



Registered charity number 1011629

# CHERRY LODGE CANCER CARE ANNUAL REPORT 2022

Last year Cherry Lodge Cancer Care's (CL) services had to be modified due to government restrictions as a result of the Covid-19 pandemic. Staff, volunteers and therapists worked really hard and were most innovative in providing information and support by telephone to members and their carers during this extraordinarily difficult year. Over the course of 2022 CL's services gradually moved towards a more normal way of working.

Some of last year's ideas have been incorporated into the Service, especially the nursing input, such as the 'Walk and Talk' and members given the option of choosing an initial telephone assessment, rather than having to come to the Centre for a face-to-face meeting. Due to the various delays in diagnosis and treatments some members are really quite unwell by the time of their first contact with CL and welcome the fact that they do not always need to travel to obtain support and information.

## Our Mission Statement

CL exists to enhance and complement the treatment offered to people living with cancer, their carers, family and friends, within and around the London Borough of Barnet and South Hertfordshire.

The charity was established by a group of health care professionals and others with personal experience of cancer. The objective is to offer care and comfort to those on their cancer journey by providing easy access to specialist information and support, as well as complementary therapies. The aim is to improve quality of life, promote well-being and encourage a strong resolve for self-help.

The service is designed to be person-centred, non-judgemental and available to all in need, on request, completely free of charge for as long as it is required.

## Trustees' Annual Report for the period January – December 2022.

### Structure, Governance and Management

The governing document, the constitution, was adopted on 9th March 1992.

#### Composition of Board:

Sarah Armitage  
Cathy Braddish  
Dr Margaret Clark (Chairman)  
Dr Katherine Edwards  
Graeme Gibson (Assistant Hon Treasurer)  
Carole Manning (Hon Treasurer)  
Ruth Midgley (Web editor)  
Amanda Summers\*  
Grant Whitaker (Newsletter editor)

\*Amanda sadly died on April 13th 2022. She is greatly missed. During her time as a Trustee she was very helpful in the running of the CL charity shop as she had wide personal retail experience.

*All Trustees give their time voluntarily and receive no remuneration or other benefits from the charity.*

#### Staff Members:

Susan Brady (Barnet Shop Manager)  
Annys Douglas  
(Barnet Shop Assistant Manager)  
Nisha Jain  
(Financial and Fundraising Assistant)  
Fiona Kiddle  
(Macmillan Cancer Information Nurse)  
Kirsty Mabb (Macmillan Outreach  
Cancer Information Nurse)  
Sheila Mundy (Barnet Shop Assistant)  
Tina Papasavva (Charity Administrator  
and Fundraising Events Co-ordinator).  
Yvonne Shield (Macmillan Home  
Visiting and Volunteer Co-ordinator).  
Lorraine Takaira (Cancer Information  
and Support Secretary).

#### Patrons:

Janet Doyle Blunden  
Lady Pamela Kalms OBE  
Dame Helen Mirren  
Aubrey Rose, CBE  
Julia Somerville  
The Right Hon. Theresa Villiers MP

#### Medical Patrons:

Mr Muhammed Al-Dubaisi  
Dr Philippa Curran  
Dr Siân Davies  
Dr Rob Glynn-Jones  
Dr Andy Nicol  
Professor Hilary Thomas  
Professor Stephen West  
Dr Robert Winter

**Cherry Lodge Cancer Care**

an independent charity providing cancer information and resources  
to those living with cancer, their families and carers



The Charity endeavours to serve the various, and often complex, needs of people with cancer, their carers and family members, as outlined below. Those attending CL are known as members, as opposed to patients, clients or service users.

The Barnet Macmillan CAB benefits advisor is available for contact by CL members on 020 8440 4227. Not all employers are flexible and the threat of unemployment or redundancy is ever present. People with cancer have extra expenses, for example, travelling for treatment and the cost of special diets, should they be recommended. Assistance from welfare benefits advisors can greatly reduce the stress of worrying about financial matters and their professional approach takes away the difficulty of navigating around the complexities of the ever-changing benefits system when feeling unwell. The 'cost of living crisis' has added extra difficulties in that increasing numbers of people experience unavoidable financial hardship. During the year 2022 members were seen by appointment, although if anyone came in off the street and in distress they were seen by a member of staff.

This year as routine appointments for medical treatments and test results have often been delayed, interrupted or cancelled because of the prevalence of Covid 19 it has been more difficult to keep close links with local hospitals, general practices and hospices, as well as teaching and specialist London hospitals.

## Objectives and Activities

In planning activities for the year the Trustees have kept in mind the Charity Commission's guidance on public benefit. As outlined in the Mission Statement, the provision of support and information, complementing the treatment and care received from the NHS and other agencies, is the major objective.

Fortunately, CL is also able to include carers of people on their cancer journeys, as they have their own special needs. The Carers' Support Group, facilitated by CL's Outreach nurse, Kirsty Mabb, met early in the year, on the second Monday of each month, via Zoom and has gradually reverted to face-to-face. The membership has increased to 120 over the course of the year. The charity tries to help improve people's compliance in attending hospital appointments, treatments and investigations including screening tests, by providing simple explanations and offering therapies which help to minimise side effects. It has been very distressing that members have to wait much longer for test results and sometimes even have

to receive 'bad news' over the telephone. CL has been able to provide therapies for individuals by appointment but Groups, originally on Zoom, have moved out of the Centre to different venues, so as not to overcrowd the Centre at any one time.

## Additional Details of Objectives and Activities

The diagnosis of cancer can be devastating and many people, often in positions of responsibility and authority, lose confidence in themselves which in turn has an adverse effect on their employer, work colleagues and family. CL offers counselling and hypnotherapy programmes involving emotional and psychological support and those receiving these services have spoken of great benefit being obtained and CL has added to its number of counsellors as there is an ever-increasing demand on this particular provision. A total of 467 members availed themselves of the aforementioned services.

This is an area highlighted by the Department of Health as an important, and often unfulfilled, need but, unfortunately, now much less available in the community due to financial reductions in funding counselling services. Therefore, CL is able to benefit the community by the provision of counselling. All staff, therapists and members were advised to take a lateral flow test before attending the Centre and, while there, need to use hand sanitiser, wear a face mask and observe social distancing. Any equipment used, including chairs and door handles needed to be wiped between appointments and windows opened during sessions. Over the course of the year the need for tests, masks, etc. has gradually declined. Face-to-face counselling without a mask was clearly the preferable option for many people.

## Groups

These provide an opportunity for people with cancer, their carers and families, to meet others in a similar position, exchanging experiences and developing a network of support within a safe environment.

Groups were conducted on Zoom, but this has gradually been relaxed. Seated Yoga and Pilates continue to be especially important as forms of exercise.

MOVE4YOU is a physical activity programme for people with cancer, aged 18 and over. This was provided by the Tottenham Hotspur Foundation, in partnership with Macmillan Cancer Support and The Big

Lottery Fund. From September 2022 this exercise programme has been available at CL.

The CL Drop-Ins were modified to take place away from the Centre. The Tuesday morning one is now held at the Open Door Centre, St Albans Road, Barnet, EN5 4LA, from 10.15 – 11.45 am. This group is member-led but either Yvonne (CL Home Visitor Co-ordinator) or Fiona (CL Cancer Information Nurse) always visits and accompany and introduce any new members. The free parking is a bonus. Unfortunately, the Thursday evening drop-in is still not taking place. The members' sense of humour is undiminished and they now refer to themselves as 'the drop outs'.

CL hosts three site-specific cancer support groups. These are for lymphoma (under the umbrella of the Lymphoma Association), ovarian cancer, and a group for men (Men Down Under) with problems resulting from prostate or testicular cancer. All groups are facilitated by one of our Macmillan information nurses, Fiona Kiddle, ably assisted by the members themselves who are quite amazing in their reception of new members. These support groups were adapted for Zoom but gradually reverted to normal. The members are very adaptable and when the Nurse Facilitator is absent, for whatever reason, these groups are more than capable of meeting together without a leader.

The Mindfulness course, normally held at St Marks Church Hall, Barnet, was also conducted via Zoom, but is now back to face-to-face. This course consists of six 2-hour sessions and can accommodate eight members at a time. It is very popular and no sooner has one course finished than the next one is being organised. It is hoped to continue to run at least four courses a year.

## Fundraising

There is a strong and local community following associated with the CL charity shop and it is normally an additional outlet for information leaflets and event flyers, thereby reaching a wider audience.

The charity has received generous donations in response to the Chairman's annual appeal, contributions in lieu of Christmas cards, flowers at funerals, birthday and anniversary presents.

CL has been able to stage some events, such as the Pink Barrow in October, and the Lights of Love when the Bandstand is lit up from early December to January, as well as the much-loved Christmas Fair at St James' Church.



CL is indebted to the many organisations and individuals who raise money on the charity's behalf, especially the Summer Soulstice crew, our major fundraisers by far.

## Achievement and Performance

*Summary of main achievements during the year 2022*

### Macmillan Home Visiting, Befriending, Complementary Therapies & Volunteering.

The purpose of these home visits varies from keeping members company, if they are housebound, to accompanying them to medical appointments or just going for a coffee to get a change of scenery and to give their carer a break. Home Visiting was one of the first elements of CL to get back to normal as this service is very much about helping people who feel isolated as a result of illness or disability.

Supervision was given to volunteers every three months on an individual basis, with additional sessions before and after having been allocated a befriender. Volunteers have been deployed to deliver food and collect prescriptions for those members unable to go out because of disability or other, medical, reasons.

There are some 116 volunteers working at CL, during the courses of the pandemic some volunteers left for a variety of reasons so the current number is considerably less than the original total of 150. Their duties range from admin, reception, driving, fundraising and helping in the shop. Some have special training as therapists and are involved in reflexology, massage, gardening, Reiki healing, hypnotherapy, counselling, acupuncture and Alexander technique. During the course of the year 2022 the volunteer co-ordinator, Yvonne, managed to run several induction sessions for new volunteers who were especially required for the CL shop.

In 2022 there were 467 episodes of counselling, 282 reflexology and head and neck massage appointments. The Pilates class was attended by a total of 102 people. Medical acupuncture was administered to 736 people and the total of new members this year was 202. Some members may only partake of one telephone call or one single visit but once a member always a member, so they stay on the members' data base unless CL is advised of a person's demise or wish to be removed from the database. In addition to the above CL managed to conduct four Mindfulness courses of 6-weeks duration, involving a total of 32 people.

### Website ([www.cherrylodgecancercare.org.uk](http://www.cherrylodgecancercare.org.uk))

The CL website is facilitated by webmaster Dan Orchard (Barnet Rotary), Ruth Midgley (Trustee) as web editor and Freddy Kater as volunteer reporter and photographer. The site not only looks attractive and colourful, but is informative of the services on offer and is always kept up-to-date with reports and photographs of the various CL events. Additionally, this year regular information as to what was happening with the various services provided by CL and how to access them was also published.

### Macmillan Outreach Cancer Information Service

The Outreach Nurse Kirsty Mabb made a huge difference to a deprived area of the Borough of Barnet, which is home to many ethnic minorities, asylum seekers and homeless people. However, the Outreach service only re-started in September due to limited availability of venues. Therefore, Kirsty has this year spent much more time in Howard House. During the year a total of 584 people were seen and 210 received acupuncture.

In order to follow Government guidance, both nurses were equipped with a dedicated work mobile 'phone so as to allow them to work from home which had become increasingly necessary. The information and support services during the pandemic mainly consisted of telephone contact but has also involved an innovative 'walk-and-talk' meeting with members whenever this was physically possible and acceptable. Kirsty has now become an expert on local park geography. CL continues to attract referrals of new members and it is particularly important that these meet in person with whichever nurse first took their call.

However, during this pandemic it became necessary to limit the number of people in the Centre at any one time and, to facilitate this, the Nurses, their Secretary, the Volunteer Coordinator and the Administrator/Events Co-ordinator had been manning the Centre, in pairs, on alternate days of the week. Usually Kirsty meets with members, carers, social workers and volunteers at various outside venues, but this was unable to happen until September when a fairly full service was resumed. Despite this Kirsty has kept in contact with district nurses, GP's and hospital staff by telephone, if and when required. This modified way of working has, fortunately, still proved helpful to members and their carers as they, too, have risen to the occasion and made the appropriate adjustments.

As this has been such an abnormal year, regrettably, statistics for both ethnicity and types of cancer are not available.

### Annual General Meeting

Again it has not been possible to hold the usual, well attended, AGM when around 40 people would be present.

An alternative procedure was adopted whereby the annual report, together with a summary financial statement, were sent to those people who would normally attend. To ensure transparency people were offered the opportunity to ask questions by email.

Not holding the usual AGM was a great disappointment as it is an opportunity to incorporate an interesting speaker and to conclude the meeting with light refreshments. In May 2022, CL had been established for 26 years.

### The Future

As far back as December 2007 the Department of Health Cancer Reform Strategy stressed that the problem of long-term survival of people with cancer needs to be addressed.

CL has always had the policy that "once a member always a member", in other words people from diagnosis through and beyond their treatment are and remain welcome.

The benefit to the rest of the community is obvious: it is a huge boost for a newly diagnosed person to meet someone who has lived many years following their initial diagnosis and is, to all intents and purposes, leading a normal, active life. CL intends to continue to develop services both in-house, in members' homes and Community Centres.

Any future Service development will probably involve the Outreach element as this enables members to be taken care of without having to travel too far.

This report would be incomplete without a huge acknowledgement of the work undertaken by the staff, therapists and volunteers, in what was a difficult year for everyone concerned.

**Declaration:**

The Trustees declare that they have approved the Annual Report

Signed on behalf of Trustees:

Name \_\_\_\_\_

Signature \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

Cherry Lodge Cancer Care Ltd is a charitable company limited by guarantee.

Registered charity number 1011629

Company registration number 2700192

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These summarised Accounts may not contain sufficient information for a full understanding of the financial affairs of the charity.

A full set of the audited Accounts is available from Cherry Lodge.

The accounts have been given an unqualified audit report.

Cherry Lodge is grateful to those who have provided financial support during the year.

Significant grants have been received from:

**Hadley Trust**

**Macmillan Cancer Support**

The charity is largely reliant on its own resources to generate the necessary funds.

**Auditor: Andrew Geary**

Geary Partnership,

Chartered Accountants

2nd Floor, 159a Chase Side

Enfield, Middlesex HA3 0PW

**Solicitors: Curry Popeck**

380 Kenton Road

Kenton, Harrow, Middlesex HA3 8DP

**Bankers: CAF Bank Ltd**

Kings Hill, West Malling, ME19 4TA