



Heather Bell
Butterwick
HOSPICE

Impact Report

Welcome from Mike Thornicroft, Group Chief Executive Officer of Butterwick Hospice & Teesside Hospice



At Butterwick Hospice, we support around 2,700 people across the Tees Valley and County Durham providing compassionate care to adults and children with an In-Patient Unit, Day Services, Family Support, Home Care Service and dedicated Children's Hospice.

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 costs almost £5 million annually to run our services – that's £13,700 every 24hours.

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.



**We supported over
2,700 people
across our services
last year.**

“To all the staff at the Butterwick Hospice. With gentle hands and caring hearts, you brought us comfort through the dark. In every kindness, big and small, we felt your compassion through it all. Thank you for the care you gave, for the dignity you helped him save. We will always hold your warmth so dear- a light in a moment we most feared. Forever grateful.”

Our Mission and Values

Our Mission

Our aim is to improve the quality of life for those who have a life limiting illness and their families, and to offer positive support for every challenge they may encounter during the illness, and to see death as part of life's journey.

Our Values



Care



Support



Dignity



Community



Compassion



Our Care

We support around 2,700 people across Tees Valley and County Durham, providing compassionate care to adults and children through our Inpatient Unit, Day Services, Family Support, Home Care Service and dedicated Children's Hospice. We help people with a life limiting illness 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 Teesside and County Durham, ensuring people can die with dignity, surrounded by the best care. We're here to help patients and families make memorable moments. Nationally, 1 in 3 people are still dying without the care and support they need at the end of 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 inpatient unit in Stockton provides symptom management and end of life care to adults across Stockton and Tees Valley.

7

nights was the average
length of stay for our
patients receiving end
of life care

135

people received
care in our
inpatient unit

21

nights was the average
length of stay for our
patients receiving symptom
management care



Our Impact: Day Services

Our Day Services offer complementary therapies and group sessions to patients across Stockton and County Durham.

454

referrals made to
our day services

336

people supported
through our day
services

2,849

episodes of care
delivered

1,053

group sessions
provided

Our Impact: Bereavement Counselling

Our bereavement service is available to everyone over the age of 6 in the Stockton and County Durham area, dealing with what is known as complex grief.

363

referrals made to our bereavement counselling service

29

children supported through counselling

1,107

hours of counselling sessions provided by volunteers

3,739

hours of counselling sessions provided across Stockton & County Durham



Our Impact: Butterwick House

Our Children's Hospice offers around the clock specialist care to children and young adults across Teesside, North Yorkshire and Tyne & Wear.

8

referrals made to our Butterwick House

17

children supported at Butterwick House

513

nights of care provided across the year

4

nights was the average length of stay for patients receiving care

Our Impact: Home Care Service

Our home care team offer a sitting service to patients across County Durham who wish to die at home.

55

referrals made to
our home care
service

33

people supported
at home

3,249

hours of home
care provided





100% of our Day Service patients would recommend our services to others.

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

100% of our Bereavement Counselling clients felt they were treated with dignity & respect, and would recommend the service to others.

100% of our Children's Hospice parents/carers would recommend the service to others.

Patient Feedback

"There are not enough words to express our thanks for the care that was given to my Mum. You all made the most difficult time much easier. You are all angels. Thank you so much from all the family and friends. Forever grateful xx"

"My sessions have become such an important aspect of my life. Karen manages to bring calmness to my very stressful life which is a constant circle of worry and anxiety. The benefits of the sessions are quite astonishing."

"When my person died, and I felt like my life was over, you sat with me through my tears, and pain, and grief. I thought I would never again smile or be happy, but here I am feeling hopeful that there is life after loss. Butterwick counselling has my eternal gratitude, you were there when I needed you most."

"We would like to express our sincere gratitude to Butterwick Hospice staff that cared for my uncle. You provided excellent care, compassion and it helped my uncle pass away with dignity. The nurses were excellent with their prompt attention and expertise as his condition changed. Thank you for everything you have done to make my uncle comfortable in your care. Your work is so important to families like ours. Thank you so much"

"Feeling more relaxed and at ease, not so worried and time for myself. Grace is a great practitioner very professional".

"My family cannot thank Butterwick enough for the professional care they provided to my dad. The staff were not only there to support him, they were also there for my mum, myself and my husband and we will never be able to thank them or the hospice enough for this."

The Cost of Care



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



£28 can fund an hour of specialist nursing care for a patient on our Inpatient Unit



£21 can fund a bereavement counselling session for a grieving child



£385 could fund one day of wellbeing services across our sites



£17 can fund an hour of care in our patient's home



£1,329 could fund our Children's Hospice for one day



£3,635 could fund our adult inpatient unit for one day





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.

The impact of our charity shops extends far beyond the funds they raise. For many of our customers, visiting our shops provides more than access to affordable goods; it can offer a much-needed boost to their confidence and self-worth.

For our volunteers, the impact can be even more profound. We have volunteers for whom the routine, purpose and connection that comes from giving their time is an essential part of their lives. It is incredibly rewarding to see volunteers develop new skills, build confidence and gain the tools they need to re-enter the job market.

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



211,592 Units Sold



2,982 Lottery Tickets Sold



35,292 Donation Bags Received



73,841kg Sold or Recycled Saved From Landfill



1,637,522kg of CO2 Savings

Butterwick House Children's Hospice Feedback

"Our beautiful friend Jen, you and the team at Butterwick Hospice made my boys life a happy one, with your, love, care, compassion, generosity and professionalism. His time spent with you all was second to none. He giggled and screeched when we passed the hospital knowing he was going to his second home. He made lots of friends at Butterwick who I will be eternally grateful to. His journey through life was a difficult one but a very happy rewarding one. I can boast that, he had the best care any child could need, with a life limiting condition, and a lot of that care came from your team. He may no longer be with us but I will never ever forget his love for Butterwick house and your love and affection for him. This place is amazing."

"We're really grateful for a break after all the trauma this year. It's so reassuring to know my child is enjoying herself, whilst being so well cared for. I don't know what I would do without you. Thanks."

"Our girl had the most wonderful stay with you all last week!! She was so relaxed, happy and well pampered. I can't tell you what a relief it is to know our precious little girl is so well cared for and that she's having such a wonderful break from us. You're all so tuned into her interests and go above and beyond to make her experience a special one."

I can't remember the last time I had such a good rest! Especially on a weekend! We actually had a night out, some sleep and a lie in for the first time in what feels like forever! Just knowing she was enjoying her time away and that you are all so capable of managing her complexities really means we can switch off and spend some quality time with the boys without worry or guilt.

We really are extremely grateful to all of you for all your hard work and dedication, we know our daughter's needs are very complex and appreciate the efforts made to understand and meet them. It's hard to express just how thankful we are."

Our Demographic

Total population of
Stockton & County Durham:
737,000

At Butterwick 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 Stockton &
County Durham demographic.

In 2025-2026, our patients came from:

County Durham 47%

Stockton-on-Tees 50%

Middlesbrough 0.2%

Hartlepool 2%

Redcar & Cleveland 0.3%

North Yorkshire 0.2%

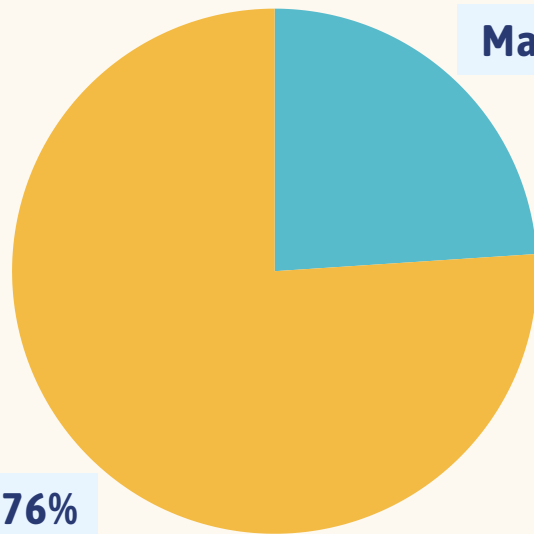
Tyne & Wear 0.5%



Our Demographic

The age range of our patients from 2025-2026:

0-10: 1.8%	61-70: 24.4%
11-20: 3.6%	71-80: 19.3%
21-30: 2.1%	81-90: 7.6%
31-40: 7%	91+: 1.7%
41-50: 10.7%	
51-60: 21.5%	



Male 24%

Female 76%



Our Future

It was recently announced that Butterwick Hospice has merged with Teesside 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.**



Our Future

We are working towards the four key objectives that we set out in our group 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 both hospices 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.





Thank You