

RENNIE GROVE PEACE

APRIL 2025 – MARCH 2026

IMPACT

Impact Report 2025-26
Year End 31 March 2026

Vishali leads the rehabilitation service – providing physical and emotional support to help patients live well with illness.



**Rennie
Grove Peace**
Hospice Care

Extraordinary care, anywhere

Tom O'Connor, Chief Executive, Rennie Grove Peace Hospice Care

Joining Rennie Grove Peace Hospice Care back in November 2025, my first impression was of the dedication and passion from all the staff and volunteers, working inside this extraordinary organisation.

It's this compassion for patients and their families that drives each department to deliver maximum impact. Whether that's working in patient-facing roles, volunteering in our shops and services or thanking supporters for their incredible donations and activities throughout the year.

This year we have supported **2,929 patients** and outperformed our target of a **3% increase in patient referrals**. Our focus is to make local hospice care available to all who might benefit from it, from diagnosis to end of life, and through to bereavement.

Financially, our sector is facing huge challenges. This year, with only 16% statutory funding, we have had to work harder than ever to generate further income through retail and fundraising activities.

Costs have increased in almost all areas of the organisation. Just to deliver exactly the same care as before, our running costs are now over £1million more than last year.

This has resulted in a reported deficit this year of £1.7million. We are fortunate to have healthy reserves that can allow for this in the short term, but our priority looking forward is to plan strategically to ensure that hospice care is available to all, long into the future.

Thank you for your ongoing support.

Tom



YOUR HOSPICE IN NUMBERS 2025-26

2,929
patients cared for*



Average review score on 'I Want Great Care'

★★★★★ 4.9 out of 5 stars

59,060



visits to people's homes
(not including our volunteer visits!)**

125



hours per month given by
volunteer gardeners to make
our gardens beautiful and
calming places for everyone

565



hours per month given by volunteers in
companionship visits, providing a break
for carers and tackling loneliness

927



people received Living Well
support to improve quality of
life and maintain independence

3,506



out-of-hours calls
to our phone line,
providing advice
and reassurance



1,862

overnight visits
in people's
homes (between
9pm and 7am)



701

people supported
through grief
through our
bereavement
services



214

admissions
to our
Inpatient
Unit

47



people got in touch
through our new
confidential enquiry
self-referral form in
the first three months
after its launch
(in December 2025)

*Unique patients on our caseload.

** This includes visits from our Hospice at Home team and our Rapid Personalised Care Service which is an NHS commissioned service.

Earlier support significantly benefits people and their families

Jackie Tritton, Chief Clinical Officer, Rennie Grove Peace Hospice Care

Many people still believe hospice care is only for the final days of life. In reality, our teams are here from diagnosis, helping people plan ahead, manage their symptoms and live as well as possible for as long as possible.

We see every day the positive impact of people accessing hospice care earlier in their illness. Early support helps people manage symptoms, maintain their independence, promote their emotional wellbeing and plan for the future. It also provides families with vital support and can help reduce avoidable emergency hospital admissions by addressing needs before a crisis develops.

When people access hospice care only at a point of crisis, they may miss out on valuable support that could improve their quality of life and help them and their families navigate their journey with greater confidence.

In 2025–26, we developed My Hospice Care Journey, an animation designed to challenge misconceptions about hospice care and encourage earlier access to support. Made possible through the generous support of a local design agency, it follows Sam and his family from diagnosis onwards, showing that it is never too early to reach out for hospice care.

Jackie



WE IMPACT PEOPLE AT EVERY STAGE OF ILLNESS, RIGHT FROM DIAGNOSIS



Early support

Right from the moment someone is diagnosed we offer emotional support, companionship visits and welcoming spaces to connect with others.



Living Well support

Our Living Well centres offer classes and specialist clinics designed to give people the confidence to live well with their illness, supporting them to stay independent and improve their wellbeing.



End of life care

Through spiritual, emotional and physical end of life care, we help people feel safe, supported and at peace – helping them and their loved ones focus on what matters most.



Bereavement support

We help children and adults process their emotions, providing comfort and kindness. Supporting them to feel less alone with their loss and more connected to their community.

We're here to help from the moment someone receives a new diagnosis, offering emotional care alongside wellbeing and peer support at our Support Hubs.

Emotional support

We provide free emotional support to help people cope with the feelings they have when they are diagnosed. This extends to loved ones too.

In 2025-26, we developed an online workshop to support people who are caring for someone with a life-limiting illness, providing a supportive space for carers to share experiences and learn how to take care of their own wellbeing while supporting someone they love.

"The counsellor was excellent. She helped me to understand more about preparatory or anticipatory grief and that made a lot of things make sense. The sessions helped me realise that my response was normal and that I wasn't alone."

– Caroline

'I feel supported to cope with my feelings about my diagnosis'



Support Hubs

Our free Support Hubs in the community provide a space for individuals, and those around them, to meet others who are going through a similar experience, for a friendly chat and a wellbeing activity.

39 people attended our first Support Hub in Amersham which launched in March 2026 – the first one in Buckinghamshire.

33 people attended our Smile Support Hub for people with dementia and their loved ones, run in partnership with Say it with a Smile, which launched in March 2026.

"The Support Hub is so much fun! We love Georgina and her chair exercises – she is so funny. We love the volunteers too, they really make us laugh."

– Pat, Abbots Langley Hub attendee

Companionship visits

Our trained Compassionate Neighbour volunteers provide company and emotional support, either in an individual's home or helping them get out and about.

"It's hard to go for a walk now, but we have a good chat and a laugh together. It's wonderful – like having a daughter and a friend. She's such a lovely girl. It's such a pleasure."

– someone who receives regular companionship visits from a trained Compassionate Neighbour (February 2026)



153

people matched with a local volunteer companion

Thinking and planning ahead – a community event

We want to support more people to think ahead about the type of care they may want in the future. Our Thinking Ahead events bring this conversation into the community, ensuring people get the information they need for peace of mind.

48 people attended our free Thinking Ahead event in Watford in February 2026 and explored what a good death can mean, both personally and practically, and discussed the importance of planning ahead so their preferences are known and respected. We are planning more Thinking Ahead events for 2026-27.

"I previously thought hospice care was just at the late stages of a death – three months before – I now know there can be much greater input to minimise suffering and enable greater quality of life."

– attendee of Thinking Ahead event in Watford (February 2026)



456

visits made to our Support Hubs – a friendly place to meet others on a similar journey

33

Support Hubs ran in 2025-2026

We provide care and support that helps people to live well with their illness, right from diagnosis, helping them maintain their independence and improve their quality of life.

In August 2025, we launched a wider variety of Living Well support services in Grove House in St Albans and Peace Hospice in Watford. This includes:

- Move and restore classes
- Wellbeing sessions
- Complementary therapies
- Creative therapy
- Specialist clinics
 - Breathlessness and fatigue clinic
 - Medicine support clinic
 - Welfare clinic (money and benefits)
- Support to plan ahead and think about future care

'I have the confidence to live well with my illness'



927

people had Living Well support to improve quality of life and maintain independence



Watch our **My Hospice Care Journey** animation that follows Sam and his family as they access care from diagnosis, showing it is never too early to reach out for hospice support.

rennigrovepeace.org/what-is-hospice-care



"It is reassuring to know that this is all in hand and will be one less thing for my family to think about."
– Roly, who attended Advance Care Planning sessions (March 2026)



5,132

face-to-face appointments, giving people the confidence to live well with their illness



"The support I've had from Rennie Grove Peace to live well with my illness has made a positive impact on my physical health and mindset – as well as given me something to look forward to and a chance to connect with others."
– John (October 2025)

Find out more at rennigrovepeace.org/living-well-activities

We provide specialist end of life care in people's homes within Buckinghamshire and Hertfordshire and at our Inpatient Unit in Watford.

We work with people at the end of their lives to help them have a good death – one that reflects their wishes, values and what matters most to them.

"The hospice emotionally held us all and gave us a deeply felt sense of security and made Mum's passing peaceful for all of us. Because of Rennie Grove Peace, our memories of Mum's final days are of love, peace, care and kindness."

– Sharon, whose mum Joy was cared for by our Hospice at Home team (October 2025)

"I feel safe and supported at the end of life"



1,682

people with rapidly deteriorating health supported in our Virtual Ward

"All my fears and concerns for his welfare evaporating from the first day. The staff and volunteers were extremely professional, yet caring and supportive."

– Independent review of the Inpatient Unit (April 2026)

91%

of people died where they wanted to (achieved their preferred place of death)

"Mum had a lovely room that was just for her. Having that private space meant we felt comfortable to play the Quran without worrying about disturbing anybody else. This was so important to us as a family and having the privacy to offer Mum this spiritual support made a huge difference."

– Sadia, whose mum Mrs Begum was cared for in the Inpatient Unit in Watford



+ 214

admissions to our Inpatient Unit



59,060

visits to people's homes (not including our volunteer visits!)*



3,506

out-of-hours calls to our phone line, providing advice and reassurance



1,862

overnight visits in people's homes (between 9pm and 7am)



2,037

people received the end of life care they needed to make them feel safe and comfortable

* This includes visits from our Hospice at Home team and our Rapid Personalised Care Service which is an NHS commissioned service.

Our care extends to those around each patient – such as loved ones, family members and carers. This includes bereavement support after a loved one dies.

‘I know my family and loved ones will get the bereavement support they need’

Compassionate Cafés

Our Compassionate Cafés provide a welcoming place in the local community for people to meet and chat with others who have been affected by bereavement and loss.

“I live on my own and I don’t see anybody else, so going to the Compassionate Cafés has helped me a lot. It gets me out of the house and I get to talk to new people, otherwise I’m not talking to anyone at all.”

– Monica



701

people supported through grief through our bereavement services

260

visits made to our Compassionate Cafés to help people cope with bereavement



“I feel so grateful to Rennie Grove Peace for responding to my daughter’s needs so promptly. I recommend Rennie Grove Peace to anyone whose life has been put on hold by grief at any age and have every confidence that they will find strength and hope to start again.”

– Independent review of the Children and young people’s bereavement support (October 2025)

Bereavement support groups

When a little extra support is needed, our expert team is on hand to direct people to the best source of bereavement support for them – whether that’s face-to-face, online, in a group or via one of our specialist services such as bereavement support for children and young people.

New online support group

In 2025-26, we developed a new online bereavement support group. Navigating Grief offers gentle guidance and a supportive space for individuals to reflect, along with ways to cope and care for their wellbeing.



New bereavement support groups for children and young people

In November 2025, we launched two new monthly bereavement groups for children and young people – one for teens (secondary school age) and one for pre-teens (primary school age).

The groups offer a safe, supportive space for young people to connect with others their age, share memories and get support from trained professionals who specialise in children and young people’s grief.

“I’ll admit I was initially sceptical about how I’d feel in a group setting, but I’ve truly surprised myself. The space you created made it possible for me to open up in a way I didn’t expect.”

– Melanie who attended our Bereavement Support Group (July 2025)



WORKING TOWARDS EQUAL ACCESS FOR EVERYONE

Hospice care should be there for everyone, wherever and whenever it is needed. Through population data research, we have identified where support and resources are most needed, helping us improve access and ensure everyone has the opportunity to receive the care they deserve.

TRANSFORMING CARE FOR PEOPLE EXPERIENCING HOMELESSNESS

Across the UK, many individuals in the homelessness community face sudden, untimely, and undignified deaths, often without access to the care and support they need. Since January 2026, we have taken a leading role in working with partners to improve palliative care for people experiencing homelessness.

renniedgrovepeace.org/care-for-people-experiencing-homelessness



NEW URDU LEAFLET TO IMPROVE ACCESS TO CARE

In January 2026, we launched a new Urdu-language leaflet, created with input from the community to help more people understand the hospice's services and access support from diagnosis.

renniedgrovepeace.org/urdu-hospice-care-leaflet

INTRODUCING SELF-REFERRAL TO IMPROVE ACCESS

In December 2025, we launched our confidential enquiry self-referral form to make it easier for people to access our services. The form allows people to refer themselves or have a loved one or professional, such as a social prescriber, refer on their behalf with their consent. This helps remove barriers and makes access to our services fairer for everyone.

renniedgrovepeace.org/self-refer

INCLUSIVE CARE THAT SUPPORTS SPIRITUAL NEEDS

This year, we have invested in further training to help our teams support people's spiritual needs alongside their physical care. We recognise that spirituality is not just about faith or religion, but also the relationships, values and experiences that bring meaning and comfort. This helps us provide care that reflects what matters most to each person.

SUPPORTING CUSTOMERS WHO BENEFIT FROM CALMER SHOPPING ENVIRONMENTS

Every Tuesday from 11am to 12pm, our shops hold a Quieter Hour, creating a calmer and more welcoming environment for customers who may find busy retail settings overwhelming. Introduced in November 2025, this initiative is part of our commitment to Purple Tuesday, helping to make our shops more inclusive and accessible for everyone.

renniedgrovepeace.org/quieter-hours

SUPPORTING OUR LGBTQ+ COMMUNITY

In August 2025, we joined Herts Pride to celebrate inclusion, connect with our local LGBTQ+ community and share how we support everyone to access compassionate hospice care.



Going above and beyond

Going above and beyond is at the heart of hospice care. From helping to rehome a beloved pet to making a lifelong football fan's dream come true by bringing her hero to her bedside in our Inpatient Unit, our teams create moments of kindness, comfort and joy that make a lasting difference.

Finding a new home for Michael's cat Coco

Michael lived alone for years with his beloved cat, Coco. Concerned about what would happen to Coco after he died, he shared his worries with his daughter. That's when Rachel, our healthcare assistant who was supporting Michael in his home, stepped in to help and found Coco a new home.

"I knew how much Coco meant to Michael, and I wanted to give both him and Mary-Anne peace of mind that she would be okay."
– Rachel, Rennie Grove Peace healthcare assistant (August 2025)



Lifelong fan meets Watford legend

Lifelong Watford FC supporter Shirley received a special surprise during her stay in our Inpatient Unit at Peace Hospice in Watford in April 2025, when Watford legend and Rennie Grove Peace patron, Luther Blissett OBE DL, paid her a visit.

After Shirley told staff she had supported Watford all her life, the team contacted Luther to see if he could visit. Less than 24 hours later, he arrived, delighting Shirley with the unexpected surprise.

A devoted fan for many years, Shirley fondly remembered watching Watford play and seeing Luther score a historic hat-trick for England at Wembley in 1982. The visit created a lasting memory for Shirley, her family and the hospice team.



MAKING AN IMPACT TOGETHER

Thank you to our **fundraisers**, team of **volunteers** and dedicated **staff** who make this possible!

Fundraising

Thanks to everyone who supported us this year by running, walking, golfing, coming to an event, shopping and even firewalking over hot coals to raise a total of £9.1 million.

Find out more at renniegrovepeace.org/get-involved

Volunteers

Thank you to the team of 1,785 volunteers who supported us in 2025-26 donating 194,796 hours of their time.

- Providing companionship
- Helping in our shops
- Supporting patients in our Inpatient Unit
- Helping at fundraising events
- Making our gardens beautiful and calming places for everyone
- And much more...

Our retail and trading volunteers gave 13,155 hours per month, raising vital funds to protect local hospice care.

Our Supporting Hands and Compassionate Neighbour volunteers gave 565 hours per month, providing a break for carers and tackling loneliness.

162 volunteers helped with fundraising and events.

Volunteers in our Inpatient Unit gave 441 hours per month, supporting our staff in caring for patients at the most critical time.

Find out more at renniegrovepeace.org/volunteering

Staff

Thanks to our 373 colleagues whose dedication helped us deliver compassionate care when people needed it most.

 **£9.1million**
raised by our fundraisers and through our shops

 **1,765**
volunteers supported us

Playing a key role in the new healthcare landscape

Dr Jeremy Shindler, Chair of Trustees, Rennie Grove Peace Hospice Care

Over the past year, the healthcare system around us has changed significantly as part of the NHS Fit for the Future 10-Year Health Plan. These changes give us an opportunity to highlight the important role hospice care plays in supporting people, families and the wider health and social care system.

Local hospice care helps people receive the right care in the right place and can help prevent unnecessary hospital admissions. Our clinical teams work closely with NHS Integrated Neighbourhood Teams, aiming to reduce unplanned hospital admissions by 25%.

I am proud of the difference our teams are making. Feedback from 'I Want Great Care' shows how much people value our support, with 244 reviews giving us an average score of 4.9 out of 5. Families often tell us that our specialist nurses and volunteers bring comfort, reassurance and peace during very difficult times.

This year, 91 out of every 100 patients were able to receive care in their preferred place of death. This reflects the compassion and dedication of our teams in providing care that respects each person's wishes.

I would like to thank Tom, the Executive Board, the Leadership Team, all our staff and volunteers for their hard work and commitment. Together, they continue to make a real difference to local patients and their families.

Jeremy



Jeremy with Dr Mary Groves

Help protect hospice care

Like many hospices across the UK, we are facing rising costs and increasing demand. Much of the care we provide relies almost entirely on donations.

With your support, we can protect hospice care for families in our community who need us now and in the future.



Take part in one of our events or create your own fundraising challenge



Give regularly or make a one-off donation



Volunteer for us



Leave a gift in your Will



Shop with us, or donate items to our charity shops



Encourage your work place to support us

renniegrovepeace.org/get-involved

WHAT YOUR MONEY PAYS FOR



£25

pays for one hour of personal care – helping patients with washing and dressing so they can face the day with dignity



£33

pays for one hour of bereavement support – helping people navigate grief with understanding, care and kindness



£296

pays for one day of care from a specialist nurse – providing compassionate care for patients either in our Inpatient Unit in Watford or in a patient's own home



£752

pays for one hour of hospice care across our services – ensuring we are there for patients and their loved ones at every stage of their illness



£1,588

pays for a syringe driver that brings comfort, relieves pain and supports compassionate end of life care



£18,048

pays for one day of hospice care across our services – helping us be there for patients and families through life's most difficult moments

Many of our services rely on the generosity of people in our local community.

To find out more, call us on **01442 89 02 22**, email fundraising@renniegrovepeace.org or go to renniegrovepeace.org/get-involved

renniegrovepeace.org

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Registered 2026/27
**FUNDRAISING
REGULATOR**

