



Our Vision...
is that no one will go
through cancer alone

Welcome



Welcome to our 2021 annual report.

For Cancer Care West, like for most organisations, 2021 was a roller coaster of a year with raised expectations, often dashed, but quickly rebuilt as we moved through the highs and lows of the ongoing pandemic. As a result, our organisation needed to show an unprecedented level of resilience and dedication as we continued to care for those affected by cancer. In the following pages we record those highs and lows, how we continued to meet the resulting challenges and most importantly how we remained a beacon of light for our patients during their darkest days. We also highlight how our amazing supporters and volunteers also showed remarkable resilience and somehow, despite all the limitations and uncertainty, continued to fundraise, advocate and donate on our behalf. We, as always, are indebted to their unfaltering assistance, without which we simply could not do what we do.

Cancer did not slow down during the pandemic and neither did we. We are proud of the role our organisation has played in supporting this enormously vulnerable cohort, who are disproportionately affected by COVID-19. Our vision is that no one should go through cancer alone. In 2021 we walked alongside our patients, every step of their journey, so that they were not alone, even when they were isolated. We are grateful to everyone who walked this journey with us.

Reporting period 1st January 2021 to 31st December 2021



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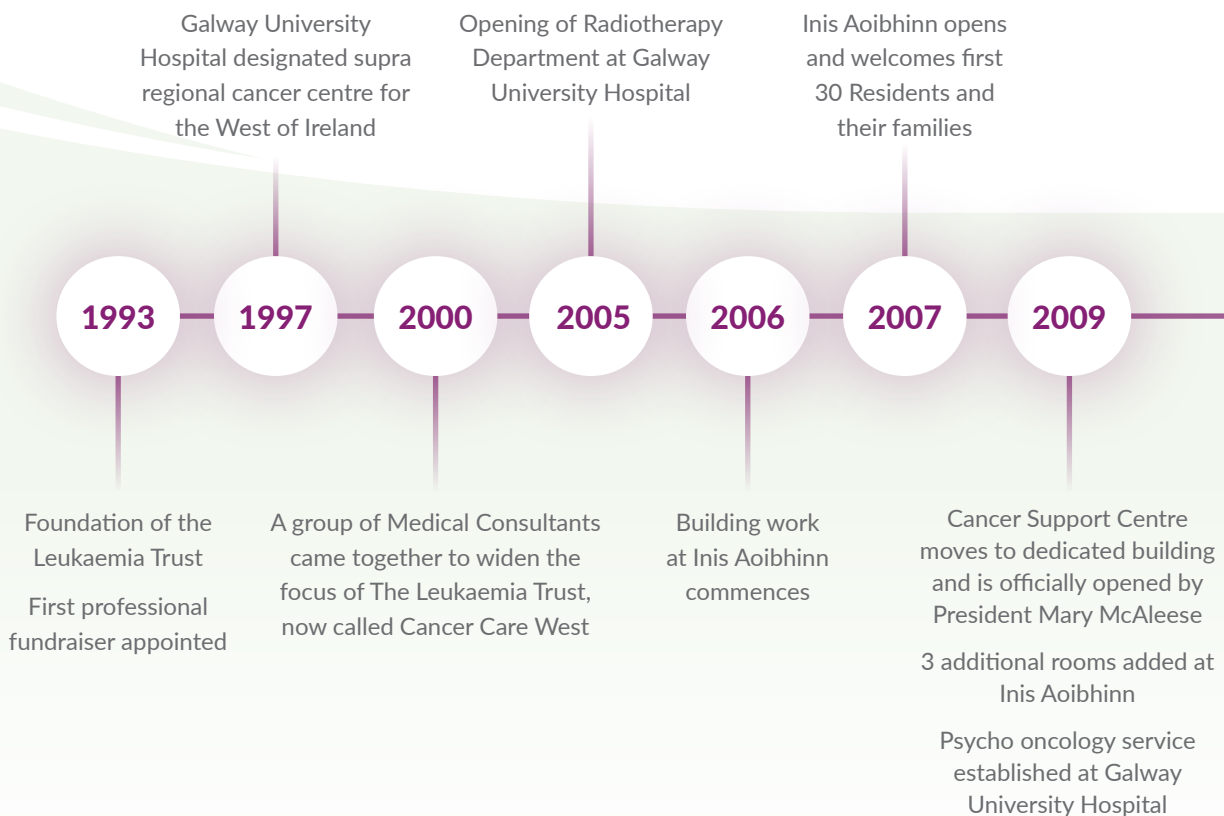
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Our Story



Cancer Care West Timeline



Our Story

Cancer Care West provides support and services throughout the counties of Donegal, Sligo, Léitrim, Mayo, Galway, Roscommon, Clare.



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.

Cancer Support Centres

We offer a range of psychological and support services both in person at our centre in Galway and Letterkenny and remotely by phone or online.

Residential Services

We provide accommodation, for radiotherapy patients and their families, at Inis Aoibhinn, our 33 bedroom lodge, on the grounds of Galway University Hospital.

Children Services

Our specially designed therapeutic play area for children provides them with skills and innovative ways of dealing with cancer in their families.

Cancer Rehabilitation Services

Our cancer rehabilitation services are designed to help prevent, manage and improve the side effects of cancer treatment.

Transport

We provide transport for cancer patients staying in Inis Aoibhinn.

All of our services are offered free of charge to cancer patients and their families.



Message from CEO & Chairperson



Richard Flaherty
Chief Executive Officer

Following on from a challenging year with the advent of COVID-19 in 2020, the ongoing severity of the pandemic meant that 2021 was equally challenging. However once again, despite the necessary restrictions, all our vital services remained open all year and thankfully we were able to provide support to over 2,300 people living with cancer. Our ongoing ability to keep our services open and COVID-19 free throughout the year, reflects again the enormous dedication and flexibility of our staff and the resilience of our patients who continued to suffer disproportionately through the crisis.

Our only major interruption in service was for one week in May following a Cyber Attack on the HSE computer systems. While the attack did not directly affect the Cancer Care West systems it caused the closure of the Galway University Hospital (GUH) radiotherapy department, which meant patients were not in need of accommodation until they could recommence their treatment. Despite this setback Inis Aoibhinn again operated at capacity, with 300 patients staying at the residence during the year.

Another important element of our service at Inis Aoibhinn is our free bus service from and to Co. Mayo. Following the successful vaccine programme in 2021, the service was able to run at capacity but restricted to vaccinated patients and companions. However take up of the service remained high and in 2021 66 people were transported to the residence during the year, a hugely valued service for those who availed of it.



Padraic Clarke
Chairperson

During this our second year of working in a pandemic to provide psychosocial community support to cancer patients and their families we once again had to close our doors, both in Donegal and Galway, and move exclusively to remote working for the first few months of the year. This was a very challenging time but with the advent of the vaccine programme our staff, once fully vaccinated, worked from the centres on a remote basis which was important both in terms of providing a well-managed service and in supporting each other. Our blended service then continued for the rest of the year. Totally our two centres, supported 1,345 people affected by cancer involving approx. 8,000 interactions by Cancer Care West cancer support specialists. Also notable is the increase in outreach we have achieved using online services. In total we broadcast 6 live and interactive webinars over the year on a range of cancer related topics, we made 4 pre-recorded interviews with oncology specialists available on social media and we saw a considerable improvement in our social media engagement statistics achieving 62,000 Tweet impressions and 2.4 million Facebook impressions.

Our Support Centre team also continued to offer Psycho-Oncology support services to Galway University Hospital, the Galway Clinic and Letterkenny University Hospital ensuring that cancer patients and their staff working at the hospital have access to a Cancer Care West clinical psychologist experienced in supporting people with cancer on a daily basis.. During 2021, 303 in-hospital cancer patients were provided over 600

Message from CEO & Chairperson

psychological consultations by the Charity's Psycho-oncologists.

In 2021 the Cancer Care West fundraising programme continued to be severely impacted by the restrictions of the pandemic. Thankfully, as in previous years, Galway University Hospital (GUH) contributed towards the operating costs of Inis Aoibhinn providing €600,000 for the charity. Cancer Care West would like to acknowledge the ongoing financial support from GUH without which our residential service could not operate. With the advent of the pandemic in 2020 Cancer Care West commenced a strategic partnership with the NCCP to offer a remote counselling service to cancer patients and their families through the launch of a National Helpline. This nationwide service, called "Together for Cancer Concern", continued throughout 2021 providing 538 psychological support sessions. Thanks to the NCCP who provided €290,000 to help fund this service.

The fundraising efforts of our loyal supporters have always been the foundation of our charity and enable the breadth of services we provide. With the ongoing pandemic, 2021 was another very difficult year for fund raising, with conventional forms of face-to-face events restricted for most of the year. Taking this into account, an outstanding effort was made by our wonderful fundraisers and sponsors who still managed to raise over €1.08m for the charity. This was augmented by a state COVID-aid Stability Grant of €90,000 which was awarded during the year.

In summary, despite it being another difficult year for everyone, the constancy of our supporters never wavered and once again they have seen us through a challenging time. Given the constraints we lived and worked under, the increasingly contagious COVID variants which arrived and the growing demand for our services, we once again acknowledge the consummate efforts of our employees, volunteers and contractors who are so dedicated to providing their expertise to those affected by cancer. We also wish to acknowledge the help and support of GUH, and also our many and varied donors and fundraisers to whom we remain deeply grateful.

Our Year in Numbers

2,355



INDIVIDUALS
AVAILABLE OF OUR
SERVICES

4,803

NUMBER OF
REMOTE SESSIONS

3,129



VISITS TO
SUPPORT CENTRES

6,825

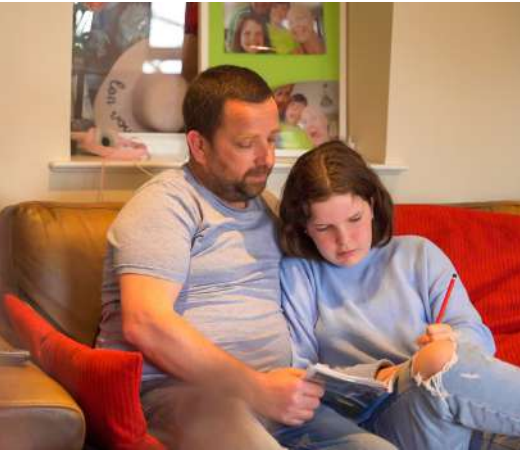


BED NIGHTS PROVIDED
TO CANCER PATIENTS AND
THEIR FAMILIES

FUNDRAISING
RAISED

€1.08 MILLION!

Children United in Bereavement Support



One of the standout highlights of 2021 was the launch of the pilot phase of our new Children United in Bereavement Support (CUBS) service. CUBS is an eight-week online bereavement support group developed for children aged between 7-12 years, whose parent has died from cancer. Across the eight weekly, one-hour sessions, through play and art activities, children learn about grief, their own grief feelings and how to cope with them. They get to explore changes in their family over the cancer journey and have space to learn about memories. Most importantly, children can connect with other children who have lost a parent to cancer. The programme centres around a therapeutic bear/puppet called Charlie. Charlie shares his story of losing a parent to cancer across the weekly sessions. By using therapeutic storytelling, children in the group have the opportunity to hear a similar story to theirs in a safe non-threatening way. Most importantly, children can connect with other children who have lost a parent to cancer.

The programme was developed by the Cancer Care West psychology department with expertise in working with children and parents touched by cancer. They observed the lack of a structured group programme

specifically designed for bereaved children in Ireland. Giving the timing of their work, during the pandemic, it was decided to develop a remote programme from the beginning but the programme can also be delivered in-person as circumstances allow. Two pilot programmes were completed during the year and the feedback shows they have been remarkably successful.

The programme benefitted greatly from a grant received from ReThink Ireland which was very important in getting it started. Also it is now supported by the National Cancer Care Program (NCCP), who are working alongside Cancer Care West to enhance and expand the CUBS programme, with an emphasis on making it available to staff in other cancer support centres to implement throughout Ireland. The NCCP are also providing funding for a Research Assistant to support in the research required to evaluate the efficacy of the CUBS programme and publish findings in a peer reviewed journal and to the public.



Galway Cancer Support Centre



In 2021, the support centre continued to consolidate its services to make them more adaptable for the people we serve. In particular, the move to a blended service of both in person and remote support has enabled us to provide psychosocial support to many more people both at a local and regional level. We have continued with the three core services of oncology information and advice; psychological counselling and finally a focus on survivorship courses and interventions for those who are living with cancer as a chronic illness.

The centre developed and delivered two research projects last year. The CUBS programme is an eight-week online bereavement support group developed for children whose parent has died from cancer within the last 3-18 months. CUBS was developed by our psychology department using their clinical and evidence-based knowledge to meet the therapeutic support needs of children and families who had experienced the death of a parent from cancer.

In parallel, the parents meet three times over the duration of the programme. The parent support group focuses on supporting their children through the programme, learning about children's grief responses, and providing peer support.

The overall aim is to produce a robust, evidenced-based therapeutic programme driven by feedback from the children and parents who have availed of the programme. Following manualisation of the programme, we intend to train facilitators nationwide, allowing CUBS to be made available in multiple sites and therefore accessible to children and their families as needed. The CUBS programme has been supported by grants from the NCCP and ReThink Ireland fund.

The second project is one that is being developed in collaboration with the Haematology Department at Galway University Hospital. This study is evaluating a group intervention aimed at addressing the psychological and physical needs of this population.

This study involved a focus group with people with a multiple myeloma diagnosis focusing on the needs of this population and to get patients' input on programme content before the intervention commenced (the programme content will initially be informed by the literature and current best practice guidelines in living with cancer). This six-week group intervention was designed and run by psychologists and physiotherapists, with input from nursing and allied health professionals who specialise in oncology.

Galway Cancer Support Centre

Physiotherapy interventions consisted of individualised exercise plans. Psychosocial aspects of the intervention include a focus on coping, adjustment, self-management, stress management and largely hold a cognitive-behavioural and psycho-educational focus. The effectiveness of this intervention was assessed using objective outcome measures and patient self-reported outcome measures, at three time points, pre-intervention, post-intervention and at a three month follow up. The helpfulness of each session was assessed at the end of each of the six individual sessions. On conclusion of the group intervention there was also a focus group to explore participants' experience of the group and gain their feedback and insights. Based on the pilot project which was very successful, we have developed a patient support group which meets in the centre once every two months.

The National Support service which accepts referrals from other cancer support centres of patients who require enhanced psychological support continue to operate throughout the year and was supported by the NCCP with €150,000 grant to enable our psychology department to offer this service.

Due to a lifting of restrictions, we were able to offer massage appointments to our clients from September onwards. This has been a very welcome addition for our patients.


The centre took part in a pilot assessment and peer review process to become part of the alliance of cancer support centres which is being spearheaded by the NCCP. This ensures

that the centre follows the Best Practice Guidance which was published in 2020. The alliance will be launched formally in June 2022

During the year our centre supported 1108 clients who availed of over 5,500 sessions with our professional staff. While over half of these services were delivered remotely, we saw a welcome return to in-person sessions and treatments in the second half of the year, which means our support centre is again working to maximum capacity, with demand on the rise. During the year we also provided 203 and 78 sessions to patients in Galway University Hospital and The Galway Clinic respectively.

I want to thank our staff, volunteers and donors who have ensured the continuation of our services through what has been the most challenging time. Also thank you to the CEO and Board of Directors.

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.



Dr Helen Greally
Director of Support Services

Galway Cancer Support Centre



Clients by County of Residence

County	Number of Clients
Galway	714
Mayo	108
Donegal	51
Clare	48
Roscommon	35
Sligo	20
Leitrim	7
Other	125

Cancer Support Centre Statistics

YEAR	NUMBER OF CLIENT VISITS	NUMBER OF CLIENTS	DROP-IN VISITS
2010	5567	1017	2900
2011	6062	1071	3630
2012	6483	1233	4100
2013	6603	1248	4210
2014	7096	1240	3912
2015	7112	1253	3858
2016	7182	1315	3611
2017	7050	1400	3255
2018	7666	1376	3414
2019	9027	1471	4121
2020	6995	1120	115
2021	6732	1108	86

Cancer Support Centre Service Visits

SERVICE	VISITS	CLIENTS
Clinical psychology	1312	483
Clinical psychology (Remote)	1499	335
Counselling	17	8
Counselling (Remote)	240	29
Seen in GUH	203	424
Seen in Galway Clinic	78	150
Oncology Information (Remote and in person)	1321	621
Yoga (Online)	561	33
Massage	62	33
MLD	218	77
Online Exercise	164	19
Online Relaxation	51	17
Benefits Advice	90	86
Brain Tumour Support Counselling (Remote)	138	25
Physio Assessments	87	77
Physio Treatments	504	154
Prostate Cancer Support (Remote)	34	27
Cancer Thrive and Survive (Online)	54	8
CLIMB-Childrens programme (Online)	40	7
CUBS-Childrens Bereavement programme (Online)	16	99
CUBS Parents Support	7	21

Vera's Story



Vera McKeon was diagnosed with HER2-Positive breast cancer in 2018. As a nurse herself she was familiar with what would come and made up her mind very early on that she would work her way through it in as positive and confident a manner as possible. I employed every trick in the book to keep my positivity going, even dressing in the brightest colours with full make-up on to attend appointments and the treatments! Finally, the last day arrived, and Vera celebrated quietly, "It was over, my chances of it returning were very low and now I could get on with "normal" life."

However for Vera and for most other patients the end of treatment is not the end of the challenges of cancer. Over the next months Vera tried hard to return to her normal routines, taking daily walks and each day trying to do a little more than the day before. It wasn't working. "The fatigue was so debilitating I could not manage even the small everyday tasks. This really started to affect my mental health and my life in general. I was so frustrated that just when I should be having a massive pick-up in my energy and activity and living life even more to the full than before, I was actually spending hours every day resting after short walks or light tasks. This was compounded by disturbed sleeping patterns which left me more fatigued." Having reached a point where she didn't really know who to turn to, Vera was

put in touch with Cancer Care West who were offering Psycho-Oncology counselling to cancer patients and their families. "It really was like the beginning of the beginning again" Vera remembers. "Through my sessions with the psychologist I developed a much clearer perspective on what I had and was still going through. I began to understand that I was putting too much pressure on myself and setting my expectations too high. The road to recovery was not short, straight or easy. I don't think I was really prepared for that in the same way I was prepared for the actual treatment."

Vera also started sessions with a physiotherapist at Cancer Care West, who specialises in cancer rehabilitation physiotherapy. "Again it was like a lightbulb moment for me. The physiotherapist explained that I was trying to do too much too soon. This was causing me to constantly go beyond what my body could cope with and causing me to regress instead of progress. Through her guidance I developed a programme of exercise that worked for me and slowly but surely I built up my resilience and stamina until I was finally taking my much loved long walks followed by quality time with my family. The final element of my recovery programme was my Yoga sessions at Cancer Care West, which helped to restore my spirit, another often overlooked aspect of cancer rehabilitation." Vera is now in a much better place in her life. She is anxious though that others in her situation may learn from her experience.

"The effects of cancer do not end with treatment; getting the right support is key to learning how to move forward; wonderful support like I got at Cancer Care West is available and is free but you must find it and avail of it. Thank you Cancer Care West for supporting me on the final stages of my cancer journey. I could not have done it alone."

Donegal Cancer Support Centre



How does time seem to fly by? I sometimes wonder if it's just me, but the more that I speak to folk the more than I realise that lots of people seem to experience this phenomenon of time appearing to speed up. It seems to be the case that 2021 flew by almost in the blink of an eye so it's timely to take a moment to reflect on that 'blink' and take stock on how 2021 unfolded itself in the life of the service here in Letterkenny.

Like most of the world around us, we began the year navigating various protocols necessary for containing COVID-19. While under lockdown we continued to make ourselves available to as many cancer patients and their loved ones as possible via the very successful remote strategy put in place throughout 2020. By this time, I think we had gotten quite used to the newness of this 'remote service' and we were finding that many of our clients had also adjusted to this new way of connecting, with both loved one's and colleagues as well. It is no understatement to say though that we were very delighted when March heralded a reduction in the stringency of the restrictions, and we were able to reinstitute both face to face contact in the centre and our manual lymphatic drainage to most of the non-immunocompromised patients and loved ones. We employed pre-visit screening processes and reconfigured the internal organisation of the centre so that rooms used by staff and clients were very well ventilated and risk was minimised as much as possible.

We concluded or joint work with the Irish Cancer Society (ICS) and National Cancer Control Programme (NCCP) in a nationwide 'Helpline Project'. This project facilitated a national helpline where cancer patient could call if they were struggling psychologically and the felt they wanted to avail of specialist support. Cancer Care West as an organisation supported over 140 patients throughout the country on a remote basis and we were delighted to play our part in the project.

In April, we were delighted to host several webinars orientated towards support and education around managing aspects of illness and treatment of bowel cancer. This was a varied programme involving interviews held with specialists working in the field of bowel cancer as well as very welcome input from a patient who underwent treatment. In July we hosted two online interviews (which are still available on our Facebook Page) with a clinical nurse specialist and a speech and language therapists who support head and neck cancer patients. We are grateful for the time that those clinicians took to share their knowledge and expertise with us. The adoption of the blended service has given us the opportunity to extend the reach of the service beyond the county of Donegal and so in November, we contributed to an on-line conference organised by "The Swallows" charity in the UK. The conference was orientated towards supporting head and neck cancer patients and the impact of illness on carers and loved ones.

On an equally positive note, our trainee counsellor Maria Scanlon successfully completed her clinical training and again it was a delight to see that even during restrictions, persistence and diligence prevailed. Her transition to being a qualified member of the team was seamless and she was able to continue to support patients that were under her care while in training. We are very grateful that Marie has decided to remain with us. Following on from the further easing of restrictions, the centre was delighted to reinstate our Reflexology Service and were so lucky to

Donegal Cancer Support Centre

be able to recruit Grainne Duffy as our new reflexologist. As an instructor in reflexology and other complimentary therapies herself, we feel especially grateful that she taken time from her own practice and has become one of the team. We hope that clients will once again avail of this much missed service.

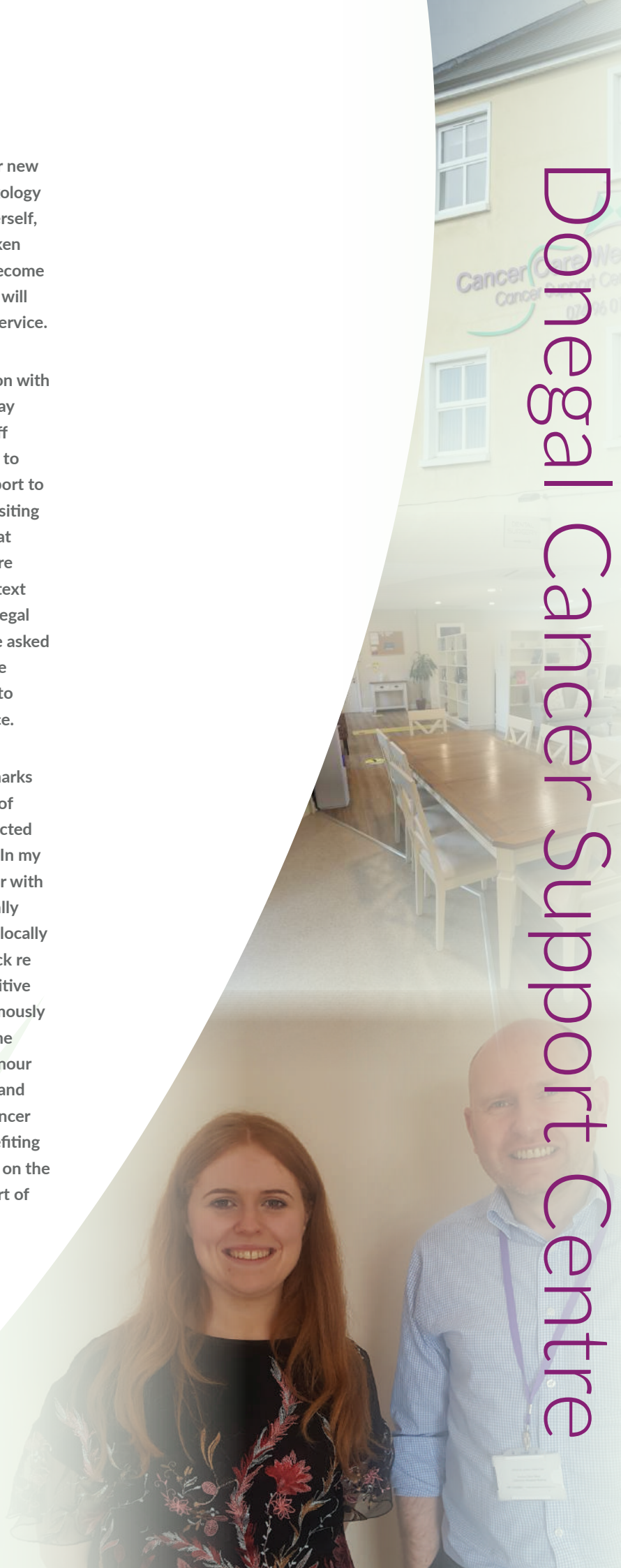
Our year concluded with a closer liaison with our parent centre in Galway and Galway University Hospital. Despite some staff changes, Cancer Care West continued to offer psych-oncology counselling support to the inpatients at the hospital there. Visiting there on a regular basis gave me a great opportunity to personally become more familiar with the Galway Hospital context and the medical teams that some Donegal patients are under. I was pleased to be asked to assist in this way and I feel my range of knowledge re the service provided to patients expanded with this experience.

I concluded last year's report with remarks about how although 2020 was a time of restriction, it also inaugurated unexpected new ways of outreach and expansion. In my view 2021 saw the fruits of that labour with our reach extending even internationally while maintaining strong connections locally and slightly further afield. The feedback re our service continues to be a very positive one where visitors and patrons unanimously remark on the homeliness and welcome of the centre. I feel we continue to honour the highest aspirations of our Charity and ensuring that 'no one goes through cancer alone'. We look forward to 2021, benefiting from the addition of new staff, always on the lookout towards advancing the support of cancer patients and their loved ones.

Dr John Donohue

Senior Clinical Psychologist

Cancer Support Centre Donegal



Donegal Cancer Support Centre



Cancer Support Centre Statistics - Letterkenny

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
2020	305	233	72	74	231
2021	237	206	31	55	182

No. Of Clients seen in the hospital/hospice

YEAR	ONCOLOGY INFORMATION
2017	32
2018	35
2019	20
2020	28
2021	22

Service Centre Sessions (Face-to-face and Remote)

SERVICE	VISITS	CLIENTS
Clinical Psychology	654	148
Psychology/Counselling	89	18
MLD	174	51
Reflexology	7	7
Oncology Info	20	12
Drop in	44	5
Yoga	51	15
Online Relaxation Sessions	82	10
Bowel Cancer Webinar	7	7
Breast Care Fitting	4	4
Cancer Related Fatigue Webinar	15	15
Colorectal Support Group	4	4
Coffee Morning	4	4

Kathleen's Story

In June 2020 Kathleen Brennan noticed a lump under her arm and didn't hesitate to contact her doctor who immediately sent her for tests. Despite the COVID-19 restrictions, things moved very fast and the tests soon confirmed she had cancer. While the Cancer was of Unknown Primary (CUP), it had spread to the lymph nodes so in the third week of July Kathleen had surgery to remove the affected nodes, followed by chemotherapy and radiotherapy.

Throughout her cancer journey the hardest part for Kathleen was the isolation. Kathleen and her husband live in a beautiful but remote spot overlooking the Atlantic Ocean in County Donegal. Due to the pandemic almost everything was closed and, as a result, they couldn't avail of any of the normal services and supports.

Around this time Kathleen became aware of Cancer Care West in Letterkenny and the services they offered. Soon she was able to participate in their online support services which became her lifeline. "I thought I was going mad some days. I was really anxious and stressed about the treatments and side effects. One of my most important contacts was Dr John Donohue at Cancer Care West who I spoke with every few weeks. John listened to all my worries, answered my questions and helped me to put things in perspective. He was also really helpful in giving me ideas on how I could deal with my emotions so I could remain calmer and more positive throughout the months. Patricia Doherty at Cancer Care West was another key member of my support team, always available on the phone to listen, patient and kind and again very helpful with my questions. Then as I got a little stronger I started remote rehabilitation physiotherapy with Emma Houlihan at the charity and this was the beginning of me getting back on my feet and regaining my independence."

As patients go through cancer treatment they can often feel very cut off and adrift from everyday life. Having professional



support to deal with all of this is really essential and makes a huge difference. Kathleen knows that her journey was especially difficult because of COVID-19 but she is just amazed at the supports Cancer Care West provide.

"I was so grateful for the regular contact, it made everything more tolerable and sometimes felt like it kept me sane. Meeting the team in person has been great now but it was the remote services I used the most and for me they really did make an enormous difference."

Inis Aoibhinn



As the new year commenced in January 2021 a third wave of COVID-19 was underway in Ireland and increased restrictions were once again imposed, including a directive to work from home where possible, the closure of schools and the need to stay socially distant from people other than direct family members. However life at Inis Aoibhinn quickly recommenced following the short Christmas break, as our brave residents returned to complete their treatment at GUH. Life in the lodge has been quite a bit different from pre-pandemic days with all social areas including the communal dining room and sitting rooms closed, but our staff continued to work hard to make everyone's stay as easy and comfortable as possible.

Our nurses and carers on site are the backbone of our residential service and the supports they provide include practical everyday care, supporting mild to severe medical issues and supporting the mental health of the patients as they cope with the challenges of their diagnosis and treatments. With approximately 30 moderately to severely ill patients on site each day, the staff are always busy and rarely get time to relax. Adding to their workload again in 2021 was the constant need for PPE, social distancing and hygiene routines. Once again their efforts paid off and thankfully there were no outbreaks of COVID on site during the year. It was with considerable regret that we said goodbye to one of our wonderful nurses, Mary Belton, who retired after 8

years at Inis Aoibhinn. We wish Mary all the very best in her new life and thank her for her exceptional dedication during her time with us.

It was a great relief for the staff and residents when the vaccination programme commenced. Both patients and staff were among the first cohorts to receive the vaccine and, while nothing changed much in day to day life as a result, everyone felt a much reduced dread of the consequences of catching or passing on the virus. Subsequently as restrictions were eased a little (but sadly not for our patients who remained on the vulnerable list even after vaccinations) life continued at a slightly less stressful pace.

With all of this to contend with in the first few months of the year it was particularly cruel that in May the HSE computer systems were shut down due to a Cyber Attack, an event with far reaching consequences for the HSE as well as for all who were in their care. For the first time in Inis Aoibhinn's history our service was suspended and we remained closed for one week as the radiotherapy department in GUH worked extremely hard to get their service up and running again. As patients resumed their treatments the radiotherapy department ran treatment sessions well into late evenings and over weekends in an effort to catch up. We salute all our staff who stepped up to the challenge and worked the longer hours to ensure our patients caught up on their treatment plans.

When we look out through the Inis Aoibhinn windows we can see that the construction of the new radiotherapy department at GUH coming along very well. It is very exciting that this fantastic new facility is being built right next door to us. Soon our patients will be able to quickly pop in and out of the department for their state-of-the-art treatments while our staff interaction with the department staff will become even more seamless than it is currently. During the

year the construction company responsible for the building, John Paul Construction, took on a cycling challenge to Westport and raised almost €13k for us. A huge thanks to Site Manager William O Halloran and his team for their support!

A highlight of our year was, thanks to a grant from Galway City Council, the commissioning of a pergola to be built in the Inis Aoibhinn garden to provide an outdoor space for our residents to enjoy even when the weather is not so fine and sunny. As we were witnessing the isolation of our vulnerable patients the need for this outdoor space became acute and this grant was a major first step in providing a social space where they could be together within the restrictions.

A firm believer in “use it or lose it” Mary Palmer, at 91 and one of our oldest ever residents, made sure she kept active during her stay with us early in the year. Daily trips around the garden were had – no matter the weather. Her walks with her wheeled walker were interspersed with rest times when she turned it around and sat for a few minutes to enjoy the lovely garden and now and again some winter sun. Sadly Mary passed away in June and no doubt she is sorely missed by her family and friends. We would like to finish our 2021 review with what Inis Aoibhinn meant to Mary, as told in her own words.

Josie Hynes

Operations Manager, Inis Aoibhinn

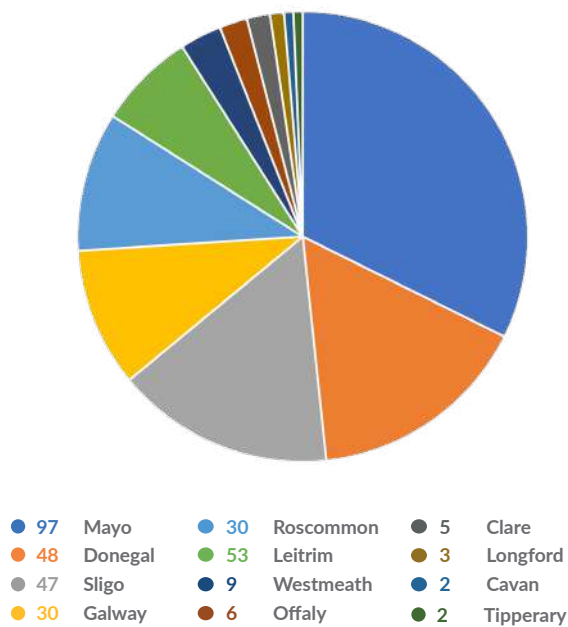
“What I want to say is that it has been perfection! Its comfortable and caring, run by unbelievable staff who will do anything for you. I really could not say enough about how kind everyone was”.

*Mary Palmer, April 2021,
RIP*

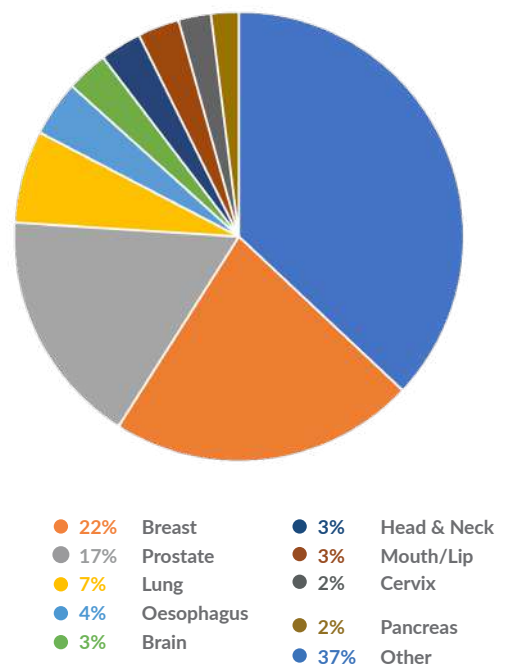


Inis Aoibhinn

Inis Aoibhinn Resident's
County of Origin 2021



Summary Breakdown of Resident's
Diagnosis 2021



Number of residents accommodated at Inis Aoibhinn March 2007 – December 2021

2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	TOTAL
194	287	302	288	322	324	322	398	358	345	340	313	332	320	300	4432

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

Lorraine's Story



A huge factor in the likelihood of a positive outcome following a cancer diagnosis is early detection. Given that many cancers are initially symptomless, early detection can often be more luck than judgement. When Lorraine Cuffe took her new baby girl, Leah, for her 6 week check up in October 2020 she mentioned to her GP an itchy patch on her breast, thinking it had something to do with the recent birth. Her GP wasn't too concerned but took the precaution of sending Lorraine for a mammogram. The test showed something was not right so Lorraine had further tests which confirmed it was cancer. Soon further tests on the sample were completed and Lorraine got the news that the cancer was a type known as HER2-positive and she would need to do a course of chemotherapy followed by radiotherapy.

Facing into the gruelling regime was very difficult but Lorraine found the inner strength from somewhere. With energetic little boys ages 10, 8 and 6, as well as a new born, she says it was her support network, headed up by her husband John and some good friends, that got her through it. The most traumatic incident for the family was the loss of her hair but soon she and the boys got used even to that and life continued as normal as possible. Luckily Leah was a placid little baby who fed and

slept well so even though home schooling arrived on top of all this they all got through it together!

Post her chemo Lorraine came to Inis Aoibhinn, Cancer Care West's residential facility for radiotherapy patients. It's fair to say that by this time she was at a low point. As the radiotherapy treatment is given daily 5 days per week over a number of weeks Lorraine needed to stay Monday to Friday at the facility. While it was hard being away from the family, Inis Aoibhinn provided an important break for Lorraine from everyday life. Lorraine explains "When I started radiotherapy I felt I could see light at the end of the tunnel. However I was so exhausted I wasn't sure I had the physical reserves to get through it. This is why the care I received at Inis Aoibhinn was so important to me. I could relax in my own room after my treatment every day. Everything was provided and if I did need anything I only had to ask. When I went home each Friday I was happy to see the children and be "Mammy" for them. Yes it was hard being parted from them, but I quickly learned that it was the best possible thing for everybody."

"I was so grateful that this was available to me at such a difficult time in my life."

Patient & Family Support

Patient & Family Support Programme

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 Galway University Hospital 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.

The demand on this service was severely impacted by the pandemic with a reduction in the numbers requiring this service. During 2021 Cancer Care West supported 13 such families providing over 77 nights of accommodation in total.

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



Fundraising



David O'Donnell

Head of Fundraising and communications

Despite the ongoing restrictions of the pandemic in 2021 the fundraising effort has once again surpassed what we believed would be possible. This reflects the hard work and dedication of so many people who continue to support the work of the charity with ever evolving and creative ways of fundraising on our behalf. We are delighted to confirm that over €1million was raised during the year and we send our heartfelt thanks to everyone who contributed to this total.

Some revenue sources carried on as normal with continuous giving through direct debits, online donations and payroll donations providing a very important source of income on which we rely. This form of support can often go unnoticed as over the years individuals make contributions that might even seem very small but forms the basis for our regular revenue stream which drives much of our day to day activity. We remain grateful to each and every one who supports us in this manner. Your contribution allows us to keep our services open even during the hardest of years.

Given the various levels of pandemic restrictions during the year, many of our annual fundraising events were again cancelled but as the year progressed a good number did go ahead and others were re-imagined into new formats. One of our key events, the Galway Bay Swim, was run in a virtual format and raised close to €90K which was amazing under the circumstances. Various corporations also continued to be imaginative in their efforts to raise funds on our behalf such as the staff fitness event 'Do Your Best for Care West' organised by Paul Devaney from Operation Transformation and supported by



Orla Cunniffe

Community Fundraiser



Grainne McGettigan

Donegal Fundraiser

his employer Ward and Burke which raised €50K.

One of the new events which seems destined to be a hit on our annual calendar is the Donegal Camino. Event founder Peggy Stringer took it to a whole new level in 2021, ably supported by Noel Cunningham our Patron, and Deirdre McGlone. About 50 walkers from all over the country joined in, extending the event over a week of activities, while generating €26,000 for Cancer Care West.

Virtual fundraising through FaceBook, GoFundMe, iDonate, etc. continued to be a major contributor to our fundraising income. People of all ages, abilities, locations and persuasions set up fundraising pages that yielded significant donations. So many people should be very proud of their achievements and know that by doing it for us they are making a difference in the lives of cancer patients all over the West of Ireland.

Every year we are staggered by the energy, compassion and dedication of our supporters. With approximately 50% of our revenue coming through their efforts to say what we do is not possible without them is a simple fact. Thank You to everyone who was there for us in 2021, a difficult year but a successful one, because you cared.

Fundraising



Isobel McConnell and her granddaughter Liara visiting our support centre. Liara very generously raised €370 for us by selling one of her own lambs!

A huge thanks to Brendan Devenney for this wonderful cheque of €5,000, part proceeds from his very successful DJ's Charity Ball in aid of Plan International held in the Mount Errigal Hotel.



A massive thank you to Richard, Karen, Katie and Joss Keane who raised a spooktacular €2,025.65 for Cancer Care West through their Ballycurrin Halloween fundraiser. These folks put a phenomenal amount of work into this fantastic Halloween display at their home in support of our cancer services.

A massive thank you to the gorgeous Cora Sibley who cut her long hair to raise funds for Cancer Care West. Cora raised a whopping €1,720 for our services. And we have to say, doesn't Cora's new hair-do look fabulous!



Fundraising



A huge thank you to these three ladies, Maria Wallace, Marie Devenney and Paula Mc Grenra, DPS, for funds raised by making and selling masks in support of their friend Paula who was going through treatment. Thankfully Paula is now hail and hearty.

Ward & Burke, a Civil Engineering Company from Kilcolgan, Co. Galway launched their Do Your Best for Cancer Care West Campaign with the goal of positively impacting the health and wellbeing of employees. They raised €50k for Cancer Care West - a huge sum for a company of approximately 600 employees.



The Scully family continued their support of our services and handed over a cheque for a whopping €10,218 following their New Year's Day fundraising swim in memory of their son and brother Aidan.

A huge thank you Una Harte for using her walks to support Cancer Care West and a big shout out to her walking mates and all who supported her. Well done and keep on walking!



Philip's Story

When Philip Kileen's beloved Nanny Mary passed away in London leaving her husband Seán bereft and lonely her then 16-year-old grandson, Philip, was especially upset to see his grandad so distressed. He was determined to do something for him that might bring a bit of light and cheer into his life again. Over the next few weeks Philip worked on various ideas about how to reach out to Seán across the miles until finally settling on a virtual cycle to see his grandad. Philip worked out that it was 775km from Kiltullagh to South London so he created a chart that marked off the kilometres in 10km sections – 77 and a half of them. Calling grandad Seán he told him “I’m coming to see you grandad on my bike! It might take a while but I will get there.” Philip knew that this gesture would mean a huge amount to Seán but he decided to take it a step further and make it mean a huge amount to others too. So he set up a GoFundMe page called ‘Cycling for My Nanny’ and added ‘and Cancer Awareness’ and chose Cancer Care West to be the beneficiary of the funds raised. His target was €1 for each kilometre – so €775 in all.

Starting on Sunday the 10th January 2021, Philip hit the roads around Kiltullagh, crossing off the kilometres covered each day on his chart. Day after day, in rain, wind and occasionally some Winter sun, Philip got further and further from home and closer to his grandad. When the weather turned too bad he turned to Raheen Woods Gym in Athenry and asked for the loan of a stationary bicycle which they gladly donated. Philip continued to grind out the miles. While Philip was doing all the hard labour his sister, Layla, decided to throw her energy into helping him but more wisely maybe did it from the comfort of home and on her laptop. Layla composed an email, detailing Philip's efforts and sent it around to various news outlets and online forums. Soon Philip's efforts got some attention and the coverage flowed in. Two of the highlights were when Eleanor Mannion of RTÉ interviewed Philip, Layla and Séan over Zoom and posted a lovely video of them online with an article detailing Philip's challenge and when Jennifer Zamparelli on 2fm also interviewed Philip on her morning show.

For most of January and all of February and March Philip stuck to his commitment, cycling every day and making regular calls to Seán updating him on his progress. As all of this was done within the 5km COVID-19 restrictions limit it has to have taken a special dedication to grind through the daily cycles. Finally at the beginning of April the end was in sight as on Monday April 5th Philip virtually reached Barriedale, London – the home of his grandad.

Philip's challenge highlights how much can be achieved within a 5km limit, with very little support and with just your family in Kiltullagh and London to cheer you on every day. Philip also credits the wonderful support he received online through his Instagram diary and Facebook page. ‘Such kind and supportive messages really helped me to keep going.’ We are delighted that Philip did keep going and we are very grateful for the funds he raised as the initial €750 target was blown out of the water as the funds received topped €5,000!



Board of Directors

Board of Directors

Padraic Clarke (Chairperson)
 Gerry Burke
 Padraig Burke
 Sheila Byrnes
 John Donnelly
 Prof. Annmarie Groarke
 Dr. Maccon Keane
 Jean Kelly
 John Mac Namara
 Dr. Margaret Murray
 Paddy O'Malley
 Gerry Staunton
 Prof. Frank Sullivan
 Brian Thornton

Subcommittees

MANAGEMENT BOARD

GERRY BURKE (CHAIR)
 ANNE MARIE GROAKE (CHAIR OF THE
 PSYCHOLOGICAL & SUPPORT SERVICES COMMITTEE)
 BRIAN THORNTON
 GERRY STAUNTON
 RICHARD FLAHERTY (CEO)

PSYCHOLOGICAL & SUPPORT SERVICES COMMITTEE

ANNE MARIE GROAKE (CHAIR)
 RICHARD FLAHERTY (CEO)
 HELEN GREALLY (DIRECTOR OF PSYCHOLOGY &
 SUPPORT SERVICES)
 JOHN BOGUE (NON CCW DIRECTOR)
 EVELYN O TOOLE (NON CCW DIRECTOR)

FINANCE & AUDIT COMMITTEE

GERRY STAUNTON (CHAIR)
 PADRAIC CLARKE
 MARGARET MURRAY
 BRIAN THORNTON
 BREDA TIERNEY
 GERRY BURKE (CHAIR OF MANAGEMENT BOARD)

GOVERNANCE COMMITTEE

PADRAIC CLARKE (CHAIR)
 GERRY STAUNTON
 BRIAN THORNTON
 BREDA TIERNEY

Financial Statement

INCOME AND EXPENDITURE ACCOUNT or the year ending 2020	Continuing Operations	
	2021	2020
Income from fundraising and bequests	1,083,713	1,157,519
Cost of fundraising	(195,995)	(170,438)
Gross Surplus	887,718	987,081
Administrative expenses	(32,766)	(26,466)
Inis Aoibhinn costs	(1,044,327)	(922,231)
Support Centre costs	(790,877)	(775,681)
HSE Annual subvention	600,000	600,000
Sundry Income	624,918	566,615
Operating Surplus/(deficit) for the year	244,666	429,318
Interest receivable and similar income	155	287
Surplus for the year	244,821	429,605
There are no recognised gains or losses other than the (deficit) / surplus for the above two financial years. The income and deficit relate to continuing operations as no businesses were acquired or disposed of in either financial period.		

BALANCE SHEET as at 31 December 2020		
	2021	2020
Fixed assets		
Tangible assets	3,138,118	3,278,978
Current assets		
Debtors	47,774	35,299
Designated development bank funds	3,134,467	3,134,587
Cash at bank and in hand	953,550	517,412
	4,135,791	3,687,298
Creditors: amounts falling due within one year	(232,778)	(140,466)
Net current assets	3,903,013	3,546,832
Total assets less current liabilities	7,041,131	6,825,810
Deferred Income		
Dept. of Health capital grant	(297,500)	(327,000)
Net assets	6,743,631	6,498,810
Capital and reserves		
Designated reserves	3,134,467	3,134,587
Revenue reserves account	3,609,164	3,364,223
Total Equity	6,743,631	6,498,810
On behalf of the Board		
 Padraic Clarke Director	 Gerry Burke Director	

GROGANS

CHARTERED ACCOUNTANTS | REGISTERED AUDITORS

Independent auditors' report to the members of

Cancer Care West CLG

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

Opinion

We have audited the financial statements of Cancer Care West CLG ('the Company') for the year ended 31 December 2021, which comprise the Income and Expenditure Account, the Balance Sheet, Statement of Changes in Equity 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, applying Section 1A of that standard.

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 2021 and of its surplus 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, applying Section 1A of that standard; 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 17 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

In auditing the financial statements, we have concluded that the directors' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast doubt on the Company's ability to continue as a going concern for a period of at least twelve months from the date when the financial statements are authorised for issue.



Our responsibilities and the responsibilities of the directors with respect to going concern are described in the relevant sections of this report.

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.

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 audit.

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.

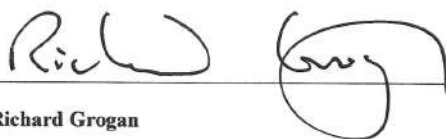
Auditor's responsibilities for the audit of the financial statements

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-98202dc9c3a/Description_of_auditors_responsibilities_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: 11th May 2022

Chartered Accountants

4/5 High Street

Galway

Costs & Funding

Our support for cancer patients and their families in 2021 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 2021 Cancer Care West received €600,000 from HSE West as a contribution to the operating costs of Inis Aoibhinn.

Our total income for 2021 was €2.309million. Almost 50% 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 organisation 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 organisation undergoes an independent annual audit and files accounts with the Companies Registration office.

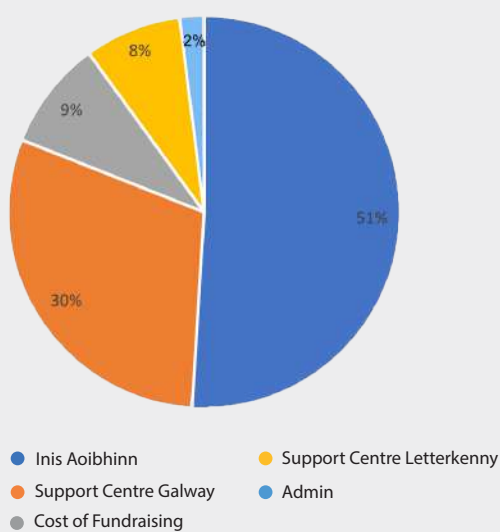
Registered Charity: CHY11260

Company Number: 230899

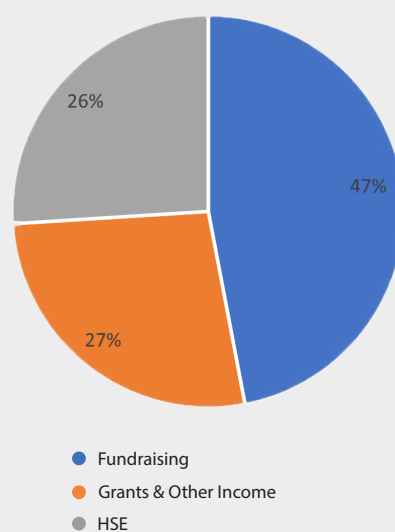
Registered Charity number: 20030438

Almost **90%** of our spend goes directly to delivering our services

How we spend our funds



Sources of income



What We Spend On Our Services

SERVICE	AMOUNT
Inis Aoibhinn Residence and Family Support Programme	€952,487
Cancer Support Centres	€724,959

How You Can Help



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. Up to 73% of our income (in a normal year) 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, Galway University Hospital
- 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 organisation 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 organisation can show their support for Cancer Care West.

Inis Aoibhinn Residence

Galway University Hospital
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

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www.cancercarewest.ie

