just to Tracy but to all of them. He found the respect shown to Tracy, even when she was mostly asleep, incredibly moving; nurses would gently speak to her and explain their actions before moving her. They also looked after the family, encouraging them to take breaks. Alfie even famously ordered a McDonald's delivery to the hospice, highlighting how Weldmar truly felt like a home from home.

The realisation that Weldmar is a charity, and the thought of others being deprived of such essential care, spurred Alfie to action. He couldn't imagine navigating their difficult journey without the hospice and its people. In 2023, Alfie began fundraising, tackling a Tough Mudder event and raising an impressive £3,000.

Seeking a new challenge, he and friends Gus Johnson, Archie Kershaw, and Noah Lee-Adler completed Europe's Toughest Mudder, a grueling twelve-hour overnight course. Remembering Tracy fuelled their determination to complete this demanding event. Their exceptional performance in this challenge qualified them for the 24-hour World's Toughest Mudder.

Click [here](#) to read the full story on our website.



# What the people we care for say

“ My wife spent the last two weeks of her life in the care of the dedicated staff at Weldmar. Words cannot fully describe the help and care given to make her stay peaceful and without pain. She felt a sense of belonging with the medical staff. We had that feeling when the staff were at her bedside, she was at her best. Everyone—the volunteers, cleaners, nursing staff, complementary therapy staff and doctors were so kind and compassionate. It gave my daughter and I a feeling of fulfilment to be at her side in the final moments knowing that her wishes of a peaceful and happy ending together had been achieved with the help of the hospice staff. ”

“ My daughters and I were wonderfully supported in the last few weeks of my husband's final illness. Every member of the Weldmar Community team were unfailingly cheerful and helpful. The staff manning the telephone advice line always answered promptly and never made us feel we were wasting their time when we didn't know what we were doing. We are so very grateful for their kindness and dedication to his care to and our wellbeing as well. ”

“ We could not be more grateful for the gentle, kind, compassionate and thoroughly professional care which Weldmar provided for my dad in his last days. A very difficult experience was made so much better thanks to these wonderful people, and we were able to support him in his wish to die at home. ”

“ Everyone who works or volunteers for Weldmar are so caring and supportive in all capacities. My Mum suffered from lung cancer and throughout the process Weldmar were there to give comfort and support to her. She sadly died in March 2024, but since then I have received bereavement counselling from Weldmar to help me through the process of losing my Mum. I can't thank Weldmar enough for their unwavering support. ”

“ The staff at the Inpatient Unit were very caring and sensitive in our time of need, whilst my wife was there. They explained everything that was happening in her final hours, which to me was very frightening at times. I cannot praise them enough. ”

“ Outstanding service from beginning to end, and even after my husband's death. Kind and compassionate. Always at the end of the phone for anything from just a chat, sorting any problems that I wasn't sure about and to my husband's quality of life right to the end. ”

“ The Wellbeing support sessions have been so helpful, being in a creative environment with like minded people in the same or similar situation has been a great support and positive environment once a week. ”

the support of the

# LOCAL COMMUNITY



**£2,208,100**

left to Weldmar from gifts in Wills



**£342,333**

donated in memory of loved ones



**£62,563**

raised by Light up a Life



every

**£1**

spent on  
fundraising  
raised

**£3.39**

**£198,830**

raised by participation in  
Your Hospice Lottery



the support of the

# LOCAL COMMUNITY

**467,239**

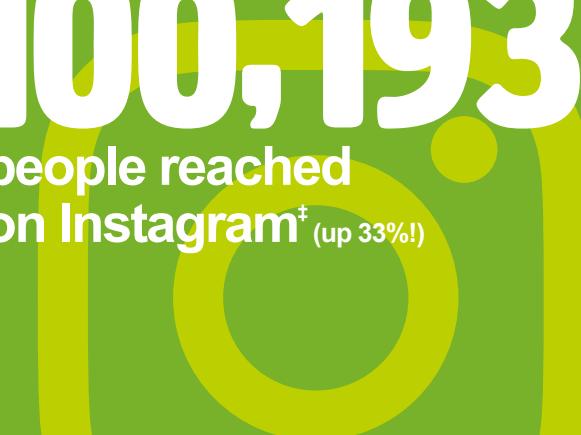
people reached on Facebook\*



**39,216**  
content interactions  
on Facebook

**100,193**

people reached  
on Instagram<sup>‡</sup> (up 33%!)



**1,262**  
content interactions  
on Instagram

**223,000**

active website users



highest rated page –  
leaving a gift in your will

**145,542**

visits

# Charity shops

total raised

**£4,116,855**



every  
**£1** spent on  
running our  
shops raised  
**£1.45**

**1,103,718**

items sold in shops



**4,851**

items sold on our ebay shop



# Where the money comes from and goes

**£2,282,500**

total income from fundraising  
(excluding gifts in wills)

**£4,116,855**

total income from retail

**£2,657,000**

total income from the NHS



**£680,400**

total fundraising expenditure

**£2,834,042**

total retail expenditure

**£11,771,518**

total charity expenditure

## Our team

**335**  
staff members

**7,141**  
online training courses completed

**46% RETAIL**  
**43% FUNDRAISING**  
**11% PATIENT FACING**



**37** starters **40** leavers

**563**

face to face training  
sessions completed

**50** staff have  
ten years  
service or  
more

**899**

volunteers

**175** starters  
(5% increase) **201** leavers  
(37% increase)





**Herringston Road  
Dorchester  
Dorset DT1 2SL  
Telephone: 01305 215300**



**weldmarhospicecare.org**

Registered Charity No. 1000414

