

Impact Report

2025/26



Welcome

A year of impact — made possible by you

Welcome to our Annual Impact Report for 2025/26, a moment to reflect on the difference your support makes.

This year marks 50 years of Dorothy House. In that time, we've cared for more than 75,000 people, and reached many more through education, digital resources and partnerships. Today, we continue to ensure our communities receive the compassionate, specialist care they need, when and where it matters most.

We've strengthened our focus on outcomes, understanding not just what we do, but the difference it makes for patients, families and communities. Alongside this, we've invested in innovation, collaboration and leadership to ensure our care is sustainable for the future.

Looking ahead, we will focus on sustaining this momentum, strengthening our workforce, securing funding, and embedding the ways of working that help us, alongside community partners, reach more people, earlier.

Demand for our care continues to grow. Thank you to every donor, partner, volunteer and colleague who makes the work of the Hospice possible.

Here's to the next 50 years.



Wayne de Leeuw
Chief Executive Officer



Your impact — at a glance

4,167

people directly cared for through specialist end of life care

94%

of care delivered in the community or at home

3x



increase in digital resource use

592

professionals trained



21,498

home visits by our community teams

30

shops funding care locally

7,000+

people estimated as being reached via light touch support

4,785

family and bereavement support contacts made



1,364

volunteers supporting retail, care and community services

318

people supported with will and funeral planning

3,075

calls answered by our 24/7 Advice Line



5

patients in the community saw an improvement to their depressed mood

3

patients in the community reported reduced pain

12%

growth in fundraising income



£9k

generated in our shops by donated, end of line new goods



Average review score on iWantGreatCare:

★★★★★ **4.93**
5 stars

A timeline of Dorothy House

Throughout our 50th anniversary year, we want to celebrate all the people who've made Dorothy House what it is today. We have been collecting stories about Dorothy House, because the Hospice is more than a place or a collection of services. It's a house of memories.

Below is a selection of those stories, demonstrating the impact of half a decade of personalised care. In so many ways, Dorothy House is a lifeline for our communities. Your story is our story, and it's personal.



CELEBRATING
FIFTY YEARS



2002 George

"It was more than 20 years ago, and I still remember the kindness of Dawn, who would collect Jenny every Friday morning to drive her to Dorothy House for arts and crafts. As Jenny's condition deteriorated and she was confined to bed, the Nurse Specialists were always just a call away. Jenny finally succumbed to her illness in February 2010, peacefully and surrounded by family."



1976 Bridget

"I joined the original committee that started Dorothy House and was involved for about ten years. It is now the hospice that was originally a dream. Now 95, I would like to say thank you to all the people that have made it what it is today."



1979 & 2024 John (Sue & Lucy)

"We were introduced to Prue and Dorothy House in 1979 when Sue was being treated for terminal cancer. They helped her get well enough to achieve her wish to die peacefully in our home. Then in 2024 Dorothy House supported Lucy, our daughter. Again the care our family received was full of affection and celebration of life, for which we will be eternally grateful, and wish to continue for many years to come."



1989 Rod

"In 1989, when palliative care was in its infancy. I was asked if I would be interested in joining the Dorothy House team as a physician. I spent five years there; those formative years hold wonderful, happy memories for me. To think that Prue's vision and passion has created such an influential and important organisation is just wonderful. I have so much to thank Dorothy House for in so many ways. Here's to the next fifty years."



2014 Alicia

"My step-granddad and my grandpa were both supported by Dorothy House in 2014 and died within weeks of each other. The Hospice continued to be a safe haven for my family and supported my grandmothers with such kindness and compassion. Last year my beautiful cousin Bex died at the Hospice - she left this world in complete peace, surrounded by love and comfort."



2019 Deanna

"Our daughter Lisa was 31 years old when she was diagnosed with terminal bowel cancer. After the initial shock she turned into a warrior, determined to leave a legacy for her girls. She won award after award for her fundraising, wrote a book and started Lisa's Army charity. She passed away on 17 August 2019. The care and help we had from Dorothy House was amazing, the support and kindness they showed Lisa in her final hours will stay with us forever."



2025 Michelle

"You never know when you're going to be that person, we never thought we would be... so don't wait until you are that person. If you can give that help, it's so important..."



2026 Andrew

"What Dorothy House has done is given me my life back, and I can go out and take part in activities that I wasn't able to consider at the start of this year. It isn't what I believed it to be - it is a place more for life than for death."



2019 Sharon

"I was diagnosed with stage 4 endometrial cancer in 2019, and the care offered to both me and my mum was so special. I am lucky enough to be in remission - I now volunteer in a Dorothy House shop as my way of saying thank you. My cancer has a very strong chance of recurring, but if it does I know that Dorothy House will be there, and for that I'm truly grateful!"



2024 Molly & Iris

"It is difficult to explain the support and warmth that Dorothy House gave us during what will always be the most challenging time of our lives. The Hospice has a beautiful team of talented and warm individuals who helped to lift the worry from us and brightened our spirits whenever we needed it. We will always be grateful to them and we know that our Mum was greatly comforted by their support for her and us. Thank you Dorothy House from the bottom of our hearts."



2026 Matthew

"Hospices are a lifeline. I know that now. It takes more than one pair of hands, we all need to do this together. I know that if Dorothy House was not here for me, I would have given up."



2026 Cara

"I've got stage four cancer, which has been going on since 2019. There's part of me which knows I might need Dorothy House in the future. It's comforting to know that if I do get sicker, something like this is around for me and my kids."



Demonstrating our impact

Impact is about more than activity. We use patient feedback, community insight and six strategic outcomes to understand how our care improves lives.

1. Stronger, more confident communities

We again ran the internationally recognised Death Literacy Index survey, learning that communities across our region show strong compassion and willingness to support others at the end of life. The biggest gap is knowing how to access help. We're responding by making accessing support clearer, helping people feel confident supporting each other when it matters most.

Our Part of Life platform continues to grow, with over 18,000 visits worldwide, from as far afield as China, the US and Germany. The poetry library is consistently popular, and the top performing blog this year was about the history of death masks.

"I have nothing bad to say about Dorothy House. It is a safe and peaceful environment with the best people you will ever meet."

Daughter of a patient

2. Care that meets individual needs, followed by a peaceful death

Our care continues to make a meaningful difference:

- 99.5% positive feedback from patients and families.
- Over 400 written compliments received.

"We felt truly heard... it felt as though we were being cared for by friends and family."



We've also begun introducing GRACE — a new, innovative digital system designed to give patients more control, clarity and time, while reducing admin for clinical teams so they can focus on care.



3. Support for friends, families and carers

We've expanded support for families before and after death:

- A new **Children & Young People's Wellbeing Hub** offers tools to help young people understand grief.
- An **interactive community map** helps people find local support, with over 1,300 views to date. This resource demonstrates our commitment to working with the existing strengths of our community, empowering people to help each other.

We're also working in partnership to reach people in new ways:

- **IceBreakers** - national, men's cold-water therapy charity, creating shared events and resources aimed at men experiencing caring responsibilities, grief and bereavement.

- **Grow for Life** - using gardening and nature to support healing and connection. The partnership will specifically seek to support people through grief, using social and therapeutic horticulture.



"This partnership is about meeting men where they are... creating spaces that feel safe, grounded and human — and making sure support is free, accessible and available in the community."

Ric Baldock,
Director, IceBreakers

4. Collaboration and strategic partnerships

We've expanded support for families before and after death:

- The **Palliative Care Research Incubator**, designed to inspire and support research across palliative and end of life care, now connects over **450 professionals**, building a stronger research community.
- The **Bath Institute for Supportive Care** is under development — a dedicated space for research and education and holistic support, including bereavement care for children and families.

"I felt safe and fully supported during my time at the hospice. I appreciated the time the nurse gave to me to explain the various aspects of my health future."

Dorothy House patient.

5. Investing in our people

Our colleagues are proud and deeply committed, with clear opportunities to strengthen leadership consistency across teams.

We've taken action to support and develop our leaders, while celebrating success, including:

- **Best Candidate Experience and Recruitment Leader of the Year** awards.
- Recognition for supporting the armed forces community.

A volunteer-focused video (Compassionate Companions) achieved 10,000+ views across TikTok and Instagram, supporting volunteering awareness.



"The staff are pleasant and caring, make you feel welcome and comfortable. Nothing seems too much trouble for any of them. They are mindful of every one's needs, and there is a lovely atmosphere of friendship between all the staff."

Dorothy House patient



6. Building sustainable funding for the future

Thanks to our supporters, we continue to grow and diversify income:

- **£350k raised** through our 36-hour, crowdfunding Life Lines Appeal.
- A record **£153K** from our Christmas Tree Collection and **7,200 trees** collected — the UK's largest collection of its kind.

We've also expanded our Retail offering:

- Three new shops, including our **Devizes Superstore**, the largest of our shops to date, adding capacity for donated and new goods and planned community workshops.
- Launch of **Threads for Care**, promoting sustainable shopping while funding care.
- **The Shires store in Trowbridge**, which is aimed at a younger demographic looking for vintage buys.



Matt's story: turning experience into impact

For Matt and his family, Dorothy House has been a constant support for close to three years. Living with an incurable brain tumour, he described the Hospice as "my lifeline" – a place that helped him find a way forward at a time when everything felt uncertain.

Following his diagnosis, Matt faced profound fear and isolation. He worried deeply about the impact on his wife and children and struggled to imagine how life could look in the future. With support from Dorothy House, however, he found not only practical help but a renewed sense of purpose. Through specialist symptom control, mobility support, counselling and emotional care, he regained independence and the confidence to live beyond his diagnosis.



The support Matt and his family received inspired him to become a powerful advocate for Dorothy House. Over the past year, he played an important role in the Hospice's fundraising activity, generously sharing his experience to help others understand what hospice care truly means. As the face of the Life Lines 2025 winter appeal campaign, Matt helped bring patient voices to the forefront, ensuring that conversations about end of life care are grounded in real, lived experience.

"Any way of giving back means that Dorothy House is still here to support my family when I'm not here. That is a huge comfort to me."

Matt's story reached a wide regional audience through an interview with ITV West, where he spoke openly about his journey and the importance of hospice funding. His contribution ensured that the realities of hospice care were not just discussed, but truly understood by the public and decision-makers alike.

Matt's story has also contributed to broader storytelling about the Hospice's impact. He was featured in The Bath Magazine as part of coverage celebrating 50 years of Dorothy House, helping to demonstrate the lasting difference compassionate, person-centred care can make to patients and families.

Matt personally supported fundraising efforts. He took part in the Bath City Zipline, a high-profile community event held at the Royal Crescent that brought together hundreds of participants to raise money for the Hospice.

"I'm not very good with heights, so I thought, let's do something that challenges me a bit. I did the zipline dressed in an Iron Man costume – the kids loved it!"



Inspired by his experience, his family has also become involved in supporting Dorothy House. His brother, Mark, is currently fundraising for the Trek Sahara challenge in 2027, a multi-day trek across the Moroccan desert. This incredible commitment reflects the deep gratitude felt for the care Matt has received and the shared determination to give back.

"I can't directly help him... to be able to give back to the people who helped him is rewarding. I know it's going to go a long way to help other people in the future that are in a similar position."

Mark Sturney

At every stage of his time with Dorothy House, Matt continued to speak openly and honestly about what the Hospice has made possible for him: not just expert care, but dignity, independence and the ability to spend meaningful time with his family.

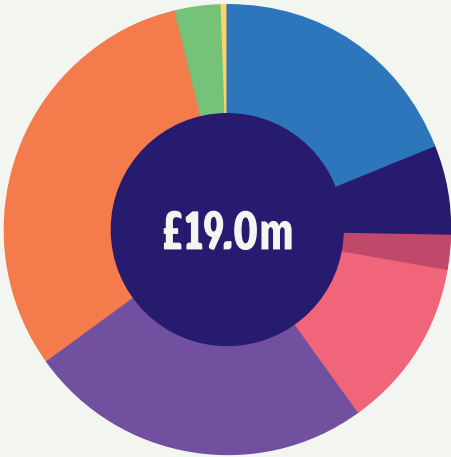
Matt was adamant he wanted to be at the Hospice at the end - he died on the Inpatient Unit on Friday 5 June. He created a powerful legacy of impact, one that will help ensure Dorothy House can continue to be a lifeline for others, now and in the future.



Finances

Our income in FY25/26 was £19.0m, made up of a one-off grant from the Department of Health and Social Care (DH&SC), NHS and education contracts, fundraising, our retail shops and legacies left in wills.

This excludes £1.8m of income resulting from subcontracting of Prospect Hospice in the delivery of end of life care in their geography.



	NHS	£3.6m
	DH&SC Grant	£1.2m
	Education & Research	£0.5m
	Legacies	£2.3m
	Fundraising	£4.8m
	Retail	£5.9m
	Other	£0.6m
	Investments	£0.1m

Total £19.0m

Thank You

Every moment of care we provide is made possible by you.

Your support ensures that people facing death, dying and grief receive the care they need — and helps Dorothy House empower, collaborate and deliver to reach more people across our community.

Thank you for being part of this.



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Thank you to all
our supporters!



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