

# The Sick Children's Trust Impact Report 2019/20

Keeping families together



We're here, so families can be together



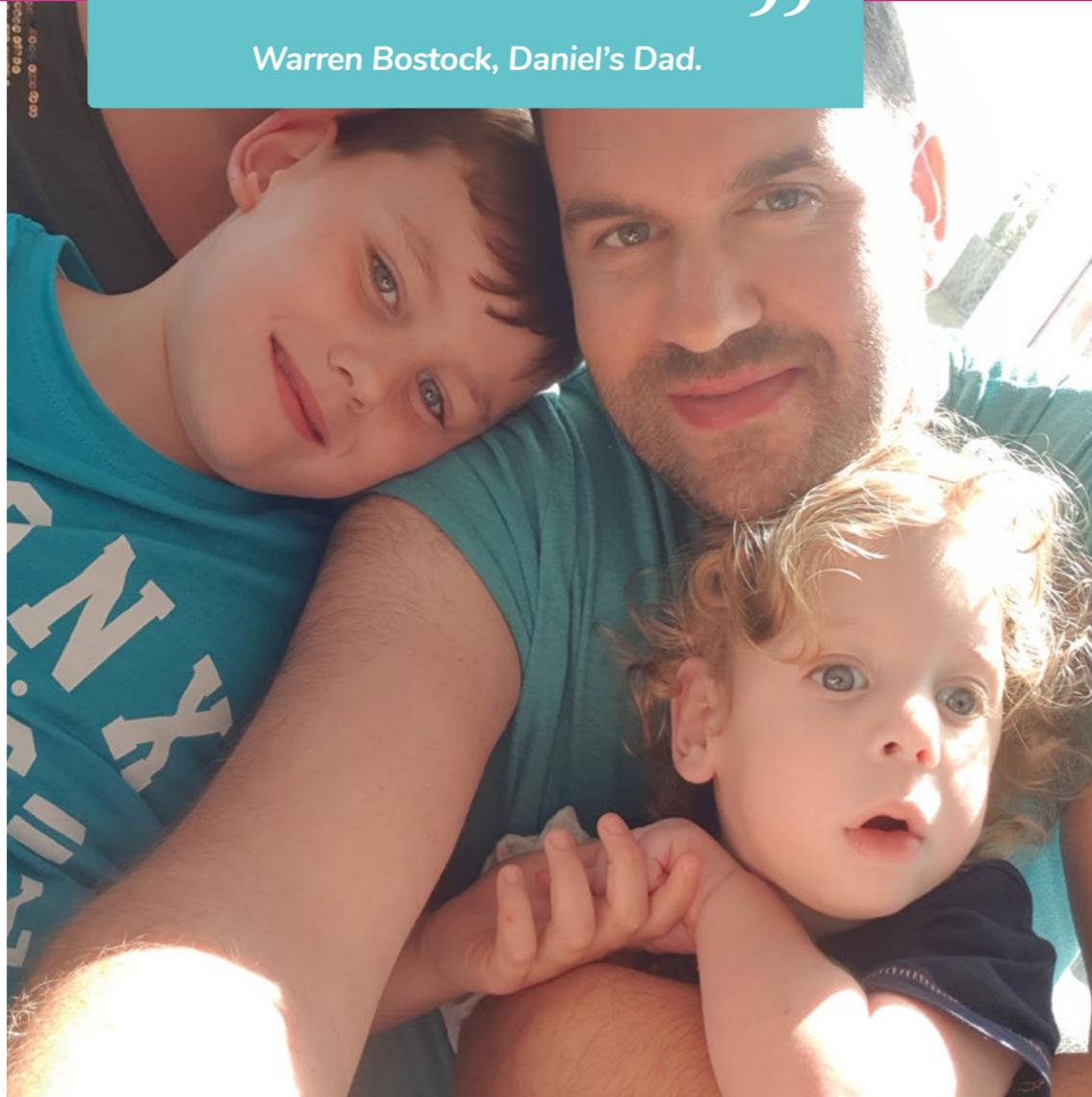
# Keeping families together

“ We need to say a really big thank you to The Sick Children's Trust. They are an amazing charity who make such a difference to families like ours. The facilities and the staff are so good, it was really just what we needed as a family at such a difficult time ”

Warren Bostock, Daniel's Dad.

The Sick Children's Trust is the charity that gives families with a seriously ill child in hospital a comfortable place to stay and a friendly ear to listen in one of our ten 'Homes from Home'. Hospital can be a lonely and scary place for anyone, but especially a child. By providing families with somewhere to stay together just minutes from their child they have one less thing to worry about.

We supported almost 3,800 families in 2019/20 at a time when everything is uncertain and we gave them some stability in their day-to-day life.



Front cover image: Lucy, Joanna and Isobel Perry

# Welcome

2019/20 has been another busy year for the charity as we saw an increase in the number of families we helped and an increase in the occupancy level across our 'Homes from Home' to 93%.

Thanks to the generosity of our fantastic supporters we raised an incredible £2,177,717 which has helped us to keep 3,788 families together in our ten 'Homes from Home'.

This report details the huge impact that our 'Homes from Home' have made to families with seriously ill children in hospital by providing vital support through a worrying and uncertain time. We hope you are inspired by the stories of some of the amazing families who have benefitted from our help.

As we look forward, we know that the COVID-19 pandemic will pose many challenges for us and for the charity sector. Our

focus is on working with our NHS hospital partners to keep our 'Homes from Home' open and safe for families and for our staff.

We estimate that we will see a loss of income of 25-30% in 2020/21 and it is likely we will need to draw on our reserves to meet this funding shortfall but our incredible team of staff, trustees and volunteers are fully committed and united in their desire to continue to provide our essential services. With your help and support we can continue to keep families together when they have a seriously ill child in hospital.



Paul Jardine, Chairman



Jane Featherstone, CEO

## Supporting families like Frankie's

**Every day, our houses become 'Homes from Home' to families with children facing the wait for a lifesaving donor organ. Parents, siblings and grandparents stay with us from a month to over a year while they wait for an organ to become available. One family we've helped through their son's two transplants is Frankie's.**

"Hospital has been a big part of our lives since the day Frankie was born. It wasn't until four and a half months later that I could bring my son home."

"I remember the day that I was told that my son was in complete heart failure and needed a new heart. The chances of receiving a donor heart were slim because not many people, understandably, choose to donate their child's organs once they've passed away. After 21 months, he received a heart and recovered well post-transplant but sadly the anti-rejection medication affected his kidneys to the point that he needed another operation, this time a kidney transplant."

"Throughout Frankie's journey, The Sick Children's Trust has supported me with a place to stay. I remember walking in the front door of Scott House, and thinking it was amazing. I had been sleeping in a plastic chair at the side of Frankie's bed up until this point. Andrew, who was the House Manager then, showed me around and more recently when I stayed at Crawford House at Newcastle's RVI it was a great comfort to see Andrew was managing the house as he'd been on our journey with us. It was a massive help to know that there was someone who knew us and was there to lend a hand. Crawford House, just like Scott House, was so close to the hospital and it looked and felt like Scott House, so we felt we were 'Home from Home' again."

"Frankie turns six this year and for all of the time we spent in hospital we were in a place that was as close to home as it could be with support of other families and the staff who were always on hand to talk and provide a friendly ear to listen."

“

It was as close to home as it could be, coupled with the staff who were always on hand to talk and provide a friendly ear to listen.

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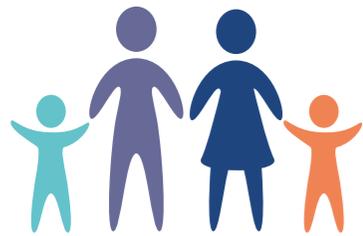


# In 2019/20

## Families Told Us

Being supported by The Sick Children's Trust meant that we could be really involved in Poppy's care because we were only ever a few minutes away. It was useful, because the more we practiced the more confidence we gained. Without Stevenson House there, it would've been a lot harder to gain the skills to look after our daughter and spend as much time with her.

**Sam Bullock, Poppy's mum**



We supported  
**3,788**

families in our 'Homes from Home'



We provided  
**48,657**

nights



Steve and I felt very cared for at Crawford House, although I wasn't staying there the staff would always pop onto the ward to visit us and ask how we were getting on. They were always so lovely and friendly. And I was always welcome to pop over to have some time to relax and rest, and even do our laundry. Being so far away from home, the facilities were vital.

**Amelia Morphet, Jack's mum**



It was an incredible gift to be able to stay near Taran while he was in PICU. He was less than two weeks old and so unwell, and we did not want to leave his side. Staying at Treetop House was so reassuring as we could get some rest and be back by our son's side within minutes.

**Arianna Kelly, Taran's mum**

We couldn't wait to get into Chestnut House. It meant we could be close to our baby when he needed us most. We couldn't do anything for him but be there and The Sick Children's Trust made that possible.

**Kim Coussins, Kit's mum**



Average length of stay  
**13 nights**



**93%**  
occupancy



We were just a couple of minutes away from Adam at Stevenson House and it had everything we needed. We had our own room and own space. The Sick Children's Trust takes all the other worries away so that your focus can be purely on your child.

**Leanne Curry, Adam's mum**



## Our 'Homes from Home'

**We give families with a seriously ill child in hospital a comfortable place to stay and a friendly ear to listen in one of our ten 'Homes from Home'.**

This year with the help of our supporters we were able to refurbish all of the rooms on the top floor of Eckersley House in Leeds making them modern and fresh again.

Sophie Barr, mum to Patricia, stayed at Eckersley House while recovering from donating part of her liver to her daughter, she said, "Andrew and I are both so grateful to The Sick Children's Trust and its 'Homes from Home'. In total we stayed for around five weeks and it was a huge weight off our minds to know that we had somewhere to go back to, especially when I was recovering from my operation."

In 2019 Scott House in Newcastle, which supports families with a sick child at the Freeman Hospital, celebrated its 5th birthday. Scott House helped 379 families when they really needed it this year.



Scott House 5th birthday celebration



Sophie and Patricia



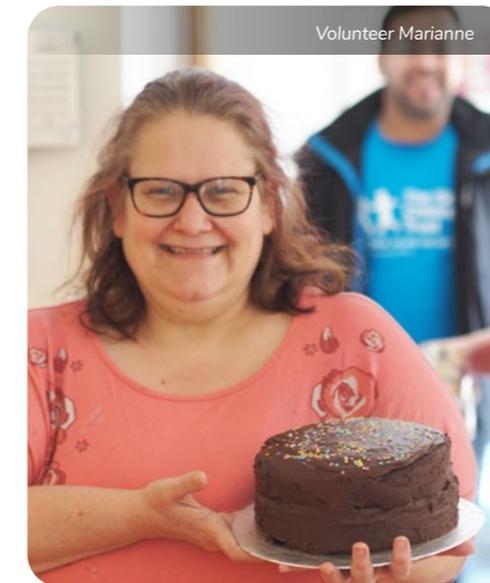
Refurbished room at Eckersley House

**100% of families would recommend our 'Homes from Home'**

## We couldn't do it without volunteers

**There are many reasons why people give up their time and share their skills and experience to volunteer with us, whether that's in our Head Office, in a 'Home from Home' or in their local community. They are helping us to keep families together.**

Two of our amazing volunteers have very different reasons for helping us in our Cambridge 'Homes from Home'.



Volunteer Marianne

**“ Everything about what The Sick Children's Trust does is amazing and we can't fault it. From the coffee mornings held at the house and volunteers bringing food in to having a space away from the hospital to think. ”**

**Faye Brown, Isabelle's mum**

Sonia started volunteering with us after she and her husband stayed in Acorn House for six months when their daughter, Chloe, was being treated for a brain tumour. Sonia saw first-hand how important the support we provide is to families.

“The best thing about volunteering at Acorn House is I can be part of a team which helps to make families' stays a little better. I enjoy the practical things I can do to improve and maintain the house, but also talking to the families, listening to their stories and being able to empathise with them is amazing.”

Marianne was on the Charity Committee at her work, LV=, when she first gave up her time to support our Cambridge 'Homes from Home'. She has been cooking meals for families when they return after a day in the hospital, is involved with cake sales and even pops in for a chat on her days off.

“For me, it's just being able to help families going through tough times. Knowing the little bit I do can make such a difference. It's very humbling to be part of such an amazing charity.”

## Raising funds to keep families together

In 2019/20 our brilliant fundraisers raised £2,177,717 to help us keep families together. People up and down the country took on challenges from runs, walks, cycles and swims to cake sales and supermarket collections. We had great attendance at our events including our Christmas Carol Service, Snowflake Ball and Golf Day as well as the many people who took part in Big Chocolate Tea.

This commitment to raising vital funds for us meant that we could help families like the Bridges.

Throughout 2019, parents Max and Emily embarked on a fundraising mission to thank us for supporting them at Eckersley House. The charity challenge, which started with a body wax for Max and Emily jogging 49 miles – the distance from their home to Leeds which their twin boys travelled – to Max scaling some of the country's highest peaks carrying an empty pram to signify their loss, has raised over £2,000.

"Our lives changed forever on 18 November 2018 when our twin boys, Dexter and Zachary, were born prematurely and rushed to Leeds Children's Hospital."

"It was daunting to think we could be spending 90 minutes in the car rushing to their side. Fortunately though we were taken to Eckersley House where we could be close by."

**Average travel time from home to hospital  
102 minutes**

"We were told that Zachary had no chance of survival. The Sick Children's Trust gave us the gift of time, time not spent wasted travelling or stuck in traffic but instead it was spent where we needed to be, by the bedside of our sick twins. We cared for Zachary in the ways we were destined to, by bathing, changing and dressing him. After just three days, Zachary passed away in our arms."

"After Zachary's passing, being so close to Dexter at Eckersley House gave us comfort which meant a more peaceful night's sleep."

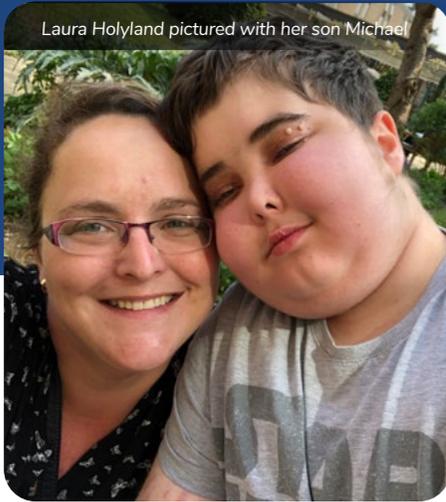
"Children need their parents by their side as much as a parent needs to be with their child. We know how important a 'Home from Home' is and the difference it makes."

"Eckersley House lifted such a burden, it only ever took us five minutes from bedroom to bedside. We wanted to help ease that for any other family who find themselves in a situation like we did."

Max and Emily Bridges,  
Dexter and Zachary's parents

Max and Emily with Dexter. May 2019





Laura Holyland pictured with her son Michael

## Raising funds to keep families together continued

Michael sadly passed away in May 2019 after a long battle with cancer and was the inspiration for Chris Daykin to support us through the Southern Car Club and the RAF Lightning Rally Team raising an incredible £4,500 from two events, as Michael had a real passion for cars. Michael's family and friends have also raised £2,300 to help more families like his.

Daisy was born at 27 weeks, weighing 630 grams. She spent six months in hospital before she was strong enough to go home. During this time, we supported her mum, Kirsty at Chestnut and Acorn Houses in Cambridge. Having somewhere to stay meant she could be close to her daughter,

and Kirsty found talking to other families on a similar journey helped her during this time. Realising how we rely on voluntary donations to run our 'Homes from Home', Kirsty and Daisy's dad, Daniel, asked friends and family to donate money to us in lieu of gifts for Daisy which raised over £2,000.

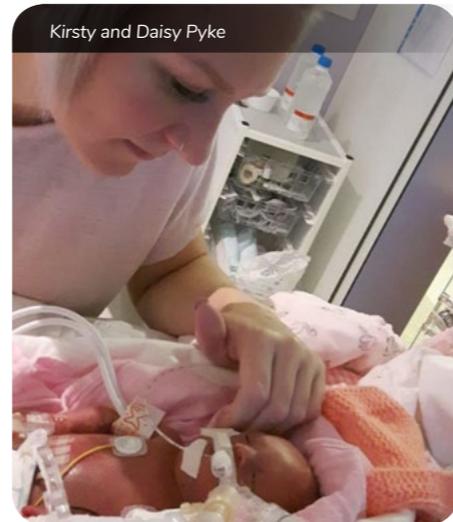
"When the doctors told me that my daughter might not survive, there was nowhere I wanted to be but right by her side. The Sick Children's Trust helped me to be with her from first thing in the morning to last thing at night by giving me a place to stay minutes from her bedside."

"Once, I received a phone call at midnight. I jumped out of bed and was at her side in an instant. Every parent should be able to be that close."

"Daisy battled from the start and was in hospital for six months. As a parent of a preemie baby

you feel like you miss out on so much. Cuddles, feeds, baths."

"At Chestnut House I met so many other mums and it made such a difference speaking to someone who understood. I was part of a big family at Chestnut House, we all rooted for and comforted each other which made a huge difference." Kirsty, Daniel and Daisy Pyke



Kirsty and Daisy Pyke

## Working in partnership

**In 2019/20 our corporate partnerships were vital in helping us ensure families could be together. Generous corporate partners BGL Group, Taylor Rose and Fortem have chosen us as their charity of the year and have taken part in a host of fundraising activities as well as sponsoring events. Their invaluable support means we can support families like the Perrys.**

We give families with seriously ill children in hospital a place to stay sometimes for one night or anything up to two years. The Perry family stayed with us for 250 days in total when their daughters needed heart transplants in 2012 and 2019.

"Last year, I walked through the same door I had closed for what I thought would be the final time. Guilford Street House had become a 'Home from Home' to me, my husband, Phil, and son, Jude, when our eldest daughter, Lucie, underwent a heart transplant seven years ago. Suddenly I was back unlocking the door to a place where I could rest while my youngest, Isobel, waited for a lifesaving donor heart."



Perry family

"Having a place to stay while we faced the indefinite wait, twice, meant we didn't have to move around every day and could focus our energy and time on our daughters. It was also vital because Jude, and then Lucie, could stay."

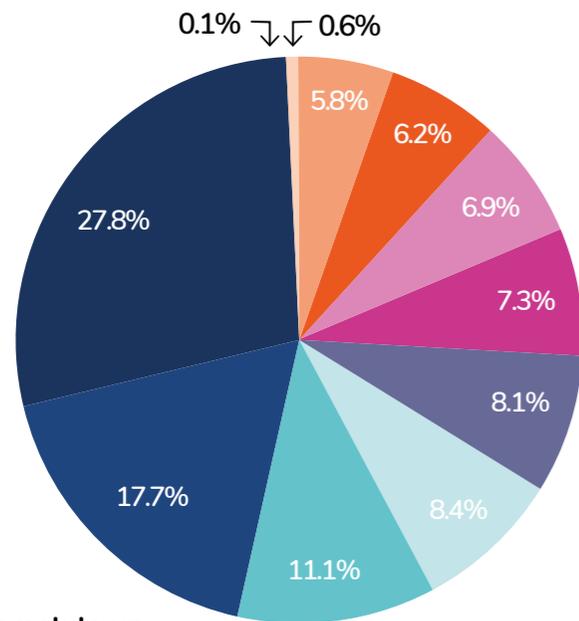
"To be around the corner from the hospital and have your own space to go to at the end of the day is invaluable. On the wards you're surrounded by people every day and being told awful outcomes for your children. It was a blessing to go back to Guilford Street House and just close the door, shutting the world outside."

**Longest stay  
619 nights**

# Income 2019/20

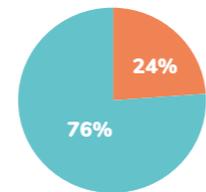
# Expenditure 2019/20

# Huge Thank You



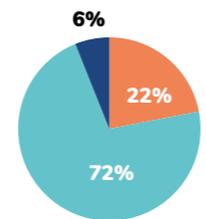
**Income breakdown**  
**£2,177,717**

- Community £606,265
- Corporate £386,100
- Charitable Trusts and Foundations £240,870
- Events £182,927
- Hospitals £176,629
- Legacies £159,499
- Major gifts £150,920
- Other income £134,262
- Donations in memoriam £125,375
- Gifts in kind £13,621
- Government grant income £1,249



**Expenditure (without capital costs) Total £2,546,083**

- Costs of generating voluntary income
- Charitable activities (supporting families)



**Expenditure (with capital costs) Total £2,710,633**

- Capital costs (house refurbishments)
- Costs of generating voluntary income
- Charitable activities (supporting families)

A very big thank you for helping us to keep families together.

Thank you to all of our amazing supporters for making it possible for us to provide a warm and comfortable place to stay and a friendly ear to listen when families really need us. We couldn't do it without the thousands of individuals, trusts and foundations, major donors, corporate supporters, hospital funders and those that leave a gift in their will.

“ Thank you for offering us a place to stay during our time of need over the last few weeks. You offer a wonderful service for families – your mission statement sums it up perfectly – you’ve kept our family together while our baby has been ill. Thank you. ”

## Our President

Michael Crawford CBE

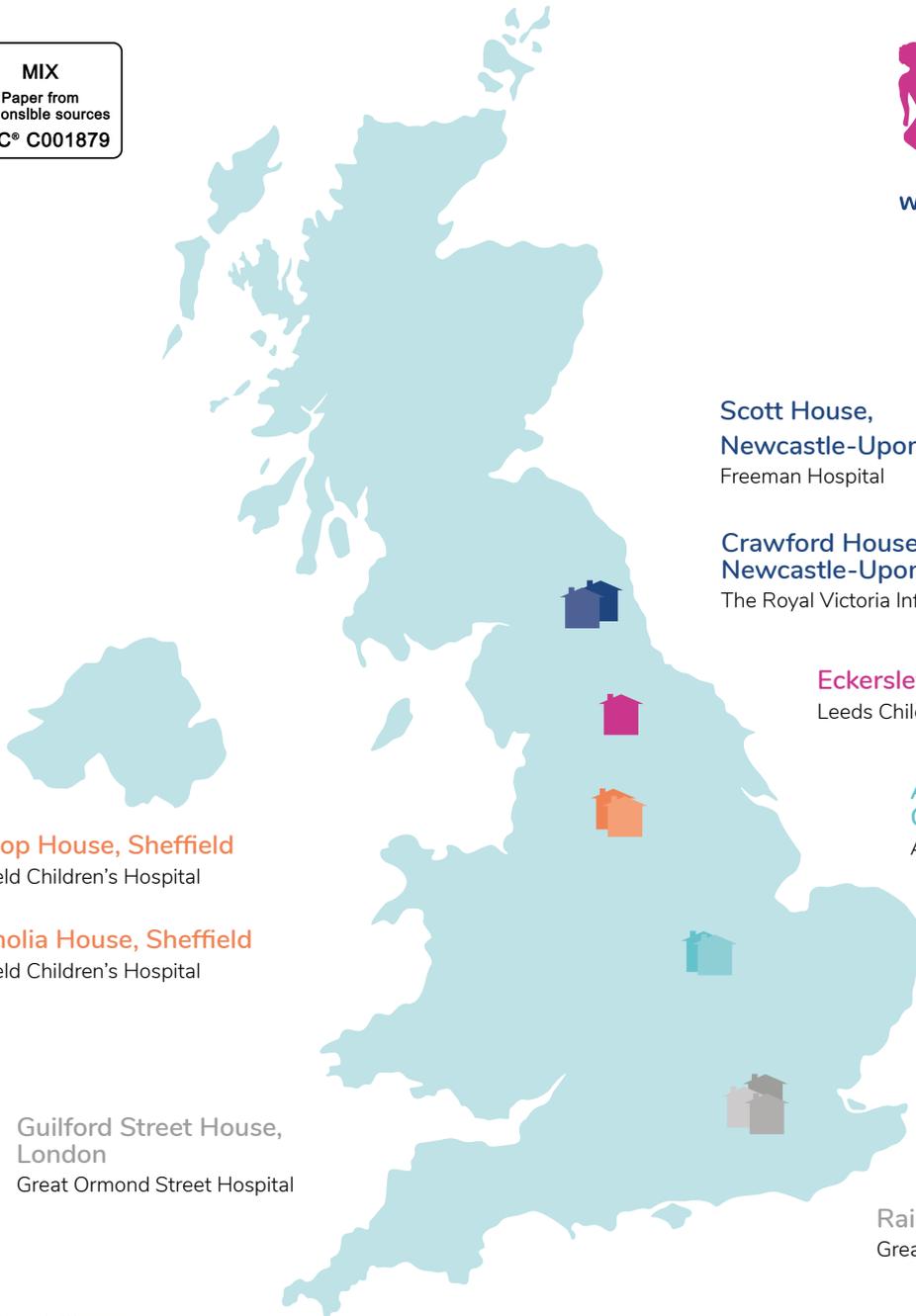
Thank you to our amazing ambassadors and celebrity supporters for their kind and generous support throughout the year.

## Our Board of Trustees

- Paul Jardine, Chairman
- Fiona Blakemore
- Gary Boom
- Vicky Carter
- Tim Craig
- Peter Cunard
- Stephen Masters
- Jo Mier
- James Rigby
- Michael Robinson
- Dr Jack Singer
- Polly Staveley
- Soren Tholstrup



We're here, so families can be together



Scott House,  
Newcastle-Upon-Tyne  
Freeman Hospital

Crawford House,  
Newcastle-Upon-Tyne  
The Royal Victoria Infirmary

Eckersley House, Leeds  
Leeds Children's Hospital

Acorn House,  
Cambridge  
Addenbrooke's Hospital

Chestnut House,  
Cambridge  
The Rosie Hospital

Stevenson House,  
London  
Royal London Children's Hospital

Rainbow House, London  
Great Ormond Street Hospital

Treetop House, Sheffield  
Sheffield Children's Hospital

Magnolia House, Sheffield  
Sheffield Children's Hospital

Guilford Street House,  
London  
Great Ormond Street Hospital

