



Cancer Care West Inis Aoibhinn

Welcome

Welcome to the 2019 annual report for Cancer Care West. In this report we are proud to highlight the achievements of our team, in partnership with our volunteers and supporters, in 2019. Overall, we are delighted to confirm that it has been an excellent year for Cancer Care West as we continue to broaden our impact on those in the West of Ireland whose lives have been affected by cancer. We hope that the details provided over the next few pages bring this work to life and demonstrates the positive physical, emotional and financial effects our services have had on the lives of those with whom we work.

As all our services are provided free-of-charge, none of our work would be possible without the voluntary donations of time, effort and money that we receive. We continue to be enormously grateful for this assistance and hope that, through this review, our supporters gain an insight into the importance of their contributions and the success of their combined efforts.

As the number of cancer patients in Ireland continues to rise, the need for our services also grows. We look forward therefore to building on the success of 2019 in the future and to devising new or better services which raise the bar for cancer support in our community.

Reporting period 1st January 2019 to 31st December 2019

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CANCER CARE WEST ANNUAL REPORT 2019

provides support and services throughout the counties of Donegal, Sligo, Leitrim, Mayo, Galway, Roscommon, Clare.

Cancer Care West

PEOPLE IN OUR COMMUNITY

are affected by cancer every day, directly or indirectly through a loved one. At Cancer Care West our vision is that no-one should have to go through a cancer experience alone, and everything we do has this vision in mind.

We provide professional community-based practical and emotional support services, free of charge, to anyone affected by cancer and to their families.

Our services fall into two categories: support services covering a range of offerings in our support centres in Galway and Letterkenny and accommodation services for patients on radiotherapy offered from our lodge in

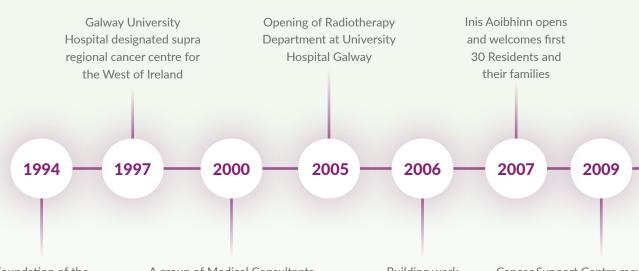
University Hospital Galway. Outside of the services we also fund a number of specific, patient focused research projects as well as co-funding projects which advance cancer patient treatments.

OUR OBJECTIVES

Our objectives as an organisation focus on building our service profile and increasing our fund raising so we can maximise the impact we can have on cancer patients living on the West Coast of Ireland. In 2019 we set out to:

- 1. Reduce/eliminate our deficit
- 2. Increase our portfolio of offerings
- 3. Extend our capability by adding further professional experience to our people skills
- 4. Invest in life saving cancer research and treatments
- 5. Improve the environment into which we welcome our clients

Cancer Care West Timeline



Foundation of the Leukaemia Trust

First professional fundraiser appointed A group of Medical Consultants came together to widen the focus of The Leukaemia Trust, now called Cancer Care West

Building work at Inis Aoibhinn commences

Cancer Support Centre moves to dedicated building and is officially opened by President Mary McAleese

3 additional rooms added at Inis Aoibhinn

Psycho oncology service established at University Hospital Galway





Richard Flaherty Chief Executive



John MacNamara Chairman

Welcome to the Cancer Care West 2019 annual report.

While the number of people diagnosed with cancer in Ireland each year continues to rise, the death rate from cancer thankfully continues to drop. This means that there is a growing number of people who live with, or survive, their cancer diagnosis over increasingly longer periods of time. Our purpose is to be there for these people and their families providing an array of services and support that contributes to their day to day wellbeing. In 2019 we are pleased to report that once again our capacity to provide these services grew in line with our ambitious plans and as this report outlines how our positive impact on the care for cancer patients in the West of Ireland has continued to increase.

As demand increased for our services in 2019 almost 3,500 people visited our premises or otherwise availed of our offerings. Inis Aoibhinn, our residential lodge at UHG for radiotherapy patients, continued to operate at full capacity throughout the year with a waiting list in operation at certain times of the year, indicating an ever-increasing demand.

Our two cancer support centres in Galway and Letterkenny continued to support increased numbers of people affected by cancer with 2,200 patients provided with over 10,700 interactions by Cancer Care West cancer support specialists. This represents a significant level of service, provided by a small number of employees and contractors with specialist expertise in cancer support.

In late 2018, the charity made a commitment to purchase a 29-seater bus at a cost of €150,000 to transport Mayo cancer patients to Galway. In March 2019, the charity launched the new weekly service and by the end of the year over 80 Mayo cancer patients used the bus. The charity received a grant of €100,000 in 2018 towards this cost under Measure 4 of the CLÁR Programme which was established to fund cancer transport support initiatives.

As a West of Ireland charity, Cancer Care West is strongly committed to ensuring that the best treatments and services are available to patients in the region. To support this commitment the charity donated €350,000 in 2019 to the cost of the procurement of a new

Twenty-five years ago, this charity was created with a vision to fulfil an evident and growing need on the West coast of Ireland. While so much has been achieved there is always so much more we can do. With the number of people living with cancer increasing and our capability to support them in community settings constantly evolving our vision that no one should go through cancer alone is as imperative today as it was then. We remain committed to our goals and we are deeply grateful to everyone who joins us on our journey.

Without a knowledgeable and committed

team, Cancer Care West stands little chance of

delivering its services or raising enough money to fund them. The quality of our small team is

outstanding and is the number one reason for

our success. Their dedication and compassion raise our everyday work to an exceptional level and in 2019 the consistently outstanding

feedback from our service users is a tribute to

their ongoing efforts. We also remain blessed

by the exceptional people who volunteer for

our charity and of course our Board members.

passion for the cause ensure that we continue

Once again their dedication, innovation and

to deliver and thrive.

Jhairma

DaVinci surgical robotic system for University

robot operated on over 200 cancer patients at

UHG greatly enhancing their experience and reducing the length of stay for inpatients at the

As always, all of our services are free of

charge and we continue to develop our

fundraising programme in order to support

these services. Thankfully our fundraisers,

display extraordinary generosity, enabling us

to increase our fundraising in 2019. We once

our fundraising effort, no matter how large or small the contribution. Combined you have

majority of our expenditure is funded through

West would like to acknowledge the ongoing

operating costs of Inis Aoibhinn. During 2019

UHG contributed €600,000 to support the

again extend our sincerest thanks to each and every person who has contributed to

raised over €1.617m in 2019. Whilst the

the generosity of the public, Cancer Care

financial support from UHG towards the

donors and sponsors have continued to

hospital.

lodge.

Hospital Galway. During 2019 the DaVinci

The Year in Numbers

3,477 ††
INDIVIDUALS
AVAILED OF
OUR SERVICES

19,176

MEALS SERVED

AT INIS AOIBHINN

10,710
VISITS TO
CANCER SUPPORT
CENTRES

9,588 iffi BED NIGHTS PROVIDED TO CANCER PATIENTS AND THEIR FAMILIES

400
FUNDRAISING EVENTS
WHICH RAISED

€1.617 MILLION!



Mayo Bus Launch

John the bus driver with PJ, the first person to travel on the Cancer Care West cancer bus

One of the highlights of 2019 was the launch of the Mayo Bus Service. The service was launched following the purchase of a new 29-seater bus in late 2018. Costing €150,000, the purchase was enabled by a grant of €100,000 under Measure 4 of the CLÁR Programme, which was established to fund cancer transport support initiatives. The bus has since travelled over 20,000 kilometres from March to the end of the year transporting patients to and from their homes all over Mayo. Prior to the purchase of the bus, patients from Mayo needed to organise their own transport to and from Galway during their treatment.

To fund the running costs of the service the charity launched the Mayo Bus Appeal. Several Mayo businesses and organisations came on board to support the project. In addition, a number of personal donations from individuals and groups who were keen to support the initiative were received. Like all of our services the bus is offered free of

charge to all who need it but the costs of this new service will be approximately €200,000 over the next three years and so we will continue to run the Mayo Bus Appeal and hope that individuals and businesses from Mayo will continue to support this project.

The first person to avail of the Mayo Cancer Bus was PJ Togher from Belmullet. PJ explained the difference the bus made, saying: "I started my treatment in January before the bus service began so it meant that I relied on family and friends to bring me to Galway each Monday and home again on a Friday. It's a tough two and half hour drive from Belmullet to Galway, on bad roads, on top of everything that I was going through; it was additional stress I didn't need. Luckily I was able to avail of the bus for the final three weeks of my treatment. It made such a difference not having to trouble someone to bring me to Galway and home again each week. It allowed me to focus on my recovery. The bus is a great service provided by Cancer Care West that is making a huge difference to cancer patients in Mayo."



I am delighted to present a brief report on the activity of our cancer support centre during 2019. This report will review services and developments at Galway Cancer Support centre during this year. During the last eleven months, 1471 people have used our service and the centre has been visited just over 9,000 times. Since January, the following developments have taken place:

- 1. We have developed an anxiety management programme for cancer patients who experience debilitating fear of recurrence of their cancer. This programme is run by the psychology service over five weeks and so far the evaluation of the programme has highlighted the value of good psychoeducation about anxiety, peer support, CBT techniques and Compassion Focused Therapy. We plan to continue to offer this programme in 2019.
- 2. We have rolled out the Cancer Thrive and Survive programme which is run in conjunction with the National cancer Control Programme. This six week programme is for patients who are post treatment. Its primary aim is to encourage self-management of the consequences

of living with cancer and deals with all aspects of the aftermath including stress management, side effects of treatment, physical well-being, relationships, and self-esteem and coping issues. This year, 16 patients have attended this course. As well as continuing to offer this course, we will also host training for cancer support specialists working in the West of Ireland. This will be run by the National Cancer Control Programme.

- 3. Our rehabilitation physiotherapy service has been very busy this year. The following programmes and workshops have been offered to patients:
- An open gym session twice per week caters for between 12 and 16 patients twice per week.
- A men only group catering for between 5 and 8 patients weekly.
- A weekly group for patients currently undergoing chemotherapy who need more support, usually approximately 5 participants.
- An open exercise class weekly with between 6 and 10 patients.
- A pre surgery clinic for oesophageal cancer patients run in conjunction with GUH.
- A colorectal intervention group post treatment run in conjunction with Medical Oncology services at GUH.
- A fatigue workshop run in conjunction with the psychology department.
- Survivorship programmes run over six weeks in conjunction with the Psychology department.
- Individual treatment for cancer patient who are experiencing ongoing physical side effects of treatment (92 patients).
- Our physio has also spearheaded patient participation in a 5K run/walk once per month in Oranmore and this is now co-ordinated by one of the patients.

Plans for next year include monthly information services for women with breast cancer in terms of avoidance of Lymphedema in conjunction with the Symptommatic Breast Clinic at GUH, and the development of specific rehabilitation services for men and women experiencing the side effects of gynaecological and prostate cancer.

- 4. In terms of the psychology/counselling service this has continued to expand both in the centre and in the two hospital based services at GUH and the Galway Clinic. A total of 930 clients have attended for appointments this year. In GUH, 280 cancer patients have been seen on 632 occasions. In the same time period, 102 patients have been seen 172 times at the Galway Clinic. As well as offering individual support to patients and families, we have also developed the following interventions during 2019:
- A fatigue workshop for patients who experience this very debilitating side effect of cancer treatment. The primary aim is to educate patients on the physiological and psychological impact of fatigue and to offer practical suggestions about coping strategies. There is also a social support aspect which is central to the programme.
- We also run focus groups around the survivorship programme to ascertain the effectiveness and outcomes of this intervention for the purposes of service development.
- We continue to develop the children's service. As well as offering individual support to children and parents, we also offer support to schools where children are coping with a cancer diagnosis. Very significant links with

- the Paediatric Psycho-Oncology services at Crumlin Children's Hospital have been developed and Cancer Care West now accepts referrals of children diagnosed with cancer who live in the west of Ireland.
- We continue to offer Psycho-Oncology support at GUH four days per week.
- We have developed a questionnaire to evaluate the service from the patient perspective. This is a 70 item self-report questionnaire that will evaluate the patients full interaction with the service and inform service development in the future. Results will be available in 2020.
- 5. In terms of the oncology nursing service, there have been a significant increase in the number of drop ins to the service over the last year. As well as this, the nurses have organised delivery of the 'Cancer Thrive and Survive' course through the NCCP. This six-week self-management programme is offered to patients who are at least three months post treatment. They are also delivering talks to various companies and workplaces around Galway and Mayo on cancer prevention and symptoms.

From the perspective of the National Clinical Programme Lead role in the NCCP, this is a year where the current National Cancer Strategy have received some funding for the role out of Psycho-Oncology teams in acute hospitals. These posts will come on stream in the last quarter of 2020. In addition we continue to pursue funding for Community cancer support. It is very important that Cancer Care West is seen as an integral part of cancer support services and this has been

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CANCER CARE WEST ANNUAL REPORT 2019

Cancer Support

achieved this year.

This year we celebrated our ten year anniversary in May. When we opened in 2009, our aim was to provide psychosocial support to cancer patients and their families. I am pleased to say that we have achieved that and more and have now become one of the leading cancer support centres in Ireland, offering the most comprehensive service across all the key disciplines in terms of support for this cohort of patients. I want to thank most sincerely our staff, volunteers and donors who support our vision of cancer care. I also want to thank our CEO and the Board of Cancer Care West for their continuing commitment to this service. And finally to our most important group, the patients and families who use our services, without whom there would be no centre. It is our privilege to help them through their experience of cancer.

Helen Greatly

Dr Helen Greally Director, Cancer Support Centre

In 2019, 1471 people used our service and the centre has been visited just



Jalway Cancer Support Centre

YEAR	NUMBER OF CLIENT VISITS	NUMBER OF CLIENTS TOTAL CLIEN USAGE incl. Tal Events etc.		DROP-IN VISITS			
2010	5567	1017	1050	2900			
2011	6062	1071	1200	3630			
2012	6483	1233	1401	4100			
2013	6603	1248	1450	4210			
2014	7096	1240	1451	3912			
2015	7112	1253	1455	3858			
2016	7182	1315	1486	3611			
2017	7050	1400	1566	3255			
2018	7666	1376	1499	3414			
2019	9027	1471	9027	4121			

Clients by County of Residence

COUNTY OF RESIDENCE	CLIENT VISITS
Clare	56
Donegal	25
Galway	988
Mayo	149
Sligo	40
Roscommon	76
Leitrim	20
Other	116

"From the moment I arrived at the Cancer Support Centre I felt welcome. I talked to one of the Oncology Nurses, and realized that it was the first time since my diagnosis that I didn't feel alone."

MARIA, CANCER SUPPORT CENTRE CLIENT

Cancer Support Centre Service Visits

SERVICE	VISITS	CLIENTS
Clinical psychology	2794	903
Psychology/Counselling	57	27
Seen in UCHG	632	280
Seen in Galway Clinic	172	105
Oncology Information	974	496
Reflexology	219	136
Yoga	1150	126
Massage	243	144
MLD	284	104
Tai-Chi	221	63
Exercise	368	32
Benefits Advice	181	134
Relaxation Class	29	19
Mindfulness	110	30
Survivorship Courses	135	28
Physio Assessments	180	180
Physio Treatments	241	92
Open Gym	614	68
Small Exercise Groups	347	60

Emma Houlihan

Physiotherapist, Cancer Care West

My name is Emma. I joined the Cancer Care West Support Centre Team in 2018. They told me that they had expanded massively just before I arrived and they now had a fully equipped gym that was specially built for cancer rehabilitation. At the time they were looking for somebody to join the team to help with running this new service.

I see people before, during and after advanced cancer. We can now offer tailor made rehabilitation programs for people and It is great to see people coming in to us and using the service. Even in the time of Covid we are still seeing people physically but it is also great to be able to offer online rehabilitation to people.

People can often be nervous before they contact us. They often don't know what to expect. However, once we meet people and talk about what we have on offer they are much keener to get involved. A lot of people will have something specific that they want to work on. Some people want to be able to hold their grandchildren again, some want to get back to sports like surfing, some want to get back to work or some people want to find ways to manage their energy so they can spend their time doing their favourite things. Additionally, some people will just want to generally get fitter and stronger and get back to feeling more like themselves again.

It is great to see how people become more comfortable and gain some confidence back over time. Seeing patients getting back to doing those things that they want to do is always good! Being able to help people maintain their activity levels for as long as possible is brilliant too.



"Through tailored exercises provided by my cancer rehab physio Emma, I was able to regain my physical health, and I feel the rewards of this every day, in so many ways. I am certain too that my mental well-being improved thanks to cancer rehabilitation. The support and encouragement Emma gave me was so important, and throughout the program I felt more and more able to manage the emotional part of my recovery."

Bowel cancer patient Jean-François L'Haridon, a keen surfer and IT professional, was supported by his Cancer Rehabilitation Physiotherapist Emma Houlihan

Cancer and its treatments can come along with a whole range of difficult side effects so it is lovely when we see how some of these side effects can be improved while working with our patients.

I know that the other staff members in CCW would agree that there have been many challenges along the way with getting things up and running however when you see positive changes in patients it keeps us driving forward. There is lots done but still much more to do!

Dave Comer

Cancer Support Centre Client

In April 2018 I was at work one evening when, with no prior indication that something was wrong. I suffered a seizure and unknown to me was transferred to UHG. Over the following days I discovered I had a brain tumour. On May 30th of the same year I was diagnosed with a rare form of brain cancer and told I had a "huge battle" ahead of me to survive it. Through meeting amazing medical people in UHL, and St. James's hospital in Dublin my tumour was totally eradicated through a tough chemotherapy regime in Limerick and eventually my cancer was cured by undergoing a stem cell transplant at St. James's In Dublin. I finished my cancer treatments in mid-November 2018 and I then began to attempt to try get my life back on track.

I was struggling to do so. But that's when in February of 2019 I attended Cancer Care West Support Centre in Galway to seek help, both psychologically and physically. I immediately met with Dr. Damien Connolly there. Through counselling I managed to get my psychological well-being improved immensely.

At this time I also sought assistance with my physical wellbeing. I then met with the physiotherapist in Cancer Care West, Emma. Through her brilliant assistance I began to also get back to the body type I previously had. She designed an excellent program which I followed. I was still attending the centre up until the COVID issue arose.

"I then met with the physiotherapist in Lancer Lare West, Emma. Through her brilliant assistance I began to also get back to the body type I previously



Emma still runs weekly online training classes which are also of great benefit to my wellbeing. I have no doubt that if it weren't for the existence of Cancer Care West my life would still be in a precarious place and I am enormously grateful to them for assisting me in so many ways. I also would hugely recommend any person who is affected by the horrible cancer disease to attend this centre and avail of their brilliant care and help.

The end of 2019 marks almost 3 years since the arrival of Cancer Care West in Co. Donegal. Similar to preceding years, it was the service continues to go from strength to strength. It is clear from feedback from patrons that the Centre continues to be a and we are incredibly grateful for the vital

vital resource to patients and their loved ones contributions of local patrons, Letterkenny University Hospital, and fundraisers for the continuing prosperity of the service.

The year began on a very positive note with the successful recruitment of a Senior Clinical Psychologist – Dr John Donohue. Dr Donohue previously worked in the UK specifically in the area of Psycho-Oncology in an acute clinical experience in working alongside cancer patients and their loved ones. It furthermore marks a development in his own career progression as in addition to the clinical element of his role, Cancer Care West offered the opportunity for more managerial and service development responsibilities.

As one door opens another one closes and with the arrival of Dr Donohue, the Centre bade a reluctant farewell to Ms. Mary Friel, our Clinical Nurse Specialist. Mary had been with the service since its inauguration and was instrumental in developing many of the services which hallmarks the scope of Cancer Care West. She was much appreciated by all who attended the Centre, and we are immensely grateful to Mary for her dedication to patient care and hard work in furthering the

With every cloud there is a silver lining and with Marys' departure, Cancer Care West was fortunate with the recruitment of a new dedicated administrative assistant, Ms. Patricia Doherty. As a business graduate from GMIT she has proven adept at grasping the operational processes of the Centre. Even though her time with us so far has been short, she has become an invaluable member of the team and is much appreciated by patients and their loved ones.

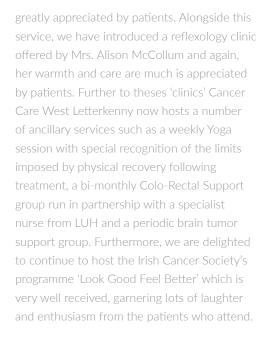
Keeping with a recruitment focus, we were Specialist, Mrs. Clodagh McGuinness. Clodagh brings with her an immense range of clinical knowledge in addition to a natural tenacity for patient care and service innovation. Her commitment to care of cancer patients has proven to be a natural and vital fit for the service and we are so fortunate to benefit from her energy and creativity.

As a result of patient numbers and the presence of the newly appointed psychologist, Cancer Care West Letterkenny was in a position to offer a trainee counsellor a clinical placement which commenced in September. Our student counsellor, Mrs Marie Scanlon has proven to be a wonderful addition to the service and although still in training, she has an instinctive aptitude for the work and as with the other new members of the team, we are immensely fortunate to have her join us.

In line with previous years, the Centre has continued to deliver both core and ancillary services which characterises the unique vision of Cancer Care West. Having begun in 2018 the manual lymphatic drainage service continued to prosper and the number of patients using the service has increased manifold. We are grateful for the professionalism and care offered by our therapist, Mrs. Elaine McDermott, and we know that her very approachable disposition in conjunction with her clinical skills are

Centre

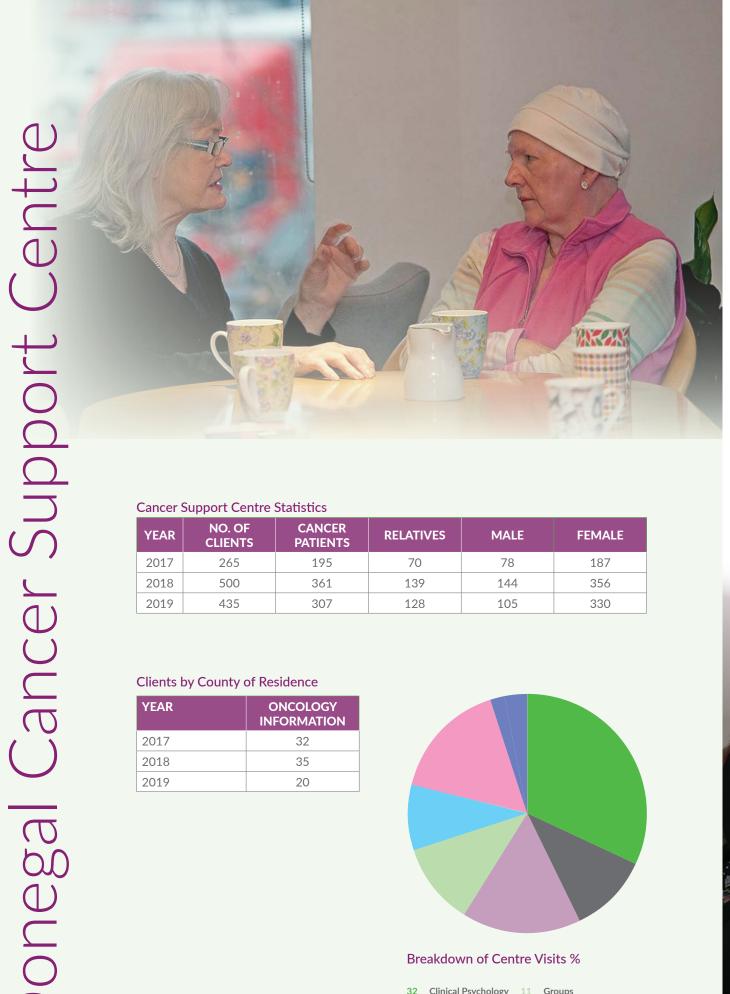
Cancer Support



Our year concluded with a delightful Christmas floral centerpiece arranging evening hosted by our trainee counsellor Maria alongside Clodagh and Patricia. The event was a lovely celebration of 'new beginnings' for the patrons who attend the Centre generally and the garnering of new relationships. Perhaps the occasion epitomised the spirit of the Centre and of Cancer Care West more broadly whereby patients experienced a safe and welcoming environment and a deeper sense that no one need go through cancer alone. We look forward to enhancing the service in even more creative ways in 2020.

Dr John Donohue

Senior Clinical Psychologist Cancer Support Centre Donegal



Cancer Support Centre Statistics

YEAR	NO. OF CLIENTS	CANCER PATIENTS	RELATIVES	MALE	FEMALE
2017	265	195	70	78	187
2018	500	361	139	144	356
2019	435	307	128	105	330

Clients by County of Residence

YEAR	ONCOLOGY INFORMATION
2017	32
2018	35
2019	20



Breakdown of Centre Visits %

- 32 Clinical Psychology 11 Groups
- 11 Reflexology
- **Oncology Information**
- 16 Drop-In
- Manual Lymphatic Drainage
- 5 Other

Breda Friel

Donegal Cancer Support Centre Client

I am a service user of Cancer Care West since summer 2017 since going through my chemotherapy treatment and surgery. From January 2017 to August 2017 and before I had my radiation treatment, I realised I needed extra support to recover from my diagnoses of breast cancer. I attended a councillor in the Cancer Care West's support centre in Letterkenny and she was very good at helping me cope with everything going on. I had a good network of family and friend's but sessions with the councillor helped me deal with everything at my own pace. I also used the centre for manual lymphatic drainage. This is a great service as there are very few practitioners in Donegal. When I finished my cancer treatment, I took part in a

mindfulness course. Here I met a lovely bunch of people and we still meet on an ongoing basis. We all have CCW's support centre as our link. The Support centre also provides yoga and reflexology for users both of which I have availed of. But for me the centre means more than a place to go for treatments. It has a lovely feel to it and you just feel better after a visit and a cup tea there. I was re diagnosed this year and the centre was my first stop off point to help me get my head around the news. Cancer is growing in our society and places like Cancer Care West's centre is vital for any patient or survivors and their families.

Letterkenny and Co Donegal are blessed to have these services available which are free to all who use them and are funded totally by fundraising and donations.

3reda's Story



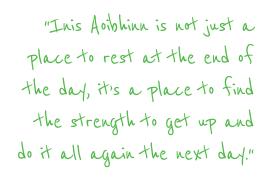
At times of great stress in our lives we are often most comforted by familiar routine and surroundings. At the end of a difficult day to be able to relax into a warm, comfortable and friendly atmosphere has a huge impact on our resilience, especially when we know we will face many more days like this in the near future. This is why Inis Aoibhinn is so important to our service users. This is what makes it the haven it is for people undergoing weeks of radiotherapy, miles from home and family and familiar surroundings. So for those of us who work at Inis Aoibhinn making it a home from home is not a cliché, it's our purpose and our privilege.

From the time a patient arrives to our door for the very first time, to when they ring the newly installed ceremonial bell to signify the end of this element of their treatment, our aim is to provide them with security and peace of mind, rest and respite. From our kindly bus drivers, welcoming receptionist, caring oncology nurses, fabulous chef, staff, we are all dedicated to providing an atmosphere that allows our guests to just sit back and relax and let them be cared for.

"Lancer Lare West was like a haven in the midst of my treatment." Anne, Inis Aoibhinn Resident Once again in 2019 we had the pleasure of welcoming 332 residents to Inis Aoibhinn along with many of their families and friends. Serving up over 19,000 meals and endless cups of tea and biscuits (and if you are very lucky one of Ollie's scones), our kitchen staff are hardworking and professional. However they also take the time to check everyone has eaten so when appetites are low, or waiting times at the clinic are long, trays are prepared and food is set aside for later. We were delighted with the dining room refurbishments this year, it is a beautiful, bright, homely space that patients, families and staff all enjoy.

Of course as we get to know each guest over the course of their treatment we build many wonderful friendships that last long after they move on with their lives. But what is more inspiring is watching the life affirming their co-residents as they recount their struggles, worries and triumphs, in ways that only travellers on the same road can share. The social aspects of the lodge therefore are an important part of this bonding process and in this we are so fortunate to have many volunteers and groups who visit us each year and provide entertainment, services and settings that elevate our community environment to something much more special. A special mention for the Boots Chemist & Brown Thomas therapists who visit regularly bringing cosmetic advice and goody bags as well as to Mike O' Connor and the Celtic Ramblers and Tony's Music Mix for entertaining us.

When all is said and done Inis Aoibhinn is rest and to wake up feeling refreshed for the new day. Our 33 en-suite rooms are each furnished with two comfortable beds, so guests can be accompanied by family or friends, a tv and tea/coffee facilities. Each room was newly painted during the year by our building maintenance volunteers - Ollie, Kevin and Eammon. Everyone is assigned the same room for the duration of their



stay so they can unpack once and make the room their own, knowing on their return after the weekend everything is as they left it. However possibly the most important element in the room is the phone which gives the guest a direct link to our 24hr oncology nurses on site. Their presence and caring support gives patients a peace of mind that is rare during their cancer journey - just the knowledge that no matter how they feel, what ails them or how scared they are someone is there to help them. And in very rare cases they are just around the corner from UHG if further intervention is required. We are very proud of our clinical staff and we know how deeply appreciated they are by the

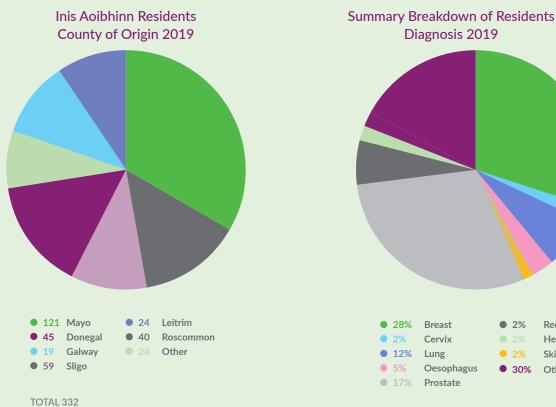
So once again we have had the pleasure of welcoming the most amazing, inspiring, special people over the past twelve 12 months. We have been completely delighted to feed, comfort and care for each and every one of them. Every day we work hard to provide our service. More importantly every day we laugh and cry. Most importantly every single day we give thanks for the support we receive which makes all of the above and so much more possible.

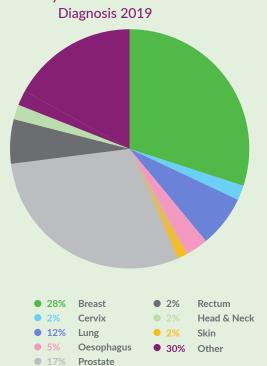
Josie Hynes

Operations Manager, Inis Aoibhinn









Number of residents accommodated at Inis Aoibhinn March 2007 - December 2019

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	TOTAL
194	287	302	288	322	324	322	398	358	345	340	313	332	4132

Important to note that sometimes residents may have to stay for a longer period of time due to treatment plans

atient

Cancer Care West has also been providing practical support for families in the west and northwest of Ireland who are undergoing long term cancer treatment through our Patient and Family Support Programme.

Families can apply to avail of long-term accommodation close to University Hospital Galway when a family member is receiving cancer treatment in hospital. Eligible families who don't live in Galway but want to stay close to their loved one will be found local accommodation at no cost to them.

In 2019, 50 families were supported with a total of 200 nights' accommodation in apartment or bed and breakfast accommodation.

We also assist individuals and families in need of financial support by providing shopping and fuel vouchers.

"In 2019 so families were supported with a total of 200 nights, accommodation"



Inis Aoibinn, at the heart of University Hospital Galway, is a small oasis of calm and restoration. From the moment its guests come through the front door it is clear that this building is welcoming, homely and quietly relaxed. Ensuring that this comfortable and hospitable atmosphere is maintained is largely down to two of our long standing and much lauded volunteers, Eamonn McElroy and Ollie Brennan. Olunteer

Eamonn (volunteering for nearly 8 years) and Ollie (volunteering for over 3 years) have dedicated themselves to making this facility a stand-out example of how cancer-patient care can be delivered. Yes they get the basics done - the building is beautifully maintained, cheerfully decorated, well presented and always looking immaculate. But their version of volunteering is not just the basics, it's all the extra touches that make these guys special.

Keeping a much-used building in top working order is in itself a task so these "retired" gentlemen are always busy fixing, painting, decorating and gardening. They also take on numerous smaller tasks to support the staff who see them as an integral part of the team. Whether it's helping out with fundraising, delivering Christmas cards to retail outlets, hanging up signage and posters or sorting out promotional t-shirts they never fail to get stuck in and help out.

The role of volunteers is always varied and interesting. One lovely project the two gentlemen have taken on recently is to organise a monthly music evening in Inis Aoibhinn, bringing together musicians from around Galway to entertain the residents and ensure everyone enjoys some ceol and craic. But probably the most special task the two guys take on are the roles of Santa Claus and his helper each year at the residents Christmas dinner!

Easily mixing among the residents they create an ever-cheerful atmosphere, delighted to help, happy to chat and unfailingly kind and comforting. No matter how busy they are they take their time with people, listening to their stories and taking note of their needs. Many of our residents over the years have spent time with Ollie and Eamonn in the garden sowing plants, weeding or just generally tidying up. All this adding to the home from home feeling and giving people a space to relax and take their mind off things.

That all of the above effort is offered on a voluntary basis is quite remarkable. While the lads might say that they get as much out of the giving as they give, we only know that we simply could not do what we do without them. Thank you guys for the years of volunteering, the never-ending good humour, the can-do attitude and the kindness you have shown. And keep those scones coming Ollie!





David O'DonnellHead of Fundraising and communications

Fundraising determines the future of our success. The more money we raise the more and better services we can provide. Thankfully our army of fundraisers, supporters and sponsors never let us down. Year on year they overwhelm us with their energy, generosity and inventiveness. We simply cannot thank everyone enough for their contribution because each and every one, big or small, once off or regular, contributes to our success. And every contribution can impact the life of a cancer patient and their family.

It is impossible to mention all the events which happened in 2019 but a few deserve special mention. Firstly, The Frances Thornton Memorial Galway Bay Swim once again was one of the charity's flagship events and raised €114,000 in 2019. This event has raised in excess of €900,000 since its inception thirteen years ago - a staggering amount for any one event.

And secondly, we were delighted in 2019 to launch a fundraising appeal to support the new Mayo bus service which commenced operation in March. We had a great response to this appeal with the Mayo IFA deciding to come on board and support the project. Utilising their 55 branches throughout Mayo they organised a monster raffle in aid of the Mayo Bus Appeal. This raffle raised a total of €71,760.

Following the success of the Mayo IFA event, their counterparts in Donegal IFA also decided to support the Donegal Cancer Support Centre in Letterkenny. A series of fundraising events were organised including a tractor run, BBQ and a huge livestock auction. In total from all the events a total of



Orla CunniffeCommunity Fundraiser



Grainne McGettiganDonegal Fundraiser

€97,874.76 was raised.

The hundreds of smaller fundraising events organised throughout the west region in aid of Cancer Care West continue to be the cornerstone of the charity's income and reflect the quality of our services and also of the increasing numbers of those in the region who are availing of them. To all who helped organise the events and to those who generously supported them we extend our deep appreciation.

As social media continues to influence our lives one positive impact it has is on the ability for individuals to quickly and easily generate fundraising pages for their chosen causes. We salute all those who run, walk, swim, cycle, or otherwise propel themselves through kilometres of challenges for our benefit.

Finally fundraising is not always an event or activity. Hundreds of supporters donate through regular direct debits, payroll donations, online donations or just by giving what they can and when they can. We understand that who you donate to is a choice and we are so grateful when you choose us

Cancer Care West is committed to continuing to provide support to cancer patients and their families in the West of Ireland through all stages of their cancer journey. We could not do so without our dedicated, dynamic and yes sometimes demented donors and fundraisers to whom we are so deeply indebted.

-undraising

CANCER CARE WEST ANNUAL REPORT 2019



Donegal IFA for Lancer Care West committee presenting Cancer Care West with a wonderful cheque for €97,874.76. A massive thanks to everyone involved. Our Support Centre in Letterkenny is truly thankful for your generosity and support.



Dancer for Cancer - We had the absolute pleasure of meeting Olivia, Roisin, Alice and Mia from Ballinderreen National School, who presented Lancer Lare West with a cheque for €393.80 raised through their Dancer for Cancer, fundraising initiative. A huge thank you girls and well done !!!



A huge thank you to the committee of the Ball of Ball's Gala Dance, seen here presenting CCW with a wonderful cheque of £7,535, proceeds from a great night in Harvey's Point.



The team at PM Group and Project Trinity rocked their way through bingo and raised a super €2,150.90 for Lancer Lare West Pictured with the proceeds were (1-r): Bernadette Mullen (Mullanes), Amy Burke (RM Group) and Karen Chrystal (MSL). A huge thank you to everyone who helped organise and supported this fundraising initiative for Cancer Care West.



A Huge thank you to Richie Dick, Doherty, Billy (Con) Doherty, Bernard (Tim) Doherty and Daniel (Con)Mc Eleney, 4 hardy men who drove open top tractors from Mizen to Malin Head in early June. Cancer Care West were the beneficiary of €11,000 from this fantastic effort.

-undraising

Concor Core West Processor for St. St. St. B. British Seven flowering for British Seven flowering flowerin

O Chuan go Cuan - What a legend Mairtin Griffin! Mairtin successfully completed an 11 mile row in a curragh from Srithan Pier, Carraroe to Kilronan Pier, Inis Mór; and raised a staggering €37,520.11. Pictured here presenting the monies to Dave with his wife Bridie and family. A super family effort with an amazing result!





Over 30 members of staff at Electric Skyline recently took part in 'Relay Charity Challenge', which kicked off with Gaelforce West; running, Kayaking, cycling and walking their way from Killary, Co Galway to Claremorris, Co Mayo. And then, if they hadn't achieved a phenomenal task already, they proceeded to throw in a climb of Croagh Patrick along the way.

These fantastic folk raised a whopping &25,083 to support our Mayo bus service. On behalf of everyone at Cancer Care West and our patients, thank you Electric Skyline Ltd.



Mark Halliwell from Tuam Mark raised a whopping €1,375 for Lancer Care West through his participation in Ironman Cork in June. Mark bravely undertook this challenge in memory of his late father Tom, who passed away in 2018. Pictured is Mark presenting his proceeds to Richard Keane of Cancer Care West.



Members of 3 cycling teams from Pramerica who took part in the 555K cycle race with David Roche Director of Financial Services presenting CCW with proceeds from cycle. Well done lads and all concerned!

Board of Directors

Board of Directors

John MacNamara (Chairman)

Sheila Byrnes

John Donnelly

Gerry Staunton

Brian Thornton

Prof. Annmarie Groarke

Dr. Margaret Murray

Dr. Maccon Keane

Prof. Frank Sullivan

Padraig Burke

Gerry Burke

Gerry Purcell

Breda Tierney

Padraic Clarke

Paddy O Malley

Jean Kelly

Subcommittees

MANAGEMENT

Gerry Burke (Chair)

Gerry Staunton

Richard Flaherty

Brian Thornton

Dr. Annmarie Groarke

PSYCHOLOGICAL AND SUPPORT SERVICES

Prof. Annmarie Groarke (Chair)

John Bogue

Richard Flaherty

Dr. Helen Greally

FINANCE, AUDIT AND RISK

Padraic Clarke (Chair)

Brian Thornton

Gerry Burke

Dr Margaret Murray

Gerry Staunton

Breda Tierney



Robotic System

Introducing the Da Vinci Robotic System at UHG

One of our core values at Cancer Care
West is our passion for innovation, whereby
we continuously embrace collaborative
and progressive approaches to supportive
cancer care. A highlight of our year
therefore was the introduction of Robotic
Surgery at University Hospital Galway.

This was made possible through the collaboration of Saolta University Hospital Group and Cancer Care West in conjunction with the urology team at the hospital. In total Cancer Care West donated €350,000 to support the procurement of a new DaVinci surgical robotic system which represents the highest international standard of surgery worldwide and is the most advanced form of minimally invasive surgery available to patients.

The use of this highly sensitive robotic tool with 3-D vision and improved magnification means that surgeons have even greater precision in their work. Benefits for patients include a greatly reduced length of time they must spend in hospital for prostate surgery along with less scarring and post-operative pain which allows patients resume their daily activities sooner and with less need for pain relief medications.

The provision of robotic surgery is the single biggest development for the treatment of prostate cancer since the programme began and we are delighted that over 200 public patients with this cancer were treated by the team at University Hospital Galway using the system during 2019.

Patient care is the central focus of our charity and so we are delighted that our donation, which helped bring this equipment to our public hospital, will greatly enhance the care provided to cancer patients in the West.

Over 200 cancer patients treated using the Da Vinci System at UHG in 2019

Mr Paddy O'Malley (left) NCCP Prostate Cancer Lead Consultant Urologist , Surgical Robotics Galway University Hospital -inancia

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INCOME AND EXPENDITURE ACCOUNT or the year ending 2019	Continuing	Operations
	2019	
Income from fundraising and bequests	1,617,514	€1,165,537
Cost of fundraising	(€223,932)	(€208,630
Gross Surplus	€1,393,582	€956,907
Administrative expenses	(€38,124)	(€51,910
Inis Aoibhinn costs	(€1,055,855)	(€1,050,479
Support Centre costs	(€830,981)	(€697,401
Donation	(€350,000)	C
HSE Annual subvention	€600,000	€550,000
	€13,178	C
Operating (deficit) for the year	(€268,200)	(€292,883)
Interest receivable and similar income	€540	€1,053
Surplus / (deficit) for the year	€267,660	€291,830

On	hehalf	of the	Roard

John MacNamara Director

Rom Burta Gerry Burke Director

BALANCE SHEET as at 31 December 2019		
	2019	2018
Fixed assets		
Tangible assets	€3,355,374	€3,371,389
Current assets		
Stocks	€427	€1,321
Debtors	€79,025	€56,956
Designated development fund	€2,984,300	€3,133,760
Cash at bank and in hand	€460,147	€282,688
	€3,523,899	€3,474,725
Creditors: amounts falling due within one year	(€453,568)	(€119,249)
Net current assets	€3,070,331	€3,355,476
Total assets less current liabilities	€6,425,705	€6,726,865
Capital and reserves		
Deferred income - Capital donations	0	(€4,000)
Department of Health Capital Grant	(€356,500)	(€386,000)
Net assets	€6,069,205	€6,336,865
Designated reserves	€2,984,300	€3,133,760
Revenue reserves account	€3,084,905	€3,203,105
Total Equity	€6,069,205	€6,336,865
On behalf of the Board		

8? Ma lona John MacNamara Director

Rom Burte Gerry Burke Director

25 September 2020



Leukaemia Trust/Cancer Care West CLG (A company limited by guarantee and not having a share capital)

Independent auditors' report to the members of Leukaemia Trust/Cancer Care West CLG

(A company limited by guarantee and not having a share capital)

Opinion

We have audited the financial statements of Leukaemia Trust/Cancer Care West CLG ('the Company') for the year ended 31 December 2019, which comprise the Income and Expenditure Account, the Balance Sheet, Statement of Changes in Equity, Cash flow statement and notes to the financial statements, including the summary of significant accounting policies set out in note 3. The financial reporting framework that has been applied in their preparation is Irish Law and FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland.

In our opinion the financial statements:

give a true and fair view of the assets, liabilities and financial position of the Company as at 31 December 2019 and of its deficit for the year then ended;

have been properly prepared in accordance with FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland; and

have been properly prepared in accordance with the requirements of the Companies Act 2014.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Company in accordance with ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard for Auditors (Ireland) issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and we have fulfilled our other ethical responsibilities in accordance with these requirements. We have availed of an exemption provided by IAASA's Ethical Standards - Section 6 - Provisions Available for the Audit of Small Entities in the circumstances set out in note 18 to the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which ISAs (Ireland) require us to report to you where:

the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or

the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.







Leukaemia Trust/Cancer Care West CLG (A company limited by guarantee and not having a share capital)

Independent auditors' report to the members of Leukaemia Trust/Cancer Care West CLG

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2014

Based solely on the work undertaken in the course of the audit, we report that: in our opinion, the information given in the directors' report is consistent with the financial statements; and in our opinion, the directors' report has been prepared in accordance with the Companies Act 2014.

We have obtained all the information and explanations which we consider necessary for the purposes of our

In our opinion the accounting records of the Company were sufficient to permit the financial statements to be readily and properly audited, and financial statements are in agreement with the accounting records.

Matters on which we are required to report by exception

Based on the knowledge and understanding of the Company and its environment obtained in the course of the audit, we have not identified any material misstatements in the directors' report.

The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of directors' remuneration and transactions required by sections 305 to 312 of the Act are not made. We have nothing to report in this regard.

Respective responsibilities

Responsibilities of directors for the financial statements

As explained more fully in the directors' responsibilities statement set on page 7, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Company or to cease operations, or has no realistic alternative but to do so.





Leukaemia Trust/Cancer Care West CLG (A company limited by guarantee and not having a share capital)

Independent auditors' report to the members of Leukaemia Trust/Cancer Care West CLG

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the IAASA's website at:

http://www.iaasa.ie/getmedia/b2389013-1cf6-458b-9b8f-a98202dc9c3a/Description_of_auditors_responsibilitie s_for_audit.pdf. This description forms part of our auditor's report.

The purpose of our audit work and to whom we owe our responsibilities

Our report is made solely to the Company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the Company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company and the Company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

Richard Grogan

for and on behalf of

Grogans Accountancy Ltd

Chartered Accountants & Statutory Audit Firm

Date: 25 Sept 2020

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4/5 High Street, Galway

Chartered Accountants 4/5 High Street Galway



Costs & Funding

OUR SUPPORT for cancer patients and their families in 2019 was made possible through the continued and significant support we receive from our donors and through statutory funding which we receive from the Health Service Executive. In 2019 Cancer Care West received €600,000 from HSE West as a contribution to the operating costs of Inis Aoibhinn.

Our total income for 2019 was €2.217million. 73% of this came from voluntary fundraising and donations. All of our income is used in support of our mission and goals. Cancer Care West is a not for profit organization and

registered charity established as a limited company. the charity is governed by a Board of Directors who serve in a voluntary capacity and who do not receive any remuneration or expenses. Each year the organization undergoes an independent annual audit and files accounts with the Companies Registration office.

Registered Charity: CHY11260 Company Number: 230899

Registered Charity number: 20030438



What We Spend On Our Services

SERVICE	AMOUNT
Inis Aoibhinn Residence and Family & Patient Support Programme	€1,050,479
Cancer Support Centre	€697,401

Almost **90%** of our revenue is spent delivering vital services.



CANCER CARE WEST provides all of our services at no cost to those who need them and we are hugely reliant on fundraising and donations to fund these services. 73% of our income comes from fundraising, and all contributions, large and small help us to make a difference:

Donations

All donations are channelled back to provide our core services. You can donate by:

- Online with a credit/debit card www.cancercarewest.ie
- Phone 091 545000
- Post cheque, bank draft, postal order to Cancer Care West, University Hospital Galway
- Direct to bank please contact us for our bank details 091 545000/info@cancercarewest.ie

Regular Giving

Giving regularly is a simple and meaningful way to make a difference every month of the year and helps us continue providing our services. Why not become a friend of Cancer Care West from as little as €12 per month. Contact us at info@cancercarewest.ie for further information or download the direct debit form on our website - www.cancercarewest.ie

Fundraising Events & Campaigns

Cancer Care West has many fundraising events and campaigns throughout the year which are detailed on www.cancercarewest.ie and our Facebook pages. You might also like to organise your own fundraising event - for support and advice please contact our fundraising team who will be happy to help you promote your event.

Legacies

Legacies are a meaningful way to have a lasting impact by improving the lives of others. Your legacy does not have to be large; it can be a small portion of your will and is invaluable, whatever the amount. If you are making or amending your will you might consider leaving a gift to Cancer Care West. For further information or to speak in total confidence without obligation please contact our CEO Richard Flaherty – richard.flaherty@cancercarewest.ie

Corporate Support

If you are working for an organization there are many corporate giving projects that your company, staff and customers can get involved in. Corporate donations, payroll giving, matched funding and charity of choice are just some of the ways in which your organization can show their support for Cancer Care West.



Inis Aoibhinn Residence

University Hospital Galway Galway H91 T861

Telephone: 091 545 000 Email: info@cancercarewest.ie

Galway Cancer Support Centre

72 Seamus Quirke Road Galway H91 C9W0 Tel: 091 540 040

Email: galwaysupport@cancercarewest.ie

Donegal Cancer Support Centre

2nd Floor Unit Station House Pearse Road, Letterkenny, Co Donegal

Tel: 074 960 1901

Email: donegalsupport@cancercarewest.ie



www.cancercarewest.ie