



Lewis-Manning
Hospice Care



Trustees' report and group financial statements for the year ended 31 March 2025



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Registered Charity Number 1120193
Company Number 06278709
A Limited Company registered in England and Wales

Lewis-Manning Hospice Care
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Poole, Dorset
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2024 - 2025

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Reference and Administrative Details



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The Board of Trustees / Directors

Jeremy Allin (Chairman)
Ian Marshall OBE
Timothy Lee
Christopher Palmer
Dr Kate Smeaton (appointed 16
September 2024)
David McDonald

Jeremy Lune
Rev. Jane Burgess
Emma Starmer (resigned 10 June 2025)
Jackie Dominey (resigned 1 April 2024)
Timothy Goodson
Dr Susan Baron (appointed 11 April 2024)
Lewis Barr (appointed 23 May 2024)
Nathaniel Andrews (appointed 10 June 2025)

Senior Management

CEO:
Director of Clinical Services:
Director of Finance and Operations:

Director of Fundraising and Marketing:

Director of Retail:

Clare Gallie
Laura Adams (started July 2024)
Andrew Dinnivan (resigned April 2024)
Russell Shivas (started August 2024)
Tom Goodinge (resigned 18 October 2024)
Nicki Cluley (started 1 October 2024)
Susan Newcombe

Patrons

HM Lord-Lieutenant of Dorset, Michael Dooley
Harry Redknapp
Sandra Redknapp
Sir Simon Campbell
Lady Jill Campbell
Pam Jeffries

Mike Jeffries
Jacqueline Swift
Professor Karol Sikora
Philip Warr
Jeff Mostyn
Felicity Irwin

Bankers

Lloyds Bank PLC
101 High Street
Poole
BH15 1AJ

Auditors

Saffery LLP
Midland House
2 Poole Road
Bournemouth
BH2 5QY

Company Secretary

Trevor Arthur

Registration numbers

Charity: 1120193
Company: 06278709

About Us



Lewis-Manning
Hospice Care

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Lewis-Manning Hospice Care is an independent local Dorset charity providing extraordinary care to people and their loved ones facing a life-limiting illness. We support over one thousand patients and families every year in their homes, virtually, and at our hubs across Swanage, Wareham, Poole, Wimborne, Christchurch and Bournemouth.

We offer a range of free hospice care services supporting local people to:

- Live well through their illness
- Alleviate the huge pressures on families and carers as well as NHS services, reducing ambulance call outs, hospital admissions and GP appointments
- Increase physical and social well-being
- Reduce isolation and loneliness

We continually review and develop our services based on listening to what matters to patients, local need and identified gaps in our communities, integrating with other healthcare providers and collaborating across relevant sectors.

We only receive 12% funding from the NHS. Therefore, every year, year we need your help to raise money to continue providing our important services in your community for patients and their families.

Without your support we could not exist.

We are Your Hospice, in Your Community.



01202 708470



enquiries@lewis-manning.org.uk



lewis-manning.org.uk



Our Vision

We will work collaboratively across Dorset to support every adult, family and their loved ones who are experiencing a life-limiting illness.

Our Mission

to engage you and your community in exceptional, proactive hospice care, support and education.

Our Values

We are person centred.

We listen to what matters.

We are kind.

We are accountable.

Our Goals

The following priorities are essential to our success over the next 3 years:

- Provide exceptional proactive care and support for people with life limiting illness, their carers and loved ones
- Offer education to enhance knowledge and understanding at the end of life
- Increase awareness of Lewis-Manning Hospice Care and our services to reach more people
- Deliver a sustainable future to support people, their carers and loved ones

Chairman's Statement



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During 2024/25 Lewis-Manning Hospice Care has continued to grow and provide vital support for Dorset patients, their carers and their families. We have continued to expand all our services, filling the gaps while working in partnership with local healthcare providers, GPs, other charities and NHS Dorset.

Our Hospice services run across East Dorset and Purbeck in four hubs. Importantly, many of our services, including Breathlessness, Occupational Therapy, Complementary Therapy, Family Support, Bereavement Support, Virtual Support, Art and Lymphoedema for cancer patients, can also be delivered at home where appropriate.

Our anticipatory model of Hospice at Home care is delivering remarkable care and support to those who need it most. We are able to help patients in their own homes, reducing the pressure on local GP services, and avoiding unnecessary hospital admissions. This not only saves the NHS significant money and time, but also, importantly, ensures that our Dorset end-of-life patients are able to stay at home, the place that they so often would prefer to be, for longer.

We continue to receive excellent patient feedback and often the most heart-warming thanks from both patients and their families for the amazing work that our clinical teams deliver in all areas of our service.

Raising the money to deliver these important and growing services continues to be challenging.

To support income generation and awareness we are delighted to have opened two new charity shops this year; and our wonderful House Clearances are bringing a new offer of support to our community, increasing household recycling, and delivering both our environmental aims and important funding into our charity. We are most grateful to our fantastic charity shop supporters, our team of retail staff, our amazing volunteers, loyal shoppers and stock donors, who continue to allow us to turn their clothes and household items into care.

Our aim to support and develop end-of life learning across East Dorset and Purbeck continues in our fantastic partnership with Bournemouth University, including a Ph.D. Research scholarship, five nursing degree student scholarships, our Clinical Team giving lectures and workshops at the University, and taking in nursing students for training within our own clinical services team. We were delighted once again to welcome our Lewis-Manning Hospice Care Visiting Professor Bee Wee, and many Dorset healthcare professionals, to our Visiting Professor Lecture on The Future of Palliative and End-of-Life Care at Bournemouth University. We have also supported Dorset Care Homes with end-of-life education packages, an area of increasing need and growth for our charity.

Chairman's Statement

This practical, educational approach supports our patient-centred focus on end-of-life care, providing experiences and increasing knowledge for more healthcare professionals, thereby improving both local and national patient care and support.

We have seen a superb increase in the number of volunteers who support us in all areas, including our shops, clinical services, patient drivers, fund-raising, finance, administration, reception and gardening. Our amazing volunteers are vital to the running of our charity, and I would like to thank each and every one of them for their very kind support.

Our Board of Trustees continues to support the leadership team at Lewis-Manning Hospice Care. It was proud to approve our reviewed and developing three-year strategy to continue the growth of all our services, in particular the anticipatory care model of Hospice at Home, and the development of "local hubs" throughout East Dorset and Purbeck. We have invested in building this impactful model across our area of work, and we are seeing demand grow rapidly.

With your help over the last year Lewis-Manning Hospice Care has been able to support even more local patients to feel safe and cared for, reducing loneliness and increasing the ability for patients to live their lives well, up to the point of death.

Families, including children and young people, are more prepared for the loss of a loved one, and supported in their grief at the point of loss and into the future.

Whether you are an individual supporter, a grant-making trust, an organisation or a company, your generous help and support is most sincerely appreciated. It will help ensure that we continue to provide and expand these vital services for patients at the end-of-life across our community.

I would like to offer my most grateful thanks to all our supporters, donors, volunteers, staff, friends, ambassadors, patrons and partners, who play such an important role, and work with us, allowing us to continue to grow and provide these essential services. Thank you for your continued kindness, advice, help and support.



Jeremy Allin
Chair
June 2025



CEO's Statement



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It has been a good year for Lewis-Manning Hospice Care: huge thanks to the wonderful support of so many kind and generous local Dorset people, whose dedication and commitment has allowed our charity to continue our vital work for those with life-limiting illness and at the end of life in our area.

Importantly, the number of people that we have been able to help and support has grown again this year as we continue to deliver, review and develop our strategy of Closer to Home and At Home Care. Feedback from patients and their loved ones has been overwhelming and our team of staff and volunteers have made such a huge difference to local lives that it is truly humbling to be part of this team. The investment that so many of you, our supporters, have made with your generous gifts of time, money and advice has once again made a very real difference.

Providing exceptional hospice care and support to patients and their loved ones, through our anticipatory model of Hospice at Home, is not only providing vital help where patients need it most, but is also reducing the pressure on local GPs, reducing hospital admissions and keeping patients where they so often want to be, at home, for longer.

Listening to our patients and their families is an important part of this development and the delivery of our strategy and services. We listen to what matters to

people, and dedicate the all-important time, allowing us to work alongside them and their families. Supporting a range of healthcare professionals, and having the ability to be flexible and agile in our work and decision making, is key to this delivery.

The high-profile events that you have supported, including the Muddy Dog Dash, our Community Candles events, a wonderful Patient Art Exhibition at Lighthouse Poole, and The Big Give Campaign in November, have certainly helped to raise the funds that we need to keep our important services running. However, it is a tough time for Hospices across the UK and locally. Our government's allocation of capital grants to hospices has helped, but the true need is sustainable funding. Lewis-Manning Hospice Care receives only around 10% of its' income from NHS contracts, so your continued help and support is vital.

Our charity needs to work extra hard to ensure that the funds we invest in services are truly impactful and that we reduce our costs wherever possible. Our wider teams at Lewis-Manning continue to work on streamlining processes, improving efficiencies and ensuring that our security and IT is strengthened - all with the aim of minimising costs and improving performance.

Alongside these developments the team has been working hard to provide

CEO's Statement

awareness, income and sustainability for the future. With the support of our local communities we have opened two new charity shops in Ferndown and Highcliffe, and are now providing a community based initiative, the House Clearance Service, offering flexible, complete or part-house clearances and recycling.

In addition, we have secured two new premises in which to deliver even more local services, focused on clear gaps in our community for end-of-life patients and their loved ones: namely Family Support, Bereavement Support and Complementary Therapies. We are delighted to have partnered with a local Care Home group who have generously given us significant space in Bournemouth; and we are developing an additional site in Poole which we hope will be opening in 2025.

These fantastic achievements are testament to you, our patients, volunteers, donors, staff and all our kind supporters.

Thank you.

With your kind help we will continue to build on these solid foundations to meet the needs of even more patients, their families and carers in Dorset into the future.

Clare Gallie

Clare Gallie
CEO
June 2025





2024/2025 has been a time for clinical service and strategy evaluation under a newly appointed Clinical Director, and with a new government. Amidst a challenging financial climate Lewis-Manning Hospice Care remains committed to its mission for equitable palliative care services within the local communities in Dorset:

to improve patient engagement, education and individual choice in access to palliative and end-of-life care, achieved through collaboration across Health and Social Care, and with consideration for the longevity and functionality of our NHS.

As an independent hospice we practice a model of anticipatory palliative care, focusing on early engagement with patients and families facing the uncertainty of a life-limiting illness, providing time for meaningful interaction, and multiple opportunities for honest (and often difficult) conversations. Advanced Care Planning is at the heart of what we do, to facilitate patient-centred outcomes, and to instil control and a maintained sense of purpose for patients and families receiving our care.

Our 'hub and spoke' model of multi-disciplinary hospice care services is well established, and well attended within the communities of Wimborne, Poole, Bournemouth, Swanage and Wareham. The NHS Dorset Quality Team visited our main site in Poole in November 2024, to inspect the nurse-led day services and specialist clinics. We were elated as an organisation to receive extremely positive feedback, detailing excellent standards of care, as well as constructive pointers for future development and collaboration.

Lewis-Manning Hospice Care exists to engage and listen to the communities of East Dorset and Purbeck, and to work alongside statutory health services in providing person-centred palliative care. We are partnered with an NHS pilot to improve access to palliative care for the rural communities of Purbeck, to deliver positive patient outcomes. An overwhelming response from the local community has cemented our commitment to embed Lewis-Manning services in Purbeck, but there is no on-going statutory funding contribution at present.



Hospice Day Service Programme

In 2024/2025 the palliative care day services at Lewis-Manning supported 454 patients across our satellite community sites, and at our main building in Poole.

We are proud to be developing a transformative day hospice Multi-disciplinary Care Model, that redefines supportive palliative care through the lens of lifestyle medicine. It empowers individuals to explore what matters to them, whilst highlighting that well-being is shaped by more than medical treatment. Patients accessing support at Lewis-Manning Hospice Care have an initial comprehensive needs assessment, to understand their individual priorities of palliative care and to ensure their care is case-managed internally by the most appropriate clinician.

282

New Patient
Referrals

8812

Day Service
Contacts

“Everyone is really kind which makes me feel happy, usually don't do anything social outside of the house and without my wife.”

“I feel comfortable and supported whilst in the company of the clinical staff at Lewis Manning. I hate when my programme at day hospice comes to an end as it is a constant in my life.”





Specialist Breathlessness Services

The specialist Breathlessness Service at Lewis-Manning Hospice Care is founded on best practice in this area of symptom management. It is based on an accredited evidence-based intervention and model of care; the Breathing, Thinking, Functioning Model (The Cambridge Breathless Intervention Service).

The team consists of physiotherapists with additional qualifications and experience in palliative/ respiratory medicine and in health coaching.

This specialist service is accessible by healthcare professional referral only, as it provides complex case management.

236

New Patient
Referrals

643

Service
Contacts

"I feel motivated to do more exercise to help manage my condition. I have more confidence in how to progress and manage my condition. I have an action plan to help get stronger and fitter."

"I have felt a difference from the explanation about the physiology of breathing and understanding the experience of my breathing and my body. Why I felt panicky or tight. Now much more aware of triggers and have tools to manage my breathing. Grateful to have a clinic in Swanage."



Specialist Lymphoedema Care

Lewis-Manning Hospice Care Lymphoedema Team takes professional referrals for patients with any form of secondary lymphoedema across East Dorset and West Hampshire.

The team consists of a dynamic team of specialist nurses, who offer comprehensive assessment, and a range of advanced treatment options in this field of practice, such as photobiomodulation, deep oscillation therapy, Lymphatouch, scar therapy, and Kineso - taping.

The team ethos is built around promoting self-care and education for patients living with this condition.

220

New Patient
Referrals

1103

Contacts



“The Lymphoedema Team offered and provided me with a course of Manual Lymphatic Drainage Therapy (MLD) that was very beneficial and I felt inspired to manage my self care for the future and be more pro-active. They supported me not, only for the physical MLD but the psychological support when I was anxious, distressed and worried about not only my cancer but all other big stress factors in my life. They inspired me and supported me at all times.”



Bereavement Support and Family Counselling Services

These services are well established and are a resource that continues to be accessed widely across the area, with increasing patient numbers each year.

Our hospice has partnered with a local residential home, the Luxurycare Group, who have kindly donated a wing of suites to provide a permanent base for our counselling staff, to support patients in and around the Bournemouth area. The team also have new premises under construction in Poole to ensure we have a presence across East Dorset and to generate access to more clinic appointments for people requiring care. In addition, we are also able to provide this service in Purbeck, and in some cases at home.

Staff prioritise face-to-face contact for consultations and can support clinic appointments or home visits for sessions.

329

New Patient
Referrals

1593

Sessions

"I have learnt new techniques to help anxiety. Better ways to communicate with family. Safe space to talk without fear of arguments. Made sense of emotions."

"My issues are never going to go away and in fact will intensify as time goes on. Through talking with Peter I can now formulate plans to walk away from a situation, refocus, then go back with a more positive approach to ongoing issues."





Anticipatory model of Hospice at Home and Virtual Care Programme



We have delivered over 1553 home visits.

The Lewis-Manning Hospice Care team provided 1,553 home visits in 2024/ 2025 to housebound patients and carers, supporting equitable access to proactive palliative care and hospice at home services promoting health, well-being and adaptation.

Our virtual care service has developed into a 5-day weekly programme, with live sessions provided by our frontline healthcare team. The virtual services are an integral component of our Hospice at Home services, to ensure housebound patients and carers have regular access to the complete range of services and experiences that are afforded to patients attending an in-person health and wellbeing programme.

"Thank you for coming to my rescue and caring for my wife. There is hope!"

"Wonderful caring support from Lewis-Manning Hospice Care who are there for both Tom and me. Without them I couldn't cope, so thank you so much for all you do."



Clinical Services



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Complementary Therapy

Our Complementary Therapy services are vital to provide enrichment for our patients and carers, whilst also supporting significant symptom relief for many. Touch and sound therapies are an integral part of the care offered.

This service is rooted in all group sessions and in special circumstances through the contact therapists provide in home visits.

96

New Patient
Referrals

585

Treatments

225

Sessions

Occupational Therapy

A pivotal role in our anticipatory model of Hospice at Home service is to support adaptation, and to promote independence, whilst also working with our patients to maintain their sense of purpose, and to ensure their identity is encompassed within their needs for spiritual care.



“Coming to Lewis-Manning has greatly improved my outlook on things, helped with depression and been life changing. Feel so happy that I found the service and didn't realise that people could be so kind.”

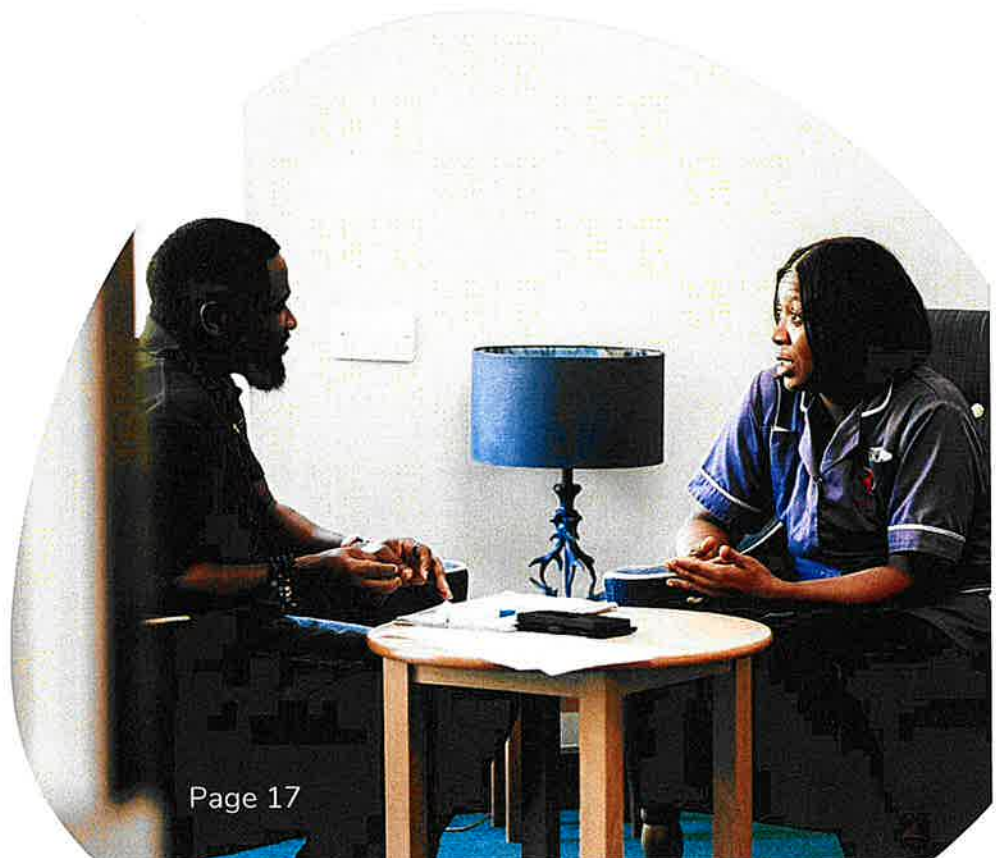


Education

As a Learning Organisation we have increased clinical placement opportunities for nursing and physiotherapy students wanting to gain experience in palliative care. Our work continues by investing in nursing scholarships with our partners at Bournemouth University. This includes an important project based around the national Dying Matters Campaign, and has resulted in an article written for a nursing journal, creating a valuable learning resource.

Our Ph.D. Research project, in partnership with Bournemouth University, is looking at the experiences of palliative and end-of-life care of people with liver disease in the United Kingdom. It validates our approach to person-centred care and education, engaging patients throughout their health journey.

Lewis-Manning Hospice Care is part of Dorset End of Life Care Training Forum and has been identified as external training partner for the independent health and social care sector. The clinical team have links with the Royal College of Nursing South-West region. The Clinical Director is a learning and development representative for the South, aligned to the Royal College of Nursing.





In the 2024–2025 period, we have maintained our ongoing focus on securing improved efficiencies and cost savings, as part of our broader objective to build a sustainable future for Lewis-Manning Hospice Care.

Our operations and compliance teams continue to prioritise support for staff, enabling the provision of exceptional care to our patients. We ensure that policies, procedures, equipment, and the working environment collectively facilitate this aim. This commitment was reinforced by our excellent result in the 2024 NHS Quality Inspection, where no issues or breaches were identified.

Our organisational policies comprehensively address all operational aspects, ensuring compliance with legislation, regulation, and best practice. We maintain all equipment to the required standards, adhering strictly to health and safety regulations, with full maintenance records kept up to date. Preferred suppliers are regularly reviewed to maintain high standards of supply, with improved tracking and governance processes in place.

Financial Operations

Ongoing financial process reviews have resulted in demonstrable improvements, increased efficiencies, and cost savings. We continue to focus on providing relevant, timely management information critical for the effective operation of the charity.

The Finance Team has strengthened its collaboration with departments across the organisation, enabling better support, a deeper understanding of departmental needs, and improved cost and income management. Enhanced efficiencies within the team have also created capacity to support the opening and development of new services and new charity shops.

Following the successful implementation of the Implicit Finance System on 1st April 2023, we have seen significant improvements in financial administration. The introduction of automated processes and enhanced controls has reduced the risk of human error, saving time and providing a robust foundation for the charity's growth and long-term sustainability.

Finance and Operations



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In 2024–2025, we commenced migration to a fully cloud-based solution, enabling Lewis-Manning to embrace a fully digitalised operational environment. New digital workflows are supporting enhanced internal controls. The Retail Team has adopted an integrated Implicit Quoting system for House Clearances, supporting further income generation opportunities.

Information Technology (IT) Developments



Our IT partner, South West IT, continues to support our transition to a fully cloud-based environment, with an emphasis on improving security, user experience, and process automation. Key achievements include:

- **Cyber Essentials Compliance:** We have achieved a Cyber Essentials Plus accreditation, remaining among the 1% of UK organisations to hold this certification.
- **Hardware Compliance:** All IT hardware has been upgraded and maintained to meet Microsoft-supported standards.
- **Mobile Device Manager Implementation:** We have successfully rolled out a Mobile Device Management system, to deliver a secure and controlled IT environment.

Summary

Through continuous review and innovation across Finance, Operations, and IT, Lewis-Manning Hospice Care remains well-positioned to support its mission, vision and sustain long-term growth. We are proud of our achievements to date and remain committed to building on this solid foundation in the years ahead.



We are incredibly grateful to all the individuals, companies, charitable trusts, foundations and organisations who have supported us over the year. With our NHS Dorset contract covering just 10% of our costs we are hugely reliant on the wonderful generosity and support of our local Dorset community.

Together we generated £1,583,778 in fundraising income.

Legacies

A significant part of this income was due generous gifts left to our charity in Wills. We are so touched and grateful that many individuals chose to remember us in their Wills. Leaving such gifts to us transforms our ability to continue providing care and support to people in our local community. Last year 1 in 4 patients were cared for thanks to gifts left to us in Wills.

Gifts

We were very fortunate that a number of individuals chose to give significant donations to our charity over the year, helping us to expand our anticipatory model of Hospice at Home care, and to fund even more of our vital services. These major donations made such a difference to the impact we have both for patients and their families. We are extremely grateful.

Trusts and Foundations

Despite a very challenging external climate with huge competition for funding, trusts and foundations continue to be a critically important source of income for our charity. We remain very grateful for all the support we receive from existing and new funders alike.

Corporate Support

Our exciting work with both existing and new corporate partners is most sincerely appreciated and rewarding. Our ethos is to ensure that our business community experiences and achieves clear goals from partnering with us, through shared values, a joint vision and active support.

Fundraising



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We are grateful to all our supporters, including:



Stewarts Garden Centres, who chose us as their Charity of the Year, supported numerous campaigns, raised significant funds and generously hosted several accompanied patient visits to their lovely sites.



Care South, where our work together has grown, continuing to go from strength to strength with their support of many campaigns and patient initiatives including our Headline Event – Candles on the Lake, which many of their residents attended and took part in.



Barratt Homes, who continued their wonderful commitment and sponsorship, supporting our Muddy Dog Dash event for the third year running, and pledging continued support into the future.



MSP Capital, who held their annual Volleyball Tournament for the 3rd year running, raising an impressive £10,000.



Peter Harding Wealth Management, who continue to be a valued partner and extended their agreement with us for a fourth year.

Candles in the Community

By popular demand we expanded our heart-warming 'Candles in the Community' initiatives to include 'Candles on the Lake' at Poole Park, 'Candles On the Green' at Wimborne Minster, 'Candles by the Beach' in Swanage, and the new 'Candles at the Priory' in Christchurch. Over £24,000 was raised and more than 1,700 candles were lit in memory of loved ones. These events are a very special opportunity for local people to come together to both reflect and celebrate life.





Muddy Dog Dash

Back for its third year, The Muddy Dog Dash proved to be a huge success, with over 400 people attending and raising more than £18,000, 28% up on the previous year. The event took place once again at Upton Country Park in Poole, with a 2.5K and a 5K obstacle course across fields and woodland. We are delighted that this event has been so successful and enjoyable for local people – and their muddy dogs - and aim to repeat and expand this key event into the future!



The Big Give Christmas Challenge

We took part in the national Big Give Challenge for the second year running: an amazing opportunity for our charity, where during one week all our kind donors' generous gifts were doubled. Many fabulous celebrities such as Fearne Cotton, Laurence Llewelyn-Bowen, Steve Harris, Rob da Bank, Sir Julian Fellowes, and even Ted the Dog from 'Gone Fishing' sent videos of support to encourage donations. Over the week we managed to secure £80,000 towards our vital anticipatory care model of Hospice at Home.

Community Fundraising

We kicked off the financial year with lots of mass participation events, including the Bournemouth Bay Run and London Landmarks. Running into summer saw 25 very brave people 'Jump for a Nurse' at our annual Skydive challenge, raising over £25,000! We were once again delighted to be chosen as the Sand Polo charity partner which raised in excess of £10,000.



Fundraising



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Leading up to Christmas, and with the help of many wonderful Lewis-Manning volunteers, we once again ran a number of beautiful Wreath Making Workshops. Over 200 local people attended, making the most gorgeous Christmas wreaths.

Our Christmas Tree Recycling Campaign was back for the fifth year, with over 50 very kind volunteers collecting more than 1,000 Christmas trees and raising an incredible £20,000. This is a truly remarkable project for Lewis-Manning Hospice Care, which raises both vital funds for our charity and recycles tonnes of unwanted trees, which go on to be used as mulch.



Many other organisations in our local community have offered valuable support to our local hospice through the year – our sincere thanks to everyone!

Lewis-Manning Hospice Care is registered with the Fundraising Regulator and works within the Code of Fundraising Practice and the Chartered Institute of Fundraising guidance. During the period of this report no complaints were received regarding any fundraising appeals or practices. During this year and the previous year, there were no instances of failures to comply with fundraising standards. Standards are monitored and maintained through mandatory training and the use of mystery shoppers.



Staff and Volunteers at the Heart of What We Do

With many thanks to the dedication of our incredible retail staff, volunteers, donors and customers, we have continued to strengthen community ties and promote our expanding local services. We are truly grateful for your ongoing support, your contributions, advice, donations and feedback, all of which have been vital to our progress and success in 2024–25.

Retail Sustainable Growth & Strategic Progress

We have completed the third year of our Retail Strategy, with sustainability at the core of our objectives and values. Our primary aim has been to deliver reliable, long-term income to fund essential hospice services, while reducing landfill waste by repurposing your pre-loved items.

We are proud to report:

- 25% increase in total income
- 27% growth in the number of items sold
- 5% improvement in Gift Aid conversion rate over the previous year

Total Retail Income: £1,451,010

Items Sold Through Shops: 289,487

Gift Aid Conversion Rate: 30.4%





In April we were delighted to open a wonderful new shop in Highcliffe and in January we were equally thrilled to open a new shop in Ferndown, bringing our total number of charity shops across the Dorset community to 10 physical shops and 2 online stores. Our current shop locations include:

- Ashley Cross
- Christchurch
- eBay Shop
- Ferndown
- Highcliffe
- Poole
- Ringwood
- Swanage
- Westbourne
- Wimborne
- Winton
- LMHC website Shop

Improving Logistics and Stock Flow

Thanks to generous funding from the BCP Council and our wonderful Patrons Sir Simon and Lady Jill Campbell, we have added a new 3.5-tonne Luton lorry to our fleet. This expansion has enabled us to double our booking capacity and increase stock flow throughout our shops, contributing directly to higher sales.

House Clearance Services

Our House Clearance Service has continued to grow in popularity, offering flexible full or partial clearances. This service supports individuals during challenging times such as downsizing or bereavement, while aligning with our sustainability goals. By recycling reusable goods and offsetting their value against clearance costs, we reduce landfill waste and promote environmental responsibility.



Retail



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New Goods Range

New Goods Sales: £75,310

We successfully reviewed and expanded our range of new goods, resulting in a 204% increase in sales over the previous year. By partnering with new suppliers, we introduced a selection of popular seasonal and unique products, including:

- Beachwear
- Homeware
- Bags, hats, and socks
- Fashion accessories (fascinators, sunglasses)
- Slippers, nail polish, and more

These items complement our pre-loved fashion offerings and appeal to customers both at till point and throughout our stores.

RAG (Textile Recycling) Income

RAG Income: £12,242

The textile recycling market remains highly competitive, impacted by global disruptions and declining resale values in Africa and Asia, the lowest in 20 years. In response, we quickly adapted by partnering with a new supplier and launching bulk clothing sales online to diversify our risk and maintain income from this stream.





At Lewis-Manning Hospice Care, we are incredibly grateful for the loyalty and commitment of our volunteers. Their contribution is integral to the compassionate care we provide.

Volunteer engagement saw a 50% increase over the past year. We are thrilled to report the total number of volunteers registered as 268, with 127 supporting Hospice and Community services and 141 contributing across our Retail operations.

Volunteers are actively involved in a wide variety of roles, including Clinical Support, Fundraising, Retail, Administration, Gardening, Befriending, and E-Commerce. Clinical Services continue to thrive thanks to their dedicated volunteer involvement.

In line with our plans to expand community outreach, we are looking to recruit volunteers to support the launch and operation of new community hubs.

This year saw the introduction of several new roles, including photographers, quiz masters, musicians, creative arts and Family Support & Bereavement volunteers. Our Befriending Service, which is still in the pilot stage, is a vital source of emotional support and companionship for patients and their families, with ongoing recruitment continuing in this area.

Our Fundraising Volunteers played a pivotal role in delivering key events throughout the year, such as Candles in the Community, Wreath Workshops, a Corporate Golf Day, a Skydive campaign, and the Muddy Dog Dash at Upton Country Park.

To recognise and thank our wonderful volunteer team, we hosted several appreciation events during the year. These gatherings were well received and provided valued opportunities for volunteers to connect, share experiences, and celebrate their contributions together.

Looking ahead, we are exploring new and innovative ways to involve volunteers across areas not previously supported. By aligning individual skills, interests, and availability with suitable roles, we aim to create rewarding volunteer experiences while broadening the reach and impact of our work.

We extend our heartfelt thanks to every volunteer for their time, support, and passion.

Volunteering



Lewis-Manning
Hospice Care

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What Our Wonderful Volunteers Are Up To...



As part of our Volunteer Reward and Recognition Strategy, Lewis-Manning Hospice Care participates in the 'Room to Reward' initiative. This program is designed to recognise, and help us to show, our sincere appreciation for volunteers who generously give their time to make a meaningful difference to those in need. The Room to Reward scheme allows Lewis-Manning Hospice Care to nominate our wonderful volunteers for a one- or two-night stay at a hotel free of charge.



In June 2024, we were delighted to welcome a wonderful team of volunteers from DB Schenker Air, Ocean, and Land, who generously dedicated their annual volunteering day to supporting four of our patients at home. Their hard work included painting a lounge, clearing and tidying a back garden, painting and organising a garage, and planting a beautiful selection of flowers kindly donated by Stewarts Garden Centre. Their efforts brought real joy to our patients and their families and made a lasting difference, with our patients feeling truly touched and deeply grateful for their support.



Thanks to the incredible support of our local community, supporters and volunteers this year's amazing Muddy Dog Dash raised funds to provide over 980 hours of hospice care to support local patients and their families impacted by life-limiting illnesses. Louise Hopley, Specialist Respiratory Physiotherapist, shared this: 'Exercise and having fun is key to our wellbeing at whatever stage of life we are. I am thrilled that we host an event like this to support living well in our community.'

Our amazing Volunteers are vital to the work we do, and we are so very grateful for everything they help us to achieve in making a difference in our Dorset community.

Thank you to all our wonderful Volunteers for all their amazing help... we couldn't do what we do without you.



Throughout the 2024-2025 period Lewis-Manning Hospice Care has continued to show our commitment to staff development.

In this period emphasis was placed on running a number of development workshops which were open to staff from across the organisation and have been very well received. These workshops focussed on improving management skills, improving communication, dealing with conflict/tension, resilience and self-coaching skills, understanding and learning to deal positively with change at work, time management and prioritisation. Coaching sessions on a one-to-one basis were also provided to some staff who provided excellent feedback and were highly appreciative of this opportunity.

In addition, with the use of the DISC personal assessment tool we invested in improving teamwork, communication and productivity in the workplace with the aim of igniting cultural change and inspiring lasting behaviour changes to positively shape our workforce. Creating and developing our understanding of ourselves and others, helping us to think about how we can adjust our communication and behaviour to work more effectively.

Mandatory online training was provided via the Blue Stream Academy and we have continued to invest in external learning and development courses for all staff when appropriate.



Income for the year ended 31 March 2025 was £3,629,545, an increase of £200,816 from the previous financial year. This increase was principally driven through increased Retail income in the period.

The consolidated result for the year reflects the budgeted 2024/25 deficit of £262,279 compared with the surplus of £168,669 in 2023/2024.

The consolidated cash flow statement reflects the planned net cash outflow of £283,177 compared with the inflow of £68,620 in 2023/2024.

Total net assets of the charitable group decreased to £3,174,375 (2024 £3,436,654).

Reserves policy

The Finance and Operations Committee reviewed Lewis-Manning Hospice Care's reserves policy in March 2024. The recommendation of the reserves policy review in 2024 remain in place. The guiding principle is that we need to maintain sufficient funds in order to avoid any cashflow issues, to respond to and recover from fluctuations in income and unforeseen events and to maintain our important services and support to our patients and carers which we know is so vital to our local community. It was felt important to hold sufficient general reserves to cover 6 to 9 months of operating costs.

Our business-as-usual operating costs that need to be covered by general reserves are calculated net of restricted funds held and net of planned designated fund expenditure and NHS contractual income which is guaranteed for the following year.

The Finance and Operations Committee will continue to actively review the risks faced by our Charity and discuss these with the Board of Trustees in relation to our reserves level.



Reserves statement

At the year-end, total group reserves were £3,174,375 (2024: £3,436,654). This incorporated:

£50,327 of restricted funds (2024: £149,274)

Restricted funds are reserves which are held for the short to medium term which can only be spent on a specific purpose or project as agreed with a donor. These are reviewed on an ongoing basis throughout the year.

£1,443,447 of fixed asset funds (2024: £1,389,590)

These fixed assets can only be realised through the sale of our property.

£225,000 (2024: £450,967) of designated funds

Designated funds are funds set aside by the Board of Trustees for priority agreed development areas of the Charity in line with our strategy and business plan. These funds have been designated for development of our services to support patients closer to their homes and at home. In the year ending 31st March 2024, £17,674 of designated funding was spent on new service developments in relation to our 'closer to home' and Hospice at Home model of Anticipatory Care Support in Purbeck.

£1,455,601 (2024: £1,446,823) of general reserves.

This represents our total reserves less fixed assets, designated and restricted funds.

This is in line with the reserves policy of 6-9 months of expenditure.

Pay Policy for Senior Staff

Senior Manager salaries cover an appropriate range of points on our pay grading structure.



Priorities 2023 - 2026

Following a review of our previous strategy, history and plans, the following priorities have emerged as essential to our success over the next three years:

1. Provide exceptional care and support for people with life-limiting illness, their carers and loved ones
2. Offer education to enhance knowledge and understanding at the end of life
3. Increase awareness of Lewis-Manning Hospice Care and our services to reach more people
4. Deliver a sustainable future to support people, their carers and loved ones

How will we achieve this?

1. Provide exceptional care and support for people with life-limiting illness, their carers and loved ones

- To continue to champion palliative care closer to home, using the Hubs and Anticipatory model of Hospice at Home model of care. Establish our services in Poole, Wimborne, Swanage, Bournemouth/Christchurch within and around the local communities.
- To promote generalist palliative care aligned to the holistic concept of total pain, developed by Cicely Saunders, and support communities to feel comfortable in early engagement with our hospice.
- Offer an inclusive referral criteria – to support patients and families with a life limiting illness from the point of a diagnosis.
- To contact a patient 48 hours following a referral to schedule comprehensive patient assessment, using a multidisciplinary framework, and aligned to the palliative care objectives set out in the NHS long-term plan.
- Offer a defined palliative care programme at day hospice hubs, in the home or virtually (to suit patient choice and demographic) with the focus upon health, wellbeing and patient empowerment and the aim to educate patients and integrate people into the support and care of their communities in collaboration with the wider health system.
- Deliver multidisciplinary health clinics run alongside day hospice for patient assessment and case review.
- Provide care coordination and signposting to promote joined up care in collaboration with the wider healthcare system.
- Our Lymphoedema clinics will operate at Poole, Bournemouth/Christchurch and where suitable at home, with the possibility of delivering these clinics in Wimborne and Swanage.



- The Anticipatory model of Hospice at Home will be versatile, seen as a multifunctional resource, create equity and access to hospice services for housebound patients with professional referral, enabling carer respite support and offering end of life respite as a planned service. We will focus on anticipatory care, preventing hospital admissions, reducing the strain on GPs/PCNs, providing Advanced Care Planning, supporting people with choice at the end of life and helping them to live well until they die.

2. Offer education to enhance knowledge and understanding at the end of life

- Develop and offer patient and carer education specific to each hub to enhance local knowledge and understanding of the difference in palliative and end of life care.
- Continue to promote and support wider pan Dorset educational initiatives.
- Continue and grow partnerships with Bournemouth University, Care homes, PCNs and other hospices.
- Develop impactful, chargeable educational tools and support for local care providers.
- Develop further our brand/awareness, case for support, key messages.
- Invest in volunteer education and development.
- Continue investment into staff development, up-skilling and wellbeing.
- Access educational funding where available.

3. Increase awareness of Lewis-Manning Hospice Care and our services to reach more people

- Develop a strategy for Marketing, PR and Communications that clearly identifies the gap we are filling, states the need and the reasons for our services (for each hub and for our work across Dorset).
- Further develop our branding including clear cases for support and key messages for each hub and pan Dorset (with patient input).
- Continue to invest in current and new marketing initiatives ie back of bus, experiential.
- Invest in our website.
- Invest in an intranet.
- Develop local fundraising plans spearheaded by a local person in the community, with 2 key events in each hub location.
- Develop a 'commercial' pack: what is a hub, map, patient quotes, costs, impact, case for support, patient numbers, what's the gap/need.
- Continue to develop the retail acquisition plan by locating commercially viable propositions for approval on a case by case basis.
- Continue to invest in education.



4. Deliver a sustainable future to support people, their carers and loved ones

- Deliver budget
- Maximise associated funding from NHS commissioners in line with services development.
- Ensure our systems are fit for purpose including the automated finance and banking system, website, CRM and intranet, communications, screening, supporter donor journey, clinical referrals, recruitment process, retention, HR system.
- Develop our access to marketing expertise working with specialized volunteers.
- Continue to measure our environmental impact.
- Ensure our premises and space provision is fit for purpose to include 2 x Longfleet Road sites, Winchester Place, and Hubs at Kingsman/Bournemouth, Wareham, Wimborne, Swanage.
- Continue investment in staff development and wellbeing including professional development, L&D sessions and mentoring.
- Explore nontraditional commercial income opportunities related to our Mission and Vision.
- Plan and budget for appropriate resources.
- Maintain our agility and partnership working.



Structure, Governance and Management

Lewis-Manning Hospice Care's governing document is a Memorandum of Association dated 22nd September 2022. The Trust is a charitable company limited by guarantee.

The Board

The Board comprises non-executive directors who are also referred to as Trustees. A list of Trustees who have served during the year can be found on page 3. The Board delegates the day-to-day management of the charity to the Chief Executive Officer (CEO) Clare Gallie.

New members of the Board are normally identified by existing members of the Board, the CEO and by advertising vacancies online. All potential Board members go through an interview process, meet with the Chairman and the CEO, attend a Board meeting as a guest and have a tour of our building and services. All successful recruits take part in an induction process and are provided with a pack of essential reading (end of year accounts, Board minutes, Information of Trustees' responsibilities (Hospice UK publication)). All Board members are required to have an enhanced DBS (Disclosure and Barring).

All Trustees give their time freely and no remuneration was paid during the year in respect of their position as Trustees.

The CEO attends Board meetings by invitation as the Senior Officer of the Charity. Other members of the Executive team also attend Board meetings and other staff may be invited to attend the Board meetings dependent on the agenda requirements.

Governance

The Board of Trustees, who are also Directors, are responsible for the overall strategy and control of the Charity and meet at least four times a year. Responsibility for the day to day running of the Charity is carried out by the CEO and the Executive Team.

The CEO has designated authority from the Board to manage the Charity on a day-to-day basis and to ensure that the strategy, put in place is enacted. An Executive Committee, chaired by the CEO, consisting of the Director of Finance & Operations, Director of Fundraising, Director of Retail, People Manager and the Director of Clinical Services, develops policies and procedures with input from the staff. The Board ratify the annual budget and anything "outside" the budget is authorised by the Chairman and Trustees via business case approvals. The CEO undertakes the key leadership role in the organisation and oversees all charity services.



Other Key Relationships

Members of the Executive team are required to ensure they are involved in, or attend appropriate external meetings, which include the Dorset Integrated Care Board, local and national healthcare services or cancer services.

Public Benefit

Charity Trustees have a duty to carry out their charity's purposes for the public benefit. The Charity has undertaken, within its objects, and free of charge to users, the support of people living with a diagnosis of a life-limiting illness such as cancer, motor neurone disease, end stage cardiac or renal failure and neurological illnesses such as Parkinson's disease.

The Trustees are therefore satisfied the public benefit requirement is fulfilled and set out more detail as to how in this report.

Risk Management

The Board is responsible for overseeing the risks faced by the Charity and a review of the risk tool takes place at every Board meeting. The Executive are responsible for monitoring risk. Risk is managed under the following headings:

- Reputation
- Management and Governance, Finance and Fundraising
- Clinical Practice and Quality Assurance Operational Practice

Adverse Incidents

The Director of Clinical Services monitors adverse incidents, and the CEO/Director of Finance and Operations are copied into each incident. All Adverse Incidents that are urgent are dealt with immediately and all incidents are reviewed by the Performance and Clinical Governance Committee with a trend analysis available at the end of the financial year.

Care Quality Commission

Our services are regulated and inspected by the Care Quality Commission (CQC) with whom we are registered under the Care Standards regulations. While we are independent of the NHS, our clinical work is guided principally by the Guidelines on Palliative Care issued by the National Institute for Clinical and Health Excellence (NICE) and the Quality Markers for End-of-Life Care. Our last inspection was 2022 where we retained our "Good" rating.



Auditing

Internal:

An annual programme of internal audits has been developed and audit plans are in place for 2024/25. These include but are not limited to infection control, fire regulations, environmental health and legionella etc. The charity operates a robust review of policies and procedures to ensure compliance.

External:

The Charity's external financial auditors are Saffery LLP.

Internal Committees of the Charity (see list below)

- Performance and Clinical Governance – Committee to the Board chaired by a Board member, meets quarterly.
- Finance and Operations – Committee to the Board chaired by a Board member, meets quarterly.
- Income Generation and Marketing – Committee to the Board chaired by a Board member, meets quarterly.
- People – Committee to the Board chaired by a Board member, meets quarterly.
- Senior Management Team including Risk Management – meets monthly.
- Health & Safety including compliance – meets quarterly.

Disclosure of Information to Auditor

Each Trustee has taken the steps they ought to have taken as a Trustee, to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The Trustees confirm there is no relevant information they know of and which they know the auditor is unaware.

Responsibilities of the Directors and Trustees

The Trustees (who are also the Directors of Lewis-Manning Hospice Care for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.



Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and apply them consistently.
- Observe the methods and principles in the Charities SORP.
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees' annual report was approved by the Trustees of the charity and signed on its behalf by:

Ian Marshall

Trustee

DATE : *25 September 2025*

Independent Auditor's Report



Lewis-Manning
Hospice Care

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Opinion

We have audited the financial statements of Lewis Manning Hospice Care (the 'parent charitable company') and its subsidiaries (the 'group') for the year ended 31 March 2025 which comprise the consolidated statement of financial activities, consolidated and charity balance sheets, consolidated statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the affairs of the group and the parent charitable company as at 31 March 2025 and of the group's incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the group and parent charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Independent Auditor's Report



Lewis-Manning
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Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the group or the parent charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other Information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements, or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information; we are required to report that fact. We have nothing to report in this regard.

Other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report which includes the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Annual Report which includes the Directors' Report has been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the group and the parent charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

Independent Auditor's Report



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We have nothing to report in respect of the following matters where the Companies Act 2006 require us to report to you if, in our opinion:

- adequate accounting records have not been kept by the parent charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities set out on page 18, the Trustees (who are also the directors of the parent charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the group and the parent charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under the Companies Act 2006 and report in accordance with regulations made under that Act.

Our objectives are to obtain reasonable assurance about whether the group and parent financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations.

Independent Auditor's Report



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We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud are detailed below.

Identifying and assessing risks related to irregularities:

We assessed the susceptibility of the group and parent charitable company's financial statements to material misstatement and how fraud might occur, including through discussions with the Trustees, discussions within our audit team planning meeting, updating our record of internal controls and ensuring these controls operated as intended. We evaluated possible incentives and opportunities for fraudulent manipulation of the financial statements. We identified laws and regulations that are of significance in the context of the group and parent charitable company by discussions with senior management and updating our understanding of the sector in which the group and parent charitable company operate.

Laws and regulations of direct significance in the context of the group and parent charitable company include The Companies Act 2006 and guidance issued by the Charity Commission for England and Wales.

Further the group is subject to other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, through significant fine, litigation or restrictions on the charity's operations. We identified the most significant laws and regulations to be those monitored by the Care Quality Commission.

Audit response to risks identified:

We considered the extent of compliance with these laws and regulations as part of our audit procedures on the related financial statement items including a review of financial statement disclosures. We reviewed the parent charitable company's records of breaches of laws and regulations, minutes of meetings and correspondence with relevant authorities to identify potential material misstatements arising. We discussed the parent charitable company's policies and procedures for compliance with laws and regulations with members of management responsible for compliance.

During the planning meeting with the audit team, the engagement partner drew attention to the key areas which might involve non-compliance with laws and regulations or fraud. We enquired of management whether they were aware of any instances of

Independent Auditor's Report



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non-compliance with laws and regulations or knowledge of any actual, suspected or alleged fraud. We addressed the risk of fraud through management override of controls by testing the appropriateness of journal entries and identifying any significant transactions that were unusual or outside the normal course of business. We assessed whether judgements made in making accounting estimates gave rise to a possible indication of management bias. At the completion stage of the audit, the engagement partner's review included ensuring that the team had approached their work with appropriate professional scepticism and thus the capacity to identify non-compliance with laws and regulations and fraud.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the parent charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the parent charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the parent charitable company and the parent charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Saffery LLP

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Casidhe Balen
For and on behalf of Saffery LLP

30 September 2025

Saffery LLP
Midland House
2 Poole Road
Bournemouth
BH2 5QY

Statutory Auditors

Saffery LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

Statement of Financial Activities



Lewis-Manning
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Consolidated statement of financial activities (including Income and Expenditure account) For the year ended 31 March 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Income from:					
Donations and legacies	3	1,090,951	536,123	1,627,074	1,759,825
Charitable activities	4	479,260	-	479,260	462,960
Investment income	5	65,158	-	65,158	53,679
Trading subsidiaries' activities		1,458,053	-	1,458,053	1,152,265
Total income		3,093,422	536,123	3,629,545	3,428,729
Expenditure on:					
Raising funds		(156,812)	-	(156,812)	(188,819)
Charitable activities	6	(1,829,710)	(635,070)	(2,464,780)	(2,135,929)
Trading subsidiary expenditure		(1,270,232)	-	(1,270,232)	(935,312)
Total expenditure		(3,256,754)	(635,070)	(3,891,824)	(3,260,060)
Net (deficit)/surplus		(163,332)	(98,947)	(262,279)	168,669
Transfers between funds	22	-	-	-	-
Net movement in funds		(163,332)	(98,947)	(262,279)	168,669
Total funds <u>at</u> 1 April 2024		3,287,380	149,274	3,436,654	3,267,985
Total funds <u>at</u> 31 March 2025		3,124,048	50,327	3,174,375	3,436,654

All gains and losses are included above. The deficit for the year for Companies Act purposes was £262,279 (2024: surplus of £168,669).

The notes on pages 47 to 66 form part of these financial statements.

Consolidated Balance Sheet



Lewis-Manning
Hospice Care

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2024 - 2025

As at 31 March 2025

	Note	£	2025 £	£	2024 £
Fixed assets					
Tangible assets	11		1,435,149		1,389,590
Intangible assets	12		8,298		-
			<u>1,443,447</u>		<u>1,389,590</u>
Current assets					
Debtors	14	578,337		541,255	
Cash at bank and in hand		<u>1,899,943</u>		<u>2,183,120</u>	
		2,478,280		2,724,375	
Creditors:					
Amounts falling due within one year	15	(262,352)		(192,311)	
Net current assets			<u>2,215,928</u>	<u>2,532,064</u>	
Total assets <u>less</u> current liabilities			<u>3,659,375</u>	<u>3,921,654</u>	
Creditors:					
Amounts falling due after more than one year	16	(485,000)		(485,000)	
Net assets			<u>3,174,375</u>	<u>3,436,654</u>	
Represented by:					
Restricted funds	22		50,327		149,274
Unrestricted funds	22				
- Fixed assets			1,443,447		1,389,590
- Designated funds			225,000		450,967
- General funds			1,455,601		1,446,823
Total funds	22		<u>3,174,375</u>	<u>3,436,654</u>	

The financial statements were approved by the Trustees and authorised for issue on 25th September 2025 and signed on their behalf by:

Jeremy Allin
Chairman

The notes on pages 47 to 66 form part of these financial statements.

Charity Balance Sheet



Lewis-Manning
Hospice Care

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For the year ended 31 March 2025

	Note	£	2025 £	£	2024 £
Fixed assets					
Tangible assets	11		1,142,406		1,183,367
Intangible assets	12		8,298		-
Investments	13		6		6
			<u>1,150,710</u>		<u>1,183,373</u>
Current assets					
Debtors	14	870,840		852,887	
Cash at bank and in hand		<u>1,711,701</u>		<u>1,969,784</u>	
		2,582,541		2,822,671	
Creditors:					
Amounts falling due within one year	15	(153,602)		(125,040)	
Net current assets			<u>2,428,939</u>		<u>2,697,631</u>
Total assets <u>less</u> current liabilities			<u>3,579,649</u>		<u>3,881,004</u>
Creditors:					
Amounts falling due after more than one year	16		(485,000)		(485,000)
Net assets			<u>3,094,649</u>		<u>3,396,004</u>
Represented by:					
Restricted funds	22		50,327		149,274
Unrestricted funds					
- Fixed assets	22		1,150,704		1,183,367
- Designated funds			225,000		450,967
- General funds			1,668,618		1,612,396
Total funds	22		<u>3,094,649</u>		<u>3,396,004</u>

The financial statements were approved by the Trustees and authorised for issue on 25th September 2025 and signed on their behalf by:

Jeremy Allin
Chairman

The notes on pages 47 to 66 form part of these financial statements.

Consolidated Statement of Cash Flows



Lewis-Manning
Hospice Care

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For the year ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net (deficit)/surplus		(262,279)	168,669
Adjustments to cash flows from non-cash items			
Depreciation and amortisation	11,12	115,842	89,197
Investment income	5	(65,158)	(53,679)
		(211,595)	204,187
Working capital adjustments			
(Increase) in debtors	14	(37,082)	(119,329)
Increase in creditors	15	70,041	29,232
Net cash flows from operating activities		32,959	(90,097)
Cash flows from investing activities			
Interest receivable and similar income	5	65,158	53,679
Purchase of tangible fixed assets	11	(169,699)	(484,149)
Net cash used in investing activities		(104,541)	(430,470)
Cash flows from financing activities			
New borrowings	16	-	385,000
Net cash generated by financing activities		-	385,000
Change in cash and cash equivalents in the reporting period		(283,177)	68,620
Cash and cash equivalents brought forward		2,183,120	2,114,500
Cash and cash equivalents carried forward		1,899,943	2,183,120

Notes to the Cash Flow



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Note 1 to the consolidated statement of cash flows: Analysis of changes in net funds/(debt)

Current year	Balance at 1 April 2024	Cash flows	Other non-cash changes	Balance at 31 March 2025
	£	£	£	£
Cash in hand	2,183,120	(283,177)	-	1,899,943
Loans due within 1 year	-	-	-	-
Loans due after 1 year	(485,000)	-	-	(485,000)
	<u>1,698,120</u>	<u>(283,177)</u>	<u>-</u>	<u>1,414,943</u>
Prior Year	Balance at 1 April 2023	Cash flows	Other non-cash changes	Balance at 31 March 2024
	£	£	£	£
Cash in hand	2,114,500	68,620	-	2,183,120
Loans due within 1 year	-	-	-	-
Loans due after 1 year	(100,000)	(385,000)	-	(485,000)
	<u>2,014,500</u>	<u>(316,380)</u>	<u>-</u>	<u>1,698,120</u>

Notes to the Accounts



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1 Charity Status

The charity is a charity limited by guarantee and consequently does not have share capital. Each of the Trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

Statement of compliance

The financial statements have been prepared under the historical cost convention and in accordance with applicable United Kingdom accounting standards, the Charity Commission Statement of Recommended Practice - Accounting and Reporting by provisions of the Charities SORP (FRS 102) – Accounting and Reporting by Charities: Statement of Recommended practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (effective 1 January 2019) and the Companies Act 2006.

Basis of preparation

Lewis-Manning Hospice Care is a registered charity, registration number 1120193, company number 06278709, registered in the United Kingdom. The address of the charity is given in the reference and administrative details on pages 1 to 2 of these financial statements. The nature of the charity's operations and principal activities are described in the Trustees annual report set out on pages 10 to 38.

Lewis-Manning Hospice Care meets the definition of a public benefit entity under FRS 102. The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in-sterling which is the functional currency of the charity and rounded to the nearest £.

Basis of consolidation

The consolidated financial statements consolidate the financial statements of the charity and its subsidiary undertakings drawn up to 31 March 2025. No statement of financial activities is presented for the charity as permitted by section 408 of the Companies Act 2006. The charity made a deficit for the financial year of £262,279 (2024: surplus of £168,669)

Notes to the Accounts



Lewis-Manning
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Subsidiary companies

A subsidiary is an entity controlled by the charity. Control is achieved where the charity has the power to govern the financial and operating policies of an entity so as to obtain benefits from its activities.

Inter-company transactions, balances and unrealised gains on transactions between the charity and its subsidiaries, which are related parties, are eliminated in full.

Intra-group losses are also eliminated but may indicate an impairment that requires recognition in the consolidated financial statements.

Accounting policies of subsidiaries have been changed where necessary to ensure consistency with the policies adopted by the group.

Lewis-Manning Hospice Care is the parent Company of the following subsidiaries:

Lewis-Manning Hospice Care (Retail) Limited;

Lewis-Manning Hospice Care (Lottery) Limited; and

Lewis-Manning Hospice Care (Furniture Warehouse) Limited

All three subsidiaries are 100% owned and are all registered in England and Wales. The group accounts include the balances of all three subsidiaries and the results of the first two named above. Lewis-Manning Hospice Care (Furniture Warehouse) Limited was dormant throughout the current and preceding years.

Going concern

The Trustees consider that there are no material uncertainties about the group's ability to continue as a going concern.

Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Notes to the Accounts



Lewis-Manning
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Incoming resources from tax reclaims are included in the statement of financial activities at the same time as the gift to which they relate.

Legacy gifts are recognised on a case-by-case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

Gifts in kind

Gifts in kind are treated as donated goods or services and have been recognised when received, provided they can be reliably measured. The gifts have been measured at fair value.

Other trading activities

Income from commercial trading activities is recognised as earned as the related goods and services are provided.

Investment income

Investment income is recognised on a receivable basis.

Charitable activities

Income from charitable activities includes income recognised as earned (as the related goods or services are provided) under contract.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs. All resources expended are inclusive of irrecoverable VAT.

Raising funds

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

Notes to the Accounts



Lewis-Manning
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Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses.

Irrecoverable VAT

Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Freehold Buildings	4% straight line basis
Leasehold Improvements	the unexpired term of the lease
Fixtures, Fittings and equipment	10% straight line
IT Equipment	25% straight line
Motor Vehicles	25% reducing balance

Notes to the Accounts



Lewis-Manning
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Amortisation is provided on intangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset Class	Depreciation method and rate
IT Software	25% straight line basis

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash in hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Borrowings

Interest-bearing borrowings are initially recorded at fair value, net of transaction costs. Interest-bearing borrowings are subsequently carried at amortised cost, with the difference between the proceeds, net of transaction costs, and the amount due on redemption being recognised as a charge to the Statement of Financial Activities over the period of the relevant borrowing.

Interest expense is recognised on the basis of the effective interest method and is included in interest payable and similar charges.

Notes to the Accounts



Lewis-Manning
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Borrowings are classified as current liabilities unless the charity has an unconditional right to defer settlement of the liability for at least twelve months after the reporting date.

Concessionary loans include those payable to third parties which are interest free or below market interest rates and are received to advance charitable purposes. All loans are measured at cost, less impairment as permitted by section 34 of FRS 102.

Fund structure

Restricted funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Unrestricted funds are made up of Fixed asset funds, designated funds and general funds. Their purpose is as follows:

- Fixed assets funds are long term assets supporting the operations and day-to-day activities of Lewis-Manning Hospice Care.
- Designated funds are unrestricted funds set aside for specific purposes at the discretion of the Trustees.
- General funds are funds that are available for use at the Trustees' discretion in furtherance of the objectives of the group.

Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme. Contributions are charged in the statement of financial activities as they become payable in accordance with the rules of the scheme.

3 Income from donations and legacies

	Unrestricted funds £	Restricted funds £	Total 2025 £	Unrestricted funds £	Restricted funds £	Total 2024 £
Grants and donations	648,396	536,123	1,184,519	504,957	442,310	947,267
Legacies	442,555	-	442,555	812,558	-	812,558
	<u>1,090,951</u>	<u>536,123</u>	<u>1,627,074</u>	<u>1,317,515</u>	<u>442,310</u>	<u>1,759,825</u>

4 Income from charitable activities

	Unrestricted funds £	Total 2025 £	Total 2024 £
Contractual income from government or public authorities	479,260	479,260	462,960
	<u>479,260</u>	<u>479,260</u>	<u>462,960</u>

In 2024, all income from charitable activities was to unrestricted funds.

Notes to the Accounts



Lewis-Manning
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5 Investment income

	Unrestricted funds £	Total 2025 £	Total 2024 £
Interest receivable on bank deposits	65,158	65,158	53,679

In 2024, all investment income was to unrestricted funds.

6 Expenditure on charitable activities

	Unrestricted funds £	Restricted funds £	Total 2025 £	Unrestricted funds £	Restricted funds £	Total 2024 £
Operation of hospice – staff costs	1,817,110	-	1,817,110	1,658,001	-	1,658,001
Operation of hospice – other costs	-	635,070	635,070	109,273	354,305	463,578
Governance costs – audit of the financial statements	12,600	-	12,600	14,350	-	14,350
	<u>1,829,710</u>	<u>635,070</u>	<u>2,464,780</u>	<u>1,781,624</u>	<u>354,305</u>	<u>2,135,929</u>

7 Net outgoing/incoming resources

Net outgoing/incoming resources for the year include:

	2025 £	2024 £
Audit fees	14,300	14,350
Depreciation and amortisation of fixed assets	<u>115,842</u>	<u>89,197</u>

8 Trustees remuneration and expenses

No Trustees have received any reimbursed expenses or any other benefits from the charity during the year (2024: £nil).

Notes to the Accounts



Lewis-Manning
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9 Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	2,427,965	1,984,044
Social security costs	195,419	156,947
Pension costs	80,873	69,707
	<u>2,704,257</u>	<u>2,210,698</u>

During the year ended 31 March 2025, the group made a payment of £16,258 (2024: £nil) in respect of termination benefits to employees.

The monthly average number of persons (including senior management team) employed by the group during the year was as follows:

	2025 Number	2024 Number
Hospice services	32	27
Fundraising	8	9
Charity administration	16	13
Shops	26	18
	<u>82</u>	<u>67</u>

The number of employees whose emoluments fell within the following bands was:

	2025 Number	2024 Number
£50,000 - £60,000	7	5
£60,000 - £70,000	-	-
£70,000 - £80,000	-	-
£80,000 - £90,000	-	1
£90,000 - £100,000	1	-
	<u>8</u>	<u>6</u>

Key management personnel of the charity comprise the Chief Executive, Director of Clinical Services, Director of Finance and Operations, Director of Fundraising and Director of Retail. The total employee benefits of the key management personnel of the group were £386,077 (2024: £358,262), including employer's national insurance and pension contributions.

10 Taxation

The group is a registered charity and is therefore exempt from taxation.

Notes to the Accounts



Lewis-Manning
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11 Tangible fixed assets

	Land and buildings	Fixtures, fittings and equipment	Motor vehicles	Total
Group	£	£	£	£
Cost				
1 April 2024	1,923,978	224,832	35,388	2,184,198
Additions	72,334	56,976	40,389	169,699
Transfers	-	(17,580)	-	(17,580)
31 March 2025	<u>1,996,312</u>	<u>264,228</u>	<u>75,777</u>	<u>2,336,317</u>
Depreciation				
1 April 2024	679,737	92,077	22,794	794,608
Charge for the year	81,534	24,675	9,633	115,842
Eliminated on transfer	-	(9,282)	-	(9,282)
31 March 2025	<u>761,271</u>	<u>107,470</u>	<u>32,427</u>	<u>901,168</u>
Net book value				
31 March 2025	<u>1,235,041</u>	<u>156,757</u>	<u>43,351</u>	<u>1,435,149</u>
31 March 2024	<u>1,244,241</u>	<u>132,754</u>	<u>12,595</u>	<u>1,389,590</u>

Notes to the Accounts



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11 Tangible fixed assets (continued)

Charity	Freehold Land and buildings £	Motor vehicles £	Furniture and equipment £	Total £
Cost				
1 April 2024	1,704,714	23,393	77,778	1,805,885
Additions	15,000	999	31,910	47,909
Transfers	-		(17,580)	(17,580)
31 March 2025	1,719,714	24,392	92,108	1,836,214
Depreciation				
1 April 2024	595,680	11,548	15,290	622,518
Charge for the year	63,653	3,960	12,959	80,572
Eliminated on transfer	-		(9,282)	(9,282)
31 March 2025	659,333	15,508	18,967	693,808
Net book value				
31 March 2025	1,060,381	8,884	73,141	1,142,406
31 March 2024	1,109,034	11,845	62,488	1,183,367

12 Intangible fixed assets

Group and charity	IT software £
Cost	
1 April 2024	-
Transfers	17,580
31 March 2025	17,580
Depreciation	
1 April 2024	-
Transfers	9,282
31 March 2025	9,282
Net book value	
31 March 2025	8,298
31 March 2024	-

Notes to the Accounts



Lewis-Manning
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13 Fixed asset investments

Charity	2025	2024
	£	£
Shares in group undertakings and participating interests	6	6
	<hr/>	<hr/>
	Subsidiary undertakings	Total
	£	£
Cost		
<u>At 1 April 2024</u>	6	6
<u>At 31 March 2025</u>	6	6
	<hr/>	<hr/>
Net book value		
<u>At 31 March 2025</u>	6	6
	<hr/>	<hr/>
<u>At 31 March 2024</u>	6	6
	<hr/>	<hr/>

The charity holds 6 shares of £1 each in its wholly owned trading subsidiary companies Lewis-Manning Hospice Care (Retail) Limited (company number 02734333), Lewis-Manning Hospice Care (Lottery) Limited (company number 04481834) and Lewis-Manning Hospice Care (Furniture Warehouse) Limited (company number 05216874), all of which were incorporated in England and Wales. These are the only shares allotted, called up and fully paid. The activities and results of these companies are summarised on the statement of financial activities.

14 Debtors

	Group		Charity	
	2025	2024	2025	2024
	£	£	£	£
Trade debtors	38,960	108,047	35,700	101,797
Due from group undertakings	-	-	467,173	427,623
Prepayments and accrued income	188,487	194,459	62,959	117,657
VAT recoverable	26,837	19,020	14,606	10,274
Other debtors	324,053	219,729	290,402	195,536
	<hr/>	<hr/>	<hr/>	<hr/>
	578,337	541,255	870,840	852,887
	<hr/>	<hr/>	<hr/>	<hr/>

Notes to the Accounts



Lewis-Manning
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2024 - 2025

15 Creditors: Amounts falling due within one year

	Group		Charity	
	2025 £	2024 £	2025 £	2024 £
Trade creditors	128,131	66,162	49,880	20,739
Taxation and social security	45,549	40,370	45,549	40,370
Pension Accrual	-	102	-	102
Accruals	78,619	76,091	53,416	57,437
Other creditors	10,053	9,586	4,757	6,392
	<u>262,352</u>	<u>192,311</u>	<u>153,602</u>	<u>125,040</u>

16 Creditors: Amounts falling due after one year

	Group		Charity	
	2025 £	2024 £	2025 £	2024 £
Concessionary loans	485,000	485,000	485,000	485,000
	<u>485,000</u>	<u>485,000</u>	<u>485,000</u>	<u>485,000</u>

The above loans have been secured on the freehold property of the group.

Group and charity

Included in the creditors are the following amounts due after more than five years:

	2025 £	2024 £
After more than five years by instalment	<u>485,000</u>	<u>485,000</u>

17 Pension and other schemes

Defined contribution pension scheme

The group operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the group to the scheme and amounted to £80,873 (2024: £69,707).

Contributions totalling £102 (2024: £102) were payable to the scheme at the end of the year and are included in creditors.

Notes to the Accounts



Lewis-Manning
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18 Commitments

Other financial commitments

At the year end the group had outstanding commitments for future minimum lease payments under non-cancellable operating leases on land and buildings, which fall due as follows:

	2024	2024
	£	£
Within 1 year	260,500	190,000
Between 2 and 5 years	620,708	426,292
In over 5 years	-	3,750
	<u>881,208</u>	<u>620,042</u>

19 Related party transactions

Christopher Palmer, who is a Trustee and Director of Lewis-Manning Hospice Care, is also a Director of Anytech Solutions Ltd. During the year, Anytech Solutions Ltd provided IT services to Lewis-Manning Hospice Care which totalled £11,335 (2024: £16,145). There was not a balance (2024: £nil) included in trade creditors in respect of this at year end.

20 Control

The charity is controlled by the Trustees who are all directors of the company.

21 Gifts in kind

During the year, the charity received donated goods in relation to the refurbishment of their new office. These have been recognised as gifts in kind within donations. Gifts in kind represent the estimated value of goods and services donated to the Charity, including the rental expense donated to the Charity by the landlord for the use of the office space.

Notes to the Accounts



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22 Statement of funds Group

	<u>At 1 April</u> 2024	Incoming resources	Resources expended	Transfers in/out	<u>At 31</u> March 2025
	£	£	£	£	£
Unrestricted funds					
Fixed assets	1,389,590	-	-	53,857	1,443,447
Designated					
Transitional costs -**	450,967	-	(225,967)	-	225,000
General					
General fund	1,446,823	3,093,422	(3,030,787)	(53,857)	1,509,458
Total unrestricted funds	<u>3,287,380</u>	<u>3,093,422</u>	<u>(3,256,754)</u>	<u>-</u>	<u>3,124,048</u>
Restricted funds					
New View Program	5,869	-	(5,869)	-	-
Lymphoedema services	26,504	53,050	(79,554)	-	-
Breathlessness services	714	18,358	(19,072)	-	-
Complementary therapies	7,000	-	(7,000)	-	-
Family support	5,499	30,000	(35,499)	-	-
PHD sponsorship	19,285	23,245	(40,581)	-	1,949
Day Hospice	607	44,715	(43,067)	-	2,255
Purbeck Hub	45,000	281,685	(326,685)	-	-
Rent for Bournemouth Road site	13,796	-	(13,796)	-	-
143 Refurbishment	-	22,423	-	-	22,423
Website development	25,000	-	(3,300)	-	21,700
Other	-	62,647	(60,647)	-	2,000
Total restricted funds	<u>149,274</u>	<u>536,123</u>	<u>(635,070)</u>	<u>-</u>	<u>50,327</u>
Total Funds	<u>3,436,654</u>	<u>3,629,545</u>	<u>(3,891,824)</u>	<u>-</u>	<u>3,174,375</u>

** The board set up this designated fund to meet the transitional costs of moving to a model of working, providing care closer to, and in patients' homes.

Notes to the Accounts



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22 Statement of funds (continued)

Fund descriptions

Name of restricted fund	Description, nature and purpose of the fund
New View Program	The New View Program is facilitating a Self Help Support Group to those recovering from ovarian, head & neck or cervical cancer.
Lymphoedema	To further support patient treatment through staff training, increased resources and better patient facilities.
Breathlessness services	To support a physiotherapy service which treats incapacitating breathlessness in community patients with a diagnosis of Chronic Obstructive Pulmonary Disease or cancer of the lung.
Complementary therapies	To support a new post to train volunteers and to focus on expanding the complementary therapy service.
Family support	To support a new post to focus on offering more bereavement and family support.
PHD sponsorship	Support and Sponsorship of PHD Students of Bournemouth University Students, furthering studies and investigations into Liver Research
Day Hospice	Monies to support day hospice
Purbeck Hub	Monies to support the services in Purbeck
Rent for Bournemouth Road	A grant in support of the Marketing and Fundraising departments of Lewis Manning.
143 Refurbishment	Conversion of a flat into a counselling suite.
Website development	Support and Sponsorship in the development of a New Website
Physiotherapy services	Supporting patients in helping them to regain mobility
Occupational therapist	Working with patients and supporting them in all aspects of daily life within their homes.
Closer to Home	Reaching out and supporting Patients in their homes, and local communities
Art Therapies	Funds towards the cost of our Creative Artist and art activities
Virtual hospice	To provide a virtual day hospice service to our patients using hand-held tablets.

Notes to the Accounts



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22 Statement of funds (continued)

Prior year - group	<u>At 1 April</u> 2023	Incoming resources	Resources expended	Transfers in/out	<u>At 31</u> March 2024
	£	£	£	£	£
Unrestricted funds					
Fixed assets	994,639	-	-	394,951	1,389,590
Designated					
Transitional costs	468,641	-	(17,674)	-	450,967
General					
General fund	1,743,436	2,986,419	(2,888,081)	(394,951)	1,446,823
Total unrestricted funds	<u>3,206,716</u>	<u>2,986,419</u>	<u>(2,905,755)</u>	<u>-</u>	<u>3,287,380</u>
Restricted funds					
New View Program	5,869	-	-	-	5,869
Lymphoedema services	5,603	59,147	(38,246)	-	26,504
Breathlessness services	4,394	15,500	(19,180)	-	714
Complementary therapies	2,191	7,000	(2,191)	-	7,000
Physiotherapy services	3,583	-	(3,583)	-	-
Family support	-	42,106	(36,607)	-	5,499
Occupational therapist	7,973	-	(7,973)	-	-
Art therapies	-	10,899	(10,899)	-	-
Virtual hospice	-	24,334	(24,334)	-	-
PHD sponsorship	18,879	38,447	(38,041)	-	19,285
Day Hospice	1,000	33,958	(34,351)	-	607
Closer to home	1,027	2,000	(3,027)	-	-
Purbeck hub	-	163,919	(118,919)	-	45,000
Rent for Bournemouth Road site	10,750	20,000	(16,954)	-	13,796
Website development	-	25,000	-	-	25,000
Total restricted funds	<u>61,269</u>	<u>442,310</u>	<u>(354,305)</u>	<u>-</u>	<u>149,274</u>
Total funds	<u>3,267,985</u>	<u>3,428,729</u>	<u>(3,260,060)</u>	<u>-</u>	<u>3,436,654</u>

Notes to the Accounts



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22 Statement of funds (continued) Charity

	<u>At 1 April</u> 2024 £	Incoming resources £	Resources expended £	Transfers in/out £	<u>At 31 March</u> 2025 £
Unrestricted funds					
Fixed assets	1,183,367	-	-	(32,663)	1,150,704
Designated					
Transitional costs	450,967	-	(225,967)	-	225,000
General					
General fund	1,612,396	1,784,113	(1,760,554)	32,663	1,668,618
Total unrestricted funds	<u>3,246,730</u>	<u>1,784,113</u>	<u>(1,986,521)</u>	<u>-</u>	<u>3,044,322</u>
Total restricted funds	<u>149,274</u>	<u>536,123</u>	<u>(635,070)</u>	<u>-</u>	<u>50,327</u>
Total funds	<u>3,396,004</u>	<u>2,320,236</u>	<u>(2,621,591)</u>	<u>-</u>	<u>3,094,649</u>

Restricted funds are the same in the group and the charity.

	<u>At 1 April</u> 2023 £	Incoming resources £	Resources expended £	Transfers in/out £	<u>At 31 March</u> 2024 £
Prior year - charity					
Unrestricted funds					
Fixed assets	816,953	-	-	366,414	1,183,367
Designated					
Transitional costs	468,641	-	(17,674)	-	450,967
General					
General fund	1,794,993	2,136,585	(1,952,768)	(366,414)	1,612,396
Total unrestricted funds	<u>3,080,587</u>	<u>2,136,585</u>	<u>(1,970,442)</u>	<u>-</u>	<u>3,246,730</u>
Total restricted funds	<u>61,269</u>	<u>442,310</u>	<u>(354,305)</u>	<u>-</u>	<u>149,274</u>
Total funds	<u>3,141,856</u>	<u>2,578,895</u>	<u>(2,324,747)</u>	<u>-</u>	<u>3,396,004</u>

Restricted funds are the same in the group and the charity.

Notes to the Accounts



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22 Analysis of net assets between funds

Group	Unrestricted funds	Restricted funds	Total funds 2025	Unrestricted funds	Restricted funds	Total funds 2024
	£	£	£	£	£	£
Tangible fixed assets	1,435,149	-	1,435,149	1,389,590	-	1,389,590
Intangible fixed assets	8,298	-	8,298	-	-	-
Current assets	2,427,952	50,327	2,478,280	2,575,101	149,274	2,724,375
Creditors due within one year	(262,351)	-	(262,351)	(192,311)	-	(192,311)
Creditors due in more than one year	(485,000)	-	(485,000)	(485,000)	-	(485,000)
	<u>3,124,048</u>	<u>50,327</u>	<u>3,174,375</u>	<u>3,287,380</u>	<u>149,274</u>	<u>3,436,654</u>

Charity	Unrestricted funds	Restricted funds	Total funds 2025	Unrestricted funds	Restricted funds	Total funds 2024
	£	£	£	£	£	£
Tangible fixed assets	1,142,412	-	1,142,412	1,183,373	-	1,183,373
Intangible fixed assets	8,298	-	8,298	-	-	-
Current assets	2,532,214	50,327	2,582,541	2,673,397	149,274	2,822,671
Creditors due within one year	(153,602)	-	(153,602)	(125,040)	-	(125,040)
Creditors due in more than one year	(485,000)	-	(485,000)	(485,000)	-	(485,000)
	<u>3,044,322</u>	<u>50,327</u>	<u>3,094,649</u>	<u>3,246,730</u>	<u>149,274</u>	<u>3,396,004</u>

The Masks of Parkinson's

I'd never have known you have Parkinson's
I'd never have known you have such a gift
I'd never have known you mask it so well
I'm sorry you have a broken arm, a broken leg
Let's have some fun and draw on your cast
I'm sorry to hear you've been ill in bed
Rest, will help the body heal
I'll send some grapes you don't have to peel
I'd never have known you have Parkinson's
By the way, what is that?
I wondered what was wrong, your face looks drawn you shake a lot
That is one of the Masks of Parkinson's
It comes in many disguises both young and old
Sometimes you'd never know unless you've been told
It's degenerative, its neurological
Think of it as internal sun spots
Causing brain and body to have communication blocks
My brain is fine I have a mind
I just have difficulty in standing and walking the line
It will get no better so with it I live
But strangely enough it's a hidden gift
That too is the mask of Parkinson's
My life has changed in many ways
My loved ones I share less and less
It's like a a cruise ship slowly drifting apart
However, with mighty chains and anchors, which is
The medication, and the tugs that keep it in tow
I'd never have known you had anything wrong
In truth, You still don't understand
so let's move on
I'll shake and Tremor day and night
But the joy of Parkinson's are those that keep me bright
Family friends and sufferers are happy and light
Bright I am, bright I hope to stay, today tomorrow and everyday

Poem by Lewis-Manning Hospice Care Patient, Rod



Lewis-Manning
Hospice Care

Your Hospice, in Your Community