

The joy you bring to children and families 2024



CHAS

Children's Hospices Across Scotland

The year at a glance

We are CHAS. We provide unwavering care to children who may die young and their families, at every step on this hardest of journeys.

Across Scotland



Your support means we directly supported **419** babies, children and young people across Scotland, and **hundreds more** through our hospital palliative care teams.

We supported nearly **2,000** family members of seriously ill children.

In homes

Your generosity means that we could provide care to more families in the comfort of their own home.



1,856 visits to family homes to help seriously ill children

Our hospices

Your generosity means that we could welcome more families in Rachel House and Robin House than last year. We are now closer to the numbers we saw before the pandemic.



754 admissions



3,121 overnight stays for children



6,207 overnight stays for their family members

In hospitals



Your generosity means that we could fund **16** specialist doctors, nurses and family support staff working alongside the NHS in hospitals.

CHAS by Rosie



Rosie, age eight, created this brilliant piece of artwork to show you what CHAS means to her.



Creative
Happy
Active
Soft play

I like: CHAS looks after my brother. I meet new friends every time I come. I love CHAS.

Unwavering Care: Our Strategic Plan 2024-28

We have involved hundreds of children and families in setting out our new strategic plan to ensure no-one faces the death of their child alone.

Families say there are three critical stages on their journey when they need CHAS:

**Learning
your child is
seriously ill
and may die
young**

We will provide support sooner after diagnosis; to help emotionally, clinically and practically.

Living well

We will help the whole family to live well with complexity, worry and uncertainty; to have fun; to create precious memories.

**Dying well
and
bereavement**

We will help families experience a meaningful goodbye based on choice; to support them in grief and beyond.

As you read through this publication, we will tell you more about how we do this. You can also visit www.chas.org.uk to read the full plan.



You are helping families when they hear the heartbreaking news their child may die young

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It was a big shock to be told that two of our children had this condition and to hear their health would deteriorate so significantly in the future, especially when they seemed to be in good health at the time. We struggled to know how to cope with it. We were not prepared for how much of a huge impact Mo and Elaine’s diagnosis would have on all of our lives.

Qusai, Mo and Elaine’s dad

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“

We had the perfect life then everything changed almost in the blink of an eye.

Ainlith, Amelia’s mum

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We will be there earlier for families when they learn their child is seriously ill and may die young. Families have told us they need more support sooner after diagnosis, to help them adjust to their new and unexpected life.

Thanks to you, we were able to fund more staff to work alongside our partners in hospital where many children are diagnosed.



You are helping exhausted families receive care and advice

We provide respite care and specialist medical advice. Families have told us how important it is to have time to be a family, rest and get specialist advice.

Your generosity means that we were able to provide care for more families in hospice, home, and hospital, during the last year.

Leah's story

Against the odds, Leah recently celebrated her seventh birthday. Leah has a rare cardiac condition and has been coming to Rachel House with her family since she was very little and calls it her 'happy place'.

Mum Nicola said: "From our very first visit we felt at home and we felt safe. Leah loves the soft play, playing with the toy kitchen, doing arts and crafts with the activity team and making friends.

The whole family love going to Rachel House. We can all just relax.

We know Leah is being well cared for by the nurses and care team, so we have the most peaceful night's sleep and we can also go out on day trips with her sisters Mia and Sasha.

Leah is not a candidate for further cardiac surgery or a heart transplant, so every single moment we spend with her is a blessing.

We will continue to cherish each and every moment we have left with our wonderful little girl and make the most of our future stays at Leah's happy place, Rachel House."



Our specialist care goes beyond our two hospices. As well as providing care in the family home, your generosity funds doctors who work across CHAS and the NHS to provide care for children in hospital.

You are bringing joy and fun to short lives

We help children have a fun childhood. Since our first children's hospice opened its doors in 1995, families have told us how important it is to have fun in the short time they have together. **Thanks to you, we were able to fund more activities staff and create even more precious memories for families.**



Party time

Joy



Fun

Memories



Trips out



You are helping the whole family live with worry and uncertainty

We help families to live well by supporting their resilience and wellbeing. Families say how hard it is caring for a seriously ill child.

During the last year, your generosity meant that our Family Support Team provided emotional, practical and financial support to 280 seriously ill children and 916 individual family members.

“ We are here for families right from the start, straight after diagnosis. When they receive the news that their child has a life-shortening condition, often they may already be planning their funeral. But it is just the start of a journey. We help families to live through it and in turn, to live afterwards in their life ahead.

**Sarah,
Family Support Team Leader**

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“ Making friends with other siblings and children helps you feel less lonely.

CHAS sibling

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Emotional wellbeing



Financial support

With you, there were many ways we made life a bit easier for families.

Fulfilling wishes for children and young people with short lives – like going for a swim in our hydrotherapy pool or a trip out to a concert with friends.

Supporting siblings with difficult emotions.

Helping families to make memories, such as hand and foot casts to treasure.

Assisting with housing problems for families who need to move to more accessible homes.

Many families have told us that they are struggling and in financial hardship. We reduced financial distress for families - another way you have made a difference.

Helping families to claim benefits and access hardship funds worth £676,000.

Reducing household bills and making homes more energy efficient.

Increasing practical advice and information, home energy visits, and financial support for home improvements including replacement boilers.



You are helping families to say a meaningful goodbye

We help families have a meaningful goodbye, based on their choice. Families tell us how much this helps them in their immediate grief, and beyond.

Finn's story

By mum Sarah

"We were lost when Finn died. It's hard to believe but those nine days in Rachel House were magical.

The beautiful room.

The way staff spoke to Finn and said his name with love.

The name sign on the door.

The homemade tray bakes.

The staff who seemed to read our minds – they gave us space when we needed it and found us, as if by magic, when we didn't know what to do.

The staff member who held my hand at 3am whilst I sat with Finn.

I'm certain that the love we received during our stay with you led to our ability to see the beauty, joy and meaning in the loss – right from the start.

You set us on a joyful trajectory.

You will never know how grateful I am.

I carry it with me in every breath."



“

CHAS made what could have been endlessly traumatic, such a beautiful time.

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Your love gave families more choice about their child's place of death.

- For 233 nights the Rainbow Rooms in our hospices were where families chose to spend time with their loved one.
- We funded two new paediatric consultants in the east and west of the country. We are working to create a 24-hour national on-call model, with medical specialists across CHAS and the NHS, to give more families the choice to die at home.
- 2024 marked ten years of our Diana Children's Nurses who support end of life care with other teams, in hospitals and in communities across Scotland.

You are helping parents and siblings to carry on.

We support families in grief and beyond. Our Bereavement Team has now been running for a year. **Thanks to your support, we helped mums, dads, brothers, sisters, and extended family, to cope with the death of their loved one and adapt to their new life without them.**



You raised a record-breaking **£11.4 million** to run our vital hospice services

This is our most successful fundraising year ever and we are deeply thankful to every single person who raised this incredible amount.

Here are some highlights of the many brilliant ways you did it!



We welcomed 9,042 new supporters who generously made the commitment to donate by making a regular direct debit, helping us plan for the long-term with confidence.



665 people took part in our award winning 'Knit Every Day in August' virtual challenge, raising over £79,000.

123 brave supporters abseiled on iconic landmarks like the Forth Rail Bridge and the Falkirk Wheel.




For our first ever Christmas tree recycling scheme, we recycled 100 trees and used the wood chippings in the gardens of Rachel House.




We received £63,000 in total from donated shares. One new supporter in the West of Scotland donated £55,000 to Robin House from their unwanted shares.







Our retail team raised
£610,000 - our
highest figure to date.



£1 in every £4 donated
this year was from a
gift in a Will. We are so
moved by everyone who
chooses to consider
CHAS families,
alongside their
own, in their Will.



1,371 people attended
our high profile events
and generously raised
nearly £559,000.



Local Hospice Lottery
players took part in
the weekly prize draw
and raised nearly
£611,000 for CHAS.

Ardoch Loch Lomond is an events centre that was gifted to CHAS. We had the pleasure of welcoming guests for different events, such as weddings and company meetings. Between 1 May 2023 and 30 April 2024, we prepared approximately 6,100 meals for our guests and 1,124 guests enjoyed a residential stay. Having been gifted the estate, all the proceeds come to CHAS.



ardoch
LOCH LOMOND
EXCLUSIVE USE VENUE

**To find out ways you
can get involved, visit
www.chas.org.uk – join
us and be part of an
incredible community.**

Whilst most of our income comes from the generosity of the public, we are also very grateful to the Scottish Government and local government across Scotland whose contributions enables us to provide our services.

Thank you

We are a charity and all care is provided free to families. Without you, we simply could not have provided this unwavering care to families over the year. We are hugely grateful for your love and support.

“

The care that CHAS provided was astonishing and gifted us with peace. Things could have been so different. We are endlessly grateful. We will never forget.

Sarah, Finn's mum

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After such an incredible year of fundraising, we are inspired by your continued love and support as we look to the future and raising the funds we need to support families every step of the way. Together, we can ensure that no-one faces the death of their child alone.



Your £1



73p

goes directly to our activities to help families.



27p

helps us raise the next pound and grow our services in the future.

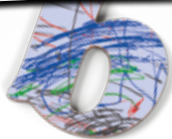
Visit www.chas.org.uk to view the CHAS Annual Report and Accounts 2023/24.



Our amazing volunteers

Our volunteers help us to deliver care to families. During the year, 804 volunteers donated an incredible 42,554 hours.

We want to say a heartfelt thank you to all our volunteers for their invaluable contributions.



CHAS provides unwavering care to children and families across Scotland in our hospices, in family homes, and in hospitals.



This heart symbol shows where our staff are based.



Hospices

- Robin House Children's Hospice, Balloch
- Rachel House Children's Hospice, Kinross

Homes

- Our CHAS at Home Team travel across the country to provide care in family homes.

Hospitals

CHAS has specialists based in

- Royal Aberdeen Children's Hospital
- Simpson Centre for Reproductive Health, Edinburgh
- Royal Hospital for Children and Young People, Edinburgh
- Royal Hospital for Children, Glasgow
- Raigmore Hospital, Inverness
- University Hospital Crosshouse, Kilmarnock

www.chas.org.uk

 supportCHAS



This publication relates to activities undertaken in 2023/24.

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