



HELPING
OUR HOSPITALS
DO MORE



Covid-19 Impact Report



Welcome

2020 has been an incredibly challenging year for the whole country – and the most extraordinary time in the history of the NHS.

So much has changed in the last few months. Not least in our hospitals, where our remarkable NHS colleagues have fought Covid-19 on the front line and in doing so saved countless lives.

I'd like to pay tribute to the courage, commitment and resolve they have shown throughout what is likely to be the most extreme challenge they will ever face in their working lives.

But there are also many others who have played an important role in supporting our hospitals through this unprecedented time.

The hundreds of volunteers who delivered emergency supplies to NHS staff; the local businesses and community groups who

donated food and drink to the front line; and the thousands of donors and fundraisers whose generosity and goodwill enabled us to provide an effective crisis response at the peak of the pandemic.

In this report we will show how we have channelled this outpouring of kindness into vital wellbeing support for NHS staff and an enhanced hospital experience for patients, as well as ensuring we are ready to help our hospitals in the future – whatever the coming months may bring.

Thank you to everyone who has played a part in our response to Covid-19. Your support has been more valuable than ever before.

Ian Lush
Chief Executive,
Imperial Health Charity

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Our challenge

One of the largest NHS trusts in the country, Imperial College Healthcare provides acute and specialist care for around 1.3 million people every year.

At the peak of the pandemic Imperial College Healthcare was among the busiest NHS trusts in England, treating more than 1,900 patients with Covid-19 between March and August 2020.

Responding to this extraordinary challenge required a dramatic reorganisation of services and staff. Within a few weeks, the Trust doubled its intensive care bed capacity and redeployed hundreds of staff members to new roles.



“The challenge is not over. We’re making further changes so that we can resume all our services while keeping everyone as safe as possible. Above all else, we’re making sure we build on what has been achieved, improve in areas that need to be better and are prepared for whatever comes next.”

Tim Orchard, Chief Executive, Imperial College Healthcare NHS Trust



5 hospitals

Charing Cross, Hammersmith, Queen Charlotte’s & Chelsea, St Mary’s and the Western Eye

14,000
members of staff

1.3 million
patient contacts every year

700
hospital staff temporarily redeployed to new roles



1,900+
patients with Covid-19 cared for at ICHT



429
patient deaths due to Covid-19 at ICHT



4%

ICHT was in the top 4% of NHS trusts in England most affected by Covid-19 deaths



131,000+

outpatient appointments provided by phone or video



110%

increase in intensive care beds provided from pre-pandemic level

68

pre-pandemic



143

during peak



*all figures accurate for period 13 March to 12 August 2020 (except patient deaths – 11 March – 10 August)

Helping our hospitals: the Covid-19 Relief Fund

At the peak of the pandemic, our hospitals faced an extraordinary and unprecedented period of extreme pressure.

In responding to this fast-moving situation, we set out to provide additional support in two key areas: improving the wellbeing of NHS staff and enhancing the hospital experience for the most vulnerable patients.

This was made possible thanks to the incredible generosity and kindness of our many donors, fundraisers and supporters, who helped us raise more than £3 million for our Covid-19 Relief Fund in just a few months.

The remarkable response to our fundraising appeal

enabled us to provide urgent support for staff and patients as the pandemic reached its peak, as well as helping our hospitals recover and rebuild for the long term.

By the end of September 2020, we had committed £3 million to support our hospitals in responding to the immediate challenge and planning for the future.

However, we know the threat of Covid-19 has not gone away – and so we are ready to do even more in the months to come.

We're indebted to the many generous donors and fundraisers who contributed to our Covid-19 Relief Fund at the height of the crisis. Without their invaluable support, this vital work would not have been possible.



Project 1928

Supporting the wellbeing of NHS staff has been a key focus of our work during the pandemic – and we're incredibly grateful to the Project 1928 group of generous benefactors who made a substantial gift to help us distribute food vouchers to thousands of our hospital heroes.

Towerbrook Foundation

An extremely generous gift from the Towerbrook Foundation enabled us to plan for the future as we set aside a seven-figure sum to provide a long-term programme of wellbeing support for hard-working NHS staff – including additional counselling and improvements to staff facilities. Thank you to everyone at the Towerbrook Foundation.

£3m+
raised towards
our Covid-19
Relief Fund



70
people took
part in a
fundraising
activity

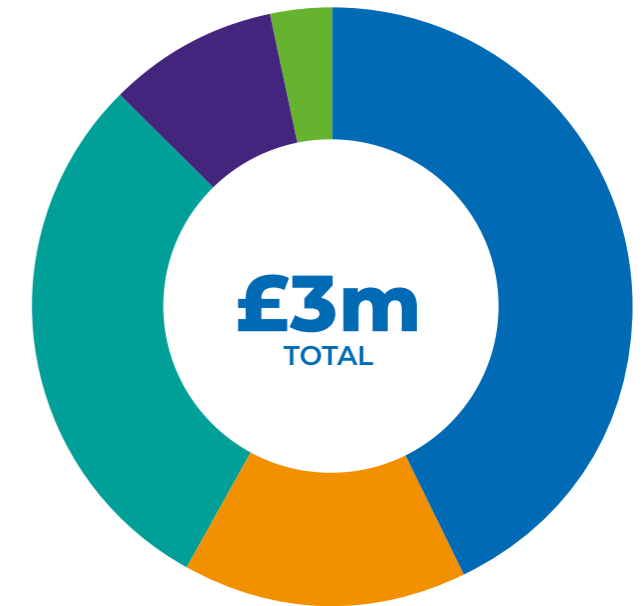
2,806
people
donated
online



BNP Paribas

We're incredibly grateful to everyone at BNP Paribas for supporting our Covid-19 Relief Fund with our largest single gift. This donation was used to provide extra support for staff during the immediate response as well as helping us plan for the future by providing improved staff facilities and mental health support.

So far, we've committed **£3 million** to help our hospitals respond to Covid-19. This includes:



£1.25m

to make long-term
improvements
to facilities for
NHS staff



£857k

to provide
immediate support
to improve NHS
staff wellbeing



£96k

to help run
emergency
response
activities at
the hospitals



£450k

to provide mental
health and
wellbeing support
for NHS staff



£304k

to provide
immediate support
to enhance patient
experience

Improving staff wellbeing

For hard-working hospital staff facing the most extreme pressure, we were able to provide urgent assistance on the front line as the crisis reached its peak. Generous donations from our supporters enabled us to fund:

Extra counselling

During this deeply distressing time, we were immediately able to expand the Trust's counselling service – CONTACT – enabling many more staff members to access psychological, mental and emotional support. Responding to a surge in referrals caused by Covid-19, our funding gave CONTACT the opportunity to recruit three additional counsellors, providing one-to-one and group support for staff across all five hospitals throughout the peak period.



£30,500
awarded to expand the CONTACT service

88%
increase in new counselling referrals per month (April – July)

40 2019/20

75 2020/21

166
2019/20

290
2020/21

57%
increase in number of counselling sessions delivered



Free staff shops

With the support of our volunteers we ran three hospital shops at the peak of the crisis, providing everyday essentials entirely free for NHS staff. Stocked with sandwiches, snacks, bottled drinks and toiletries, our shops made it quick and easy for staff to pick up items on the go – at a time when supermarkets were extremely busy. Generous donations from hundreds of local businesses, restaurants and suppliers helped our funds go even further during this time.



7 days
a week our free shops were open for NHS staff

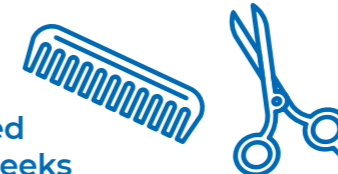


“The free staff shop really saved me while I was living in a hotel during Covid. The charity were absolutely incredible.”

‘Haircuts for heroes’

With barber shops and salons unable to open, we also provided a free hospital hairdressing service – ‘Haircuts for Heroes’ - so that staff could enjoy a trim and tidy up before or after their shift. This small but essential temporary service enabled staff to continue working comfortably in their uniform and protective equipment.

996
free haircuts provided for NHS staff in six weeks



Staff rest areas

We also invested in improvements to staff facilities, delivering resource kits to help hospital teams set up special rest areas – known as ‘wobble rooms’. Each kit contained a range of essential items to help staff relax and recuperate during their breaks, from hand creams and facial wipes to radios and reading material.

70
teams provided with ‘wobble room’ resources



86%
of users said they valued the rooms

Support for bereaved families

Sadly, a small number of hospital staff lost their lives during the Covid-19 response. To make sure their families received the best possible bereavement support, we awarded a total of £51,000 in emergency grants – helping the Trust provide appropriate care and support at an unimaginably difficult time.

£51,000
awarded to support staff members’ bereaved families



92%
staff felt supported by Imperial Health Charity during Covid-19



“Thank you ever so much for looking after us. It made a big difference to our wellbeing.”

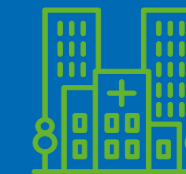
“As a member of staff I felt cared for and supported amidst all the chaos during this period.”

“I was overwhelmed by the support that was offered... The feeling that I felt looked after and cared for left a lasting impression on me.”

“The charity and volunteers have gone above and beyond keeping staff coming into work feeling valued and supported.”

“Incredible support from Imperial Health Charity. Full of energy, smiles and kindness at a time of significant stress.”

Planning for the future



To make sure hospital staff have access to improved facilities and better wellbeing services long into the future, we awarded £1.7 million to fund a transformative staff support programme over the next year. Our funding will enable the Trust to make much-needed improvements to hundreds of staff rooms, changing facilities, kitchens and communal areas, enhancing the hospital environment for 14,000 hard-working staff. The programme also includes expanding individual counselling and group wellbeing support, with further training for managers and key staff on mental health awareness, compassionate leadership and psychological first aid. We believe this long-term commitment will help us build a lasting legacy to the hospital staff who provided such outstanding care during the pandemic.

£1.7m
awarded to fund the staff support 'legacy' programme



Enhancing patient experience

While NHS staff worked round the clock to provide outstanding care for patients, we helped to make their time in hospital as comfortable as possible. Throughout the peak of the pandemic, we supported a range of projects to enhance the hospital experience for patients and their families.

Tablet devices and faster wifi

Due to tightened visiting restrictions at all our hospitals, many patients experienced feelings of isolation – cut adrift from those closest to them at an extremely distressing time. To help patients keep in touch with their friends and family, we distributed tablet devices to dozens of wards and made faster wifi available for free across all five hospitals, enabling patients to video call their loved ones from the comfort of their beds.

123
tablet devices distributed for patients to use

98%
of staff agreed their patients valued using the tablet devices

12,000+
people accessed the faster wifi per month



“The free wifi was extremely important to our patients during the crisis as it allowed them to stay connected to their family.”

Staff member,
Imperial College
Healthcare NHS Trust



Arts activities and workshops

We produced 400 art activity packs and puzzle books to keep patients active while in hospital. Easy-to-use from a hospital bed, the packs included hands-on art activities to encourage creativity and fun at a deeply stressful time. For those in a hospital ward or recovering at home, we also provided 49 free virtual arts workshops with trained facilitators.



96%
of staff agreed their patients valued the free activity packs



140
people took part in our virtual art workshops



Patient care packs

We also delivered 1,000 special care packs to wards caring for patients with Covid-19 across the Trust. Containing a range of toiletries and other essential items, such as hairbrushes and hand creams, these packs helped to make a lengthy hospital stay a little more comfortable.



1,000
patient care packs delivered



99%
of staff agreed their patients valued receiving a care pack



Hardship grants

For those experiencing sudden and unexpected financial problems as a result of their illness, we awarded emergency hardship grants of up to £1,500 to help patients and their families. These vital funds were released quickly, enabling patients and their loved ones to cover the cost of accommodation, transport, food and other essential items. During the peak of the pandemic, we awarded 16 hardship grants to help patients in desperate need.

£7,500
total awarded in emergency hardship grants



“Funding for mobile devices to support patients communicating with their families was a hugely important aspect of the charity’s work.”



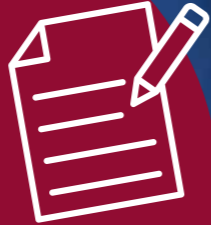
Staff member, Imperial College Healthcare NHS Trust

“I was able to focus and have time to myself doing something creative and relaxing.”



Participant in arts and crafts virtual workshop

“I really enjoy the creative writing sessions. It’s been a positive thing to look forward to in the week.”



Patient participant in creative writing virtual workshop

“The charity supported some of our vulnerable patients with food, transport and essentials through the hardship fund. This continues to be an amazing support which I’m very thankful for.”



“I think it is extremely fortunate [that] we are able to benefit from such talented artists so directly.”

Participant in arts and crafts virtual workshop

Staff member, Imperial College Healthcare NHS Trust



Supporting staff and patients on the front line



Our staff and volunteers helped to provide vital support to patients and NHS staff working on the front line during the pandemic, with more than 350 people stepping forward to support our emergency response.

Between March and August, our Crisis Response Volunteers helped to keep NHS workers supplied with food and drink, delivering more than 170,000 meals to wards and departments across the Trust and processing 100,000 transactions in our free staff shops – open seven days a week for NHS staff.

The incredible efforts of all our volunteers ensured that staff who would otherwise have found it difficult to visit local shops and supermarkets had easy access to food, drinks, toiletries and other basic essentials. On top of this, our volunteers helped day-in-day-out with countless important tasks

– from distributing gift bags and wellbeing resources for NHS staff to delivering patients' belongings from home and advising visitors on hand hygiene and critical health and safety guidance.

Without the enormous contribution made by our Crisis Response Volunteers, the efforts of our staff members who were redeployed to on-site roles during the pandemic, and the many local businesses and restaurants who donated additional supplies, we would not have been able to provide this essential support for our hospitals.

“The food and gifts were a symbolic indication of the fact that staff are valued. It felt caring at a time when the world felt scary.”

Staff member, Imperial College Healthcare NHS Trust

“I know I can speak for myself and most of the staff I worked with that the food deliveries felt like lifelines when the days where so tough.”

Staff member, Imperial College Healthcare NHS Trust



359 people volunteered to support our emergency response

150+ businesses, restaurants and community groups who donated additional items, such as food, drinks and toiletries



12,124 volunteer hours contributed by our Crisis Response Volunteers



240 deliveries of patient belongings sent in from home



100,000 visits recorded at our free staff shops

96% of staff said they valued the free on-site shops



170,000 meals delivered to front-line NHS staff

98% of staff said they valued the free meals deliveries



87% of Crisis Response Volunteers felt their role had improved the morale of NHS staff



75% of Crisis Response Volunteers felt their role gave them an improved sense of local belonging



94%



of Crisis Response Volunteers felt their role made a useful contribution during Covid-19

“The volunteers were all wonderful and very friendly during this difficult time.”

“Thank you to all the volunteers for the amazing support. It really made the difference.”

“It was a dark and scary time. We didn't know what was happening next and the smiling faces of the charity's volunteers and the abundance of gifts made all the difference.”

“The volunteers were very helpful, hard-working and polite. Nothing was too much trouble.”

“We truly appreciate everyone's hard work to support the staff. Thank you – you are our heroes!”

“I feel proud to be part of the team”

Yoga teacher Abi made a big impact as part of our Crisis Response Volunteer team at Hammersmith Hospital.

One of more than 350 people who leant a helping hand during the pandemic, Abi assisted with deliveries of food, drink and other essential items for staff – ensuring hospital workers were kept well-fed and hydrated while on the wards.

“It's been a massive group effort,” said Abi. “I feel proud to be part of the team and I'm in awe of the NHS staff who have been working so hard.”



Abi said the role gave her a strong sense of purpose and a feeling of social connection at a difficult and uncertain time.

“I felt like I was able to do something and not be stuck at home wishing I could help,” she said.

“Seeing the volunteer team at Hammersmith on a regular basis has been a real highlight of this whole situation. It has kept me busy and connected.”



An exhibition of art for our NHS

Throughout the pandemic, people all over the country have been using art to display their gratitude and appreciation for the NHS. Covid-19 has triggered an explosion of creativity, from poetry and posters to paintings and photography, and in our special Art in Focus exhibition - *Thank You!* – we brought together a joyous and hopeful collection of the most vibrant visual artwork around.

Featuring works by Damien Hirst, Mark Titchner and Morag Myerscough among many others, the exhibition has brought these bright and colourful creations inside the hospital walls for the benefit of staff and patients.

Initially on display at Charing Cross Hospital, *Thank You!* will move to Hammersmith and St Mary's hospitals over the coming months – and we've also made

the artworks available to view from the comfort of home in our online gallery.

We would like to thank all the artists featured and our partners who have worked with us to bring the exhibition to life.

Artists from top left: Emily Williams, Ruby Taylor, Rachel List, David James, Supermundane, Anthony Burrill, Morag Myerscough, Mark Titchner



3
hospitals

27
artists

36
artworks

2,349
online views





16 March
First emergency hardship grant awarded



11 March
First Covid-19 death recorded at the Trust

17 March
Normal volunteering programme paused

20 March
Covid-19 Relief Fund launched

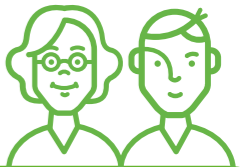
Hundreds of generous donations are made online within the first few days of our appeal being launched, with many supporters taking the time to leave a kind message of support for NHS staff.



22 March
Virtual art therapy sessions begin

25 March
IHC takes over co-ordination of donations

We redeploy nine of our staff team to help manage the huge number of gifts and donated items arriving at our hospitals. Without the support of many generous local businesses, restaurants and community groups, we would not have been able to maintain our free meals service and staff shops.



31 March
Crisis Response Volunteers start at three hospitals

Our Covid-19 response: a timeline

At the beginning of the pandemic, we moved incredibly quickly to help our hospitals respond to the crisis. Within a few days of the Trust's first recorded Covid-19 death, we had launched our fundraising appeal and begun recruiting Crisis Response Volunteers to help carry out essential tasks on our hospital sites.

Here are just a few of the most important moments in our Covid-19 response.

1 May
400 art packs and puzzle books delivered



30 April
Staff and volunteers at Charing Cross Hospital appear on BBC Breakfast

21 April
Covid-19 Relief Fund reaches £1 million



4 April
Daily Covid-19 deaths at the Trust reaches a peak of 23

3 April
First free shop opens for NHS staff

We run three free shops open to NHS staff from 8am to 8pm, seven days a week, at the height of the pandemic. In just six weeks we record 50,000 visits – climbing to 100,000 by the time the shops were closed in June.



7 May
First 'wobble room' resources delivered to staff

A total of 70 staff teams receive wobble room resource boxes during May, enabling them to set up quiet, calming rest areas in their wards or departments. More than nine out of 10 staff told us they valued this service.

12 May
International Nurses' Day
Working with Hospitality for Heroes, our staff and volunteers mark the occasion by delivering afternoon teas to nurses and midwives across the Trust's hospitals.



17 May
Number of free meals delivered to staff reaches 100,000



18 May
'Haircuts for Heroes' service launched

We set up a temporary hairdressing service at three of our hospitals, giving staff the opportunity to benefit from a trim and tidy up at a time when barber shops and salons were closed. In just four weeks, we enabled nearly 1,000 staff to have a free haircut at work.



18 May
First tablet devices for patients delivered to wards



20 May
Covid-19 Relief Fund reaches £2 million

30 July
Thank You! exhibition opens at Charing Cross Hospital



16 July
£1.7m grant awarded for staff support programme

Our largest single Covid-19 grant is awarded to help the Trust deliver a major programme of long-term staff support, including improvements to hundreds of staff facilities and enhanced counselling and mental health support.



22 June
Volunteers start helping with hospital welcome stations

1 June
Free meal deliveries and shop opening hours begin to be reduced

Artwork credits for pages 20-21.

Emily Williams *Frontline NHS*

Ruby Taylor *Kindness will keep us together*

Rachel List *We Love You NHS*

David James *Thank You NHS*

Supermundane *Kindness will keep us together*

Anthony Burrill *We Are One*

Morag Myerscough (for *In Good Company*) *Our Superheroes We Love You*

Mark Titchner *Please believe these days will pass*

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Working in partnership with



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NHS Trust

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All images used in this report were produced in accordance with national coronavirus guidance at the time that photography took place.