



The Queen's Nursing Institute

# Impact Report 2009



1859 - 2009

*Celebrating 150 years of district nursing*  
Looking to the future

# Our Vision

**W**e want excellent nursing care in the home for everyone who needs it, provided by nurses who are trained and skilled to deliver it.

We do this by **influencing policy to improve nursing care for people at home**, and **building up our Queen's Nurse community to be role models of good community nursing**.

Our policy work concerns the nursing that takes place in the patient's home (which includes vulnerably housed or homeless people).

Our Queen's Nurse network is open to any nurse who directly cares for patients in the community, or directly influences the quality of care.

We aim to form a nation-wide network that transcends different employers, qualifications

and fields of practice to link like-minded community nurses together.

Our projects involve both nurses and health professionals, because good care is a multi-disciplinary business and we want the best care to be provided to patients through our projects.

Our financial assistance is available to any nurse working outside hospitals, who fulfils the eligibility criteria.

## Who's who

### Patron

Her Majesty The Queen

### Vice Presidents (May 2010)

Maureen Acland OBE  
Lord Ashburton KG KCVO DL  
Dr June Crown CBE  
The Rt Hon Frank Field MP  
Leopold de Rothschild CBE

### Council (May 2010)

Rosalynde Lowe (Chair)  
Michael Cooper (Vice Chair)  
Zahir Fazal (Treasurer)  
Vicky Bailey  
Kate Billingham  
Cheryl Dorall  
Nicky Goulder  
Dr Sunil Gupta  
Simon Linnett  
Sue Nutbrown  
John Palmer  
Professor Liz Perkins  
William Rathbone  
John Unsworth  
Nicola Walsh

### Staff (May 2010)

#### **Rosemary Cook CBE**

Director

#### **Anne Pearson**

Practice Development Manager

#### **Geraldine Isherwood**

Finance Director and General Manager

#### **Cathie Brennan**

Senior Administrator

#### **Joanne Moorby**

Welfare and Grants Officer

#### **Alison Blackman**

Practice Development Officer

#### **Sheena Frempong**

Fundraiser

#### **Natalie Turner**

Homeless Health Initiative Manager

#### **Barbara Walsh**

Homeless Health Initiative Administrator

#### **Matthew Bradby**

Marketing and Communications Manager

#### **Joanna Sagnella**

Communications and Events Officer

#### **Deborah Hinds**

Administrative Assistant

# A call to action



Rosemary Cook CBE  
Director



Rosalynde Lowe  
Chair of Trustees

**C**elebrating 150 years of district nursing in 2009 was a great privilege. But just as important was the launch of our report '2020 Vision – focusing on the future of district nursing.'

The report describes a future which looks very different: when much more care takes place in the home, we use technology better to help people manage at home, and we focus on new ways of meeting people's needs rather than on traditional services.

The report has proved extremely popular, and has helped to raise the profile of nursing in the home at a key time. Building on this, the

Institute developed a new strategy focused more sharply on protecting and improving the quality of care for people at home, and building up our Queen's Nurse community as inspiration to each other and role models to others.

During 2010, we will be lobbying and campaigning to ensure that the education, regulation, commissioning and workforce policies and practices are in place to ensure good nursing care in the home for all who need it there. This will be the most fitting tribute of all to the district nurses of the last 150 years.

A handwritten signature in black ink that reads "Rosemary Cook".

A handwritten signature in black ink that reads "R Lowe".

Good nursing care is *the* answer to meeting the needs of the growing older population and patients with long term conditions.

# Improving care for patients



‘We would like to thank the QNI for giving us this opportunity to improve the lives of our North Devon Learning Disabled population through this project and through our involvement with the QNI we have rediscovered some of the reasons why we became nurses in the first place!’

*2009 project leader*

**T**he QNI funds nurse-led projects that improve the care of people in their own homes and communities. **Ten projects were funded and completed in 2009 led by 25 health professionals. These reached 441 patients and 75 carers.**

The projects covered dementia care, adolescent mental health, sexual health, learning disability, tissue viability and multiple sclerosis. They were located throughout England and one was based in Wales.

By completion of the projects, 90% of the aims were fully or mostly achieved and 7 of the 10 projects had secured continued funding. Some of the outcomes from these projects were:

- Production of a DVD to help people with learning disabilities, who are prone to be overweight, to keep fit
- A poetry booklet produced by participants in a creative writing project for patients coming to terms with end-of-life conditions
- Development of patient information for a home-based service for people suffering a relapse of their multiple sclerosis
- Production of information brochures for use within the Traveller community to help pregnant women get the antenatal care they need to protect their own and their baby's health.

# Homeless Health Initiative

In 2009, the Big Lottery funded Homeless Health Initiative (HHI) grew to 646 members - the original target was 110.

During 2009, HHI published over 20 resources including guidance, newsletters, reports and presentations from network meetings. HHI resources were downloaded 34,491 times during the year.

HHI hosted its first conference: 'Opening doors: nursing and homelessness' on 12 May in London. This conference was the first ever conference for community nurses working with homeless people. Nearly 200 people attended, from England, Wales, Northern Ireland,

Scotland, Denmark and Belgium. It was a great success with 89% feeling the conference had met their overall aims.

Presentations ranged from 'Pregnant and Homeless, what next?' and 'Breaking down health inequalities affecting homeless people' to 'Supporting the unsupported: asylum seekers' health needs'. Again 89% of delegates felt the presentations were useful and relevant to them.

Current funding for HHI runs out in June 2010 although every effort is being made to secure new funding.



'I often feel quite isolated in my work and find HHI support invaluable. The documents produced are of the highest quality and easily accessible. The opportunity to meet with others in the field, allow ideas and good practice to be exchanged.' *An HHI member*

# Queen's Nurses



**'He is what I would call a 'proper' nurse, never hurried and always willing to listen.'**

*Patient of a Queen's nurse*

**T**he Queen's Nurses supported by the QNI are beginning to make an impact in practice. In their annual reports for 2009, respondents told us that:

- Almost half of them have introduced new services closer to home for patients, or new services to meet specific patient needs
- One in four has written an article for a professional journal

- 75% have increased their leadership skills since becoming Queen's Nurses
- Just under a third have gained a more influential position from which to improve patient care.

Two Queen's Nurses have represented the QNI on specific Department of Health policy groups, bringing their clinical expertise into the policy-making process. Three other QNs have been invited to write regularly for nursing journals.

**'Please extend my sincere thanks to the QNI team for the excellent QN day yesterday, once again in spite of local PCT challenges I was able to return to work full of inspiration and enthusiasm.'** *A QN*

# '2020 Vision'

'2020 Vision' – focusing on the future of district nursing' was launched in January 2009 at the Bingfield health centre in Islington. It draws on the values and principles of 150 years of district nursing to project the role of nursing in the home into the future.

More than 8,000 copies of the report have been distributed on request, and it has been downloaded from the QNI website more than 12,000 times. It has become required reading on many community nursing courses.

We believe it is important to give community nurses a futuristic vision of a service that will be increasingly important in the coming years as more and more care takes place in people's homes.

As the report says: '**District nurses cannot work in the same way as they did 150 years ago, or 50 years ago, or even 5 years ago.** The future is different – but district nursing's values and skills are as crucial as they ever were to improving community health by providing care in people's homes.'



More than 8,000 copies of the report have been distributed, and it has been downloaded more than 12,000 times.

# DN150 - the year in pictures



*Guests: Ann Keen MP and Nerys Hughes*



## FROM BICYCLES TO BLACKBERRYS

The year-long celebration was launched with the new archive film DVD, 'A Friend of the Family: District Nursing in 20th Century Britain'.

## EXTERNAL DN150 CELEBRATIONS

We were invited to join events involving retired Queen's and district nurses commemorating the anniversary.



*Afternoon tea at Pilborough in West Sussex*

## BUCKINGHAM PALACE SUMMER GARDEN PARTIES

The QNI's patron HM The Queen invited 30 district nurses to Garden Parties at Buckingham Palace.



*Anna Gibbins, QN and Doug Morison, retd district nurse*

## 10KM LONDON RUN

As part of the fundraising appeal for DN150, the QNI took part in the London 10km last year for the first time. Seventeen volunteers ran to raise funds for the QNI, joining around 27,000 other runners and raising over £3000 in total.



*Edwin Chamanga, one of the QNI's runners*

## AWARD WINNING DN150 WEBSITE



*The QNI's Anne Pearson and Matthew Bradby receiving the award*



*The award winning website*

We were delighted to win an award for our commemorative website celebrating 150 years of district nursing at the Third Sector Excellence Awards.

www.districtnursing150.org.uk was selected for best website. The judges decided the entry stood out because of the

quality of its content and ease of use.

The British Library has also chosen the site to be archived permanently in its online collection. The British Library archives sites to represent aspects of UK documentary heritage and as a result, they will remain available to researchers in the future.

## SAILING THE ATLANTIC FOR THE QNI

In October 2009, Karen Melling, a former district nurse and retired Senior Lecturer and Senior Tutor at Gloucestershire University set sail across the Atlantic to raise funds for the QNI.



*Karen Melling*

After spending 44 days at sea with three other crew members and a skipper aboard Bold Explorer, a 45 foot steel yacht, she returned home safely with hundreds of

pounds of sponsorship as well as fascinating stories of encounters with Orca Whales, gale force storms and glorious sunsets.

## PARTY IN THE PORT!

The anniversary year ended with our Party in the Port: a fundraising reception at the Port of Liverpool Building, kindly sponsored by Rathbone Brothers plc. It featured an address by William Rathbone, great great grandson of the founder of district nursing; a photographic exhibition of nursing through the ages; a commemorative cake cut by the Lord Mayor of Liverpool; a raffle and live music... A fitting end to a fantastic year!



*l-r: William Rathbone, QNI Trustee; Councillor Mike Storey CBE, Lord Mayor of Liverpool; Rosalynde Lowe, Chair of QNI; Mark Powell, Chairman of Rathbone Brothers plc*

# Enterprising nurses



**T**he QNI has always supported innovation in community nursing, to improve care for patients.

Some of our alumni have gone on to set up businesses to continue their improvement projects. These include a private company promoting men's health, a nursing home for frail older people, and two social enterprises focused on children's health and well-being.

Recently, more nurses have taken an interest in different forms of health business, and we have supported them with information, networks and resources. In 2009 this included:

- Continuing to support our 338 strong nurse partner network via email while seeking

funding to hold network meetings

- Launching our 'Nurses in Business' web pages, with information and 'top tips' from nurses who have set up social enterprises or limited companies, or who work for private companies involved in healthcare

- Jointly organising a workshop on social enterprise with the Department of Health to provide practical help and networking opportunities for interested nurses.

During 2009, more than 100 nurses signed up to our project supporting the Department of Health's 'Transforming Community Services' programme, aiming to improve care from within the health service.

**'Very informative – it brought issues to life that I had only read about'. Nurse attending Social Enterprise workshop**

# Looking after nurses

The QNI's financial assistance programme aims to provide support to community nurses in need.

Some clients are retired nurses who need help to remain in their own homes. Increasingly, our clients are working nurses who face financial difficulties because of ill health, accidents or personal crises such as domestic abuse or flooded homes.

For those of working age, the aim, wherever possible, is to help them return to their jobs or careers as soon as possible, so that their skills can continue to benefit patients.

In 2009 the total paid out to welfare clients was £95,162. We made 469 grants to 118 recipients.

Here are a couple of examples of how we helped in 2009:

- A 43 year old school nurse was unexpectedly widowed. Her husband had been made redundant shortly before, so they were already in financial difficulty. She was struggling for money around the time of the funeral so the QNI made a financial award to help with utility bills.
- A 47 year old community matron was terminally ill with cancer. She and her husband had young children and they were all trying to come to terms with what was happening. Their financial struggle was adding to the stress and she wanted to be able to do some 'normal' things and activities with her family while she could. We immediately arranged for a grant payment for her.



**'My most grateful thanks for your help throughout the year, without which my quality of life would be greatly diminished.'** *Welfare recipient*

# Supporting the QNI

THE QUEEN'S  
NURSING  
INSTITUTE

**The great work we were able to do last year would not have been possible without the trusts and companies that have supported us.**

We would like to thank our longstanding partner, the National Gardens Scheme, whose generous support underpins all that we do and enables us to plan for the future.



Funding from the Big Lottery Fund allowed us to launch the Homeless Health Initiative in 2007. The initiative supports community nurses working with homeless and vulnerably housed people.

**B** *Burdett Trust for Nursing* This funding partnership supports nurse-led local projects which aim to improve the care of patients and to enhance the leadership skills of nurses. We support innovative projects, led by community nurses, midwives or health visitors, which set up new services or improved ways of working.

**NHS West Midlands** The QNI and NHS West Midlands are working together to deliver the first regional Fund for Innovation programme.

We would also like to thank the following organisations, which supported our work in 2009:

Alzheimer's Society  
The AHJ Charitable Trust  
The Chelsea Square 1994 Trust  
The Coode-Adams Charitable Trust  
Coutts Charitable Trust  
DWF LLP  
Everyclick  
The Eleanor Rathbone Charitable Trust  
The E L Rathbone Charitable Trust  
Hertfordshire County Nursing Trust  
The Nerouis Hall Fund  
The Privy Purse Charitable Trust  
Rathbone Brothers plc  
The Rest-Harrow Trust  
Reuben Foundation  
Sebastian Rathbone Fund  
Souter Charitable Trust  
The Stella Symons Charitable Trust  
And many more that choose to remain anonymous.

We would also like to thank our individual supporters including the first QNI London 10k Running Team! Join them to support the QNI at <http://www.qni.org.uk/support-us/index.html>



Several of the QNI 10k Run Team in 2009

Every year, millions of people of all ages need professional nursing care at home. In fact, nine out of ten contacts between health professionals and patients occur in community settings.

The QNI aims to ensure high quality nursing care in the home by helping our Queen's Nurses become role models for good practice. By supporting them, we improve the care you receive in your community. We also work behind the scenes, lobbying Government and planners of health services to ensure that you get the quality care you need.

We're not part of the NHS, and we receive no Government funding.

We rely on your generosity to continue.

You can support the QNI by:

- Donating online or by post
- Becoming a Friend of the QNI
- Leaving a gift in your Will
- Making a donation in memory of a loved one
- Purchasing QNI products through our Online Shop
- Signing up for a challenge event
- Fundraising for the QNI by holding an event
- Visiting a National Gardens Scheme garden – NGS has generously supported us for over 80 years

If you would like more information about how you can support us, please contact Sheena Frempong, Fundraiser, on 020 7549 1400 or by email: [sheena.frempong@qni.org.uk](mailto:sheena.frempong@qni.org.uk)

Please help us today to help you tomorrow!

For every £1 raised we spend 83p on supporting community nurses

# Financial summary

## Auditor's Statement to the members of Council of the QNI

We have examined the summarised financial statements set out on this page.

## Respective responsibilities of members of Council and auditors

The members of Council are responsible for preparing the summarised financial statements in accordance with the recommendations of the charity SORP. Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full financial statements and the Report of the Council. We also read the other information included in the impact report and consider the implications for our report if we become aware

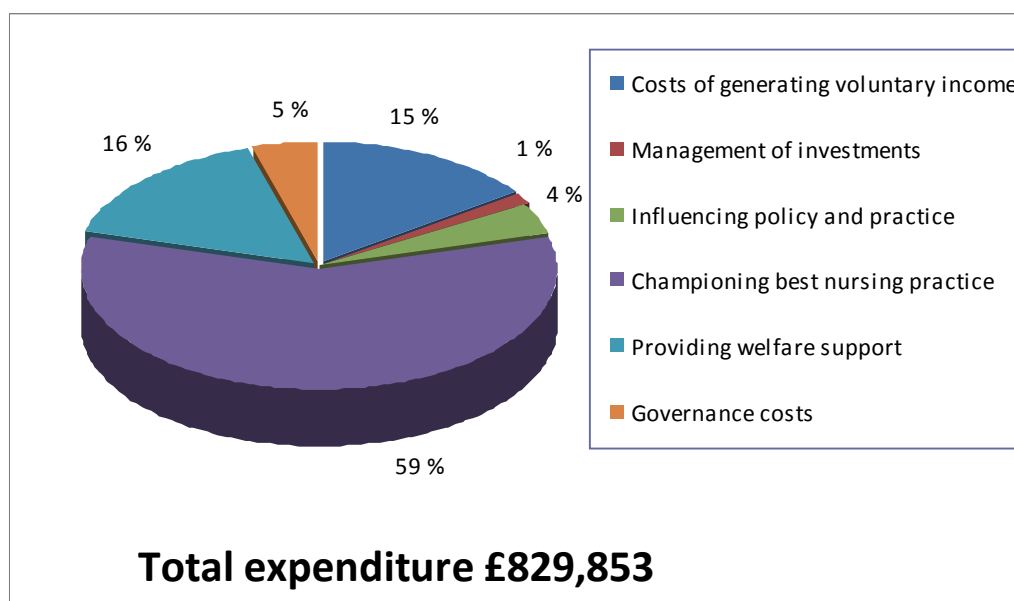
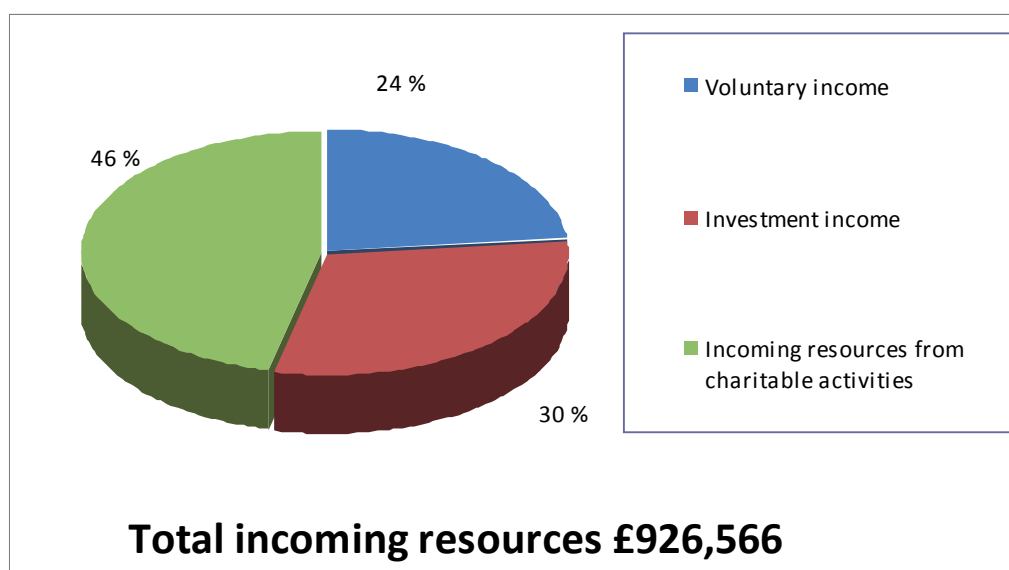
of any apparent misstatements or material inconsistencies with the summarised financial statements.

We conducted our work in accordance with Bulletin 2008/3 issued by the Auditing Practices Board. Our report on the charity's full annual financial statements describes the basis of our opinion on those financial statements.

## Opinion

In our opinion the summarised financial statements are consistent with the full financial statements and the Report of Council of The Queen's Nursing Institute for the year ended 31 December 2009.

*Buzzacott LLP, Chartered Accountants and Statutory Auditors, 12 New Fetter Lane, London EC1A 1AG*



# Plans for 2010

2009 was a very special year. Celebrating the 150th anniversary of district nursing was a wonderful opportunity to commemorate the vital work district nurses have done and continue to do for millions of people.

Now it is time to look forward to the future of nursing in the home. In 2010 we plan to:

- Build new alliances with patient and carer organisations
- Increase the number of Queen's Nurses (QN) to 200
- Introduce a new QN development programme
- Engage in further policy work with relevant Government departments
- Focus our Fund for Innovation and Leadership on nursing in the home
- Seek funding for specific practical projects to improve care in the home
- Lobby for changes to nurse education, regulation and supervision to protect to quality of care delivered in the home
- Seek support to develop our work with homeless people.

**Through these actions, we will protect and improve the quality of nursing care in the home.**



**We want excellent nursing care in the home for everyone who needs it, provided by nurses who are trained and skilled to deliver it.**

## **The Queen's Nursing Institute**

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Registered charity number: 213128  
Founded 1887  
Patron: Her Majesty The Queen