



Teesside
HOSPICE

Impact Report

2025 - 2026



Welcome from Mike Thornicroft, Chief Executive Officer of Teesside Hospice

At Teesside Hospice, we currently support over 4,000 people every year across all our services, offering care, compassion and dignity when it matters most. And yet, nationally, 1 in 3 people are dying without proper end-of-life care. That statistic alone should stop us in our tracks. We're determined to change that.

Every day, our teams help patients and families make the most of every single moment creating experiences and memories that last a lifetime. Sometimes those moments are profound and emotional, sometimes they're joyful and filled with laughter... and sometimes they involve a nurse pretending they didn't see someone sneak an extra biscuit from the tea trolley! We meet people where they are - with humanity, humility and compassion.

But I won't sugar-coat it: providing this level of care takes resources. It will cost £20,500 every single day this year to run Teesside Hospice and less than 30% of that comes from statutory funding. And the need is growing.

Over the past 12 months we've seen an increase in people needing our services, and we expect this to keep rising as more people seek the kind of compassionate, specialist care we provide.

Thank you for standing with us. And thank you for helping Teesside Hospice continue to be the heart of this community - today, tomorrow, and for generations to come.



**We supported
over 4,000 people
across our
services last year.**

“It’s like another family here. They really do make absolutely everything easier, even though we’re going through a hard situation. They are one in a million and I know that I can go to my resting place and when I’ve gone, I’ve gone where I wanted to be. I’ll be happier.”

Kat, a patient in our Inpatient Unit

Our vision, mission and values

Our Vision

We will be there for everyone that needs us. We will change the way society and healthcare systems care for people with terminal illnesses and ensure local people get the very best care at end of life.

Our Mission

We will complement other services by leading the development of new ways of working and delivering hospice care that meets the need of those at end of life today and in the future, whatever their needs.

Our Values



Compassionate



Skilled



Trustworthy



Accountable



Principled



Our care

Each year, we support over 4,000 people through our dedicated Inpatient Unit, Lymphoedema Clinic, Wellbeing Centre and Bereavement Counselling Service. Across these services, we provide care, compassion and dignity to patients and families across the Tees Valley, allowing them to live as well as possible for as long as possible.

Our teams help patients and families make the most of every single moment, creating experiences and memories that last a lifetime.

We're here for everyone and our impact extends across the Tees Valley, Redcar and Cleveland and into North Yorkshire. Nationally 1 in 3 people are dying without the care they need at the end of their life, and we want to change that for as many people as we can in the areas that we reach.

And thanks to our amazing supporters, we were able to provide this care free of charge to these families, 24 hours a day, 365 days a year.



Our impact: Inpatient Unit

Our 10-bed Inpatient Unit provides specialist care 24 hours a day, 365 days a year, giving patients access to the very best end of life care.

354

referrals were made to our Inpatient Unit

17

days was the average length of stay in our Inpatient Unit.

154

episodes of care in our Inpatient Unit

33%

of patients were discharged to their home or a nursing home to continue living comfortably.



Our impact: Wellbeing Centre

Our Wellbeing Centre offers patients and carers the opportunity to enjoy enriching activities, complimentary therapies and companionship, all while living at home.

382

individual patients supported

459

sessions provided in our Wellbeing Centre

1,257

telephone contacts provided for patients

2,865

face-to-face contacts in our Wellbeing Centre

Our impact: Bereavement Counselling

Our bereavement service is available to everyone over the age of 7 in the Teesside area, dealing with what is known as complex grief.

381

referrals made to our Bereavement Counselling service

84

children and young people supported

959

hours of counselling provided by volunteers

1,785

hours of counselling provided



Our impact: Lymphoedema Clinic

Providing specialist advice and guidance, our Tees-wide Lymphoedema Clinic helps patients manage their illness and continue living life their way.

797

referrals made to our Lymphoedema Clinic

156

Patient Assessment Groups held in the clinic

1,595

individual patients supported

4,002

contacts with our patients



100% of our Wellbeing Centre patients felt they were treated with dignity and respect.

100% of our Inpatient Unit patients were satisfied with their care.

100% of our Bereavement Centre clients would recommend the service.

100% of our Lymphoedema patients would rate the care & treatment received as Excellent/Very Good.

Fiona & Peter's Wellbeing Wedding

At Teesside Hospice, we don't just provide care, we create moments that our patients and families will remember forever. We're here to ensure everyone who accesses our services can live every moment and are supported above and beyond.

In Summer 2025, our lovely Wellbeing patient Fiona shared with the team that she'd like to marry her partner Peter. Fiona was battling illness and the couple wanted to make a commitment together in front of their family, including their young son Reu.

Within just 2 weeks, our Wellbeing team and hospice staff came together to get donated items like decorations, flowers, cakes, and everything Fiona needed to make the day special. The couple's wedding was held in our Wellbeing lounge, where they were joined by family and loved ones.

Fiona, our beautiful bride shared "I just wanted to write a little something to the generous, wonderful people who donated things for mine and Peter's wedding. Thank you so much to each and every one of you who put something towards it. It truly made it perfect for us. Our day was so special and wouldn't have been possible without you all.

Thank you again for everything, you wonderful, generous, thoughtful people. Sending loads of love from the Downings."





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Fiona, whose wedding was held in our Wellbeing Centre in Summer 2025

The cost of care



£10 can pay for essential oils for a complementary therapy session



£27.50 can fund an hour of specialist nursing care for a patient on our Inpatient Unit



£55 can fund a bereavement counselling session, offering vital support to a grieving child, teenager, or adult navigating loss.



£250 can help grieving children and young people throughout the year, providing comforting books and toys



£2,250 covers the total cost of our Wellbeing service each day



£3,100 pays for 6 months' worth of patient transport



The daily cost of the 10-bed Inpatient Unit is £10,575





Our retail impact

Our retail stores have a huge impact on the care we are able to provide, generating income and raising awareness across the region.

In 2026, we opened our first Superstore, offering a hub for sustainable shopping which sells pre-loved fashion, furniture, homeware and white goods. Stocked with goods kindly donated from our supporters, the Superstore has become an important income stream since opening.

From April 2025 - March 2026, our retail shops achieved a combined...



386,547 units sold



20,000 lottery lucky dip sales



77,710 doantion bags received

Ian and Tony's story

Ian first came to us as part of our Wellbeing Centre, later spending time on our Inpatient Unit when he needed more specialist care. His husband, Tony, kindly shared their experience with us, reflecting on the support and respect they both received throughout their time at our hospice.

“The Wellbeing service was our first point of contact with the hospice. We knew straight away that this was the place that Ian and I wanted to engage in for the last year of Ian's life. As a gay couple it was vitally important to us that we felt at ease and respected as a couple. It was never once an issue and we are truly grateful for that acceptance as it is not always a given that that will be the case.

The support that Ian and I received was exceptional and I truly believe that it extended his life by months as he was really quite unwell when he first attended. The complimentary therapies he received helped him relax and learn to accept his diagnosis. He looked forward to each session with your team of dedicated staff and volunteers. The men's group was a surprisingly huge support to him. As a gay man Ian felt that he would not fit in, as is quite often the case, but he loved that group so much. He connected with everyone right from the outset. He laughed and cried with people that he never imagined that he would sit and talk to. He had a “you and me the same” connection with everyone which is so important with someone with a life limiting illness.

For me, as Ian's husband, likewise. The support I received was exceptional and quite unexpected. I didn't realise how much support would be offered to partners of the patients and this was massively appreciated. For my own mindfulness with the complimentary therapies and the opportunity to speak to someone if I needed to, at anytime, was quite unbelievable. To see Ian engaging in this support and being cared for was peace for me knowing that he was going to be alright was a blessing.

Ian died on 29 July this year but even the day before his death your team came to us both and offered massage and support to us which was so calming and peaceful. Ian died a very dignified death in the Inpatient Unit and between the medical team there and the Wellbeing team we could not have hoped for anything better and can only thank you all sincerely for everything that the whole team at the hospice have done and continue to do for us.”





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Tony, whose husband Ian was a patient in our hospice

Our demographic

At Teesside Hospice, we're here for everyone. As the population grows, so does the demand for our services.

But we believe every life matters, and so we're making it our mission to reach all areas of the Tees Valley demographic.

**Total population of
the Tees Valley:
712,858**

In 2025-2026, our patients came from:

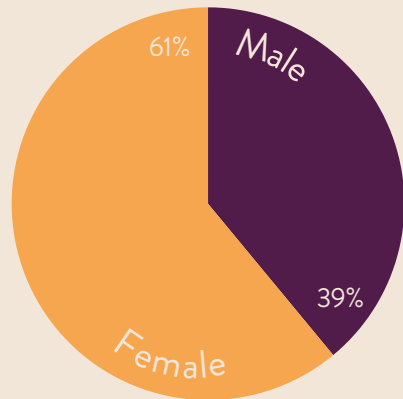
North Yorkshire: 3%
Redcar & Cleveland: 27%
Middlesbrough: 34%
North Tees: 32%
Durham & Darlington: 0%
Unknown: 4%



Our demographic

The age range of our patients from 2025-2026:

0-15: 3%	55-64: 21%
16-17: 1%	65-74: 23%
18-24: 1%	75-84: 21%
25-34: 3%	85+: 9%
35-44: 7%	Not recorded: 1%
45-54: 10%	



Our future

We are continuing to work towards the four key objectives that we set out in our 2025 - 2028 strategy: everyone matters - people are at our core; excellence in all we do; provide more support to more people - grow our services; and charity of choice across our community – members of our community can identify the charity and partners engage with the hospice proactively to deliver services.



Everyone matters



Excellence in all we do



Provide more services



Charity of choice

We've made some exciting improvements across Teesside Hospice over the past year to allow us to do this, including refurbishments across the hospice, implementing new systems and growing our teams.

For the North East and Cumbria, it is predicted that the number of palliative and end of life care patients will increase by over 39% by 2043. We want to ensure sustainability and growth of services so that we are here to meet that need. We want to make sure people of Teesside can die with dignity, with proper care, and with compassion for their families - thank you for helping us do so.



Our future

It was recently announced that Teesside Hospice has merged with Butterwick Hospice to provide improved end of life care across the Tees Valley and County Durham.

As well-established, neighbouring hospices, our organisations will work together in the best interests of the communities we jointly serve, aiming to meet the increasing demand for care and delivering services long into the future.

We have experienced a significant increase in demand for our services year on year, and we have taken steps to ensure we can meet the needs of this growing community without compromising our standards.

But we're not done, and our mission is to ensure everyone across the region has access to the care they need and deserve.

Through this merger, we are stronger together.





Teesside
HOSPICE

Thank you

To all of our staff, volunteers and supporters - we truly couldn't achieve our mission and support the people of Tees Valley without your care, dedication and fundraising.