



NOAH'S ARK
children's hospice

noahsarkhospice.org.uk

A MOMENT IN TIME



**OUR IMPACT
IN 2023/2024**



WE ARE NOAH'S ARK CHILDREN'S HOSPICE

We help babies, children and young people with life-limiting or life-threatening conditions, and their families, make the most of every day. And for those who die young, we do all we can to bring comfort to their last moments.



Children and families are at the heart of everything we do. We provide exceptional care, organise fun activities and help families do things they may have never thought possible.

We take an individual approach, adapting our care to meet the needs of each child. We offer support to the whole family, not just the child who is unwell, including dedicated sibling support.

We exist to help those we support enjoy life as children, rather than as patients – as families, not just as carers.

Our help is available wherever it is needed – in the home, in the community or at our hospice building, The Ark.

“ At Noah's Ark you can meet people in a similar situation and immediately have an open conversation with them because you know they get it. You don't have that anywhere else. ”

Roscoe and Gina, parents to Arthur and Ray who are supported by Noah's Ark

OUR VALUES



KINDNESS

We show compassion and empathy in all our interactions



EXCELLENCE

We are compassionate and exacting about our mission



COURAGE

We are strong and ambitious in all we do

A Moment of Impact in 2023

A seven year old boy, was able to access soft play and sensory rooms for the first time, thanks to our hoist at The Ark.



A MESSAGE FROM OUR CEO



Palliative care can be life-changing for the children and families we support. Through our dedicated team of staff and volunteers, offering a wide range of holistic support, we can make a real difference that will be felt for years to come.

This year we delivered 190 hours of bereavement support, up 34% from last year. Behind this number you will find Costel and Andrea, whose daughter Nadia died in 2022. Our bereavement support has helped them “go through the pain and understand the pain” of their daughter's death.

The growth we have seen in our services this year has been driven by the needs of the children and families we support. Their voices have fuelled our growth since we started offering services in 2006 and will always continue to be our guiding light.

It is our privilege to support families such as these. We cannot change a diagnosis, but we can stand next to families throughout their journey and be there for them every step of the way.

We always place the child and family at the centre of all we do. Behind every number you will read in this Impact Report, there is a life that has been impacted – a life potentially changed, and memories created that will last forever.

There will never be an Impact Report big enough to hold all the moments of impact we have seen in the last year, but it is with immense pride and gratitude that I share with you a snapshot of our story.

The number of hours of therapy delivered has increased by 47%. Behind this number there is a baby, who after spending the beginning of his life in hospital, opened his eyes for the first time during a Music Therapy session.

Thank you to the families we support for trusting us to be there for them. And thank you to every single supporter who made this remarkable year possible.

The number of hours of clinical care delivered has also increased by 33%. Behind this number, there is the story of a boy who has been a long-term patient at Great Ormond Street Hospital who, through the support of our nursing team, was able to visit The Ark for his first ever visit to a soft playroom.

Sophie Andrews

Sophie Andrews OBE
CEO, Noah's Ark Children's Hospice

“ We are very pleased to award Noah's Ark an outstanding CQC rating and the whole team deserve to be congratulated for all their hard work and commitment. We would urge other services to read this report and see what they can learn from this outstanding example. ”

Jane Ray, CQC Deputy Director of Operations in London, who oversaw the CQC's inspection

OUR MODEL OF CARE

Individuality



Flexibility



Family focused



Empowerment



Holistic



OUR JOURNEY

The last two decades have been quite a journey. Whilst a lot has changed, what hasn't is our unwavering dedication to being there for children and families, and putting their needs at the centre of all we do.

Our focus on the needs of children and families has fuelled the expansion of our services. We are able to offer one of the widest range of services in the children's hospice sector.

- **1999** Michael McNerney establishes Noah's Ark following the death of a child in his family.
- **2006** Noah's Ark becomes the first ever children's hospice to provide a Home Support Volunteer Service.
- **2015** The £10m 'Building The Ark' appeal is launched.
- **2019** The grand opening of The Ark, our purpose built, state-of-the-art children's hospice.
- **2020** We continue to support children during the COVID-19 pandemic, allowing families with a child at the end of their life to stay together.
- **2023** Noah's Ark receives its first 'outstanding' rating from the Care Quality Commission.



“ Noah's Ark widens Sophie's world. They allow these children to be more than just their diagnosis, they allow them to be children first. There's nowhere else that Sophie can play... Noah's Ark are a handhold in the darkest of times and they're the fun providers in the best of times. ”

Rose, Grandmother and sole guardian of Ben (who died in 2014) and Sophie who currently benefits from our care

NOAH'S ARK TODAY

The Ark is a home-away-from-home for those we support. We provide expert clinical care plus fun and stimulating activities, such as creative therapies, sensory and soft play.

Children come to Woodlands, our children's bedroom wing, for step-down-care (when they are well enough to leave hospital but not well enough to go home), respite, urgent care and end-of-life care.

We also have accommodation for families, so they can remain close to their child when they stay with us.

Nature is never far from you at The Ark, with our large windows revealing the nature reserve outside. A calming and safe place, The Ark is there for families how ever they arrive through its doors.

WHERE WE PROVIDE OUR CARE:

We can provide care wherever it works best for families:

2,992

visits to The Ark

2,072

visits to family homes

256

visits in the community (including hospitals)



“ Noah's Ark has been life changing for my family – I don't know where we'd be without them. I feel so lucky to have them in our lives. ”

Faye, Mum to Jaida, who is being supported by Noah's Ark

OUR IMPACTFUL HOUSEKEEPING TEAM:

Our housekeeping team go the 'extra mile' to make families feel at home at The Ark. From their exacting hygiene standards, a selection of non-clinical smelling products, choices of patterned bedding to other little finishing touches you wouldn't expect in a hospice. It's no surprise that they were recognised as providing a 'Centre for Excellence' for cleanliness by North Tees and Hartlepool NHS Foundation Trust.



A Moment of Impact in 2023

A one-year-old child, who has spent her life in hospital, had her first swim in our hydrotherapy pool and laughed throughout.



OUR IMPACT IN KEY NUMBERS

The demand for our services is great; working in collaboration with healthcare professionals and engaging with our community to raise vital funds, we aim to support even more families.

IN 2023/2024 WE SUPPORTED:

378
babies, children and young people who are seriously unwell

390
of their siblings, and

687
parents, grandparents and carers

1,455
people overall



THIS INCLUDES:

26,695 hours of clinical care

484 individuals attended **86** Noah's Ark events

281 individuals benefited from music, art and drama therapy and specialist play

16 children cared for at the end of their lives and after they died

111 bereaved families supported

We welcomed **112** new families to Noah's Ark



A MOMENT OF IMPACT IN 2023

A five-year-old child who is non-verbal was able to ask for her mum for the first time using a voice generated by Eyegaze, the eye-driven communication device we use at Noah's Ark.



OUR REACH

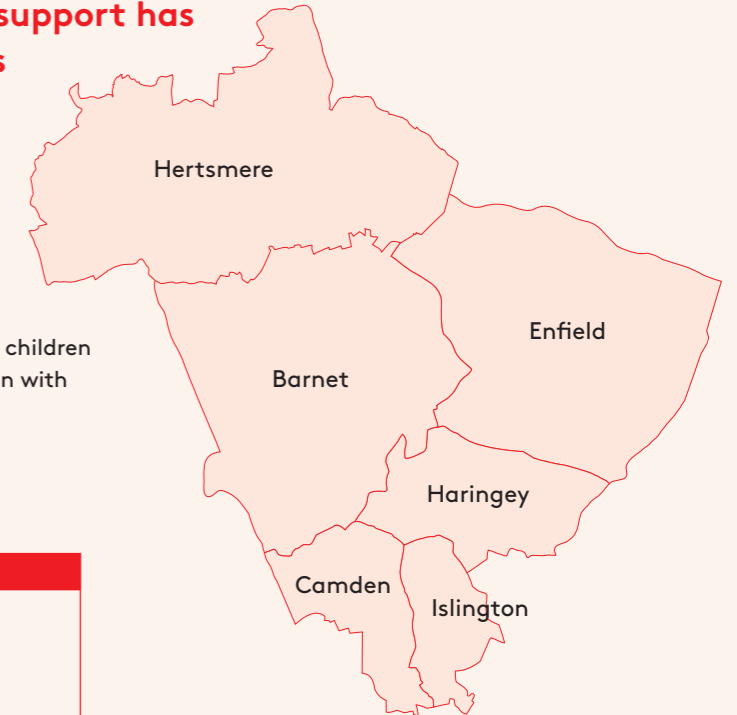
Since we began offering services the number of children who could benefit from our support has significantly grown – a trend which is set to continue for years to come.

The number of children in England living with life-limiting or life-threatening conditions has more than doubled between 2001/02 and 2017/18*. This is largely due to medical advancements, meaning that children who in the past would have died sooner, are now living longer.

In addition to our core geographical area, we also support children and families in Northwest London, working in collaboration with Shooting Stars Children's Hospices.

We now support more people than ever before.

*'Make Every Child Count', Fraser et al 2020



HOW OUR MONEY WAS SPENT:

81p went to our work

19p went to raising the next £1

Every **£1** spent

For every £1 spent: 81p went towards charitable purposes, so we can provide the very best care for babies, children and young people and their families. The remaining 19p went towards raising the next £1 and the governance of our charity.

“When you're living with so much uncertainty, the consistent support that Noah's Ark provides is transformational. I really hope that more families like mine are able to get the care and support they need.”

Robert, Dad to Samuel and Freddie who are being supported by Noah's Ark

A MOMENT OF IMPACT IN 2023

A four-year-old child was able to play in our soft play and sensory room, which she hasn't been able to do elsewhere because of her immunosuppression. At Noah's Ark she has met another child and they have arranged to return for a play date. Her Mum says her daughter can't wait to come and see "her best and only friend."



FAMILY LINK

Our Family Link team are the main contact point for families. Following an initial assessment, the team then tailor their support to the individual child and their family. They provide emotional and practical support, such as signposting, advocacy and welfare advice.

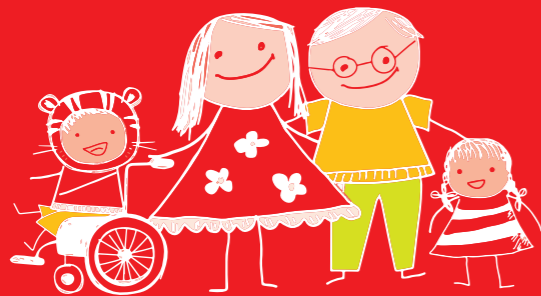
IN 2023/2024:

We carried out

211 assessments

We worked with a total of

317 families



Extending our partnership working has been a real focus for the team this year.

HIGHLIGHTS INCLUDE:

- Working with Great Ormond Street Hospital and Young Lives vs Cancer to support more children and young people living with a cancer diagnosis.
- Widening our multi-agency approach, including regular meetings with Barnet Social Care and Enfield Community Team to facilitate integrated care for families.
- Securing much needed Barnet Food Bank vouchers for families in need.



“ Noah’s Ark has been like a lifeline. Our Family Link Worker, Jo, has been a gift to us. ”

Ambreen, Mum to Adam who is supported by Noah’s Ark

A Moment of Impact in 2023

One of the families we support had been on the housing list for years. Their child had spinal surgery and after six months had still not been able to return home, as the house was unsuitable for their needs. In response, their Family Link Worker brought together medical staff, social care, legal teams and other professionals to advocate for the family. The family now has a new home that is being adapted to their needs.



SPECIALIST CARE AND NURSING

Our Specialist Carers (Healthcare Assistants) and Nurses do all they can to help alleviate pain, create memories and allow those they support to enjoy life as children – rather than as patients.

IN 2023/2024:

We provided

26,695

hours of clinical care. The number of clinical hours that we have provided has increased by a third since 2022/23.



OUR PARTNERSHIP WITH GREAT ORMOND STREET HOSPITAL:

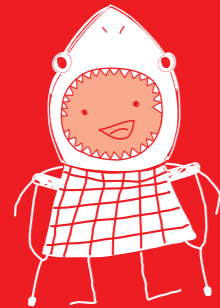
We strengthened our relationship with The Louis Dundas Centre for Palliative Care at The Great Ormond Street Hospital (GOSH) by introducing a new Clinical Partnerships Manager, which has helped to develop a mutual understanding and align how we can support families that need end-of-life care; and offer choices for their preferred place of care. This collaborative approach facilitates a smooth transition of care across our services for the benefit of the child and their family.

IN 2023/2024:

We received

55

referrals from GOSH



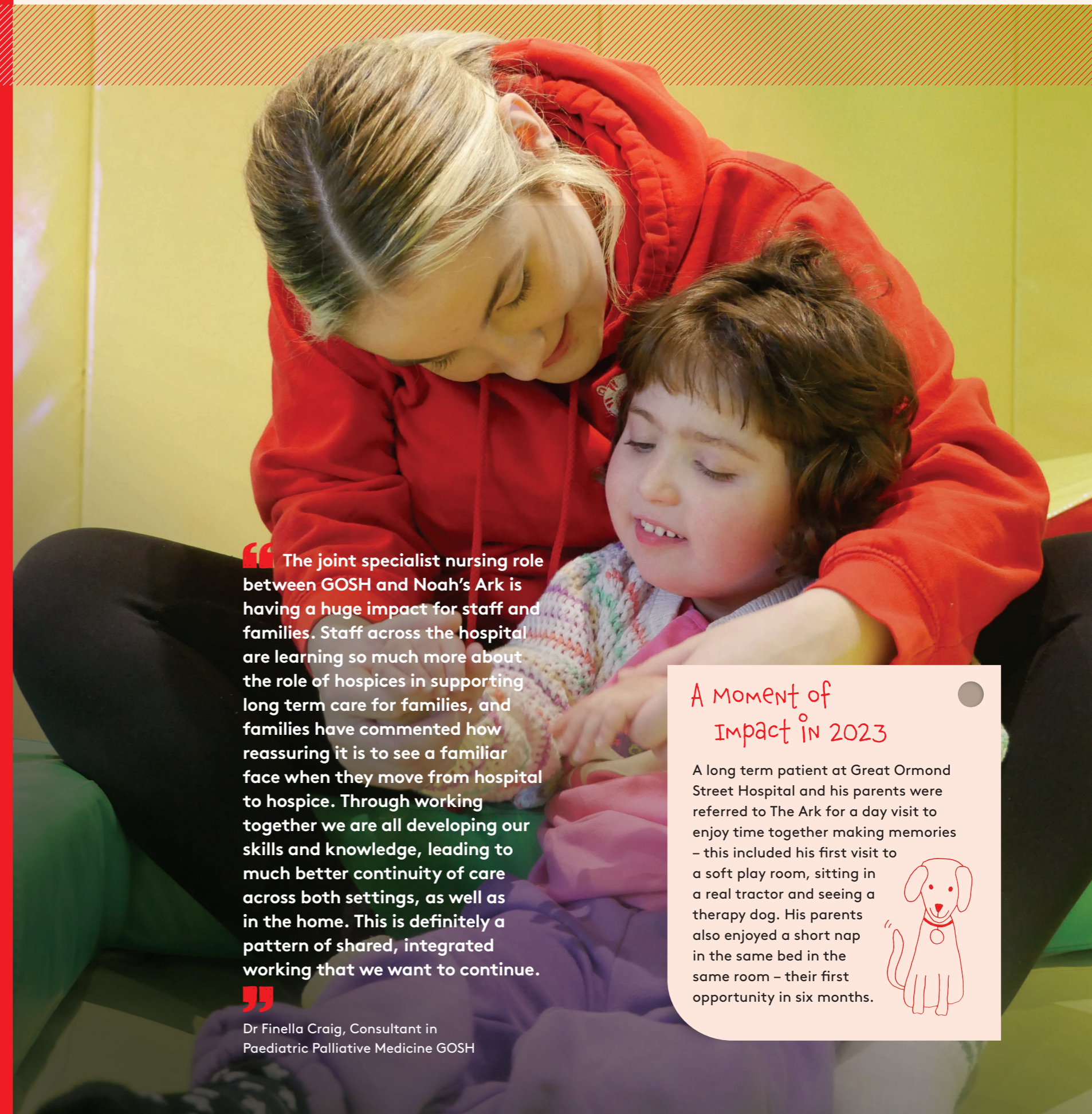
Our Clinical Partnerships Manager delivered training to

398

healthcare professionals outside of Noah's Ark

“ Thank you so much for today and settling us in so well to The Ark over the last 24 hours... You have been amazing at every stage. We really appreciate all you have done. ”

Parent of a child who transferred from GOSH to Noah's Ark



“ The joint specialist nursing role between GOSH and Noah's Ark is having a huge impact for staff and families. Staff across the hospital are learning so much more about the role of hospices in supporting long term care for families, and families have commented how reassuring it is to see a familiar face when they move from hospital to hospice. Through working together we are all developing our skills and knowledge, leading to much better continuity of care across both settings, as well as in the home. This is definitely a pattern of shared, integrated working that we want to continue. ”

Dr Finella Craig, Consultant in Paediatric Palliative Medicine GOSH

A Moment of Impact in 2023

A long term patient at Great Ormond Street Hospital and his parents were referred to The Ark for a day visit to enjoy time together making memories – this included his first visit to a soft play room, sitting in a real tractor and seeing a therapy dog. His parents also enjoyed a short nap in the same bed in the same room – their first opportunity in six months.



THERAPIES

Our Music, Drama and Movement, Hydrotherapy, Occupational and Art Therapy sessions are designed to support a child's development, encourage play opportunities and help them to express themselves.

IN 2023/2024:

1,772

total hours of therapy were provided. The number of hours of therapy we have provided has increased by 47% since last year.



THIS INCLUDED:

829

hours of Music Therapy

290

hours of Drama and Movement Therapy

208

hours of Art Therapy

397

hours of Hydrotherapy

48

hours of Occupational Therapy

EVOLVING OUR THERAPY SUPPORT FOR BABIES:

Parent and baby groups can be an essential part of the early years of a child. However, if a child has complex needs mainstream groups may not be accessible. Our group for babies aged up to two years and their parent/carer promotes bonding, supports communication development and offers a supportive environment for the sharing of experiences. Led by our Music and Drama Therapists, the group offers opportunities for music, sensory play and stories.

13

baby group sessions ran during spring and summer months

“It's been a delight to see little ones grow in confidence each week. These sessions give little people an accessible way to find their own voice, express their needs, and tell stories their way.”

Pasha, Noah's Ark Drama Therapist



“Music Therapy allowed us for the first time since my son's very difficult start in life to experience a moment of normality as a family.”

Mother of a child supported by Noah's Ark

INNOVATIVE NEONATAL RESEARCH:

Our Music Therapist, Kirsty Jane, started a three-year ground-breaking research project to define what music therapy should look like in a neonatal unit, funded by the National Institute of Health Research.

“This type of research has never been done in the UK before. If successful, it could change the way music therapy on neonatal wards is delivered across the UK, making sure that every family with a child in need of hospice care gets the support that they need.”

Kirsty Jane, Noah's Ark Music Therapist

A Moment of Impact in 2023

A six month old baby who had never opened his eyes attended his first music/drama therapy group. As sessions progressed he opened his eyes to the sounds of the guitar, moving his head and making eye contact for the first time.



FAMILY ACTIVITIES

We organise a wide range of activities for all the family throughout the year, including family days out, sibling groups, parent groups and Nurse/Specialist-Care led groups for children who are unwell. These activities are a great way for all the family to develop confidence, make new friends and build a community of support.

IN 2023/2024:

We organised

67 events this year



Events ranged from themed Family Activity days for the whole family to special Sensory Days for the babies, children and young people that we support. We also organised group activities for siblings, by different age ranges, plus activities for parents, including the launch of a new popular Dad's group.



A Moment of Impact in 2023

A 10 year old whose sibling is unwell, who had never slept away from home, spent three nights at PGL with the Family Activities Team. They said "Four days is not long enough, please can we stay longer!"

“ The hospice supports Arthur a lot. He used to be so shy but now he goes to all the sibling groups, which have really helped him with his confidence. Arthur has met Harry Kane, seen Spurs play and been to Chessington World of Adventures, all thanks to Noah's Ark. ”

Gina, Mum to Ray and Arthur, who are supported by Noah's Ark



SPECIALIST PLAY

Our Play Team believe in the power of play. By focusing on what a baby, child or young person can do, rather than any perceived limitations, our Play Team support children in reaching developmental milestones, expressing themselves and exploring the world around them.

IN 2023/2024:

We provided

3,803

hours of specialist play.
Up by 23% from last year



OUR AWARD-WINNING PLAY TEAM:

We were thrilled to be awarded Play Team of the Year at the 2023 Starlight Awards, which recognises organisations that go above and beyond to bring happiness into the lives of children who are seriously unwell.

“It’s healthcare professionals like the Noah’s Ark Play Team who are our real-life superheroes. The team have worked hard to ensure play is an integral part of children’s care, particularly with end-of-life care, where they enable families to create positive and long-lasting memories. This Play Team is truly inspirational.”

Cathy Gilman, Starlight Chief Executive



A Moment of Impact in 2023

Ellie, one of our Play Specialists, supported Ruby to use eye-gaze technology so she can communicate her wants, needs and feelings independently. Ruby used the technology to make a list of her favourite people. Simon, Ruby’s Dad, shared her final list: “She picked Mummy, Daddy... and Ellie!”



“From the first session with Ellie, they clicked so well, and Ruby felt like, wow, someone finally understands me – it’s wonderful.”

Simon, Dad to Ruby who is supported by Noah’s Ark

NOAH'S ARK ON HOLIDAY

We launched Noah's Ark on Holiday in 2023, enabling families to book our fully accessible lodge for a free week's stay.

Going on holiday can be an impossible concept for families who have a child who is seriously unwell – with accessibility being a huge barrier. This is where we can now help. We are able to offer families what is often their first holiday together.

35 families

went on holiday with Noah's Ark



“As we don't have holidays other than Ark respite overnights, this was a great chance to be away from home... and have some stress free family time.”

Richard, father of Magnus, who is supported by Noah's Ark



A Moment of Impact in 2023

A father of a child supported by Noah's Ark said that when their Home Support Volunteer visits to play with their daughter it means that he and his wife “can have an actual evening, we can sit down and have a meal together”.



VOLUNTEERS

Our volunteers do something truly amazing – they give their time to help children with life-limiting or life-threatening conditions, and their families, make the most of every day. Volunteers support teams across Noah's Ark, from Home Support visits to helping out with Family Activities, or being a Specialist Care Volunteer enabling children to play.

139 volunteers

supporting families

6,158 hours

of volunteering

INCLUDING:

over **1,500**

hours in The Ark

over **1,000**

hours of Home Support

over **900**

hours supporting Family Activities

over **600**

hours in Specialist Care

over **400**

hours in Fundraising



“You bring joy and sunshine to our lives... it's been a real honour having you to visit... you have the unique quality of being able to read to our child, which not a lot of people can do.”

Parent of a child who is supported by Noah's Ark

END-OF-LIFE CARE

Our team do everything they can to ensure the final weeks, days and hours of a child's life are as comfortable as possible.

We provide care for new-borns, babies, children and young people nearing the end of their life, either at home, in hospital or at The Ark.

By taking a holistic approach to this care we can support the whole family to create lasting memories to treasure, helping them to be together as a family in these final moments.

36

Noah's Ark babies, children and young people sadly died in 2023/24, of which 16 we supported at the end of their life

CARE AFTER DEATH:

Our care does not stop when a child dies. Our Butterfly Suite gives families the opportunity to spend time with their child, after their death whilst staying close by in dedicated accommodation. We do all we can to ensure our Butterfly Suite is a safe, calming and non-clinical space for a child to stay.

We also offer this support to families of children who were not known to The Ark during their life, and those who die suddenly through accident or illness.

12

children stayed in our Butterfly Suite



Our beautiful Woodland Walk is home to a special memorial garden with butterflies and inscriptions that remember the children who have died.

BEREAVEMENT SUPPORT

Our Bereavement Support Team understand what life can be like for a family after a child dies, and are here to help them through the days, weeks, months and years ahead. From help with practical issues such as funeral arrangements, emotional support or simply someone to talk to, the team are there for families every step of the way.

111

 families

supported. This represents an increase of 54% since last year



190

 hours

of bereavement counselling, an increase of 34% since last year

“ The counselling helped me a lot. Helped me to go through the pain and understand the pain. It's great we have a community here and we can come here whenever we need to. ”

Andrea and Costel, parents to Nadia who died in 2022



A Moment of Impact in 2023

We launched a new Noah's Ark Memory Book. Designed with the family to include cherished fabrics, photos, drawings and other precious items, each personalised page honours and remembers the baby, child or young person, both as a keepsake for home and within the memory book at Noah's Ark.

GROWING OUR SERVICES: LISTENING TO THE FAMILIES' VOICES

The families we support are the ultimate experts of their experience. In order to provide the very best care we foster a culture of listening to and welcoming feedback – and use this to refine, expand and grow our services.

As well as allowing us to understand where we are most effective, family feedback allows us to identify unmet needs and areas in which our support can be improved.

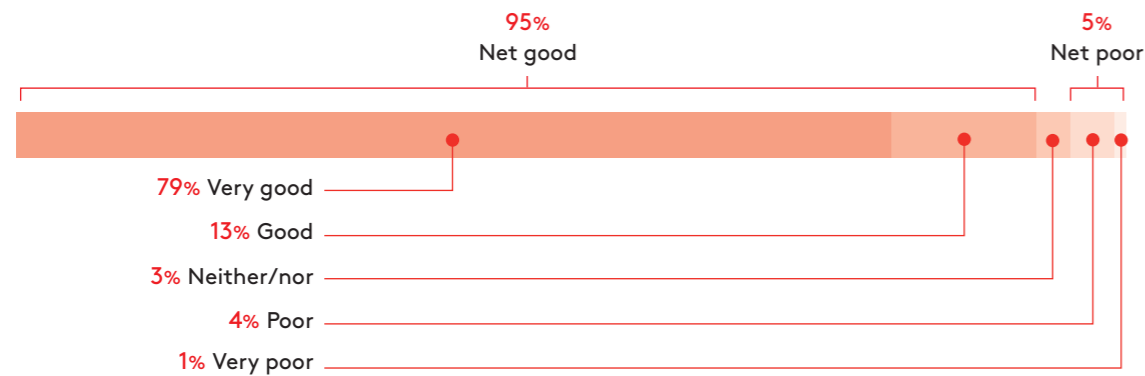
This is why we commissioned an external, impartial provider to conduct a thorough research project into our family experience.

78 families took part in this research. We'd like to thank them for taking the time to help shape the future of Noah's Ark Children's Hospice.

HERE IS A SNAPSHOT OF OUR RESULTS:

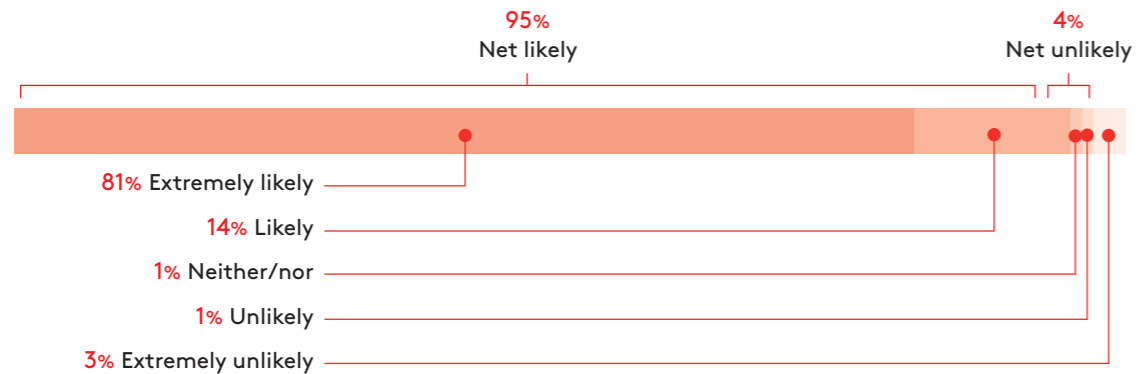
○ Experience of using Noah's Ark

The vast majority of families have had a very positive experience of Noah's Ark. The consensus among families is that their experience of Noah's Ark has either been very good (79%) or good (13%).



○ Likelihood to recommend Noah's Ark

The vast majority of families would recommend us. 95% of families say they would recommend Noah's Ark.



DRIVERS OF GOOD EXPERIENCES AT NOAH'S ARK:

- **Friendly, compassionate, and caring staff** – building rapport with families, and treating children with dignity and respect.
- **Experienced staff** – well trained and professional so families feel in safe hands.
- **Facilities** – are welcoming, clean and maintained.
- **Services** – a wide range of staff offering a wide range of services.
- **Going above and beyond** – staff go out of their way to offer extra support.
- **Advocating for families** – supporting families with unmet needs beyond palliative care.
- **Care for the whole family** – offering sibling support and vital social activities enabling quality time together.

AREAS FAMILIES IDENTIFIED WHERE WE CAN IMPROVE OUR SUPPORT:

- A better and more accessible system for **booking services**.
- **Activities** that are more inclusive of different age ranges, abilities and cultures.
- **Recruitment** of a full care team.
- More frequent **communication**.
- Additional **printed materials** to explain services.

This is just the beginning

Thanks to the invaluable feedback from our families and their ongoing generosity in sharing their experiences, Noah's Ark Children's Hospice is empowered to continuously enhance our services, ensuring exceptional care for every child and family.

“Palliative care hinges on active listening. It's not just essential when providing care, but also when shaping our services. By truly hearing children and families, we gain a deeper understanding of their needs and can tailor our support accordingly.”

Charlotte Alldridge, Head of Holistic Services

THE GROWING UNMET NEED

We believe that every child deserves a good quality of life, no matter how short that life may be.

In the geographical area we support alone, an estimated 2,500 children could benefit from the kind of care we provide. Adding in the fact that one in four pregnancies in the UK end in loss, there are also potentially hundreds of families in need of our bereavement support.

There will always be children and families who need our support – we will always need to exist.

LOOKING TOWARDS FUTURE MOMENTS:

We already have great plans for 2024/2025 with ambitions to expand our services even further...

TRANSITION SERVICES

We're increasing the age limit for the young people that we support. From 2024 we will continue to offer holistic and advocacy support to those who stay with Noah's Ark beyond the age of 19, up to 25 years old.

HOSPICE MIDWIFE

We've extended our team to include a Hospice Midwife enabling us to offer specialist pre and postnatal support.

COLLABORATIVE SPECIALIST NURSING CARE

We're extending our partnership with GOSH to include joint working with another children's hospice to ensure that we offer families maximum around-the-clock hospice-at-home care for families when needed.

EXTERNAL COUNSELLING ROOM

Following feedback from a family who are bereaved, we have gained funding for a counselling room that will be built just outside The Ark's main building. This will give families space to have these sessions away from where their child may have received care, which can be a difficult experience.



OUR AWARDS

This year we were delighted to be nominated for lots of different awards...

- Purpose Awards – Best Charity Film
- Third Sector – Best CEO and Rising Star
- Brand Film Awards – Best Charity Film
- Charity Times – Charity Leader of the Year

And we're thrilled to say we won several awards...



Purpose Awards
Best Fundraising Campaign



Outdoor Media Awards
Gold: Community and Social Impact



Effie Awards
Bronze: Healthcare Campaign



Third Sector Awards
Best Charity Film (Large)



Starlight Awards
Play Team of the Year



North Tees and Hartlepool NHS Foundation Trust
Centre of Cleaning Excellence



OUR SINCERE THANKS

We've had another rewarding year building our community at The Ark. We would like to thank all our donors, fundraisers and supporters, without whom we couldn't exist. Thank you for helping us on our journey.

With the incredible help and support of many other organisations and charities, we can help more children who are seriously unwell make the most of every day.

A BIG THANK YOU TO:



Thank you!



SPECIAL THANKS ALSO TO:

- MariaMarina Foundation
- The Karlsson Játiva Charitable Foundation
- The National Lottery Community Fund
- The Childwick Trust
- Starlight Children's Foundation
- Together for Short Lives in partnership with Morrisons
- The Albert Hunt Trust
- The Doctor French Foundation
- The Betty Messenger Charitable Foundation



NOAH'S ARK
Children's Hospice

SUPPORT OUR FUNDRAISING

As a charity, we rely on your generosity to continue our work.

You could support us by volunteering your time; support us with the help of your company, community group or charity; take part in a fundraising event; remember us in your will; or make a regular donation.

KEEP IN TOUCH WITH OUR LATEST NEWS



NOAH'S ARK CHILDREN'S HOSPICE

The Ark
Byng Road
Barnet
Hertfordshire
EN5 4NP

020 8449 8877
info@noahsarkhospice.org.uk

Registered Charity No. 1081156

noahsarkhospice.org.uk