

Marie Curie every day

Impact and achievements 2012/13



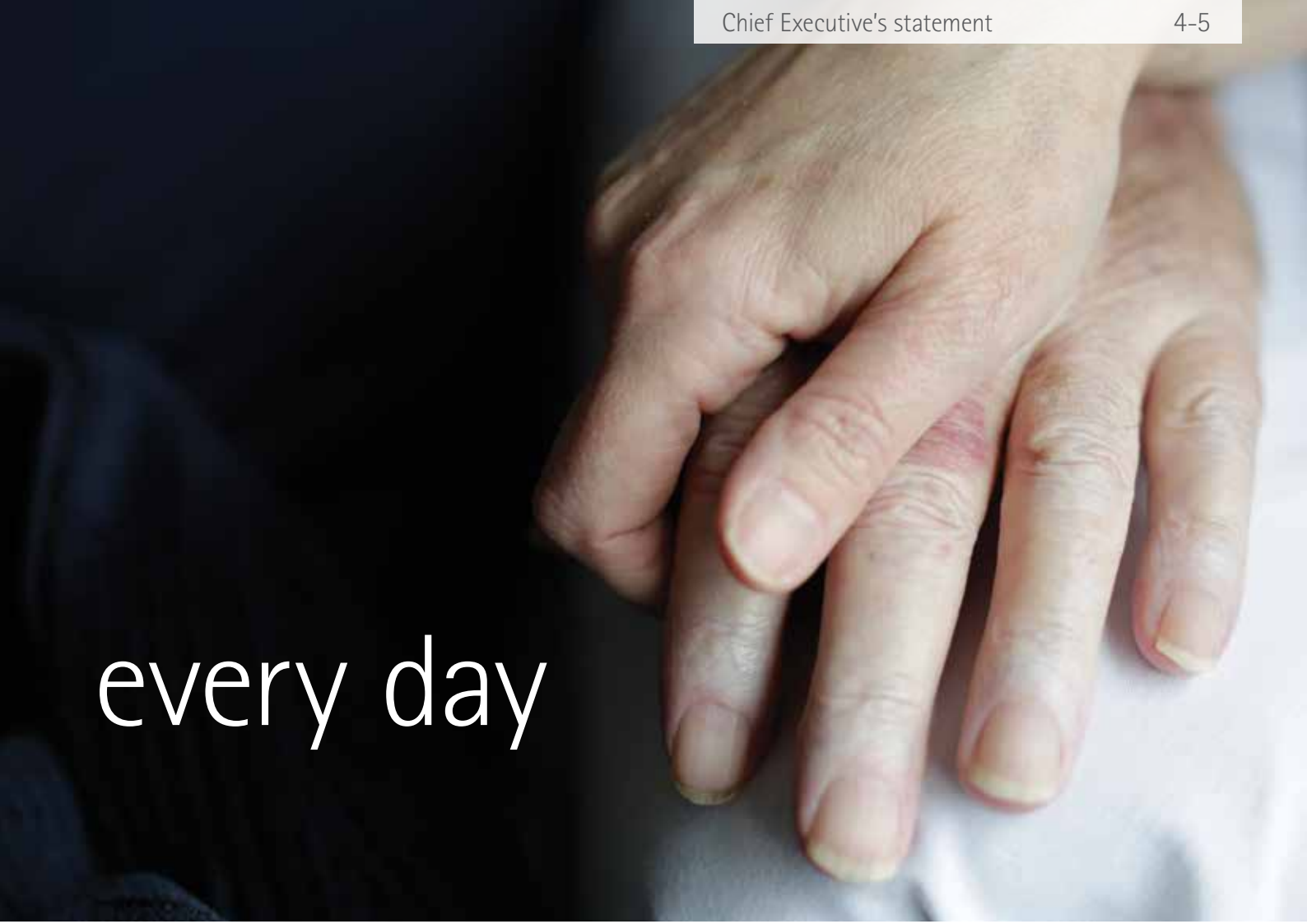
Marie Curie
Cancer Care



Every day, we help people in their final days.

Every day, Marie Curie Nurses support terminally ill people across the UK. Our **2,000 nurses** provide them and their families with free hands-on care and emotional support, in their own homes, right until the end.

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every day

A day may seem a small amount of time, but for people nearing the end of their lives, each one is precious. Most people would like to spend those days in the comfort of their own homes, or in a hospice surrounded by family or friends. Every day, Marie Curie makes that happen for people with all terminal illnesses across the UK.

In 2012/13, we helped more people, provided more nursing hours and raised more vital funds than ever before. But within each of those big numbers are many extraordinary days – for the people we help and their families, for our nurses and for our supporters. This report tells the story of just a few of those days.

We believe Marie Curie should lead the field in providing outstanding care for terminally ill people and their families and strive to improve the overall standard of end of life care in the UK. Whether through learning from our patients, or sharing results from our pioneering research programmes, we simply want people to have better support at the end of their lives.

We can't deliver that without the generosity of our supporters, the commitment of our volunteers and the expertise of our staff. If this report inspires you to get involved, please don't hesitate to do so. Everyone can play a vital part in making sure people get the high-quality care they need and deserve in their final days.



Dr Jane Collins, Chief Executive

The day Lorna granted a dying wish

One day Lorna visited a patient and helped her spend a final few moments with her husband and young son in the garden that was so precious to her.

To hear more of Lorna's story, visit mariecurie.org.uk/everyday

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One of the most special moments that I had was looking after a young mum. In the early hours of the morning, she asked if she could go downstairs into her garden. With the help of her husband, we got her down the stairs and she spent quarter of an hour in her garden, telling me all about the flowers.

We came back inside and her little boy ran in with a buttercup, tucked it behind her ear and said: 'Mummy, this is for you because you're the best mummy in the world.'

She died just a few hours later. As I left that morning, her husband said: 'Thank you so much for giving us that moment.'

Lorna Clarkson, Marie Curie Nurse

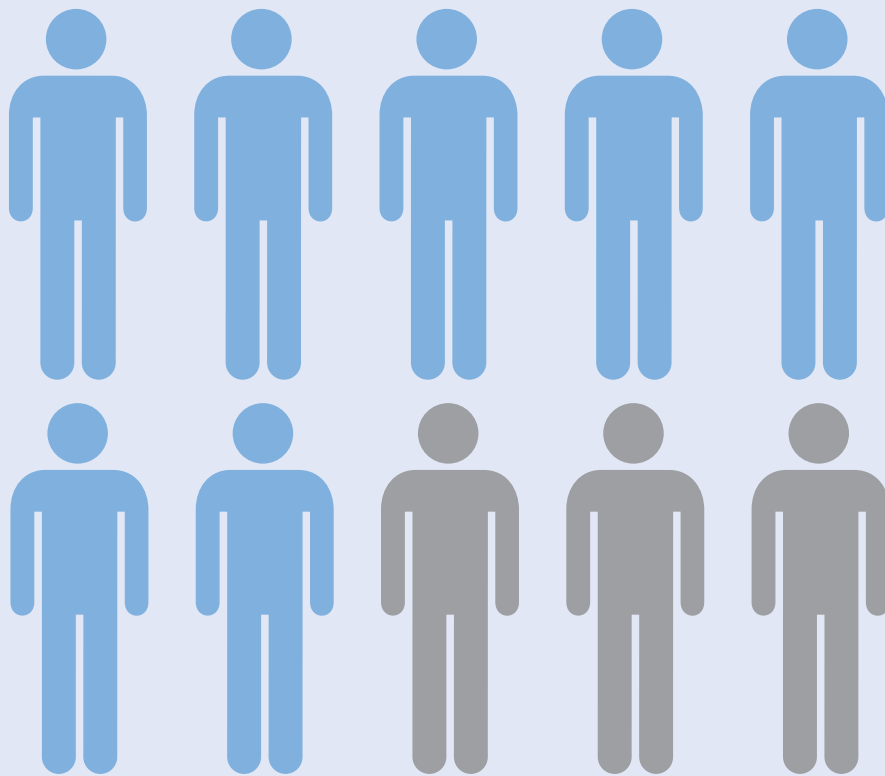


Every day we care for terminally ill people in the place they want to die



Research shows that given the choice **63% of people would want to die in the comfort of their own homes¹**.

Across the UK today **55% of people die in hospital** – the place many of us say we'd least want to be².

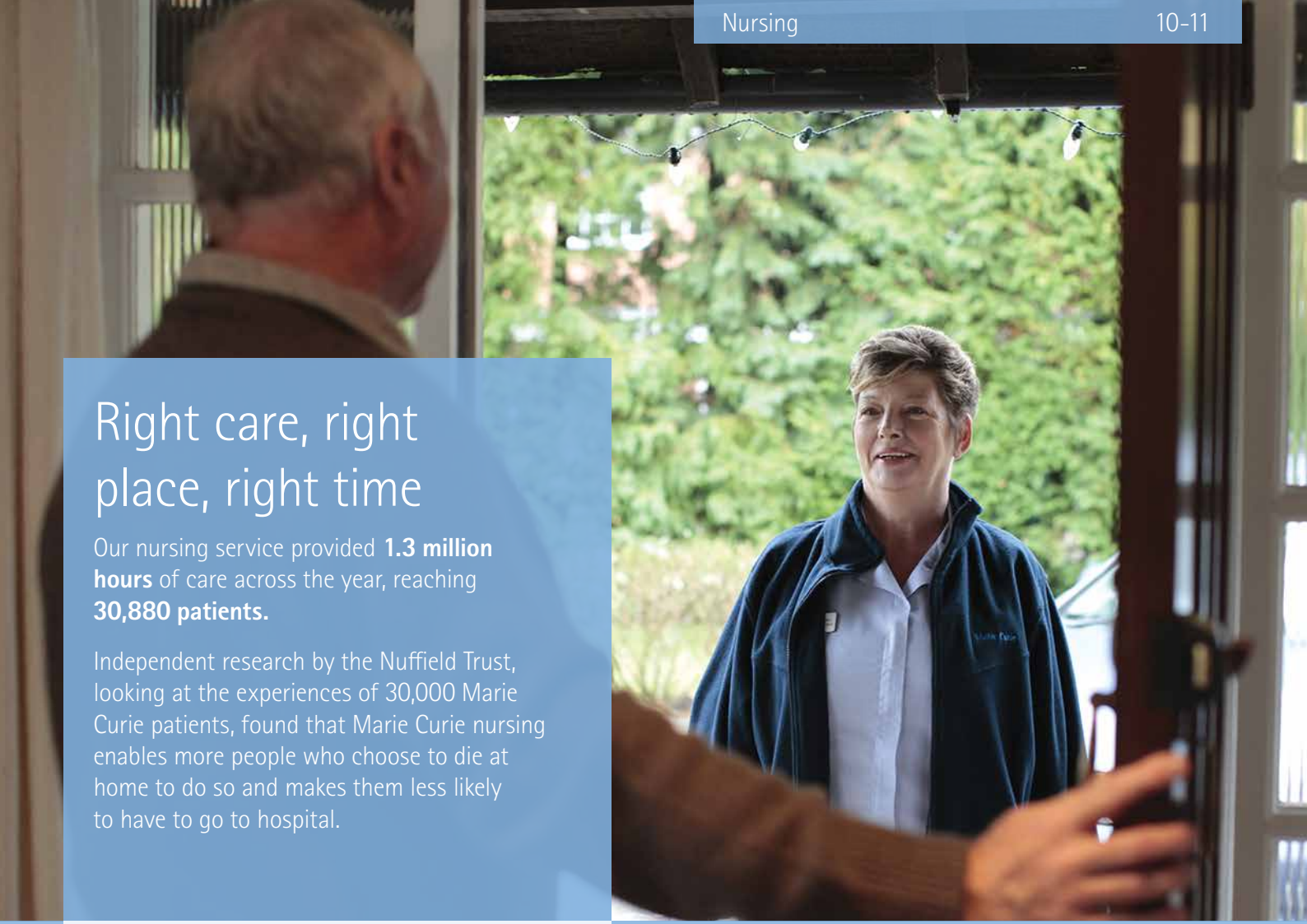


7 out of 10 people cared for by Marie Curie Nurses die in their own homes³.

1: Source: *Local Preferences and Place of Death in Regions within England 2010*, National End of Life Care Intelligence Network

2: Source: Office National Statistics (ONS), General Register Office (GRO) and Northern Ireland Statistics and Research Agency (NISRA) place of death statistics for 2008-2010

3: Source: *The impact of the Marie Curie Nursing Service on place of death and hospital use at end of life*, Chitnis et al, November 2012, Nuffield Trust

A photograph showing a nurse in a blue jacket with 'Marie Curie' on the sleeve, standing in a doorway and talking to an elderly man whose back is to the camera. The scene is outdoors with greenery visible through the door.

Right care, right place, right time

Our nursing service provided **1.3 million hours** of care across the year, reaching **30,880 patients**.

Independent research by the Nuffield Trust, looking at the experiences of 30,000 Marie Curie patients, found that Marie Curie nursing enables more people who choose to die at home to do so and makes them less likely to have to go to hospital.

We care for people with all terminal illnesses at the end of their lives. Around 30% of Marie Curie Nursing Service patients in 2012/13 had a diagnosis other than cancer.

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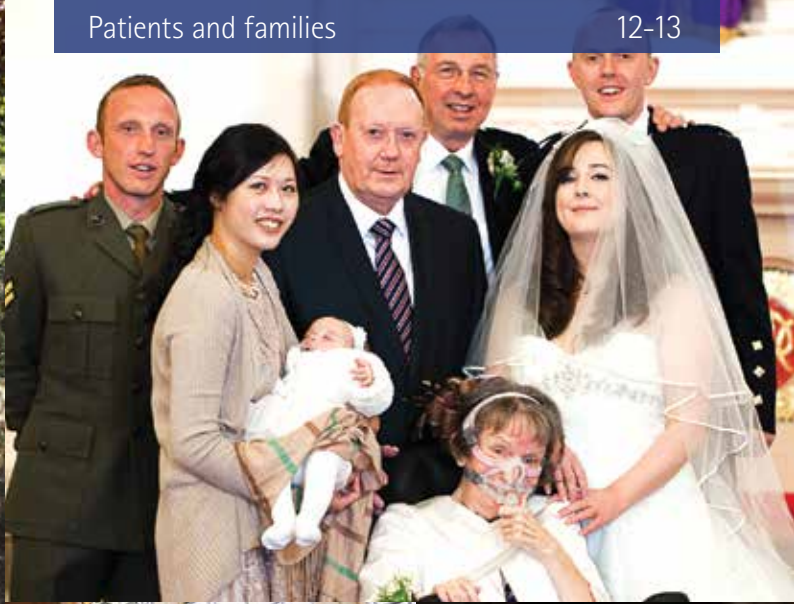
Our nurse was amazing. She looked after Mum for five days and nights a week. On her late shift, she'd be by Mum's side from 10pm til seven in the morning.

Patrick Mitchell's mother was supported by Marie Curie Nurses



Edith and Erin's big day

Marie Curie Nurses made it possible for Edith to be at the church on the day her only daughter Erin got married.



“

Edith confided in me about many of the dreams that she had that she knew she wouldn't realise, one of them being that she knew she wouldn't see her little granddaughter growing up – her little granddaughter's five months old – and her biggest dream was to attend Erin's wedding.

Cathy McIntyre, Marie Curie Nurse

“

On the day of the wedding itself, Cathy and Kathleen, the two Marie Curie Nurses, came. It couldn't have been the same without them. Edith couldn't have got to the wedding without them. Marie Curie really put us and the family first.

Bill Whiland, husband of Edith, a Marie Curie patient

To hear more of Edith's story, visit mariecurie.org.uk/everyday



Every day we're providing high-quality care to more terminally ill people

38,777

In 2012/13 we cared for 38,777 patients across the UK at home or in our hospices – an increase of 9% on the year before.

98%

Most importantly, 98% of our nursing and hospice patients rated the service they received as good or excellent.



Always improving quality

We believe that Marie Curie should lead the field in providing outstanding care for terminally ill patients and their families. Our patients deserve it and our supporters expect it.

We regularly consult our Expert Voices Group of patients and carers (who all have experience of end-of-life services) about our services and include them in hospice inspections.

Our services continue to receive excellent feedback from patients and positive comments from external inspectors.



Patient Alistair Steven with his wife and daughter at the Marie Curie Hospice, Edinburgh

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We heard from people of the help and support they received to care for unwell relatives. They described as excellent the emotional and practical support received from nurses and healthcare assistants supplied by the Marie Curie Nursing Service.

Care Quality Commission inspector on the Marie Curie Nursing Service, England

“

Over the last 20 years of working in the community I have only experienced an excellent and supportive gold standard service. The Marie Curie staff have always carried out their role in a professional manner with the patient's and family's interests central to the care they provide.

District nurse comment about Marie Curie Nurses

For more on quality, see our Quality Account Report 2012/13 at mariecurie.org.uk/quality



The day Gurbaksh had a royal visit

We raised £7 million through the Big Build campaign to help build our new West Midlands Hospice. The new £20 million hospice was officially opened by HRH The Prince of Wales on 21 June 2013.

Every day the new hospice will provide more care for those who need it most.



24 spacious en-suite bedrooms allowing patients the privacy and dignity they deserve, and giving them direct access to the gardens.



A day therapy unit which will **support twice as many patients** as the old Marie Curie Hospice, Solihull and offer a wide variety of complementary therapies.



A base for the **228 Marie Curie Nurses** working across the West Midlands, ensuring we can fully understand and meet patients' needs.

Our hospices – the hubs of their communities

Our nine hospices across the UK provide free specialist care for people with serious illnesses, and emotional support for their families, giving them the best possible quality of life.

There are Marie Curie hospices in Belfast, Bradford, Edinburgh, Glasgow, Hampstead (London), Liverpool, Newcastle, Cardiff and the Vale (Penarth) and the West Midlands (Solihull).

As well as the completion of the West Midlands hospice in 2012/13, we carried out major refurbishments of our hospices in Edinburgh and Cardiff and the Vale to improve patients' privacy and dignity and allow for future expansion.



7,897

Our hospices provided care and support for 7,897 terminally ill people and their families in 2012/13.

mariecurie.org.uk/hospices



The day Caroline helped break records

Every March millions of people across the UK support the Great Daffodil Appeal, our biggest fundraising event of the year, by simply giving a donation to wear a daffodil pin.

Without this support, thousands of families in your area wouldn't be able to make the most of the precious time they have left together.

“

I got involved because Marie Curie Nurses came to help nurse my mum. I don't know how I would have got through it without them. Today's been really good, the fundraising and the support we've got.

You can be stood in sunshine one minute and hail the next, but it's all part of the fun of it.

Caroline Wheatley, collector, Wetherby



The 2013 Great Daffodil Appeal was our most successful yet.

We had a record number of collectors on the streets throughout March and our TV ad had everyone talking.

The £7 million we raised pays for around 14,000 days of free nursing care. That will allow thousands of families to make the most of the precious time they have left together.



The value of our volunteers

Nearly 9,000 people volunteer regularly for Marie Curie. Many use their professional skills to support our work, while others simply want to use a little spare time for a good cause. All make a vital contribution to the care we're able to deliver.

We received the Queen's Diamond Jubilee Award for Volunteering in 2012, recognising the difference our volunteers make to patients and families.

mariecurie.org.uk/volunteer



3,200 help
in our shops



2,100 organise
events to raise
money for us



1,800 support
our local
fundraising teams



1,200 help in
our hospices



55% of people
applying to volunteer
with us are under
25 years old

Improving end-of-life care for everyone

Marie Curie is a leader in research into the best ways of caring for people with terminal illnesses, and how care could be improved.

The Marie Curie Cancer Care Research Programme provides £1 million a year for research projects on key end-of-life care issues – one of the first projects funded was 'Unpacking the home: family carers' reflections on dying at home', led by Professor Sheila Payne at Lancaster University. The findings of this project will shed an important light on the experiences of older people in caring for a family member dying at home.

Marie Curie also funds an ongoing portfolio of grants from the Dimpleby Marie Curie Cancer Care Research Fund investigating support for carers and the roles of volunteers in end of life care.



27

research papers were published this year through our research facilities and grant awards, covering topics such as improving end-of-life care in nursing homes.

Find out more at
mariecurie.org.uk/research



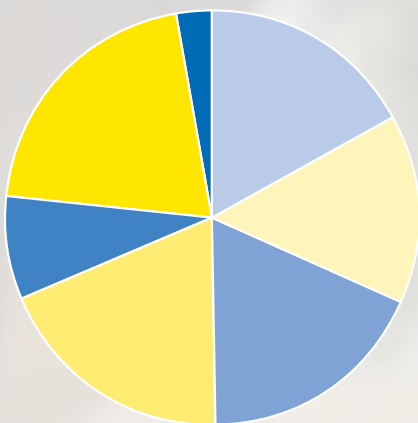
Our finances

Fundraising income increased by 10% and shops income by 3%, enabling us to extend the reach of our services this year.

All our services are always free to patients and their families, thanks to the generous support of the public. We fund our nursing services and hospices in 50/50 partnership with the NHS.

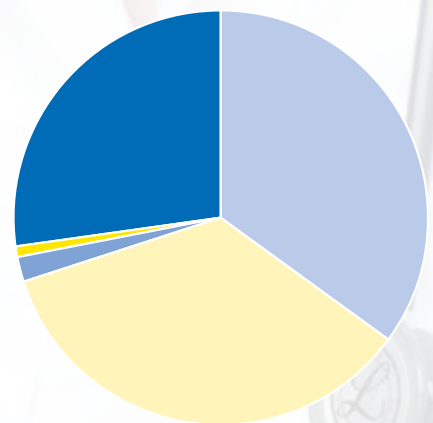
For full details of our income and expenditure, see our 2012/13 Annual Report and Accounts at mariecurie.org.uk/annualreport

Income 2012/13 (£ million)



- NHS funding – nurses **21.2**
- NHS funding – hospices **18.4**
- Legacies **22.7**
- Individual giving **23.5**
- Corporate/trusts **9.9**
- Community fundraising **25.7**
- Investment/other **3.1**

Expenditure 2012/13 (%)



- Hospices **35%**
- Nursing **35%**
- Research and innovation **2%**
- Governance, publicity and investment management **1%**
- Fundraising **27%**

Every day, we help people in their final days.

Yet, every day, 288 people in the UK still die without the care they need.

Today, you can help us reach more terminally ill people every day.



How can you help?

Make a regular or one-off donation
mariecurie.org.uk/donate

Get involved – volunteer, fundraise
or sign up for an event
mariecurie.org.uk/getinvolved

Find out more about who we
are and what we do
mariecurie.org.uk/aboutus



MarieCurieUK

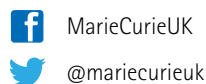


@mariecurieuk

For more information

If you would like to know more about how you can help Marie Curie Cancer Care to provide more care to more patients, please contact us:

Phone: 0800 716 146 (free)
email: info@mariecurie.org.uk
Visit: mariecurie.org.uk



To make a donation

Call: 0800 716 146 (free)
Visit: mariecurie.org.uk/donate
or send a cheque to our registered offices (right).

Offices:

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Mamhilad Park Estate
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Phone: 01495 740 827
Fax: 01495 740 889

Marie Curie Cancer Care gives people with all terminal illnesses the choice to die at home. Our nurses provide them and their families with free hands-on care and emotional support, in their own homes, right until the end.

mariecurie.org.uk



