

HOSPICE

rustenburg

Annual Report 2010





MISSION STATEMENT

Hospice Rustenburg provides, free of charge, home-based palliative care to terminally ill people and their families in the Greater Rustenburg and the Bojanala District communities.

Vision

Our vision is

- To provide excellent palliative care to all, supporting quality of life and dignity in death.

Uncompromisingly, We Aim To:

- Provide holistic palliative care to all, embracing the mental, physical, emotional, social, spiritual and cultural aspects of the individual.
- Relieve pain and other distressing symptoms of illness.
- Advocate for appropriate care and follow up through a functional referral system.
- Empower the family and community to cope effectively with the impact of the illness.
- Care for the care giver.
- Encourage participation by all stakeholders.
- Network with other community based organisations to provide a holistic service.

ANNUAL REVIEW - MAY 2009 - JULY 2010



NO END TO CARING

Hospice Rustenburg continues to grow from strength to strength. This development is due mainly to the hard work and dedication of the management staff led by Sherry Dwyer whose personal creed is ONWARD AND UPWARD. It is a pleasure to work with people of this calibre.

As this is a charity organisation, fund raising is of paramount importance. Under the tutelage of Sherry, we have moved to targeting the large corporations to help swell the coffers. All financial contributions are immediately ploughed back into the business and its subsequent expansion.

As a result Hospice care has developed with additional nursing staff and a section for Aids orphans and other vulnerable children.

To bring all aspects of the work done by Rustenburg Hospice to your attention, it was decided to produce this annual review. We hope it will convince you that all financial contributions are professionally handled and used to care for those with life-threatening conditions, allowing them to live a quality life and to die with dignity.

Margaret Ashton - Editor.

Consider

Is anybody happier
Because you passed his way?
Does anyone remember
That you spoke to him today?
This day is almost over,
And its toiling time is through;
Is there anyone to utter now,
A friendly word for you?

Can you say tonight in passing,
With the day that slipped so fast,
That you helped a single person,
Of the many that you passed?
Is a single heart rejoicing,
Over what you did or said?
Does one whose hopes were
fading
Now with courage look ahead?

Did you waste the day, or lose it?
Was it well or poorly spent?
Did you leave a trail of kindness,
Or a scar of discontent?

Anonymous

A Matter of Pride

I am proud and honoured to have stood at the helm of the Hospice Rustenburg ship for the past 4 years (May 2006 - May 2010). I would like to acknowledge and praise the crew, for without them, the organisation would not have sailed as smoothly and as steadily as it has.

It can be said that there are still many within the communities that we serve who are not familiar with Hospice Rustenburg and are not aware of what we do in the community and the services that we offer. It is usually only when people and their families / friends have need of the care that Hospice Rustenburg provides, that they

become involved with the organisation, and then remain friends for life.

Hospice Rustenburg Provides Home Based Palliative Care.

Palliative Care is a means to improve a patient's quality of life. This approach also involves the welfare of family members who are equally facing a difficult situation due to life threatening illness. Early identification, accurate assessment and treatment help relieve their suffering. It's a holistic approach that attempts to alleviate different aspects directly affected by the situation such as psychosocial and spiritual. (WHO).

The patient care teams are mobilised into the community and visit patients in their homes, thus removing the necessity of people being cared for in formal health institutions, (usually at significant cost.) No patient is charged for the care he/she receives.

The organisation is a Non Profit Organisation and relies on support from the community and corporate donors. This ensures the continued provision of their services. The entire team is focused on providing a comprehensive, quality service and care.



Based Palliative Care.

We are often asked how a member of the community can become involved with Hospice Rustenburg and provide support and assistance? Here are a few suggestions:

- Become a 'Friend of Hospice' - donate a monthly Sum of money through debit order.
- Donations of old clothes, bric-a-brac, furniture etc to the Hospice second hand shops. The funds generated through the sale of these items are utilised to fund patient care.
 - Organise an event for Hospice to increase awareness and raise funds - e.g. Bridge party knit-a-thon, golf day, garden display etc
 - Host a collection tin in your business.
- Offer your time and the teaching of a skill to the support groups who are usually affected or infected people and need to generate a sustainable source of income.
- Assist in the children's project by offering a venue for their holiday events.
 - Volunteer to assist in the second hand shops, one in Rustenburg, the other in Phokeng.
- Monthly financial support of a community care worker

If you would like to become involved or require further information, please do not hesitate to contact us at Hospice House.

Hospice Rustenburg provides an essential service within the community. The patient care team dispenses caring, comfort and solace at the time of life when a person has most need of it. For all of us who belong to Hospice Rustenburg, the work is humbling but profoundly rewarding. As Confucius is known to have quoted -
"If you love what you do, you will never work another day in your life" .

Sherry Dwyer - CEO

Board of Directors' Report

Congratulations on the publication of our first ever 'Review'. Our achievement in reaching 13 years of existence is a milestone indeed. For some of us who have been associated with Hospice Rustenburg since its inception, there are mixed feelings of both nostalgia and pride. From humble beginnings to what we have today, is a tremendous achievement and we hope to continue on this challenging, yet fulfilling journey.

Over the years, many individuals have associated with Hospice Rustenburg. Some stayed longer and actually assisted in some measure, while others adopted Hospice as a 'flavour of the month' pastime. Fortunately for us, many contributed abundantly and many more gave their total commitment. All of them, added their bit (good and bad) to help shape the organisation into what it is today.

One such person was Jenny Arlow, who was trained in Palliative Care in the U.K. She wasted no time in putting plans in place to get Hospice off the ground. Using the garage at her home as a base, she rallied a few qualified Nursing Sisters and trained Caregivers, as well as a handful of friends and acquaintances, to provide a basic but much needed service. The number of patients as well as their families who were cared for and supported in this manner was just over 300.

The compassion, commitment and dedication of the Staff, Board-members and Volunteers of Hospice Rustenburg through the years, bears testimony to their being referred to as 'Angels' by the patients themselves and by their loved ones.

Another 'Angel' worth mentioning is Sister Daphne Arenstein. She has been with Hospice Rustenburg from the very beginning, and continues to serve our community, albeit with a heavy work load, in a dignified and selfless manner.

Since then, the dynamic has changed. In order to continue to provide a professional and well rounded service to our patients, we had to keep up with the technological revolution. Our expansion in the field had to be met equally with administrative acumen and logistical expertise. To this end we have coped and delivered satisfactorily.

We are grateful to have Sherry Dwyer, a Professional Nurse, at the helm of our organization. As CEO, she has brought a unique management and leadership style to Hospice Rustenburg. She leads with heart and soul, vigour and valour, and great determination. Due to the efforts of her team of Caregivers and Administration Staff, our Hospice has been recognised both in the North-West Province and by the National Hospice Palliative Care Association (the national body to which we are affiliated). It is a credit to Hospice Rustenburg that Sherry serves as a Regional Representative on the National Patient Care Committee, while Sue Matthews (Shop Supervisor) is a member of the Finance Sub-committee which is a part of the Resource team of the national body.

The growing demand for Palliative Care allowed Hospice Rustenburg to stand up and be counted. We are being recognised for our services rendered to Cancer patients, HIV-Aids patients, Aids-orphans and their families. The challenge we face, as a Non-Profit-Organisation, is to be sustainable and meet the increasing demand for Palliative Care brought about by these pandemics. Funding has become pertinent to our survival.

Fortunately, there are some generous donors out there in both the mining and private sectors which ensures our unwavering, unrelenting service delivery. The management team at the office is proficient enough to ensure that we comply with Governance requirements. We were recently audited for accreditation purposes by COHSASA and have been found compliant.

We have, on record, statistics that reveal a vast increase in the number of patients, the number of visits, the number of interventions (such as counselling, supervision of the taking of meds, assisting in grant applications and even bathing the patients.) These are mere figures depicting people assisted during their time of need - - people with genuine health and social problems, people for whom Hospice Rustenburg is living out its Mission and Objectives. The back-bone is the Caregivers and admin staff, for whom no bells toll, no real accolades come forth and not many praises are sung. Yet day in, day out, they trudge on in compassion and servitude. We salute you.

Many have heeded the call of Hospice Rustenburg. Their response deserves our gratitude. To ensure our growth and sustainability we must stay true to our credo and remain contemporary in our thinking, focused, enthusiastic, vibrant, challenging, caring and supportive.

To this end, the current members of the Board of Directors (namely, Sherry Dwyer, Vincent Naidoo, George Vagionakis, Norman Sechele, Henry Hartley, Belinda McGillowie, Mike Durrant, Valda Southey and Margaret Ashton) are committed.

What has been achieved in the **past thirteen years** will surely be surpassed in the next thirteen.

VIVA, HOSPICE RUSTENBURG!!!



L to R: Belinda McGillowie
Sherry Dwyer



L to R: Norman Sechele,
George Vagionakis



L to R: Henry Hartley, Valda Southey,
Margaret Ashton, Vincent Naidoo



Mike Durrant

A mother was telling her six year old son about the Golden Rule. "Always remember," she said, "that we are here to help others." The youngster mulled this over for a minute and then asked, "Well, what are the others here for?"

Christian Herald



We win victory over bereavement only when we face our loss, accept our loss, and then make our way through and beyond our loss. You ask how we make our way through it and beyond it? We do so by deliberately re-entering the world of daily activity - the busy world of problems, duties, friendships, opportunities, satisfactions. An immolated, resentful, self-pitying life is a doomed life. Only the life which deliberately picks up and starts again is victorious.
James Gordon Gilkey

Home / Community Based Palliative Care

Continuum
of Care

Orphan
Care

Nutritional
Support



Poverty

Alleviation
Programmes

Training

Advocacy

Symptom

Management



Safety



Referral



Spiritual Support

Care-giver
Support

Family Care

Bereavement Care



Support Groups

Financial Report

The financial resources of Hospice Rustenburg are carefully monitored and utilised. All financial income and expenditure is strictly accounted for. Stringent measures are taken in order to safeguard any finance-related management of Hospice Rustenburg - to ensure that there is transparency and accountability within the organisation.

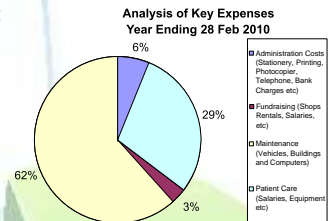
The financial records are audited annually by DVS Chartered Accountants Inc. The finance records are prepared in accordance with South African Standards of Generally Accepted Accounting Practice, and the Companies Act of 1973.

The audited statement, for the year ending 28 Feb 2010, is available, by prior arrangement, for inspection at the Hospice office. Financial statements are regularly scrutinised by the Management Team as well as by the Board of Directors.

An annual budget has been compiled and accepted by the Hospice Board for the period 1 March 2010 to 28 February 2011.

As a non-profit organisation (NPO 030 333), we have various projects and programmes which enable us to raise funds. They are:

- Tins Project
- Donations in lieu of flowers
- First Aid Kits
- Corporate funding
- Second hand Shops and Mobile Shop
- Donations from "Friends"
- Rags project
- Events



Financial assistance is tax-deductible (PBO Number is 18/11/13/4711)

For the purposes of this report, we concentrate on the analysis of the key expenses for the year ending 28 February 2010. The core business of Hospice Rustenburg is the home-based care we offer to the terminally ill people and their families. Therefore, you will note that the majority of our expenses relate to the patient care.

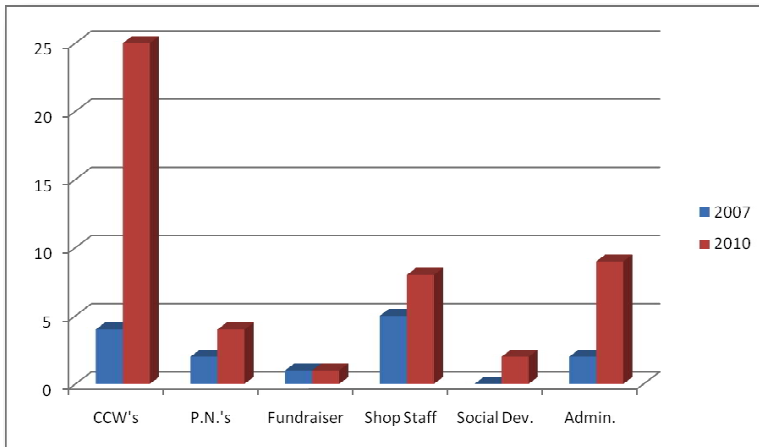
Our projects are made possible through the generous giving of our Funders, "Friends of Hospice Rustenburg" and Members of the Public. We are extremely grateful for all the financial support we receive.

Ruth Durrant
Chief Financial Officer

Human Resources Report

Four years ago, I walked into the Hospice Rustenburg family.....four years of a fountain of emotions, ranging from blissfully happy to incredibly sad, angry, proud and most often.... humbled. I am definitely a richer person for working at Hospice and blessed to be associated with the fabulous staff and colleagues with whom I work.

In May 2007, Hospice Rustenburg had a staff complement of 14 and through the brilliant leadership and foresight of the Chief Executive Officer, Sherry Dwyer, we can now boast of a staff growth to 51.



KEY
CCW's-Community Care Workers
P.N.'s- Professional Nurses

19 CCW's have completed the SETA accredited Home Based Care course facilitated by CHoice and together with the weekly in-house training, this is expected to keep all CCW's up to date, developed and educated in their nursing requirements.

The promotion of 5 CCW's to Senior Care Workers who will work a 40 hour week, has alleviated some of the pressure placed upon the Professional Nurses by assisting with the supervision and coordination of other community care workers. This enables the Professional Nurses to focus on the care of the C3 patients.

The Social Development Team have had their working hours adjusted to a 40 hour week in order to meet all the social and nutritional needs of the patients as well as the holistic care of the children in the programme.

The shop staff have been rotated to ensure that everyone has a chance to develop and achieve a greater sense of job satisfaction. The Information Officer is adapting well and the HDMS system is up and running effectively and efficiently. The CCW's have been trained on how to fill in the Intervention sheets accurately and to ensure that the information is handed in timeously

The reliability of vehicles is paramount for the organisation to perform its services. The 'fleet' of vehicles has stretched from 4 in 2001 to 7 in 2010. We are most grateful to have sourced two garages that sponsor a portion of the petrol usage. The vehicles are closely monitored and the maintenance kept up to date (we would welcome a sponsor to maintain the cars).

2001-2007	2008	2010
Ford Tracer – white	Ford Tracer – white	Ford Tracer – white
Ford Tracer – white	Ford Tracer – white	Ford Tracer – white
Toyota Condor – white	Toyota Condor – white	Toyota Condor – white
Ford Bantam Bakki e - white	Ford Bantam Bakki e – white	Ford Bantam Bakki e – white
	Toyota Yaris - silver	Toyota Yaris – silver
		Hyundai Atos –blue
		Hyundai Utility Vehicle -white

In order to keep the Hospice Rustenburg programmes running, sustainability and fundraising are essential. Gone are the days where staff and volunteers sold boerewors rolls at the roadside or stood in malls shaking charity tins. Charity events can be disappointing and with the current economic climate as it is, asking the community for funding has proved to be quite challenging. Therefore, the long and sometimes tiresome task of on-going proposal writing in all the different formats to corporate companies, NLDTF, Churches, mines etc. is vital. The follow up of report writing and statistics is essential to the funder and expected BUT the partnership is an important and symbiotic one. This type of funding or 'donorship' is by far the most gratifying.


It is very rare in any company or organisation to find such peace and tranquillity amongst the staff. Although there is the odd problem, this staff is hard working and dedicated.



An eye on patient care



Highlights from the last year (2009 - 2010) include:



A Toyota Yaris was donated by a very generous benefactor for the use of Daphne Arenstein, the professional nurse (now in her 11th year with Hospice Rustenburg). She takes care of the urban patients.

The assistance provided by the following carers is invaluable and ensures that patients are given additional care and support through frequent visits - Gudrun Kruger, Alida Adam (who has been the longest serving carer at Hospice Rustenburg), Michelle Vagionakis, and Elda Liebenburg. Daphne and the carers meet every two weeks to keep abreast of the needs of the patients.

The community doctors within Rustenburg are becoming increasingly aware of the services that Hospice Rustenburg provides and are referring their patients for palliative care. The organisation also has a good relationship with the private hospitals in the area - Peglearae, La Femme, Ferncrest and Medicare. (the step down facility.) Daphne who is qualified in palliative care lends her expertise in pain and symptom control.

All adult and paediatric patients' care notes have been revised and now ensure that documentation of patient care not only adheres to regulatory requirements but also ensures continuity of care.

The year saw a hopeful beginning when an enrolled nurse was employed to assist Daphne with the care of approximately 40 patients every month. Sadly, this appointment only lasted a year with this person leaving to pursue other career interests.

It must be mentioned that Hospice Rustenburg and Daphne have a very good relationship with Dr. Arno Pretorius (an oncologist in Rustenburg) and his friendly and helpful staff. Patients, who are stricken with cancer and in need of specialised care, benefit from this two-pronged approach.

Hospice Rustenburg has enjoyed its first visits this year from international donors. Interestingly enough, both donors were from Holland. Ep and his wife Joke Huurnink came over at their own expense to assist the support groups with craft activities, sewing in particular.

Reinoud Prins, coming from BSN International brought over a consignment of medical supplies, which have had a tremendous impact on providing better care to our patients. The supplies mainly included wound dressing materials.

Hospice Rustenburg is an organisation deeply committed to bringing quality of life and dignity in dying to our patients. The patients and their families experience 'no end to caring'.

Daphne Arenstein.



Social Development March 2009 until February 2010

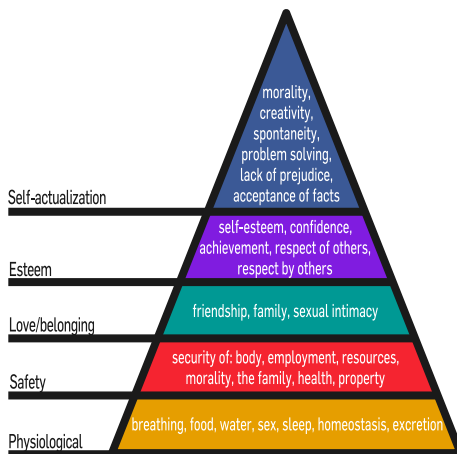
Hospice Rustenburg provides quality care to patients from a holistic approach. This means that we take care of the physical wellbeing of the patient, as well as the social, emotional and spiritual components. There Social Development steps in. Social Development looks at the whole picture of the patient and works closely with the caregivers. The caregivers are the ones who first meet the patients and therefore are the first line of Hospice. Whenever they encounter problems, they will inform Social Development.

From a Social Development point of view, the vast majority of our patients are living in very poor conditions. It means that people struggle with the basics of life, like food and a place to stay. The most common problems Social Development have encountered this year were:

- Financial problems
- Problems with ID documents
- Not taking ARV treatment because of stigma

If you look at the theory of Maslow, most of our patients are on the bottom layer of the pyramid as shown below; this layer is the basic requirements for human survival. If these requirements are not met, the human body simply cannot continue to function and if a person is on or below that level, he/she will not be able to advance to a higher level. A person who hasn't eaten for 3 days simply won't think about anything other than food. In that light, we focus our programmes on the very basics of human existence; food, warmth, a shelter, because these are the needs in the community.

Hospice Rustenburg is growing fast, from 550 patients at the beginning of March 2009 to 835 in February 2010 and with this number of patients, the need for a data capturing system became clear. November 2009 we introduced the Hospice Data Measuring System (HDMS) which allowed us to capture all our patients in one system and gave us overviews as shown below:



People movements:	M	F	A	B	C	W	Total
People b/f	217	583	7	737	2	54	800
Admitted	8	27	0	31	1	3	35
Readmitted	0	0	0	0	0	0	0
Discharged	3	3	0	6	0	0	6
Deceased	5	4	0	5	2	2	9
People cared for	217	603	7	757	1	55	820
Total people cared for	225	610	7	768	3	57	835

This also gave us the ability to get an overview of all interventions that have been done to patients by our caregivers. It is a beautiful system and tool for Hospice, but we also found that there are gaps in the care we provide. For instance, it showed us that Hospice has 110 children in the system, who are not all in the special programme and there lies a big responsibility for Hospice this year. These children all need to be assessed again to make sure they have enough to eat, that they are safe, go to school and develop according to international standards.

Our special children's programme provided care for 36 Orphans and Vulnerable Children (OVC's). We have cared for them as is written in the Childrens Act: "When a child is cared for, he has a home, he is protected from harm and is fed and supported each day" We ensured that they had a safe place to stay, with people who take care of them, by supplying them with school uniforms, making sure that they attend school every day and that they take their medicine where applicable. We also supplied them with a food parcel every month.

Sadly, we have lost one of our children as the father refused to give the ARV's to his daughter. He believed that the traditional herbal medicine would help his daughter, but she became more ill every week. In this case, we approached the father, but he kept on refusing the ARV's. The day that we wanted to take it to the officials, the girl died.

The needs met within the groups were identified by the members themselves.

- 16 men and women in Segwaelane, who are HIV+. They did beading work and gardening to empower themselves.
- 8 old 'tannies' in Wonderkop, who did beading work, to have some activity and to prevent them from being lonely.
- 8 young women in Extension 13, wanted to empower themselves by doing beading work.

In terms of growing and developing within the organisation, Social Development personnel have attended different courses this year to be able to recognise problems and handle them professionally:

- 5-day course Psycho Social Palliative Care, October 2009
- 1-day course Grief Children, November 2009
- 2-day course Paediatric Palliative Care, February 2010

Mieke Kolkman - Social Worker



The Thoughts and Feelings of a Community Care Worker

" I am working very well with my colleagues even though there are problems here and there. For me, my job is a gift from God. Caring is about helping other people, not only in managing pain but also to support the patient and the patient's family emotionally, spiritually and socially.

Every day, I visit my patients in their homes: sometimes I transport a patient to the hospital or to Social Development. I help my colleagues with their office and paper work, with any problem areas with patients and at times, I also assist with the distribution of food parcels.

For me personally, it is very good to help people who can't help themselves because of the different conditions that they find themselves in.

Professionally, I encourage the Community Care Workers to cope with illness in their own families.

Sometimes, I feel helpless because most patients and their families expect a lot from me. In cases such as these, I refer them to the relevant places."

Ntombi Mnjazi

HDMS PROGRESS AND IMPLEMENTATION

After months of speculation and expectancy, the Hospice Data Management System or HDMS as it is referred to was finally implemented in mid October 2009.

The Data Capturer or Information Officer (preferred title) decided in the beginning that only current patients would be loaded on to the computer. This was achieved by each patient file being attended to individually - a long and tiresome task. This 'roll-out' register was completed and the 8th of December 2009 heralded the first set of processed reports. Since then, the HDMS has gone from strength to strength and has shown great improvement with all previous patients and children either current or dismissed having been 'captured' as well. Although by no means perfect, this system is a great assistance to the organisation in that we are able to keep abreast of patient statistics as well as being a fabulous HR tool. The information that can be extrapolated is incredible.

The Hospice Rustenburg patient care notes were revised this year to encompass all the information that the HDMS requires. This too, has proved a mammoth task as communicating and training the nursing staff in how to use the new patient care notes and intervention sheets has been a challenge. However, with time and experience, they will surely achieve success.

At the end of the day, we are grateful for the HDMS system and the positive changes that it has brought to the organisation. We have been supported 100% by various people in the form of mentor visits and telephonic assistance. Jolie Nkusi and Richard Jones from HPCA and Estelle du Toit and Donovan Roets from Matlosana Hospice have been and are pillars of support.

Natasha Voigt / Riana Pretorius

There is no exercise better for the heart than reaching down and lifting people up.



John Andrew Holmer

Events

In the last 12 months we conducted

- A golf day
- Tree of Memories
- Remembrance celebration (Hospice week 2009)

Running an event is a lot of work particularly when you don't have a staff member in charge of fund raising so thank you to Riana for organising the successful Golf Day and we look forward to this year's event.

Also thank you to the staff who were involved.

Volunteers played a vital role in our Tree of memories at the Mall. Without them it would not have been possible.

Remembrance Day was a sad event when all the people who have passed away were remembered. At the same time, it was uplifting with a choir from Lebone school, people from the community and the Hospice staff taking part.



Tins

The tins project is picking up again after a decline due to the weak economy. Thank you to Rona for the hard work putting out and collecting the tins. Thank you also to the team at the office: Thea and Norma who count the money from the tins.

Most of all thank you to the Rustenburg Community and businesses for allowing our tins to be displayed and to our donors for putting their small change into our tins.

Proposals

A lot of hard work goes into writing a proposal. Most would think it's just a few words asking for money but it is not. Due to the commitment of the staff at the office, we have had a few positive responses to our applications: for example we now have a new truck for picking up donations and a new car for Patient Care. Thank you to Lotto for the funds to purchase these vehicles.



Donations

Over the last 12 months we have had several very generous donations from patients and their families so our thanks goes to them.

The Hospice Shops

Hospice Rustenburg shops are doing very well again and we would like to thank those who helped us to raise the funds through the shops. We apologise if we miss anyone.

THANK YOU TO:

- All our donors
- Staff
- The Herald
- Hyper Soap
- The schools, pre-schools and businesses in Rustenburg
- Customers
- Volunteers
- The Rustenburg Community
- Solly's Furniture & Electrical

It has been a difficult start to the year due to the economic slump but without the above people we would not have done as well as we have. The shops are improving dramatically now, due to the hard work and determination of everyone involved in them.

The shops now have a new Business Manager, Elize Pretorius, who along with her team is doing a wonderful job. There have been many other changes involving the staff and they are all rising to the challenge. It has been wonderful to see people change and take responsibility thus taking the shops into the future.

Volunteers

As usual we are still looking for new volunteers

Shops

We have 2 shops: one in Steen Street; one at the Phokeng Plaza and our mobile shop. The shops not only produce funds but they raise awareness in the community.

We sell anything:

Clothing - women's, men's, children's -Books, magazines, puzzles, games, records, tapes; - Kitchen wear, computers, office equipment; - Furniture, electrical appliances etc.

Cleaning Rags

Don't forget we have cleaning rags for sale at the shop for R30 per 4kg bag of good quality rags.

Donations

Donations are vital to us. Remember to think of us when you are cleaning out, getting rid of old stock, computers, clothing, books etc. We provide a pick-up service or you can drop things at the office or the shops. Thank you to all the schools and pre-schools who have participated in the Pack-a-Sack programme. If your business would like to be involved, please let us know.

Some New Ideas

The shops are always looking for new opportunities.

This year we hope to:

- Open another shop
- Develop a better volunteer programme
- If you have an idea for the shops let us know!
- Train staff and volunteers

Thank You for your support

Sue Matthews
Shop Supervisor

DONOR SUPPORT (Appropriate recognition is given to each donor.)

- B.P. Shalom
- CIDA
- Rustenburg Combined Community Services
- 'Friends' of Hospice
- Lonmin Platinum Mine
- Marcello Georgino Computers
- N.G. Bergsig Kerk
- National Lotteries Development Trust Fund (NLDTF)
- Patients' families (DILLOWS - donations in lieu of flowers)
- Hospice Palliative Care Association (HPCA) - PEPFAR
- Rudan Garage
- Rustenburg Charities Unite (RCU)
- Rustenburg Community
- Rustenburg Herald
- Rustenburg Methodist Church
- Signtopia
- Shofar Telecommunication Services
- Telkom Foundation
- TTC Computers
- James Kingston Charity Trust
- Bophirima Print and Marketing

The Way Forward

Hospice Rustenburg provides home based palliative care within the Rustenburg and Bojanala District. The organisation was established in October 1997, almost thirteen years ago! It is the challenge to the present board of directors and Hospice management to ensure that the organisation sets course, raises its sails and leans into the sailing winds for the next thirteen!

Good governance and leadership in line with the King III Report, and attracting willing and capable directors onto the Hospice Rustenburg Board will be a priority. It is hoped that within the next year, Hospice Rustenburg will achieve full accreditation with COHSASA, thus obtaining five stars from Hospice Palliative Care Association of SA . Presently Hospice Rustenburg carries three stars.

Palliative Care is a highly specialised field and professional nurses are required to qualify, in addition to their general nursing. Recruiting to the organisation professional nurses, who are prepared to qualify in this field, is critical to ensuring the continuity of the provision of home based palliative care in the community. Recruitment and retention of this calibre of professional nurse means that Hospice Rustenburg must be able to compete favourably with market related salaries.

Hospice Rustenburg would like to assist the community care workers in following a career pathway - many of the current employees would like to pursue their aspirations of becoming auxiliary nurses and they also have hopes of obtaining their drivers licences.

A key focus for the organisation must be sustainability - a foundation laid today to ensure that Hospice Rustenburg is able to continue to provide palliative care for many more years. One of the aims is to generate a viable source of income. The second hand shops have over the years gone from strength to strength. The feasibility of opening additional second hand shops is being explored. Customised first aid kits are being sold. The proceeds from this endeavour are utilised for patient care.

Hospice Rustenburg has been designated as a satellite training centre for HPCA. Although the focus is on training palliative care, we will be offering training in home based care to community care workers.

We would like to partner with the Department of Health and the mines in our community to assist them with their training needs.

A fully equipped training facility is available for hire when not in use by the Hospice. This is an ideal venue for small conferences and training sessions within the community. The venue can host 30 delegates.

Hospice Rustenburg prides itself on its transparency and accountability to the community it serves, for not only the high standard of care provided to its patients, but also on its sound management principles and financial accountability. The financial year ended on the 28 February 2010, the books were at the auditors by the 9 March 2010, and the finalised audit report was received by the organisation on the 4th May 2010. This is surely something to acknowledge and be very proud of!

We are thrilled to have been amongst the first of ten Hospices countrywide to implement the new Hospice Data Management System. This system enables us accurately to capture our patient statistics and generate reports which account for the patient care. This level of sophistication gives our donors accurate and precise accountability regarding where funds are allocated and how they are utilised.

The growth and development of the organisation in recent years means that we are in a position to explore the possibility of extending our reach into additional communities. Koster and Swartruggens are areas that have been identified as potential sites in need of palliative care.

At Hospice Rustenburg, the care of our patients is of paramount importance. We do however acknowledge the role of the people who provide that care. Our programme needs to embrace 'Caring for the Caregiver'.

Many of the patient care team who live and work in the areas where patients are located are themselves confronted with challenging circumstances.

Hospice Rustenburg is grateful to one and all for a decade plus of service to this community; a much needed service. It is with optimism that we look forward to the next decade and whatever winds blow our way, we shall turn our sails into them and enjoy the ride.

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Organisation Details

OFFICE	SHOP 1	SHOP 2
Physical Address	Physical Address	Physical Address
4 Boshoff Street Rustenburg 0299	48 Steen Street Rustenburg 0299	Shop no.15 Phokeng Plaza Phokeng
Tel: 014 592 8925	Tel: 014 592 2872	Tel: 083 436 8016
Fax: 014 592 8926	Fax: 014 592 8926	Fax: 014 592 8926

E-mail: hosprib@mweb.co.za

Website Address: www.hospicrustenburg.co.za

Postal Address:
P.O.Box 20469
Protea Park
0305

Organisation Registration Number
9922165/99

Non Profit Organisation Number
030-333

Public Benefit Organisation Number
18/11/13/4711

Broad-Based Black Economic Empowerment Number
EMEXTXG3
Issue Number: 1