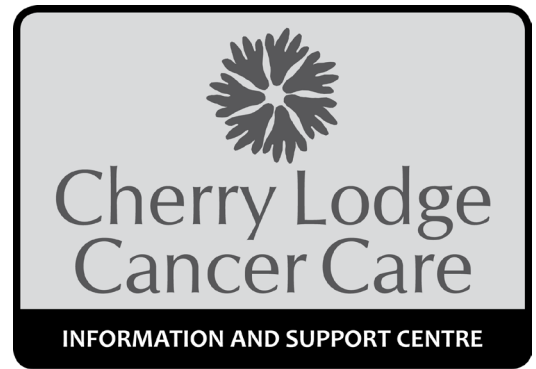


CHERRY LODGE CANCER CARE ANNUAL REPORT 2021



Registered charity number 1011629

Most of the year Cherry Lodge Cancer Care's (CL) services have had to be modified due to government restrictions, as a result of the Covid-19 pandemic. Staff, volunteers and therapists have worked really hard and been most innovative in providing information and support to members and their carers during this extraordinarily difficult year.

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 2021.

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)

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 Pappasavva (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

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. This year the economy was affected by restrictions on trading imposed by the Government as a result of the pandemic. This has added extra stress, with the self-employed especially vulnerable. 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.

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, now meets on the second Monday of each month, via Zoom and has a growing membership.

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.

From June CL has been able to provide therapies for individuals by appointment, but groups need to remain on Zoom to comply with the professional guidance on Covid 19 safety.

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 programmes involving emotional and psychological support and those receiving this service 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.

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.

The counsellors have certainly risen to the challenge this year by altering their method of working to telephone contact, or Zoom, instead of face-to-face. This is a new departure for both parties involved and has worked surprisingly well, with positive feedback. However, since June five counsellors are now seeing members face-to-face, by appointment, at CL. All staff, therapists and members need 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 needs to be wiped between appointments and windows have to be opened during sessions.

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.

All groups are conducted on Zoom; seated Yoga and Pilates are especially important as a form of exercise.

MOVE4YOU is a physical activity programme for people with cancer, aged 18 and over. This is provided by the Tottenham Hotspur Foundation,

in partnership with Macmillan Cancer Support and The Big Lottery Fund.

Fortunately, this has been able to be modified so as to be available via Zoom and this has proved very valuable, as otherwise the only form of exercise regularly available to people is a daily walk as pools, gyms, etc. have been intermittently closed.

The CL Drop Ins have had to be 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 coordinator) or Fiona (CL Cancer Information Nurse) always visit and accompany and introduce any new members. The free parking is a bonus. Unfortunately, the Thursday evening drop is not currently taking place.

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 have been adapted for Zoom and it has been gratifying how well the members have adjusted to this new format which is manifested by their regular attendance.

The Mindfulness course, normally held at St Marks Church Hall, Barnet, has also taken place via Zoom. This course consists of six 2-hr 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 run at least four courses a year.

Fundraising

Due to the ever-changing lockdowns, the Barnet CL charity shop has had to close from time to time.

There is a strong and local community following associated with this shop and as soon as each re-opening occurs the customers come flooding back both to donate and buy goods.

The shop is normally an additional outlet for information leaflets and event flyers, thereby reaching more people. The current situation is far from satisfactory, both to staff, volunteers and customers

alike but it is incredible how much trading takes place when the shop is allowed to open.

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. The charity has been able to stage a few events, such as the Pink Barrow in October, and the Lights of Love when the Bandstand is lit up from early December to January.

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).

An enormous effort was made by the Soulstice crew to put on a virtual event when it became clear that the live one could not take place. CL is delighted with the £6,000+ raised.

The Mayor of the Borough of Barnet, Mrs Caroline Stock, continued to stay involved with CL and pledged her ongoing support to the charity even when CL has ceased being the official charity of choice.

Achievement and Performance

Summary of main achievements during the year 2021

Macmillan Home Visiting, Befriending, Complementary Therapies & Volunteering.

Because of staff illness and furlough it has been difficult to get accurate facts and figures about current Home Visiting. Potential befriendees would normally have been visited by the relevant member of staff.

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. Like everything else this service is now limited to telephone support.

Supervision would normally have been given to volunteers every three months on an individual basis, with additional sessions before and after having been allocated a befriender. Group meetings have not taken place for obvious reasons.

As with most of CL services, telephone contacts have been the mainstay during this very difficult year, thus allowing members to have access to staff, and especially the nurses. Volunteers have been deployed to deliver food and collect prescriptions for those members unable to go out because of shielding or other, medical, reasons.

There are some 150 volunteers working at CL. 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. As already indicated, most regular volunteer duties have had, regrettably, to be, curtailed. There have been small, specialist, induction sessions held during 2021. These are, for example, therapists, volunteers and befrienders

CL understands the frustration experienced by its volunteers and thanks them for their patience and hopes to welcome more of them back when circumstances finally permit.

In 2021 there were 245 episodes of counselling (remembering that these were also offered via Zoom, or 'phone, prior to June). For the rest of the year members were given the choice of face-to-face, Zoom or 'phone.

From June to December there were 222 acupuncture sessions and 179 reflexology sessions.

Kirsty comments that from the electronic diaries she can see that CL had 86 new members from July to December but she thinks that this figure is under-reporting of the true figure. Quite often someone might ring and if either of the nurses answer they will offer the person a 'phone assessment there and then, if it proves easier or preferable to the person. Such 'new members' may never get put down on the electronic diary so Kirsty estimates that at least 100 new members is a more likely figure for the second half of 2021.

Website (www.cherrylodgencancer.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 is happening with the various services provided by CL and how to access them is 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.

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 became more and more necessary. Their information and support services during the pandemic mainly consisted of telephone contact but has also involved a 'walk-and-talk' meeting with members whenever this is 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. It has also been possible, on occasion, to meet at the Centre adhering to Covid-secure protocol.

However, during this pandemic it has become necessary to limit the number of people in the Centre at any one time and, to facilitate this, the nurses, their secretary and the Administrator/Events co-ordinator have 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 has not been possible until September when a limited 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.

The year 2021 will heralded the 25th Anniversary of the establishment of the charity. Unfortunately, any formal celebration was not possible.

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, when Government regulations permit this. Future expansion will have to be outreach, to avoid both members having to travel too far and overcrowding at the Centre.

This report would be incomplete without a huge acknowledgement of the work undertaken by the staff in what has been another exceptionally stressful year for everyone.

Declaration:

The Trustees declare that they have approved the Annual Report
Signed on behalf of Trustees:

Name _____

Signature _____

Position _____

Date _____

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

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

Registered charity number 1011629
Company registration number 2700192

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