

**HOPE CANCER
SUPPORT CENTRE CLG**

ANNUAL REPORT

2021



Contents:

Page 3	Introduction
Page 4	Chairperson's Statement
Page 5	Board of Directors 2021
Page 6	Vision and Mission
Page 7-8	Our Services
Page 9-13	General Manager Report
Page 14-18	Service Activity Report
Page 19-20	Income and Expenditure Account
Page 21	Balance Sheet
Page 22	Conclusion

Introduction

The Hope Cancer Support Centre CLG is based in Enniscorthy, County Wexford. The Centre was originally founded in 1999 by a group of people who were affected by cancer, to give emotional support and practical information to people whose lives are changed by a cancer diagnosis.

We support our clients from the time of diagnosis, throughout their treatment and afterwards. We ensure a confidential, professional and caring service in a peaceful, calm and confidential environment. In addition to our Support Workers we engage the services of a team of dedicated and highly skilled Therapists, Counsellors and Facilitators.

The services provided include Intake Assessments and Support, Counselling, Massage, Reflexology, Meditation, Art, Yoga, Bra and Prosthesis Fitting, Lymphoedema (Manual Lymphatic Drainage Treatments) and Peer Support Groups.

Our services are made possible by the generous support of the local community who assist our services in many ways, and our grant providers who aid us with valuable funding annually. We are also strongly supported by a large group of amazing volunteers who are to be found throughout the organisation offering their unique talents and expertise.



Chairperson's Statement



May I take this opportunity to thank everyone associated with the Centre most sincerely for their continued and valued support to the Hope Cancer Support Centre CLG during the past year. While the past twelve months have been challenging for everyone due to the pandemic here at the Hope Centre we have strived to continue to provide as many of the support services as possible to our clients in compliance with government and health guidelines.

We could not have provided these supports without the tireless efforts of our volunteers, here in the Centre, in our shop in Enniscorthy and those throughout County Wexford who have given their time and helped us all year.

To our fundraisers, both large and small I say a huge thank you, again without your commitment to raise funds we could not continue to provide our wide range of services.

May I sincerely thank the staff both in the Centre and in our Shop who have gone the 'extra mile' to ensure our services haven't been negatively affected and who have been proactive in introducing new initiatives as outlined in the General Manager's report.

I also wish to acknowledge and thank the support received from the media and business sector who have contributed significantly towards our fundraising events in 2021 and their support is truly appreciated.

Finally may I thank my fellow Directors for their commitment in 2021 towards the continued prosperity of the Hope Centre.

John Roche

Chairperson of the Board of Directors

Board of Directors 2021

The Board of Directors of Hope Cancer Support Centre CLG work on a voluntary basis and do not receive any remuneration or benefits. During 2021 the Board of Directors met on 11 occasions. All Board meetings were minuted and adhered to recognised best practice.

The Board of Directors in 2021 were:

John Roche:	Chairperson	Re-elected at AGM September 2020 Re-appointed as Chairperson October 2021
Margo Kehoe:	Vice Chairperson	Re-elected at AGM October 2020
Michael Jordan:	Secretary	Re-elected at AGM October 2019 Re-appointed as Secretary October 2021
Kevin Hughes:	Director	Re-elected at AGM October 2019 Re-appointed as Treasurer October 2021
Mairead Fanning:	Director	Re-elected at AGM September 2020 Appointed as Vice Chairperson October 2021
P.J. Darcy:	Director	Retired from Board at AGM September 2021
Norman Buttle:	Director	Re-elected at AGM September 2021
Una Doherty:	Director	Re-elected at AGM September 2021

Vision and Mission

Our vision for Hope Cancer Support Centre CLG is to provide the best possible cancer support services for the people of County Wexford and surrounding areas, from our Centre in Enniscorthy and through outreach services throughout the area.

Our mission is to:

- Offer practical and emotional support to people with a cancer diagnosis and their supporters and carers, from the time of their diagnosis, through their treatments and afterwards.
- To ensure a caring, confidential and professional service is delivered in a safe and peaceful environment.
- To strive to improve our performance by driving quality and evidence-based practice in all of our support activities.

Our goals are to:

- Provide the best possible supports to people with a cancer diagnosis and their loved ones.
- Reduce the impact of a cancer diagnosis through the provision of supports that are evidence based and that adhere to best practices.
- Ensure the equality of access to all people wishing to engage with our services in a timely manner and be supported in the manner that suits them best.
- Strive to improve our performance by listening to our client feedback and responding.
- Strengthen all we do by working as a team, ensuring the focus is on client needs, while complying with legal and regulatory requirements.



Our Services

Support Workers

Everyone who attends the Centre will be met by one of our experienced Support Workers who are available Monday to Friday 9 am to 4pm to support you. Together with the Support Worker a joint assessment of your needs will be discussed. Following this assessment, you will be given a period of 7-10 days to reflect on the types of services you would like to access. The Support Worker will contact you within 7-10 days to discuss this with you.

Counselling

We provide a professional counselling service offering time limited counselling to clients who are affected by cancer. Clients are initially offered up to eight sessions which are subject to review after session number six. The review is a process that informs the team as to the on-going needs of the client and to put in place a plan for moving forward, based on the needs of the client and the ability of the centre to provide for the client's needs. All counselling is free of charge to the client.

All of our Counsellors operating in the Hope Cancer Support Centre are:

- Contracted by Hope to provide counselling
- Professionally qualified
- Accredited with an appropriate professional body
- Adhere to professional practice and code of ethics of their accrediting body
- Undergo supervision
- Provide their service within the scope of the policies and procedures of the Hope Cancer Support Centre



Reflexology

Reflexology is the holistic practice of treating reflex points in the feet. The treatment encourages the healing process throughout the body. Using a gentle technique our Therapist's aim is to encourage the person's own healing systems to be activated and so maintain well-being. A treatment lasts for one hour approx. All of our Therapists are experienced and fully qualified.

Bra fitting clinic

Here at the Hope Centre our bra fitting clinic caters for ladies who have had a breast cancer diagnosis. We provide an individual and private appointment for the fitting of post surgery bras, prostheses and swimwear.

After a diagnosis and treatment for breast cancer it is natural to be less confident about your body image, our aim is to help restore your confidence. When you get a proper fitted bra and prosthesis you will start to feel good again about yourself. Our professionally trained bra fitters understand the many stages that women go through during a breast cancer journey and provide support and advice during appointments.

Entitlements to bras, prostheses and swimwear are as follows:

Medical Card Holders:

Referral letter needed from GP/Consultant.

Each year: 2 mastectomy bras

Every 2 years: 1 prosthesis (if double mastectomy entitled to 2 prostheses)
and 1 swimsuit

Non-Medical Card Holders:

Referral letter needed from GP/Consultant for First Fit.

First Fit: 2 mastectomy bras, 1 prosthesis, 1 swimsuit

After the first fit, non-medical card holders can still avail of the bra/prosthesis measuring and fitting service, but products ordered must be paid for. (It is the Client's responsibility to ascertain if these products are covered by private health insurance which they may hold).

Lymphoedema/MLD Treatment

Our professionally qualified Therapists provide lymphoedema management, treatment and care. This is a free service. For further information please contact us as a referral is needed from your consultant/GP.

General Manager Report

2021 was again a difficult year on all fronts for the Hope Cancer Support Centre. However we continue to provide a wide array of services to clients of the centre. We delivered 2,150 support contacts to a total of 641 clients throughout the year and you can see a more comprehensive overview of this in the Service Activity Report. We continue to work closely with the National Cancer Control Programme (NCCP) in ensuring our services are delivered to their standards by adhering to their "Best Practice Guidelines for Community Cancer Support Centres". During the year we were deemed compliant by the NCCP following a self-assessment process conducted by them. We are one of the first centres in the Country to achieve this milestone.



*General Manager,
Seán McCarthy*

Centre

We did not have any staff, volunteers or clients that have tested positive for Covid19 as a result of attending our centre and we are very glad of this achievement. We have very robust procedures for all persons entering and leaving the centre. During 2021 we undertook some work within the centre in an effort to increase our capacity but also to improve the interior of the building such as the upgrading of our meditation room. The continued realignment of our administration area ensured that all administration staff are close to each other.

Shop

The Hope Cancer Shop continued to operate during 2021 during what were difficult times. This year we recruited a Shop Supervisor to supplement and support our Shop Manager. And once again I must compliment and thank all of the staff and volunteers in the shop for their continued dedication and support. We would not be able to operate without their valuable contribution which generates significant income to the charity to support us in providing therapies to our clients. I also wish to thank all those people from across Co. Wexford and beyond for their continued support, especially those who contribute items for sale to the general public through our shop at Mill Park Road or through our online shop.

Third Party Fundraising and Donations

21% of our total income in 2021 came from our very generous donors and third party fundraisers. We thank every person who made a donation and organised/volunteered at all the various third party fundraising events.



Grants

The list below is of the organisations that we were successful in obtaining funding from in 2021:

- HSE Section 39 Grant
- Irish Cancer Society Grant
- National Cancer Control Programme
- Saturday Fund
- Pobal COVID-19: Stability Scheme

Training

A number of staff and volunteers completed training and attended various workshops and webinars in 2021 on:

- Manual Handling
- Health and Safety
- Basic Fire Safety Awareness
- Introduction to Infection Prevention and Control
- HSA Work Safely Induction
- HSA Lead Work Representative Training
- Children First
- Resilience
- Best Practice in Documentation Keeping
- Evaluation
- Financial Management and Implementing SORP
- Applying for Funding
- Basic Zoom
- Advanced Zoom
- Understanding the Context of Digital Communication
- Creating Impacting Visual Communication
- HR and Working from Home
- Group Coaching for Non-Profit Leaders

Key Accomplishments in 2021

1. Hope and Dream 10, 2021

2020 was a very challenging year for the charity sector and the Hope Cancer Support Centre experienced a significant loss due to the temporary closure of our Charity Shop and reduction in other fundraising activities. In light of this and due to the purchase of the adjoining building to the Centre, a decision was made that the Hope Cancer Support Centre would be the sole beneficiary of the proceeds raised from Hope and Dream 10, 2021.

2021 was a milestone year when we celebrated the 10th Anniversary of Hope and Dream 10! Our special edition 10th Anniversary t-shirts (generously sponsored by Enniscorthy Credit Union) issued to all participants were very much liked and even became a collector's item!

With the ongoing Covid 19 pandemic, the 2021 event was held virtually between September 13th and 19th. People participated virtually not only in County Wexford but across Ireland and the globe! This resulted in 1,795 participants raising a total of €136,772. This brought the 10 year total raised to a staggering €1,471,568!

We owe a huge gratitude to all the volunteers, participants, donors, sponsors and media partners who all supported this milestone event and for their invaluable continued support.



2. National Cancer Control Programme Guidance for Community Cancer Support Centres, self-assessment process.

In 2021 the Hope Cancer Support Centre voluntarily enrolled into the self-assessment process for the pilot study. In total there were 10 cancer support centres across the country involved and our centre manager was one of the peer reviewers for the process. “The aim of the pilot study was to establish the external peer review process within Community Cancer Support Centres and to evaluate whether this method of external validation of the self-assessment process would work in the Irish context”.

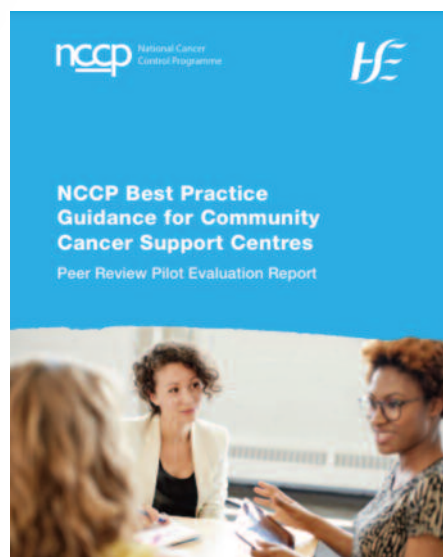
This involved participating centres assessing themselves against 18 specific questions across a number of key indicators:

1. Delivery of core services
2. Governance
3. Adherence to Professional conduct and ethics
4. Complimentary therapists

A number of options were available to each participating centre for answering individual questions: compliant, substantially compliant or not compliant. Upon completion of the self-assessment document a meeting of the peer review group was held to consider the document and a further meeting was held between the review group and representatives of the Hope Cancer Support Centre. Following this process our Centre was deemed to be compliant. We were one of the first centre’s in the Country to be compliant and this is a credit to all of our staff, therapists and volunteers across the service.

For more information on the pilot review visit

<https://www.hse.ie/eng/services/list/5/cancer/profinfo/nccp-peer-evaluation-report.pdf>



3. Meditation and Qigong Programme.

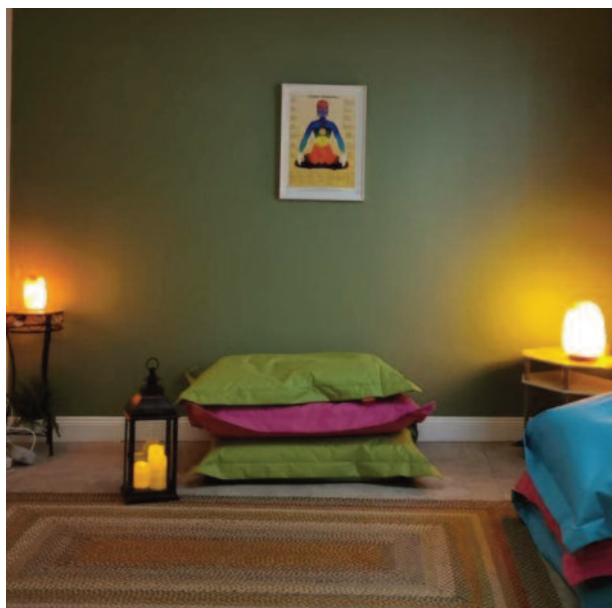
During 2021 we worked with Enniscorthy native Dr. Elizabeth Jordan in developing a unique meditation/qigong programme for our clients, titled "Journeying through cancer with Dr Elizabeth Jordan". The purpose of this programme was to provide clients with the knowledge and resources required to facilitate them in being independent in practicing meditation. This involved 2 half day workshops delivered by Dr. Jordan, the development of 2 practice manuals, a series of 9 meditations and Qigong practices accessible through QR codes online specifically developed for the Hope Cancer Support Centre. There were also a series of group support meetings and one to one meetings between Dr. Jordan and the participants. This was a very well received programme by those who attended. Here is a flavour of comments from clients who attended.

"I just wanted to say how much I have got out of this course. And how lost I was feeling, which is not where I am now. I feel that I am beginning to get my life back, so thank you."

"It is a powerful concept and has given me a sense of empowerment over my own thoughts and my body....It is so positive and is exactly what I needed after being through cancer"

"Thank you, thank you, thank you"

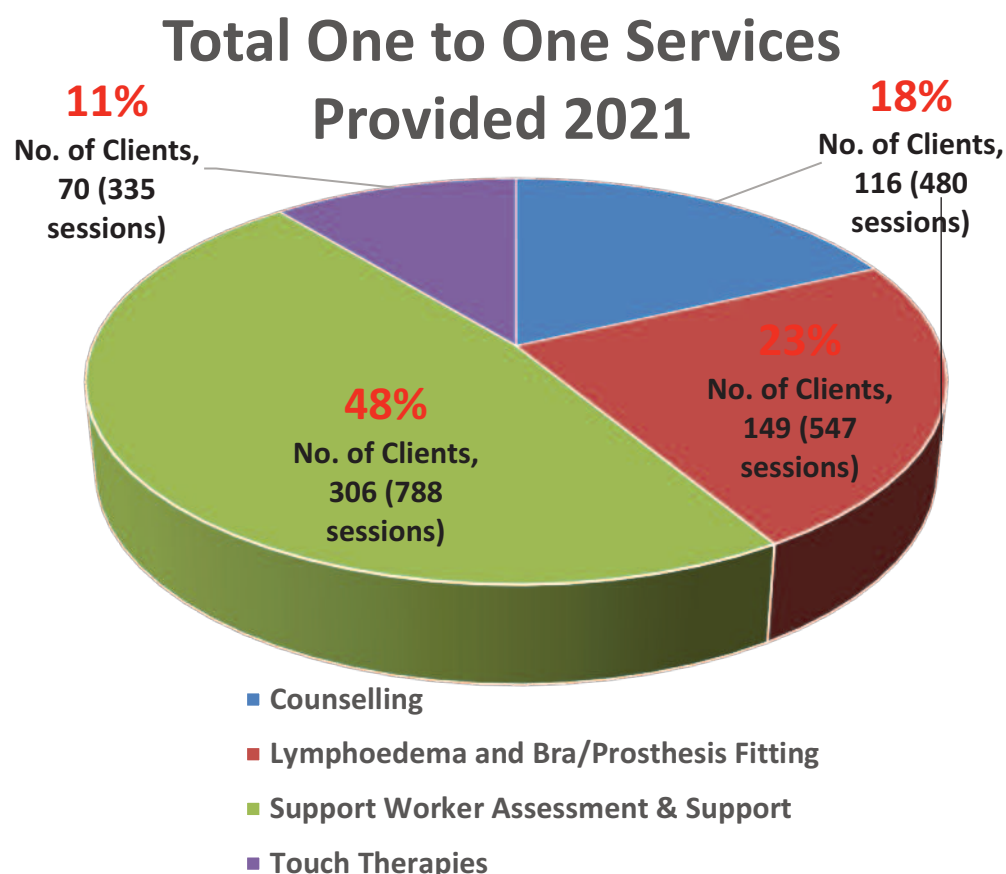
"Thank you for showing me that I can manage and change my moods/thinking through these exercises rather than just hope that time will heal all"



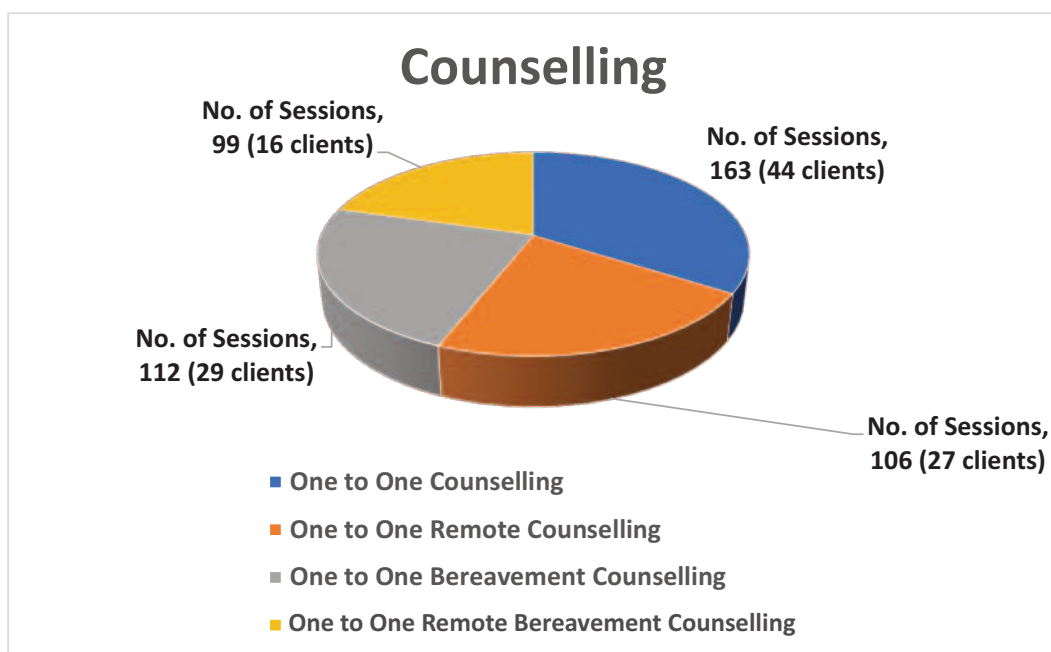
Service Activity Report

The year 2021 was again a difficult year for all of the community as the people of Wexford made a huge effort to cope with Covid 19 and to reduce it's impact on our community. It provided us with a challenge as to how we provided services to our clients. We had to continue to innovate and adapt, to find ways of delivering services in ways we would never have envisaged prior to the pandemic. It included increasing outreach services such as remote counselling by zoom and by phone, increasing support calls to clients who may previously have attended groups or just called in for support. We also provided services remotely such as Manual Lymphatic Drainage (MLD) and reflexology. A brief overview of service delivery is provided below. In 2021, we provided a total of 2150 appointment sessions to 641 clients.

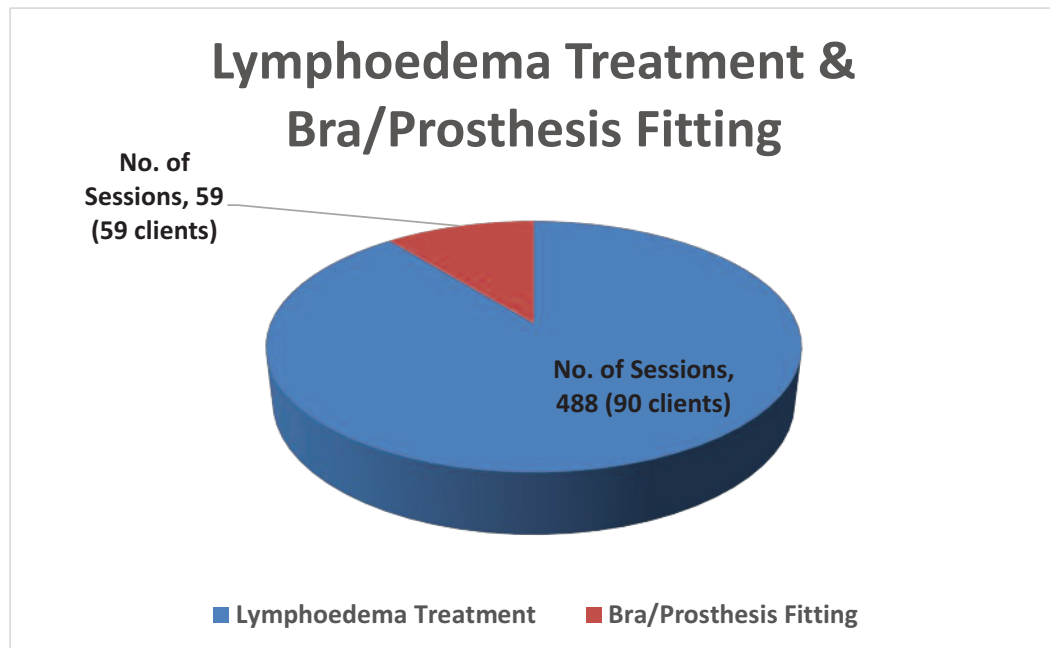
Total services provided in 2021	No. of Clients	No. of Sessions
Counselling	116	480
Lymphoedema and Bra/Prosthesis Fitting	149	547
Support Worker Assessment & Support	306	788
Touch Therapies	70	335
Totals	641	2150



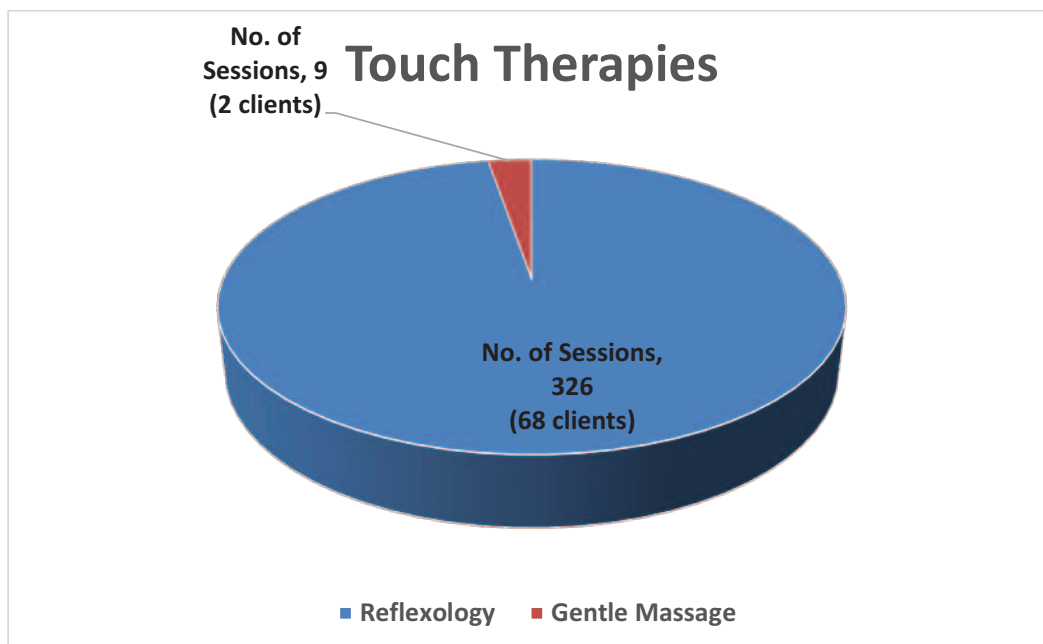
Counselling	No. of Clients	No. of Sessions
One to One Counselling	44	163
One to One Remote Counselling	27	106
One to One Bereavement Counselling	29	112
One to One Remote Bereavement Counselling	16	99
Totals	116	480



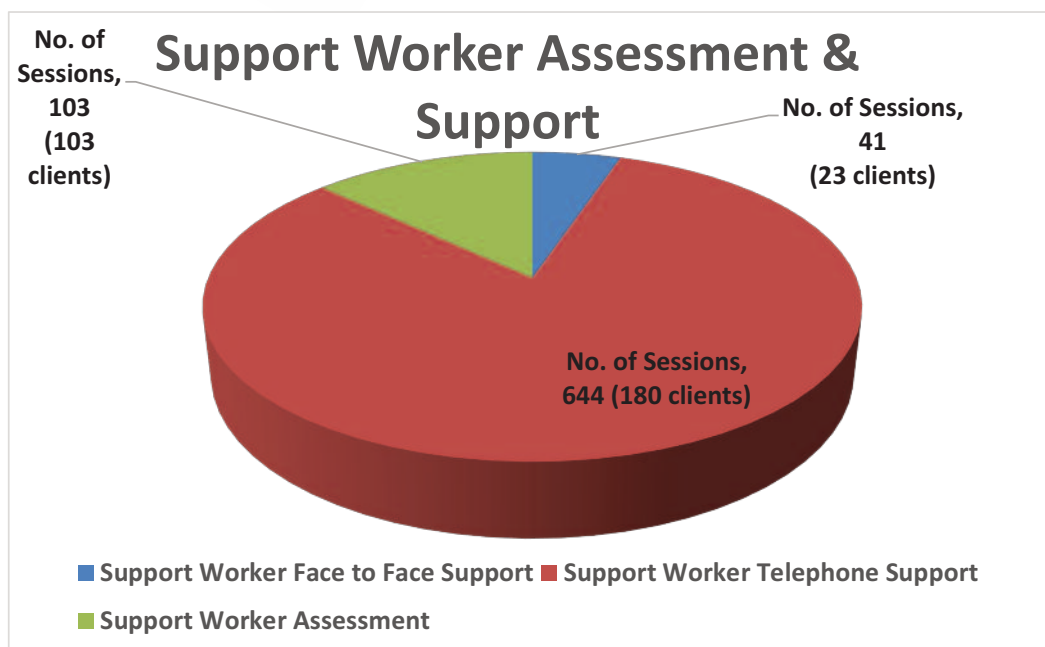
Lymphoedema and Bra/Prosthesis Fitting	No. of Clients	No. of Sessions
Lymphoedema Treatment	90	488
Bra/Prosthesis Fitting	59	59
Totals	149	547



Touch Therapies	No. of Clients	No. of Sessions
Reflexology	68	326
Gentle Massage	2	9
Totals	70	335



Support Worker Assessment & Support	No. of Clients	No. of Sessions
Support Worker Face to Face Support	23	41
Support Worker Telephone Support	180	644
Support Worker Assessment	103	103
Totals	306	788



The following support groups and workshops were held during 2021:

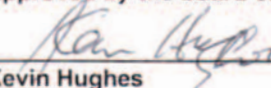
- Multiple Myeloma Support group
- Story Telling group
- Nutrition Webinar
- Thrive and Survive programme
- Meditation and Qigong Programme

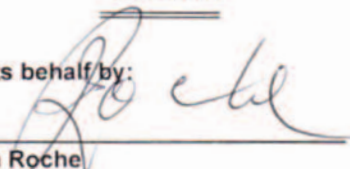
Income and Expenditure Report

Hope Cancer Support Centre CLG INCOME AND EXPENDITURE ACCOUNT for the financial year ended 31 December 2021

	Notes	2021 €	2020 €
Income	6	533,222	515,068
Expenditure		(398,687)	(317,323)
Surplus before interest		134,535	197,745
Interest receivable and similar income		-	1
Surplus for the financial year		134,535	197,746
Retained surplus brought forward		965,459	767,713
Retained surplus carried forward		1,099,994	965,459

Approved by the board on 27 September 2022 and signed on its behalf by:


Kevin Hughes
Director


John Roche
Director

Hope Cancer Support Centre CLG
SUPPLEMENTARY INFORMATION RELATING TO THE FINANCIAL STATEMENTS
DETAILED INCOME AND EXPENDITURE ACCOUNT
for the financial year ended 31 December 2021

	2021 €	2020 €
Income		
Fundraising events	199,272	154,847
Christmas card sales	839	655
Donations recieved	52,300	54,192
Member subscriptions	255	270
Marathon	-	360
Mite boxes	12,040	6,602
Grant income	102,118	94,768
Candle sales	192	144
Shop takings	75,094	58,842
Government grants received	91,113	144,388
	<u>533,222</u>	<u>515,068</u>
Expenditure		
Wages and salaries	174,103	142,956
Social welfare costs	18,618	11,019
Staff training	4,300	2,050
Therapy and counselling	60,302	54,838
Classes and courses	25,016	3,245
Room rental	-	1,248
Insurance	4,825	4,188
Computer bureau costs	5,659	7,198
Light and heat	7,274	5,249
Cleaning	298	264
Repairs and maintenance	12,828	11,557
Stationery and advertising	8,929	5,857
Candle purchases	-	3,750
Telephone	8,201	7,024
Motor expenses	124	1,245
Legal and professional	933	1,633
Audit	5,166	4,920
Bank charges	1,268	960
Canteen	4,397	6,199
General expenses	6,804	5,890
Fundraising expenses paid in advance	-	(11,900)
Shop rent	17,832	17,501
Shop water charges	378	(4,447)
Shop repairs and renewals	148	1,280
Shop light & heat	3,288	3,908
Waste management and refuse	3,446	3,026
Profits/losses on disposal of tangibles	(4,904)	-
Depreciation	29,454	26,665
	<u>398,687</u>	<u>317,323</u>
Miscellaneous income		
Bank interest	-	1
Net surplus	<u>134,535</u>	<u>197,746</u>

Balance Sheet

Hope Cancer Support Centre CLG

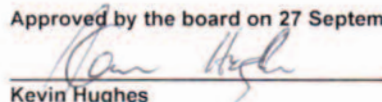
BALANCE SHEET

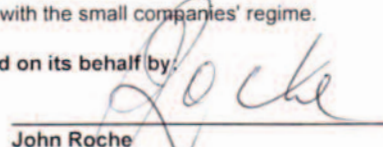
as at 31 December 2021

	Notes	2021 €	2020 €
Fixed Assets			
Tangible assets	9	537,081	542,210
Current Assets			
Debtors	10	110,433	139,248
Cash and cash equivalents		510,151	370,460
		620,584	509,708
Creditors: amounts falling due within one year	11	(57,671)	(86,459)
Net Current Assets		562,913	423,249
Total Assets less Current Liabilities		1,099,994	965,459
Reserves			
Income and expenditure account		1,099,994	965,459
Members' Funds		1,099,994	965,459

The financial statements have been prepared in accordance with the small companies' regime.

Approved by the board on 27 September 2022 and signed on its behalf by:


Kevin Hughes
Director


John Roche
Director

Conclusion

The year 2021 has been a very challenging year for all in the Hope Cancer Support Centre, none more so than that of our clients who avail of the services that are on offer in the centre. We strived to provide as much as we could during the year subject to the restrictions that were placed on us by regulations.

Although the year was a difficult one it did allow us to pause and reflect on the services we deliver, on how we can improve all that we do and look at alternative methodologies for delivering these to our clients.

One thing however that does not change is the wonderful generosity of the people of Wexford. Your on-going commitment and generosity to the centre, year on year is a motivating factor for us all, our volunteers, staff, contracted service providers and the Board of Directors. Without it we could not do what we try to provide for the community. So once again a big Thank You to you all.





**Hope Cancer Support Centre CLG,
22 Weafer Street, Enniscorthy, Co. Wexford Tel: 053 9238555
Email: info@hopesupportcentre.ie
Web: www.hopecancersupportcentre.ie**

Hope Cancer Support Centre CLG is a Company Limited by Guarantee.
Registered in Dublin, Ireland.
Registered Number 379457. Registered Office: 22 Weafer Street, Enniscorthy, Co. Wexford.
RCN: No 20054007 CHY No: 15556